

GHM Quarterly Evaluation – 30 Sept 2016



Executive Summary

This report shows the progress of GreenHouse Mentoring (GHM) during the quarter July to September 2016, recording the results from questionnaires of staff, volunteers and mentees during that period.

Greenhouse Mentoring aims to help young people in Luton.

We provide quality, trained, screened volunteers from diverse backgrounds who choose to consistently meet with, mentor and help referred young people in Luton to: take responsibility for their actions; improve their social skills; and become more self-confident and resilient.

See our mission statement (attached).

As always this quarter has been quieter than usual as schools took their summer break, however, GHM has in the past 3 months:

- ♦ **Held** a very successful Open Day for Referrers and the Annual Volunteer Awards & Fund Raising evening;
- ♦ **Had** three successful applications for funding;
- ♦ **Received** 28 Referrals – remaining at high levels;
- ♦ **Trained** 26 new Mentors through the introduction to Mentoring course over 8 sessions (see section 2.102.10);
- ♦ **Run** two Skills Courses, Dealing with Anger and Self Esteem for 23 young people, 35 attendances recorded;
- ♦ **Continued** to support 58 individual mentoring relationships and 57 young people in Group Mentoring settings. 180 mentoring sessions were recorded;
- ♦ **Collected** consistently good feedback from Mentees and Volunteers e.g.
 - **Mentees...** “It has helped with releasing stress and helped me talk about my feelings”
 - **Volunteers...** “I have learned a lot from mentoring and have applied many of the techniques in other circumstances. Most importantly, I have learned not to impose my views on others but to listen carefully, use silence and allow others to work out solutions for themselves - guiding as appropriate”

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1. GreenHouse Mentoring Overview

1.1 The Service

GreenHouse Mentoring is a Community Project of Stopsley Baptist Church (SBC).

We are a locally focussed, Luton based organisation, established in 2002, committed to provide a safe, supportive and friendly place for young people, volunteers and staff alike.

We provide quality, trained, screened volunteers from diverse backgrounds who choose to consistently meet with, mentor and help referred young people in Luton to take responsibility for their actions, improve their social skills and become more self-confident and resilient.

We love to treat everyone in a uniquely personal way and help them to unlock their potential.

This help may take the form of One-to-One Mentoring, Group Mentoring via Skills Training Courses and Skills & Activity Clubs, GHM Café (providing a safe and encouraging environment for activities) or English Corner (enabling improvements to conversational English language for young people, volunteers or parents).

Our service is free to Service Users and Referrers alike.

1.2 Aims & Objectives

See attached Vision, Mission and Values statement.

2. Key Events during the period.

2.1 GHM Open Day

On Thursday 22nd September, we held our second annual Referrers Open Day where we were pleased to receive 25 visitors wanting to find out more about GHM and the services we provide. Overall it was an extremely successful event, meeting new people and being able to showcase the work of GHM.

2.2 Volunteer Awards & Fund Raising Evening

In the evening of Thursday 22nd September we held our annual Volunteer Awards evening coupled with a fun fund raising quiz masterminded by one of our volunteers – Mark Winn. Apart from raising £75 for GHM we had an excellent evening.

We not only awarded long service volunteering awards but also some other categories...

A 10 Year Award was awarded to:

- Ian Pirks

5 Year Awards were awarded to:

- Kerri Smith
- Kingston Rudenya
- Marcia Smith
- Oladele Awoyemi
- Robert McKnight
- Sandra Young
- Steve Moody

The main awards went to:

