

Template Evaluation Report

*What to report, and how to report
it*



1. Introduction

In this section, you need to briefly explain what this evaluation is about, which services or programmes were included, and why the evaluation was carried out.

For instance, you should include:

- A short description of the services being evaluated (e.g. residential support, training programmes, or advice drop-ins).
- The strand each service falls under (Strand 1: residential and wraparound, Strand 2: fixed-term programmes, Strand 3: short-term or episodic support).
- A reference to YMCA \[name of local branch]'s three-strand evaluation strategy — explaining that all services are evaluated according to the type of journey a young person takes.
- The overall aim of the evaluation — for example, to understand what difference the services made for young people.
- A reference to the YMCA Outcomes Framework as the basis for measuring change.
- A note that YMCA \[name of local branch] uses a shared evaluation toolkit developed by Community Impact CIC, ensuring consistency and comparability across services.
- A statement that the Evaluation Readiness Checklist was completed as a form of internal quality assurance before evaluation activity began.

Example: *This evaluation was carried out to understand the impact of YMCA [name of local branch]'s services on the young people it supports. The report brings together evidence from three services operating under the organisation's three-strand evaluation model. Each strand reflects a different kind of journey that a young person might take through the organisation — from sustained residential support, to fixed-term programmes, to brief or one-off interventions. The evaluation approach was designed to show what difference each of these journeys makes in measurable outcome areas. The work was grounded in the YMCA Outcomes Framework and delivered using a shared evaluation toolkit from Community Impact CIC.*

2. Delivery Figures

In this section, you need to provide a simple overview of the scale and scope of delivery. This helps give context to the findings. Funders often ask for this type of data to understand reach and scale, and it also provides a useful foundation for centralising key delivery figures that may be needed for future reports or funding applications. This section is particularly

important for funders, commissioners, and internal leadership teams. It demonstrates not only the outputs delivered but also supports the credibility of outcome claims. For funders, it shows scale. For commissioners, it shows alignment with strategic priorities. And internally, it creates a single reference point for performance monitoring and business planning.

For instance, you should include:

- The number of young people supported or engaged through each service.
- A short note on programme structure (e.g. length, format, frequency).
- Any useful demographic information if known (e.g. age range, target group).

Example: *During the evaluation period, YMCA [name of local branch] delivered three key services across different strands:*

- *Strand 1: 32 young people were supported in residential accommodation with wraparound support.*
- *Strand 2: 48 young people took part in time-limited employability or training programmes, delivered over four cohorts.*
- *Strand 3: Over 200 young people accessed drop-in advice, with a sample of 50 cases reviewed for this evaluation.*
- *Services supported a diverse cohort of young people aged 16–25, including those with SEND, care-experience, or housing instability.*

3. What We Did (Methods)

In this section, you need to explain how the evaluation was carried out — including which methods were used, what tools were applied, and how the services were grouped and assessed. In some cases, particularly for advice and advocacy services, the evaluation method may differ slightly from other strands. These services are typically assessed using a single outcome survey supported by structured case studies. Where appropriate, these may be presented in a standalone section or appendix for clarity.

For instance, you should include:

- A clear link back to the three-strand evaluation model, and how it determined the design.
- The type of data collection used (e.g. surveys, case studies, interviews).

- How the YMCA Outcomes Framework shaped the design of survey questions and qualitative prompts.
- How indicators from the outcomes framework were used to frame questions, and what kinds of changes would be expected if progress was being made.
- A reference to the shared evaluation tools from Community Impact CIC.
- A confirmation that the Evaluation Readiness Checklist was used in advance as a quality assurance measure.

Example: *The evaluation followed YMCA [name of local branch]'s three-strand evaluation model, which aligns the design of data collection with the nature of each service journey. Strand 1 services (residential support) used pre and post surveys with an additional qualitative component. Strand 2 services (structured programmes) applied start and endpoint surveys. Strand 3 services (drop-ins and advice) were evaluated through structured case reviews and client interviews. All data collection tools were built using the shared evaluation toolkit developed by Community Impact CIC, and survey content was derived from the YMCA Outcomes Framework. For each outcome selected, indicators were used to shape specific survey questions, such as improvements in daily routines, increased confidence, or better understanding of rights. These indicators helped define the types of change expected and ensured the tools captured meaningful progress. The Evaluation Readiness Checklist was completed prior to implementation to confirm tool selection, timing, and internal preparedness.*

4. Findings

In this section, you need to summarise the main findings of the evaluation. This is the core of the report and should bring together both the outcome data and qualitative insight in a way that tells a clear story about what changed for young people.

