

## Appendix B - Outcomes

Outcome	Outcome Indicator	Evidence	Level of Need		
			Basic	Low	Medium
<i>Education, Employment and Training</i>	There is an Education Employment and Training Plan that clearly identifies personalised outcomes.	Support planning and care records are available as appropriate. Meetings are held to agree young people's EET plans, to evaluate outcomes and plot future progress.			✓
	Have completed relevant enrolment or started placement for training or work experience with support.	Acceptance/offer letter from employer, education and/or training placement.			✓
	If young person is Not in Education, Employment or Training (NEET), the YP accesses 'Local Offer'.	Case notes of YPSA Manager / Support Worker notifying appropriate MKC Case worker / service of identification of NEET. Action Plan is generated which YPSA Manager / Support Worker supports YP to follow through on.			✓
	Engaged with relevant careers services with support. Examples of this may include facilitating access to <ul style="list-style-type: none"> <li>• Independent Careers Advice</li> <li>• Quality Study programmes</li> <li>• Pathways to employment – to include access to work-based learning such as apprenticeships, traineeships and supported internships</li> </ul>	Young people are aware of who to contact if they want further support on EET pathways.	✓	✓	✓
	Applications submitted for educational, employment and training benefits YP is eligible for. Examples may include grants, bursaries, tuition fees. Payments in receipt and utilised for the eligible needs.	Educational / training placement is successfully funded. Grants and/or bursaries are in receipt where eligible.	✓	✓	✓
	Both written and soft skills (including interviewing skills) are being developing through support at the accommodation. Where further support is needed signposting to careers advice services has been completed.	Written CV is finalised identifying users' vocational strengths. YP has completed relevant training on developing interviewing skills evidenced in completion certificate or letter.	✓	✓	✓
	Leveraging web resources to consume useful content around identifying career and/or further education routes, offers as well as building professional connections for identified pathways.	Is recorded in EET plan or equivalent support plan. Where support was provided by external services, including web-based services, relevant documents are included in the young person's record.	✓	✓	✓

Outcome	Outcome Indicator	Evidence	Level of Need		
			Basic	Low	Medium
<b>Money Management</b>	YP has obtained National Insurance Number (where applicable).	Applications for relevant ID and bank account made within a month with key worker. Key workers talk to YP and provide training on the importance of organising administrative life, maintaining claims (recorded on action plans). There is an expectation that key workers provide increased support in this area during placement for those with medium levels of support	✓	✓	✓
	Has opened a Bank/Savings Account		✓	✓	✓
	YP has valid forms of identification (E.g., Passport, Birth Certificate)		✓	✓	✓
	Paperwork and administrative life are organised. YP can produce documents when required whilst applying for eligible benefits.		✓	✓	✓
	YP has claimed benefits (where entitled) and payments are in receipt.	Benefit claims completed within a month with key worker. Key workers talk to YP and provide training on the importance of organising financial wellbeing, maintaining claims (recorded on action plans). There is an expectation that key workers provide increased support in this area during placement for those with medium levels of support.	✓	✓	✓
	Consistently maintaining benefit claims with little or no support.	Claims in payment for 6 months or more.	✓	✓	
	Consistently maintaining benefit claims with some support.	Claims in payment for 6 months or more.			✓
	Can manage any challenges with benefit claims with little or no support.	E-mails and correspondences from YP indicate issues resolved. YP is using their own initiative.	✓	✓	
	Can manage any challenges with benefit claims with some support.	E-mails and correspondences from YP indicate issues resolved with some support.			✓
	YP is paying bills where appropriate with little or no support.	6 months of good payment history, keeping statements and relevant letters.	✓	✓	

	YP are paying bills where necessary with some support.	6 months of good payment history, keeping statements and relevant letters.			✓
	Rent and service charges paid consistently with some support.			✓	✓
	YP can manage their expenses for day to day living with little to no support.	Young persons are managing their expenditure independently.	✓	✓	
	YP has attended financial workshops covering relevant topics including budget planning.	Workshops certificates and relevant actions completed.	✓	✓	✓
	Planning for financial goals e.g., Holidays, driving lessons	Evidenced in budget & support plan.	✓	✓	✓
	Not experiencing material deprivation (being unable to pay for basic needs and unexpected bills).		✓	✓	✓

Outcome	Outcome Indicator	Evidence	Level of Need		
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<i>Health and Wellbeing</i>	YP is registered with all relevant community health services including GP, dentist, optician, social work services and other eligible services.	Registration for health services is complete. All contact information is up to date.	✓	✓	✓
	Copy of NHS number and other relevant health information is known and securely kept.	NHS number is reported to be in possession.	✓	✓	✓
	If YP has an Education, Health, and Care Plan, it identifies targets by school, college or other education or training provider.	YP has copies of EHC Plan and relevant correspondences with practitioners.			✓
	YP can advocate for themselves. This may involve learning about their rights and entitlements, understanding how to access health services and knowing how to communicate with healthcare providers and professionals with some support.	YP has communicated with healthcare professionals independently. Scheduled appointments have been attended and healthcare interventions are complied with. Relevant forms or information needed as part of receiving entitlements have been completed. E.g., NHS HC1	✓	✓	