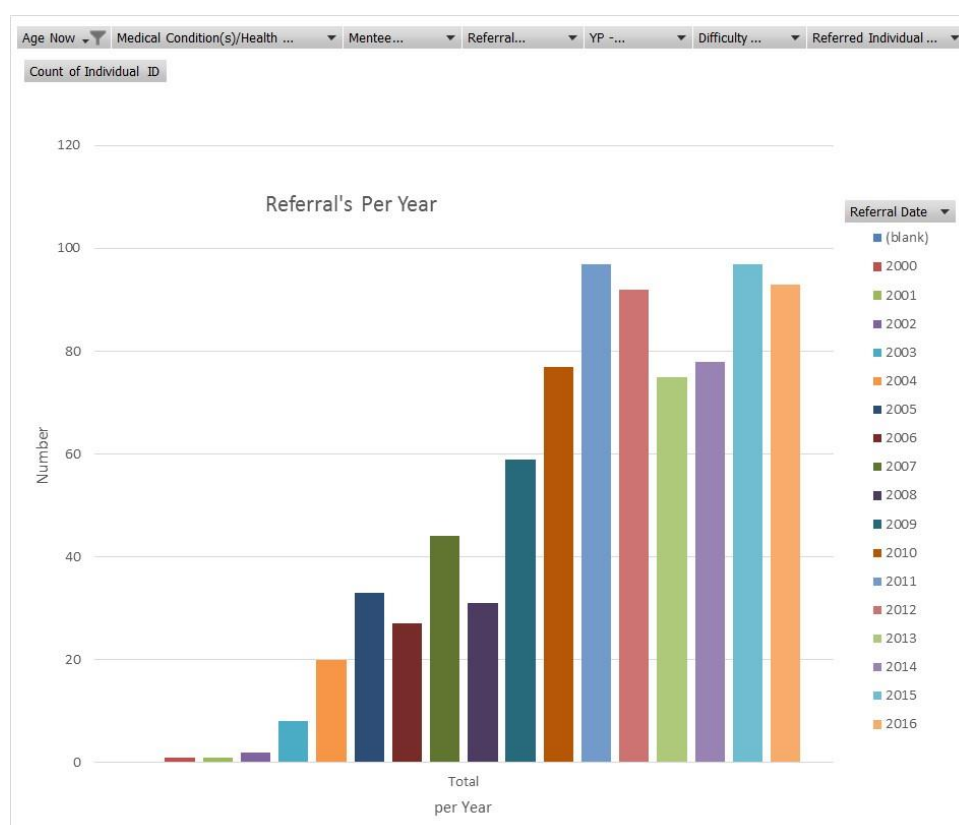
Award	Runner Up	Winner
Staff Member of the Year	Kerri Smith	Ian Pirks
Unsung Hero	Steve Townsend/ Jean Jennings	Mark Winn
Outstanding Contribution	Nigel McKeown	Marc McNabb
Volunteer of the Year	Marc McNabb	Anita Hempenstall

Robert McKnight, David Gebler and Vishnu Katechia were also given Highly Commended awards

2.3 Referrals

We have received 28 referrals this quarter - overall the trend is up on previous years.

Note: in 2016, we have almost received the same number of referrals in Q1,Q2 and Q3 as the whole of 2015.



2.4 Funding

Funds for 2016 have already been assured.

GHM has continued with its funding strategy. i.e.

- To build a sustainable funding base from supporters, volunteers and trusts via initiatives such as Easy Fund Raising, Cup of Coffee Scheme, Mentoring Aid;
- To provide a small number of effective fund raising events each year;
- To connect locally with businesses, schools, charities, churches and be a positive influence in the local community;
- To apply to Trusts that are keen to support our work, preferably on a 2 or 3-year basis.

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Funding for 2017/18 has begun as planned and so far, 12 applications have been made this year. Three have been successful so far.

Date	Outcome	Application to	Count of Applications	Sum of Amount Requested/Received
25/05/2016	Successful	Wixamtree Trust	1	£ 6,476.00
11/06/2016	Successful	BLCF - Youth Fund	1	£ 8,754.00
12/07/2016	Successful	East Area Board	1	£ 1,250.00
18/08/2016	Withdrawn	Lord Barnby's Foundation	1	
	Pending	John Coates Charitable Trust	1	
		Late St Patrick White Charitable Trust	1	
		Lyndhurst Trust	1	
		Maristow Trust	1	
		Mrs Maud van Norden's Charitable Foundation	1	£ 4,634.00
		The Wyseliot Charitable Trust	1	
30/08/2016	Pending	Children In Need	1	£ 8,752.00
22/10/2016	Pending	Aviva Community Fund	1	£10,000.00
Grand Total			12	£39,866.00

2.5 Group Mentoring

Group Mentoring Skills for 8-13 year olds ran 2 times during the period –for Self Esteem and for Dealing with Anger.