Example: *The following sections summarise the evaluation findings thematically, using selected outcomes from the YMCA Outcomes Framework. Each theme includes headline data and quotes from young people or staff, based on their experience of the programme. The findings are grouped where possible to reflect patterns across all three strands.*

Health & Wellbeing

This outcome measures how well young people are able to manage their physical and emotional health, cope with stress, and maintain routines that support wellbeing. It is

important because poor mental health is a significant barrier to progress in other areas like housing, learning, or employment.

Example: Overall, the evaluation found that young people across all three services experienced improvements in their emotional wellbeing and ability to manage stress.

- 68% of residential clients reported improved emotional wellbeing.
- 72% of training participants said they could manage stress better by the end of the programme.
- Advice clients cited reduced anxiety once their issue was resolved.
“I was in a bad place when I moved in — always anxious. Now I’ve got structure and I feel more in control.” — Residential client
“Even just understanding my rights helped me feel less overwhelmed.” — Advice service user

Confidence & Agency

This outcome focuses on young people’s belief in themselves, their ability to make decisions, and their confidence when dealing with other people or systems. It matters because many young people entering YMCA services have experienced instability or disempowerment.

Example: Across all services, young people reported significant gains in confidence and self-advocacy.

- 83% of respondents said they felt more confident navigating services or making decisions.
- 79% of training participants said they were more comfortable expressing themselves in interviews or group settings. “I didn’t think I could speak up for myself, but now I can walk into meetings and explain what I need.” — Participant in training programme
“I know what I’m allowed now. I won’t just take no if it’s not fair.” — Advocacy client

Social Connection & Community

This outcome relates to young people’s relationships with others, sense of belonging, and participation in group or community activities. It is particularly important for those at risk of isolation or exclusion. Young people in longer or structured programmes described feeling more connected and supported, while drop-in participants showed less change — reflecting the limited opportunity for social development in very short-term interventions.

Example:

- 71% of residential clients said they felt more connected to others than before they arrived.
- 65% of training participants said they had made new friendships or built support networks.
- Only 29% of drop-in clients reported changes in social connection. “There’s always someone here — even if it’s just a chat in the kitchen, it helps.” — Residential service user
“I’ve got people now who want me to do well. Before, I didn’t really have that.” — Young person on training course

To support confidence in the data, all services completed the Evaluation Readiness Checklist at the start of the process. This helped ensure that tools were appropriate, outcomes were clearly defined, and staff understood when and how to collect data. By embedding this step into the evaluation cycle, the data collected is more likely to be consistent, focused, and comparable across services. The checklist acts as a basic quality assurance safeguard, supporting the reliability of the findings presented here.

5. Discussion

In this section, you need to summarise what the evaluation has shown overall. This should be a short, reflective section that brings together the strongest evidence of impact and highlights areas for improvement. This section is particularly important for funders, commissioners, and internal leadership teams. It demonstrates not only the outcomes achieved but also the operational value of the data collected. Funders want to see credible evidence of change, so this section should show that the services delivered are working. For commissioners, the findings point to how and where services are adding value in the local ecosystem. Internally, these insights are critical for performance management: they help teams understand what’s working, identify gaps, and make informed decisions about service development.

Example

Example: *The evaluation findings suggest that YMCA [name of local branch] services delivered across the three strands are making a meaningful difference in young people’s lives. In particular, young people showed clear progress in confidence, emotional wellbeing, and independent decision-making. These improvements were*

strongest where relationships were sustained, such as in residential settings and structured programmes.

While improvements in social connection and emotional resilience were common in longer-term services, change was more limited in drop-in contexts, where contact is brief and transactional. This highlights the value of deeper engagement models and suggests further investment in follow-up or transition support could strengthen outcomes.

The data also points to the impact of embedding rights-based and person-centred approaches — especially in advice and advocacy work, where small gains in knowledge often translated into greater confidence and control. One young person shared: “I didn’t get everything I wanted, but now I understand what’s possible. That makes a big difference.”

Going forward, the evaluation approach itself, including the shared framework and checklist, provides a strong foundation for learning across services. Consistent use of outcome-linked tools will help build a clearer picture over time, supporting both service design and strategic development.

6. Appendices

This section should include:

- **Appendix 1: Year in Numbers** - Summary of the number of clients supported, survey responses collected, and case studies completed.
- **Appendix 2: Survey and Topic Guide** - Questions Full list of survey questions and interview topic prompts used in the evaluation.
- **Appendix 3: Outcomes Framework** - Full outcomes framework showing the outcome areas, outcome statements, and associated indicators.

