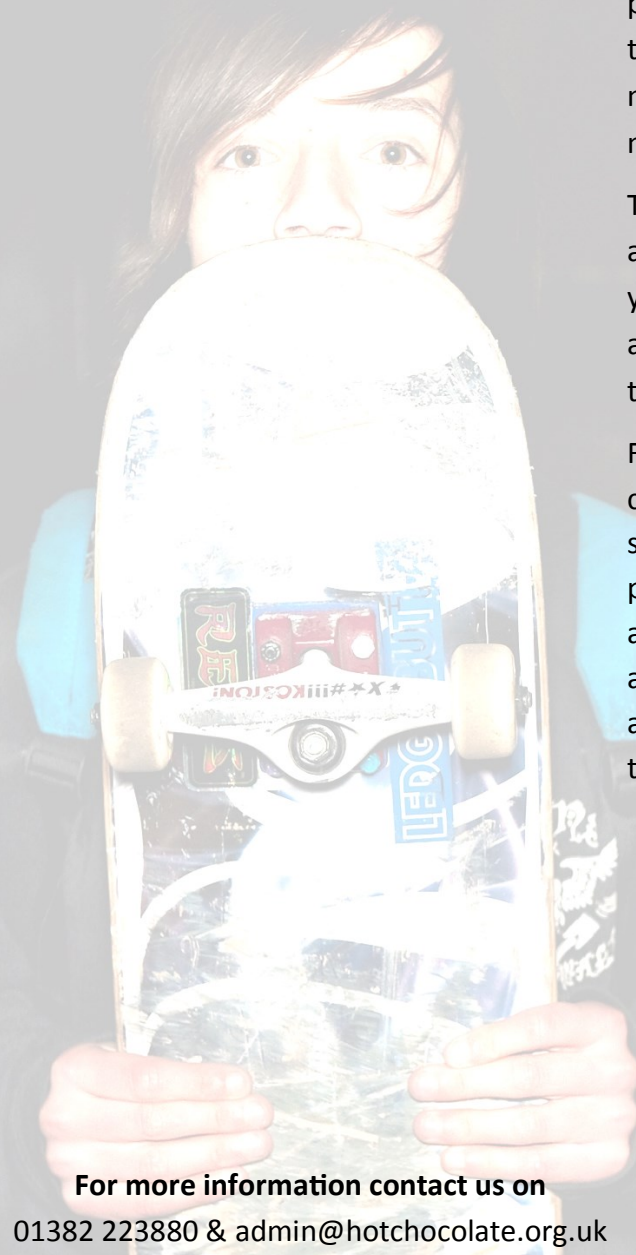


# OUTCOMES DATABASE

*Outcomes Database is a monitoring, evaluation and reporting tool for organizations supporting people to make change. It puts people and their individual lives at the centre, promotes effective and reflective practice, facilitates good management and organizational learning, and supports robust external reporting.*

The order of these effects is important – this isn't an off-the-shelf technical tool but one that has been shaped over several years between a very patient database designer and a team of youth workers. From the start we were determined that the first beneficiary had to be the young people whom Hot Chocolate serves: now the first beneficiary could be the people that you serve in your organization. Always, the data needs to serve the young people and make for better experiences and outcomes for them.



Secondly, a database should be good for you as a practitioner – that doesn't suddenly make it a joy to enter data, but it can be worth it, focus on what matters, aid your reflective practice, and help to make you better at your job.

Thirdly, the database can help you as a team or as an organization to understand your own work, see your impact, realize your patterns and blind spots, and manage your stretched time and resources for the best outcomes.

Fourthly, the Outcomes Database helps you to communicate your work effectively to funders, supporters, and other external bodies. You can produce the right reports for the right audience, and bridge the gap between the sometimes small actions which you know are meaningful in individual lives and the broader, "facts and figures" descriptions which are often needed by outside bodies.

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