Group Mentoring Skills and Activity Clubs have been running for well over a year now and allow a safe environment where relevant skills can be learnt; social interaction practiced and fun activities enjoyed.



Activity	Individual Participants	Total Sessions Attended
Dealing with Anger Skills Course	7	16
Self Esteem Course	16	19
Skills and Activity Clubs		
ACE KIDS (8-10)	14	26
ACE PLUS (11-13)	16	26
THE BASE (14-18)	15	24
Totals	57	111

2.6 One to One Mentoring

In 2014, the database was upgraded to hold details of One to One Mentoring Relationships held. Since then a record of when each relationship met was placed on the system.

In the last quarter, 180 meetings of Mentoring Relationships were recorded.

2.7 Staffing Changes

Staffing has remained stable during the quarter with 4 part-time staff and one volunteer staff member. A voluntary temporary Administrator gives 9 hours of their time each week as well and a further volunteer has started to give 14 hours a week in conjunction with their University degree.

2.8 Management Committee

The Management Committee, as was planned, did not meet during the quarter. The next meeting is arranged for 9 November 2016.

2.9 Financial Overview

Regular Finance Reviews have continued throughout the period; the latest figures are shown below. No specific issues to report.

The variance shown of £4.2k end year variance is because of receipt of funds in 2016 that are pre-allocated to 2017 expenditures.

	Brought Forward Actual	Q1	Q2	Q3	Q4	Grand Total
Income						
Brought Forward	£ 8,675.54	£8,675.54				£8,675.54
DBS Income		£53.00	£152.00	£30.70		£235.70
ASDA	£ 5,755.88	£5,755.88				£5,755.88
Children In Need	£ 786.80	£2,845.80	£2,059.00	£1,647.20		£6,552.00
Wixamtree				£5,000.00		£5,000.00
BLCF						
Henry Smith Charity	£ 12,200.00	£12,200.00				£12,200.00
Easy Fund Raising		£87.02	£99.87	£32.48	£100.00	£319.37
Easy Fund Raising-Gift Aid			£13.92	£26.57	£25.00	£65.49
East Area Board		£848.38			£1,250.00	£2,098.38
Other Income/ Mentoring Aid		£466.12	£54.00	£893.01	£392.00	£1,805.13
Give.Net/Stewardship		£1,480.35	£2,571.52	£1,513.70	£1,312.55	£6,878.12
Donations via SBC				£120.00	£225.00	£345.00
Donations via SBC-Gift Aid				£22.50	£41.25	£63.75
Cafe Donations		£30.10	£101.79	£6.06	£23.66	£161.61
Total	£27,418.22	£32,442.19	£5,052.10	£9,292.22	£3,369.46	£50,155.97
Expenditure						
Total Direct Costs		£1,836.93	£1,916.64	£1,802.81	£2,814.00	£8,370.38
Personnel costs ***		£9,354.48	£9,374.14	£9,366.81	£9,405.36	£37,500.79
Management costs						
Total		£11,191.41	£11,290.78	£11,169.62	£12,219.36	£45,871.17
Variance		£21,250.78	-£6,238.68	-£1,877.40	-£8,849.90	£4,284.80

Significant funds for 2017, 2018 have also been secured. Details of expected budgets are as shown below.

Budgets		FY2017	FY2018	FY2019
	Brought Forward	Grand Total	Grand Total	Grand Total
	Actual			
Income				
Brought Forward		£4,284.80		
DBS Income				
ASDA				
Children in Need				
Wixamtree				
BLCF		£8,754.00		
The Henry Smith Charity		£12,500.00	£12,900.00	
Easy Fund Raising		£400.00	£400.00	£400.00
Easy Fund Raising-Gift Aid		£100.00	£100.00	£100.00
East Area Board				
Other Income/ Mentoring Aid		£1,700.00	£1,700.00	£1,700.00
Give.Net/Stewardship		£5,304.00	£5,304.00	£5,304.00
Donations via SBC		£300.00	£300.00	£300.00
Donations via SBC-Gift Aid		£46.76	£46.76	£46.76
Cafe Donations		£120.00	£120.00	£120.00
Total		£33,509.56	£20,870.76	£7,970.76
Expenditure				
Total Direct Costs		£9,079.00	£10,200.42	£7,925.95
Personnel costs ***		£38,442.81	£39,596.10	£40,783.98
Management costs				
Total		£47,521.81	£49,796.52	£48,709.93
Variance		£-14,012.25	£-28,925.76	£-40,739.17

