## Service User Outcome Chain Template

Example given for supported housing project for young offenders

Activities	Engagement	Outcomes most relevant to each stage
<ul> <li>Engage with and understand issues and needs</li> <li>Provide emotional support/care/belief.</li> <li>Set expectations</li> </ul>	<ul> <li>Develop feelings of trust, honesty and openness with staff</li> <li>Feel secure that support will remain in place</li> </ul>	<ul> <li>Learn to trust and accept support</li> <li>Understanding how when and from whom they can ask for help</li> </ul>
<ul> <li>Calm secure environment</li> <li>Time and space to address issues</li> <li>Residents live in close proximity to each other, meet regularly, share tasks</li> </ul>	<ul> <li>Residents develop a sense of community</li> <li>Positive and committed to the house</li> </ul>	<ul> <li>Lives are stabilised</li> <li>Experience of positive relationships with others</li> </ul>
support to address needs and problem behaviours	<ul> <li>Increase self awareness of their lives, past and current problems</li> </ul>	<ul> <li>Increased understanding of:         <ul> <li>Social norms</li> <li>Consequences of offending</li> <li>Themselves and their triggers of offending</li> <li>Forgive themselves and move on</li> </ul> </li> </ul>
<ul> <li>Broaden horizons: organised social trips/outings offering new experiences</li> <li>Jointly identify aspirations and support needs</li> <li>Set incremental achievable goals</li> </ul>	<ul> <li>See a different future:</li> <li>Appreciate that advice provided is in their long term interest</li> <li>Jointly agree plan for change</li> </ul>	<ul> <li>Hope</li> <li>Higher aspirations</li> <li>Motivation</li> <li>Feel ownership/control of process</li> </ul>
<ul><li>Practical support</li><li>Signposting and advocacy with statutory services</li></ul>	<ul> <li>Make initial changes         (finance/substance         misuse/behaviour         stabilised)</li> </ul>	<ul> <li>Reduced problem behaviours</li> <li>Feel rewarded and encouraged by progress</li> </ul>
<ul> <li>Exemplify pro-social attitudes and behaviours</li> <li>Ongoing coaching</li> <li>Encourage residents to assume greater responsibility</li> </ul>	<ul> <li>Collaborate and work constructively with staff and others</li> <li>Make more substantial changes</li> </ul>	Improved:
<ul> <li>Specific training (job search, computing, hygiene, finances)</li> <li>Community based activities, volunteering/education/ work placements</li> <li>Support for family reconnection</li> </ul>	<ul> <li>Increasingly self sufficient</li> <li>Working by themselves</li> <li>Practical experience of living crime free lives</li> </ul>	<ul> <li>Increasingly non-criminal identified</li> <li>Feeling of being a worthwhile member of society</li> <li>Improved relationships with family and wider society</li> </ul>
<ul> <li>Practical move-on support (utilities, liaison with landlords, deposits etc)</li> </ul>	<ul> <li>Ready to move on</li> <li>Sincere, personal decision to continue journey of change</li> </ul>	Increased skills and personal resources needed for independent lives
Accountability line		
Live independently and securely Reduction in criminal behaviour		