	YP can communicate with health services and professionals with some support.	Healthcare has been facilitated with support and YP is in receipt of relevant services.			✓
	Where support to manage emotional regulation can be supplemented outside the accommodation, YP has accessed local, regional, and online resources.	Further universal support where required has been accessed. Examples include YiS Young People's Mental Health (MK), CAHMS, or online platforms such as e-wellbeing.co.uk	✓	✓	✓
	YP report a sense of belonging and camaraderie amongst their peers. Additionally, report strong willingness to partake in group activities (both within and outside the accommodation).	Questionnaires or surveys reveal YP feels a strong sense of belonging and not socially isolated.	✓	✓	✓
	YP is aware of importance of healthy lifestyle. Diet is balanced as best as possible. Frequent consumption of fast-food / drinks is minimum.	Demonstrated in key support sessions, young person's knowledge, and support plan/records.	✓	✓	✓
	YP report being involved in physical sport activities and/ or other activities which contribute to their overall health and wellbeing.	YP are observed as physically active.	✓	✓	✓
	Understanding of how to access emergency services and when it is (and isn't) appropriate to do so.	Covered in induction material or check-in.	✓	✓	✓
	Can access repeat prescriptions and off-the-shelf medications with little or no support.	YP are observed to manage minor health issues independently.	✓	✓	
	Can access repeat prescriptions and off-the-shelf medications with some support.	YP supported to access off-the-shelf medication or referred to relevant health professional.			✓

Outcome	Outcome Indicator	Evidence	Level of Need		
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<i>Independent Living Skills</i>	Whilst shopping for everyday goods, young people maximise value for money.	Budgeting practises are observed alongside common price comparison methods.	✓	✓	✓
	Young persons are engaged with services which enhance living skills. Includes applying for eligible schemes. Examples include - a young person's railcard - library membership - valid forms of ID - grocery discount cards - gym membership	Young person in receipt of membership for ancillary services providing value in gaining essential life skills.	✓	✓	✓
	YP has developed culinary skills together with achieving a balanced diet as a way of life.	Consistency in meal preparation activities.	✓	✓	✓
	YP demonstrate good time management; Lifestyle is organised around productive routines which align with goals across EET and health themes.	Support sessions indicate YP has developed a daily routine aligning with their personal and professional goals.	✓	✓	✓
	YP has relevant skills / knowledge on how to use the internet, smart phones, and other digital communications to access relevant information and advice to achieve goals and manage their financial and other administrative responsibilities.	Digital life is organised, and relevant login information is stored securely. Internet resources are used for responsible activities and YP are aware of relevant accommodation policies on internet use.	✓	✓	✓
	Can do <b>basic</b> home maintenance with support.	All community assets are well maintained. Damages are reported when necessary. YP can set-up basic items and follow instructions. Example includes using tools to assemble small furniture, changing light bulbs.	✓	✓	✓
	Familiar with accommodation safety and emergency procedures.	Can locate fire extinguishers and understand how and when to use it. Aware of evacuation procedures during emergency.	✓	✓	✓

	Demonstration of problem-solving ability when determining solutions to personal and professional challenges	Support sessions demonstrate YP takes initiative in identifying options to resolve challenges and performed remedial actions where possible	✓	✓	✓
	YP develops competence and demonstrates responsibility for their personal appearance including maintaining hygiene, grooming, and are generally well presented.	YP's appearance demonstrates responsibility in maintaining appearance through regular grooming.	✓	✓	✓
	Manages their own laundry and ironing tasks keeping their clothes and linens clean and well-maintained.	All cleaning activity is undertaken routinely.	✓	✓	✓
	Shows responsibility and takes the initiative in maintaining a clean and organised living space.	YP's room is tidy, uncluttered and well presented.	✓	✓	✓

Outcome	Outcome indicator	Evidence	Level of Need		
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<b>Resilience</b>	YP is aware of their personal strengths and weaknesses and apply this knowledge in their personal and professional life. Including EET and extra-curricular decisions.	Support sessions offer guidance and feedback on YPs vocational & personal strengths including ways these can be leveraged in EET settings and for daily living activities.	✓	✓	
	YP is involved in co-producing their support plan identifying existing and developing strengths.	Young person's preferences can be seen in support plans.	✓	✓	
	YP demonstrate ability to think creatively, applying critical thinking skills whilst identifying their goals.	Support sessions, assessments and wider group engagement activities demonstrate young person uses problem solving skills in relevant scenarios.	✓	✓	✓
	YP make decisions that impact them, weighing different options and making informed decisions that align with their values and goals.	Evidenced in reports and review meetings. Where possible, outcomes from external services are also evidenced. Examples include support from careers advisors, mental health and other information and advice services.	✓	✓	✓