2.10 Training, Volunteering & Screening

Volunteers are essential to providing the GHM Services. During the last quarter Volunteers delivered a wide range of activities and services – see table to the right.

A total of 264 Volunteer Sessions in all!

2.10.1 Feedback from Introduction to Mentoring Training

A survey was distributed to all those who attended the training in May / June. 23 replies were received from 26 attendees.

Overall the course was enjoyed and valued by everyone with a few suggestions. Key recommendations/ actions were:

Event Title	Quarters	Months	Total
Dealing with Anger	Qtr3	Jul	7
GHM Café	Qtr3	Jul	9
		Sep	2
GHM Mentoring Relationships	Qtr3	Jul	70
		Aug	29
		Sep	81
Group Mentoring - Ace Kids	Qtr3	Jul	9
		Aug	6
		Sep	6
Group Mentoring - Ace Plus	Qtr3	Jul	6
		Aug	5
		Sep	4
Group Mentoring - The Base	Qtr3	Jul	6
		Aug	7
		Sep	5
Self Esteem	Qtr3	Jul	2
		Sep	9
Supervised Sessions	Qtr3	Aug	1
Grand Total			264

- Increased time each session to allow role plays to be carried out consistently (actioned in October 2016);
- Prevent training needs reviewing and a clearer explanation given (will be actioned November 2016 when session next run);
- Consider more interaction: (Increased time allotted allows more role playing);
- Consider using tables (considered but decided to continue as at present but make a table available if required by an individual) ;
- Review video sound quality (checked and connection seems improved).

We asked the participants to mark certain areas on a scale of 1 to 5 where 1 was unsatisfactory and 5 was excellent. The table below shows the scores given in recent training courses. Very high scores have continued!

Course Date	Average of GHM Café	Average of Training Material	Average of Main Trainer	Average of Training Venue	Average of Overall Training Experience
Jun-13	4.73	4.61	4.81	4.74	4.74
Oct-13	4.68	4.57	4.82	4.61	4.82
Jun-14	4.69	4.61	4.86	4.75	4.91
Oct-14	4.42	4.67	4.83	4.42	4.58
Jun-15	4.78	4.78	4.87	4.70	4.74
Oct-15	4.69	4.80	4.94	4.74	4.91
Jun-16	4.57	4.74	4.96	4.74	4.83
Overall Average	4.67	4.68	4.87	4.70	4.82

2.11 Partnership Working

GHM continues to work with a number of organisations including: Romance Academy, Activ8, Young People's Alcohol and Drug Service (SAFE), University of Bedfordshire, Transitions UK and Barclays, to deliver **THE BASE & ACE** Group Mentoring Clubs. GHM and Transitions UK have collaborated together regarding fundraising opportunities, resources and strategy

2.12 IT Systems

The Volunteer Supervision System amendment has been completed and is ready for implementation.

Further minor improvements have been made to the system.

A quote for renewal of the IT infrastructure has been received from Dell and potential sponsors are being considered.

3. Statistics

3.1 Figures for the Period as of 30 September 2016.

No	Performance Indicator	Value						
1.	No. of young people aged 5-25 directly engaged with services.	2014 Q4	2015 Q1/Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3
	1 to 1 Mentoring ¹	66	71	69	75	58	55	58
	Group Mentoring ²	36	57 ³	38	53	50	72	57
	Total Participants	102	128	107	128	109	127	115
	New Referrals this period	12	39 ⁴	19	16	27	33	28
	Referrals Outstanding (Unsuitable for Group Mentoring)	31	28	34	33	37	41	25
	Ethnicity of young people aged 5 to 25 directly engaged with services.	Asian (Bangladeshi)					1%	
		Asian (Indian)					1%	
		Asian (Other)					3%	
		Asian (Pakistani)					4%	
		Black (African)					2%	
		Black (Caribbean)					6%	
		Black (Other)					1%	
		Mixed (Other)					4%	
		Mixed (White & Asian)					2%	
		Mixed (White & Black African)					3%	
		Mixed (White & Black Carribean)					9%	
		White (British)					58%	
		White (Irish)					1%	
		White (Other)					4%	
		Not specified					0%	

