

Residential Youth Services Outcomes Framework (all services)

A. Health & Wellbeing	B. Housing Stability	C. Economic Stability & Employability	D. Personal Development & Life Skills	E. Social Connection & Community Engagement	F. Confidence & Agency	G. Advice, Information & Advocacy	H. Empowerment
The ability to manage physical, mental, and emotional health, build resilience, and access support.	The ability to access, manage, and sustain stable and safe housing independently.	The skills, qualifications, and support to secure employment, education, or training and achieve financial stability.	The practical skills to manage daily life independently, solve problems, and maintain routines.	Having positive relationships, participating in community life, and contributing to society.	Belief in abilities, making informed choices, and taking initiative to influence life positively.	Understanding and using information about support and services, and advocating effectively.	Taking charge of decisions about one's life and confidently shaping one's own future.
<i>A1. The young person is able to describe their own emotional needs</i>	<i>B1. The young person has safe and stable accommodation</i>	<i>C1. The young person engages in education, employment, or training (EET)</i>	<i>D1. The young person develops skills for independent living (e.g. cooking, travel, budgeting)</i>	<i>E1. The young person reports feeling less isolated or lonely</i>	<i>F1. The young person shows increased confidence in themselves and their abilities</i>	<i>G1. The young person understands their rights or entitlements</i>	<i>H1. The young person feels heard and included in decisions about their life</i>
<i>A2. The young person engages with support for their mental or physical health</i>	<i>B2. The young person engages with tenancy or housing-related support</i>	<i>C2. The young person improves their practical employability skills</i>	<i>D2. The young person demonstrates problem-solving or decision-making in daily life</i>	<i>E2. The young person builds or strengthens relationships with peers or adults</i>	<i>F2. The young person makes and articulates choices about their own life</i>	<i>G2. The young person receives advice, advocacy, or support with a specific issue</i>	<i>H2. The young person makes positive changes that reflect their values or goals</i>
<i>A3. The young person uses positive coping strategies during times of stress</i>	<i>B3. The young person understands their rights and responsibilities as a tenant</i>	<i>C3. The young person receives support with benefits, finances, or budgeting</i>	<i>D3. The young person engages in structured routines and daily responsibilities</i>	<i>E3. The young person takes part in social, cultural, or recreational activities</i>	<i>F3. The young person reflects on their behaviour, decisions, or experiences</i>	<i>G3. The young person is helped to access services or resources they need</i>	<i>H3. The young person recognises their strengths, talents, or personal achievements</i>
<i>A4. The young person reports improved physical fitness, sleep, or nutrition</i>	<i>B4. The young person takes steps to maintain or improve their housing situation</i>	<i>C4. The young person is supported to explore suitable career or training options</i>	<i>D4. The young person shows improved self-organisation or time management</i>	<i>E4. The young person contributes to their community (e.g. volunteering, peer support)</i>	<i>F4. The young person sets and works towards personal goals</i>	<i>G4. The young person can explain their needs or communicate effectively with others</i>	<i>H4. The young person describes a sense of control over their own future</i>
<i>A5. The young person has reduced involvement in high-risk or harmful behaviours</i>	<i>B5. The young person avoids eviction, abandonment, or housing breakdown</i>	<i>C5. The young person reports improved financial independence or security</i>	<i>D5. The young person accesses support to address practical needs or barriers</i>	<i>E5. The young person engages with clubs, groups, or support networks</i>	<i>F5. The young person takes initiative or responsibility in new situations</i>	<i>G5. The young person feels able to get help again if they need it in future</i>	
<i>A6. The young person can identify safe ways to manage emotions or conflict</i>	<i>B6. The young person reports feeling safe and secure where they live</i>						

This toolkit should be cited as: Community Impact CIC (2025). Advice and Advocacy Evaluation Toolkit: Practical Guide and Tools for Impact Measurement. London: Community Impact CIC.