	Demonstrate the ability to break down goals into manageable steps whilst tracking progress.	Support sessions, assessments and wider group engagement activities demonstrate young person uses problem solving skills in relevant scenarios.  Evidenced in reports and review meetings. Where possible, outcomes from external services are also evidenced. Examples include support from careers advisors, mental health and other information and advice services.	✓	✓	✓
	Solve problems including analysing potential solutions, weighing risks and benefits.		✓	✓	✓
	Self-motivated. Work towards personal and professional goals with initiative and determination.		✓	✓	✓
	Self-management skills - the ability to manage own emotions, behaviour, and habits.		✓	✓	✓
	Access to and involvement with informal community networks - includes family, cultural and religious services, youth clubs and peers.	YP has socialised with range of bonding networks outside of more formal settings.	✓	✓	✓

Outcome	Outcome Indicator	Evidence	Level of Need		
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<i>Citizenship</i>	Young people are engaging with support workers by communicating their needs, concerns and goals and participating in the planning of the support offered.	Evidence to be seen in reports provided.	✓	✓	✓
	Young people participate in group / communal activities demonstrating teamwork.	Record of attendance for group sessions offered in the accommodation. Young person is observed participating and contributing to communal activities.	✓	✓	✓
	Respecting boundaries between those living in accommodation and support staff, being mindful of people's personal space, right to privacy and demonstrating shared ownership of tasks.	Young person respects the role of staff and co-tenants in the property including their belongings. Copies of relevant policies and procedures shared and discussed as necessary.	✓	✓	✓
	YP follow the rules / guidelines whilst in the premises. This includes respecting the property, maintenance of furniture, equipment, and other community assets.	Behaviour of young person's demonstrate responsibility - damages are reported and property is maintained well to a decent standard. i.e., cleaned, and tidied.	✓	✓	✓

	YP are engaged in participating in wider civil life through activities including (though not limited to) - volunteering - joining special interest clubs / organisations - advocating for local causes - participating in local government democracy - participating in activities / workshops held in or organised by staff	Young people participate in extra-curricular activities outside the accommodation. Support which facilitates this outcome encourages a <b>strength-based approach</b> which leverages a young person's natural talents, gifts, abilities.	✓	✓	✓
	YP is aware of local information and advice services which offer help on a range of areas (e.g., welfare, housing etc). (e.g., MKC Offers a "Resources for Young People" page with links to key themes).	Young people possess key contact and helpline information relevant for accessing additional support from external services.	✓	✓	✓
	YPs are registered to vote and aware of voting methods and elections (both local and national).	Voter registration is complete.	✓	✓	✓
	When required young person has a solicitor.	YP supported to access solicitors locally.	✓	✓	✓

High-Level Aspiration	Outcome indicator	Evidence	Level of Need		
			Basic	Low	Medium
<b>Risk Management</b>	Avoids common risks online including sharing personal information on untrustworthy sites, communicating with strangers, and visiting suspicious websites. YP can apply basic dos and don'ts when using the internet.	Covered in group discussions, induction material or disclaimer at Wi-Fi sign-in point.	✓	✓	✓
	Are aware of what is appropriate and inappropriate to share online being mindful of relevant rules.		✓	✓	✓
	Understand the risks and dangers of cyber-bullying and can discuss this with support staff if any incidents occur.		✓	✓	✓
	Recognises risks of meeting people in real life from the internet and possible consequences. (e.g., radicalisation/ grooming/catfishing/sales pressure).		✓	✓	✓
	Know about copyright/legal risks on downloading content.		✓	✓	✓



Manage security/ personal settings on devices with some support.	Information shared from relevant organisations e.g., 'British council', 'UK safer internet' etc.	✓	✓	✓
Recognise scams/phishing in phone calls, texts, and emails		✓	✓	✓
Understand not everything online is accurate and websites may contain misleading information.		✓	✓	✓
Understanding how to keep personal information safe including avoiding writing down passwords or PIN numbers for bank accounts.		✓	✓	✓
Familiar with local road safety as it pertains to using bikes and e-scooters.	Information shared from relevant organisations e.g., 'get around MK'.	✓	✓	✓
Knowledge of local places deemed unsafe / high-risk.	Factsheets from law enforcement and guidelines on staying safe at night and when alone.	✓	✓	✓
YP can identify peer pressure situations and how to respond safely. Examples may include partaking in plagiarism, using unsafe/illegal substances, engaging in other risky behaviour.	Relevant information shared from services including pamphlets and web-resources, MKCC safeguarding etc.	✓	✓	✓
Safely storing personal belongings and being conscious of securing devices with passcodes.		✓	✓	✓
Understanding rules and procedures to follow during an emergency including evacuation procedure and assembly points.	Covered in group discussions, induction materials.	✓	✓	✓
YP can identify and report suspicious behaviour to on-site staff.	Covered in induction / check-in procedure. Relevant health and safety material shared as appropriate.	✓	✓	✓
Understands why room should be tidied and its relationship with trip hazard and blocking entrances.		✓	✓	✓
YP knows location of fire extinguisher, when to use it and how to operate it.		✓	✓	✓
Can locate and use basic first aid kit.		✓	✓	✓