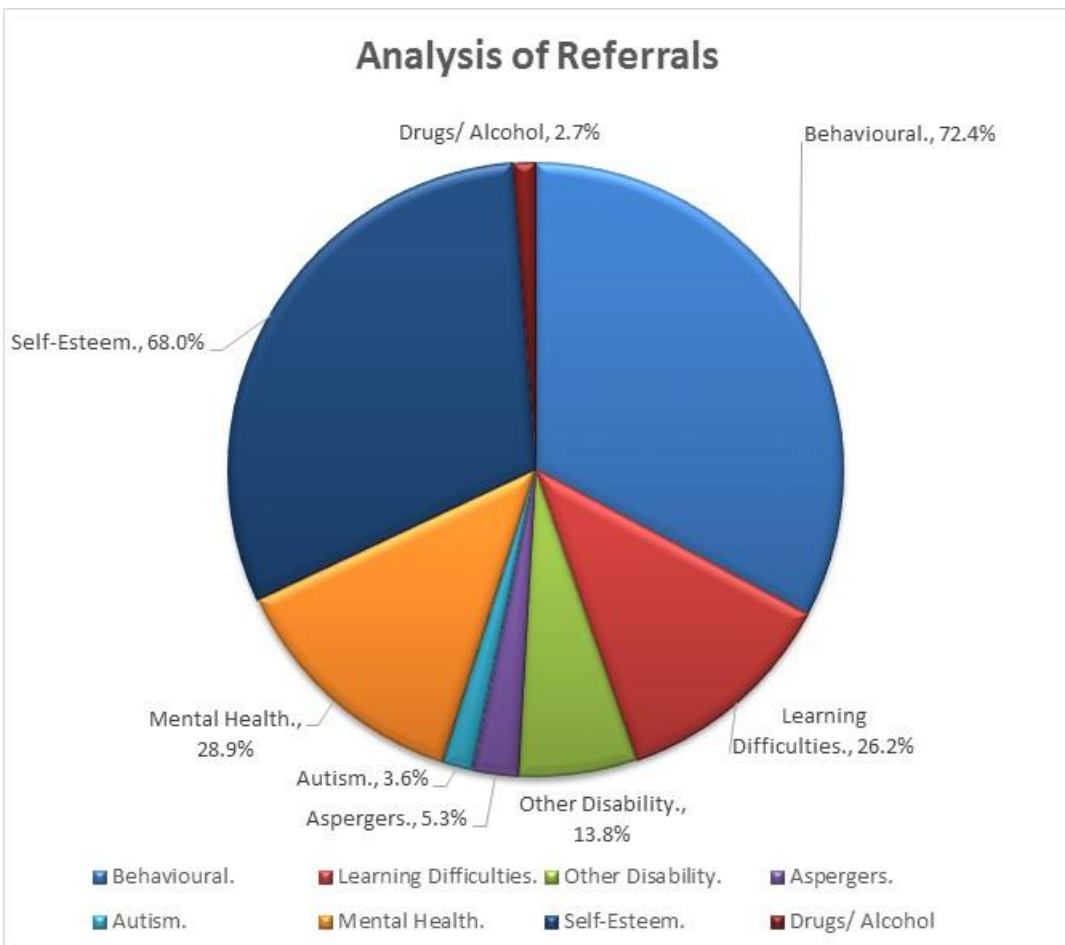
¹ Total relationships – maintained, on hold or being matched

² Includes Group Mentoring Clubs and Skills Sessions

³ ACE Kids Group Mentoring & Activities Club started Jan 2015

⁴ 6 month figure

2.	Number and ethnicity of young people aged 5 to 25 with learning difficulties and/ or disabilities (LDD) regularly participating in youth mentoring.	In total 126 of 221 referred young people have learning disabilities and/or disabilities (LDD) Ethnicities are shown below.																																																																																																																
	<table><tr><th>Ethnicity</th><th>Count</th><th>Learning Difficulties</th><th>Autism</th><th>Aspergers</th><th>Mental Health</th><th>Other Disability</th></tr><tr><td>Asian</td><td>21</td><td>4</td><td>2</td><td>1</td><td>10</td><td>2</td></tr><tr><td>Black</td><td>22</td><td>5</td><td>0</td><td>1</td><td>9</td><td>4</td></tr><tr><td>Chinese</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Mixed</td><td>40</td><td>11</td><td>2</td><td>1</td><td>10</td><td>6</td></tr><tr><td>White</td><td>141</td><td>38</td><td>4</td><td>9</td><td>36</td><td>19</td></tr><tr><td>Unspecified</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Grand Total</td><td>225</td><td>59</td><td>8</td><td>12</td><td>65</td><td>31</td></tr></table> <table><tr><th>Ethnicity</th><th>%</th><th>Learning Difficulties</th><th>Autism</th><th>Aspergers</th><th>Mental Health</th><th>Other Disability</th></tr><tr><td>Asian</td><td>9.3%</td><td>19.0%</td><td>9.5%</td><td>4.8%</td><td>47.6%</td><td>9.5%</td></tr><tr><td>Black</td><td>9.8%</td><td>22.7%</td><td>0.0%</td><td>4.5%</td><td>40.9%</td><td>18.2%</td></tr><tr><td>Chinese</td><td>0.0%</td><td>0.0%</td><td>0.0%</td><td>0.0%</td><td>0.0%</td><td>0.0%</td></tr><tr><td>Mixed</td><td>17.8%</td><td>27.5%</td><td>5.0%</td><td>2.5%</td><td>25.0%</td><td>15.0%</td></tr><tr><td>White</td><td>62.7%</td><td>27.0%</td><td>2.8%</td><td>6.4%</td><td>25.5%</td><td>13.5%</td></tr><tr><td>Unspecified</td><td>0.4%</td><td>100.0%</td><td>0.0%</td><td>0.0%</td><td>0.0%</td><td>0.0%</td></tr><tr><td>Grand Total</td><td>100%</td><td>26.2%</td><td>3.6%</td><td>5.3%</td><td>28.9%</td><td>13.8%</td></tr></table> <p>i.e. 9.3% of referred young people were Asian and of these 9.5% had Autism, whereas 5.0% of Mixed had Autism and 2.8% of White.</p>		Ethnicity	Count	Learning Difficulties	Autism	Aspergers	Mental Health	Other Disability	Asian	21	4	2	1	10	2	Black	22	5	0	1	9	4	Chinese	0	0	0	0	0	0	Mixed	40	11	2	1	10	6	White	141	38	4	9	36	19	Unspecified	1	1	0	0	0	0	Grand Total	225	59	8	12	65	31	Ethnicity	%	Learning Difficulties	Autism	Aspergers	Mental Health	Other Disability	Asian	9.3%	19.0%	9.5%	4.8%	47.6%	9.5%	Black	9.8%	22.7%	0.0%	4.5%	40.9%	18.2%	Chinese	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	Mixed	17.8%	27.5%	5.0%	2.5%	25.0%	15.0%	White	62.7%	27.0%	2.8%	6.4%	25.5%	13.5%	Unspecified	0.4%	100.0%	0.0%	0.0%	0.0%	0.0%	Grand Total	100%	26.2%	3.6%	5.3%	28.9%	13.8%
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<div><h3>Analysis of Referrals</h3><table><thead><tr><th>Category</th><th>Percentage</th></tr></thead><tbody><tr><td>Behavioural.</td><td>72.4%</td></tr><tr><td>Learning Difficulties.</td><td>26.2%</td></tr><tr><td>Other Disability.</td><td>13.8%</td></tr><tr><td>Aspergers.</td><td>5.3%</td></tr><tr><td>Autism.</td><td>3.6%</td></tr><tr><td>Mental Health.</td><td>28.9%</td></tr><tr><td>Self-Esteem.</td><td>68.0%</td></tr><tr><td>Drugs/ Alcohol</td><td>2.7%</td></tr></tbody></table></div>				Category	Percentage	Behavioural.	72.4%	Learning Difficulties.	26.2%	Other Disability.	13.8%	Aspergers.	5.3%	Autism.	3.6%	Mental Health.	28.9%	Self-Esteem.	68.0%	Drugs/ Alcohol	2.7%
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3.	Number and value of mentoring relationships delivered successfully:	1-1 Mentoring	Group Mentoring																		
	a) Interventions to reduce bullying	20	0																		
	b) Interventions to reduce harm caused by drug & alcohol misuse	6	0																		
	c) Interventions designed to support young people into employability and integration into society	0	15																		
4.	Number of adult volunteers	<table><thead><tr><th>Status</th><th>Count</th></tr></thead><tbody><tr><td>COMMS-ONLY</td><td>45</td></tr><tr><td>GHM STAFF</td><td>92</td></tr><tr><td>ON HOLD</td><td>36</td></tr><tr><td>POTENTIAL</td><td>26</td></tr><tr><td>Grand Total</td><td>199</td></tr></tbody></table>		Status	Count	COMMS-ONLY	45	GHM STAFF	92	ON HOLD	36	POTENTIAL	26	Grand Total	199						
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4. Feedback This Period

4.1 Mentees

4.1.1 Some Comments from Evaluation Reports

How has mentoring changed you?

- “More confidence, grown up and calmer”
- “I've become more confident and have learnt ways to cope”

How has mentoring helped you?

- “Talking about stuff. Helped calm me down. More confidence to do things. Talking to people which I can now do more easily.”
- “It has helped with releasing stress and helped me talk about my feelings”

Other Comments

- Best thing about having a mentor ... “I get to talk to someone and know they won't tell anyone”

4.1.2 Mentee Monitoring & Evaluation Analysis

The following outcomes are expected from the work of GreenHouse Mentoring with GHM Users:

- ◆ Improved social skills & awareness of self and their situation;
- ◆ Improved self-esteem of young people;
- ◆ Young people more confident about a positive future;
- ◆ Greater resilience in home / school / social situations.

An analysis of monitoring forms from mentees since June 2013 has, over time, showed improved averages in each of the following areas:

	Improvement
Improved self-esteem (I feel good about myself)	3.7%
Greater emotional resilience in home / school / social situations (I've got someone I can talk to if I need to)	1.1%
More confidence about a positive future (I know what I want to do in the future)	-1.7%

Improved social skills (I try my best at what I do)	0.6%
Improved awareness of self and their situation (I treat other people well)	-1.5%

4.2 Volunteers

4.2.1 Some Volunteer Comments from Evaluation Reports

How do you feel you have developed through your mentoring relationship?

- “Very confident being with children”
- “I have learned a lot from mentoring and have applied many of the techniques in other circumstances. Most importantly, I have learned not to impose my views on others but to listen carefully, use silence and allow others to work out solutions for themselves - guiding as appropriate”

How do you think the relationship benefitted your mentee?

- “Become more confident and calmed down”
- “When I first met him he was a very shy, insular boy with few interests/passions and very low self-esteem. I have seen him grow into a much more confident and helpful young man. His self-esteem has improved and he is much more aware of his strengths, what he wants to do in the future and what he needs to do to get there. He is still on a journey and needs ongoing support to develop his emotional resilience.”
- “She seems a lot less angry and more open to share about problems. More confident”

How has the relationship benefitted you?

- “I have thoroughly enjoyed spending time with him. I feel that my contribution has been very small, but nevertheless important. It has enabled me to see the world from a very different perspective and has been a very humbling and rewarding experience.”
- “I feel like I can use the tools that I have shared with her in my own life”

5. Plans

5.1 Christmas 2016

Plans are in place to run the normal events at Christmas, namely:

- Volunteers Christmas Dinner – Dec 8th;
- Children's All-Age Christmas Party – Dec 10th.

5.2 Monitoring & Evaluation

GHM has been measuring outcomes formally since June 2013 using an in-house monitoring & evaluation form. A redevelopment of the system to provide a better statistical baseline and increased consistency of scoring is being planned. An assessment of the SDQ - The Strengths and Difficulties Questionnaire (SDQ) a brief behavioural screening questionnaire about 3-16 year olds and ProQOL Measure and other possibilities – is being carried out and once a clear way forward is identified will be implemented.

5.3 Upgrade of IT Systems

Incremental improvement of the GHM Contacts Database is expected over the next 6 months to make administration more straightforward and easier to control. It is expected to implement a new Volunteer Supervision Monitoring system in the next 6 months.

5.4 Revised Supervision System

Discussions with Staff have begun in Q3 2016 to look for improvements to the Supervision System to reduce the administrative burden on Staff and Volunteers. It is also hoped that the opening of the GreenHouse on Tuesdays will expand the number of opportunities at the GreenHouse for Mentoring.

5.5 User Group

A proposal for a GHM User Group will be circulated to the Management Committee for discussion and agreement.

Once approved, the User Group is hoped to be operational in 2016. Reporting and procedures will be developed and included at the same time.

5.6 Succession Planning

A succession plan for the Manager and Assistant Manager was presented to the Management Committee in quarter 2, a milestone of plans identified and these will be gradually actioned under the oversight of the GHM Management Committee.

5.7 Mentoring Modules

Mentoring Modules i.e. a package of activities or learning that can be used in a One-to-One Mentoring relationship, are being gradually discussed, formulated, designed and developed. So far the following ideas have been considered:

- ◆ Mentoring Projects - using practical projects as a mentoring tool to develop life skills e.g. Gardening, building storage container for bean bags, evaluating and tidying art supplies. The Gardening project module is available
- ◆ Bullying Module – is being drafted
- ◆ 1-1 Dealing with Anger module
- ◆ Building Self Esteem Module
- ◆ Further Training subjects distilled into a 1-1 module
- ◆ “What to do if your friend...”

The idea is to develop a standard format of package with:

- ◆ Module/ Project Brief
- ◆ Explanation
- ◆ Resources Required
- ◆ Skills Required
- ◆ Learning Objectives
- ◆ Budget Allowance
- ◆ Planning required
- ◆ Supervisor/ Supervision requirements

5.8 Quality Accreditation

The Mentoring & Befriending Foundation Approved Provider Standard is up for renewal in April 2017. The registration process has begun and preparations will commence in the New Year.

Appendix A – Vision, Mission, Values

Vision

To see young people in Luton empowered to unlock their potential.

We provide quality, trained, screened volunteers from diverse backgrounds who choose to consistently meet with, mentor and help referred young people in Luton to take responsibility for their actions, improve their social skills and become more self-confident and resilient.



Mission

- To recruit, train and screen quality volunteer mentors.
- To offer Group Mentoring support to referred young people, including life skills sessions aimed to help develop social skills.
- To offer one-to-one Mentoring support to referred young people.
- To offer one-to-one Mentoring support to young parents through the Young Parent Mentoring project.
- To provide a safe and encouraging environment for all mentoring and training activities through the GHM Cafe.
- To support and encourage all GreenHouse Mentoring volunteers through the GHM Supervisors, Counsellors and staff.
- To help enable children and parents whose 1st language is not English to improve through the English Corner.



Values

Aim for excellence in everything.

Act with integrity in all situations.

- open
- honest
- caring
- genuine
- non-judgemental
- inclusive
- dependable
- safe and secure

Encourage growth in all.

- training
- equipping
- challenging

Eligibility Criteria

Children in Luton (i.e. with a post code of LU1, LU2, LU3, LU4) who:

- need the help of a mentor;
- aged 5-18 years of age – however, this is extended to age 25 under special circumstances.

Young Parents in Luton (i.e. with a post code of LU1, LU2, LU3, LU4) who:

- are or are about to become a young parent;
- need the help of a mentor
- aged up to 25 years of age – however, this can be extended under special circumstances.