



GreenHouse Mentoring Volunteer Survey - Feb 2018



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1. Introduction

GreenHouse Mentoring is a project of Stopsley Baptist Church, a company limited by guarantee, Registered in England and Wales, Company Number - 7605036, Registered Charity Number - 1150563, Registered Office - Stopsley Baptist Church, St Thomas' Road, Luton, LU2 7XP

GreenHouse Mentoring (GHM) has been operating since 2002.

This document describes the results of the annual survey of Volunteers, taken in January/ February 2018.

2. Distribution

The survey was distributed via email to 145 staff & volunteers in a GHM STAFF, or ON HOLD category during a 3 week period in January/ February 2018.

45 replies were received, a 33% response overall, which showed a slight increase from 30% in the last survey.

3. Analysis

The detail results are shown in section 4, but overall they paint a picture of a Volunteer Group that are happy with the training, organisation and mentoring work that they do.

Results are very similar to previous surveys in 2014 and 2015 but better than in 2012, showing a good trend.

The average rating of Volunteers Experience is very high at 4.89 out of a possible 5.

Volunteers are building new skills through the training & mentoring. For example "Networking" has increased from 20% in 2012 to over 40% now.

Training is valued highly at 4.57 out of 5. When asked which training sessions were most valuable, many people find the existing training very beneficial (11) or do not suggest anything specific (6). No mention was made of sessions that were least beneficial.

Volunteers feel increasingly well supported by GHM staff with the 2018 figure (4.62 out of 5) being the highest yet.

Recommendations:

- ◆ Consider how to interact and communicate better with Mentees;
- ◆ Consider an AGM for Mentors;

- ◆ Adjust questions for next year to differentiate between Most beneficial and Least beneficial so that answers are clearer.

4. Results

4.1 Question 1 - How would you rate your GreenHouse Mentoring volunteering experience?

4.1.1 Analysis

45 Answers, none skipped.

The percentage of volunteers “very positive” and “slightly positive” has continued at a high level.

	VERY NEGATIVE	SLIGHTLY NEGATIVE	NEITHER NEGATIVE OR POSITIVE	SLIGHTLY POSITIVE	VERY POSITIVE	Total	Average Rating
2018	0% 0	2.22% 1	0% 0	4.44% 2	93.33% 42	45	4.89
2015	0% 0	0% 0	2.94% 1	0% 0	97.06% 33	34	4.94
2014	0% 0	0% 0	1.45% 1	13.04% 9	85.51% 59	69	4.84
2012	0% 0	0% 0	2.6% 1	15.8% 6	81.57% 31	38	4.79

4.2 Question 2 - How much do you feel that becoming a GreenHouse Mentoring volunteer has benefited you personally?

4.2.1 Analysis

45 Answers, none skipped.

A slight increase in average rating. Overall very positive.

	NO BENEFIT	LITTLE BENEFIT	AVERAGE BENEFIT	MODERATE BENEFIT	SIGNIFICANT BENEFIT	Total	Average Rating
2018	0% 0	0% 0	6.67% 3	28.89% 13	64.44% 29	45	4.58
2015	0% 0	2.90% 2	5.88% 2	41.18% 14	52.94% 18	34	4.47
2014	0% 0	2.90% 2	4.35% 3	26.09% 18	66.67% 46	69	4.57
2012	0% 0	0.00% 0	13.25% 5	26.3% 10	60.5% 23	38	4.47

4.3 What has been your most or least enjoyable experience as a GreenHouse Mentoring volunteer?

4.3.1 Analysis

39 Answers, 6 skipped,

The subjects mentioned most are shown in the following tables, but it is clear that most people value the new relationships they build with Staff, Volunteers and Mentees.

Q3 Most Enjoyable	Count of No	Q3 Least Enjoyable	Count of No
Meeting People	8	Christmas Dinner	2
Training	6	Lack of time with Mentee	1
Seeing Mentees Progress	6	Remembering Children's Names	1
Learning New Skills	3	Time	1
Meeting Mentees	3	Grand Total	5
Meeting Volunteers	3		
Supportive/ Positive Environment	2		
Meeting Staff	2		
Skills Groups	2		
Group Mentoring Clubs	2		
Making a difference	2		
Flexibility of 1-1 Mentoring	1		
Sense of Achievement	1		
Every minute	1		
Group Mentoring Sessions	1		
Sense of Community Need	1		
Working with Mentees	1		
Mentoring	1		
Role Offers	1		
N/A	1		
Matching	1		
Presenting Skills Session	1		
Grand Total	50		

4.3.2 Detail Comments

A sense of shared achievement between me and my mentee

Being able to help children who have issues

Being able to see how my mentees have developed as people.

Being involved in role offers

Being unable to spend more time with my mentee. One hour per week in a controlled environment makes it difficult to have any real input and impact on the mentee's issues.

Christmas party was my least enjoyable experience

Find it difficult to remember the children's names when you see them on mass and then again a month later and may miss one session not see them for 2 months. Enjoyed presenting a skills session to group. Great that everyone so supportive and positive.

Friendly staff and great training. Always fell so welcomed.

I have really enjoyed the training and meeting new people.

I haven't done any volunteering at the Greenhouse in a while so I'm not really sure but I definitely enjoy interacting with all the other volunteers and the mentees.

I'm enjoying to see how the children blooms

Knowing you are making a difference in someone's life

Learning good listening and communication skills

learning new skills

Making new relationships and learning new skills

Meeting different people from different ages and backgrounds all wanting to give back to the community and helping children who need it.

Meeting lots of interesting people

Meeting new people

Mentoring my mentee

Most - playing chess with my mentee Least - the food at the dinner

Most enjoyable aspects have been some of the group mentoring sessions. I also enjoy the flexibility of my 1-1 mentoring sessions and think Greenhouse provided an excellent match for me.

Most enjoyable meeting and being with such a variety of good people

My most enjoyable experience has been getting to know a lovely young person.

N/A

Seeing Mentee having fun playing, laughing and confident

Seeing my Mentee becoming more confident at our meetings

The atmosphere amongst staff and mentors has been very positive, relaxing and enjoyable

The enjoyable part of being a GreenHouse Mentoring volunteer is the feeling of making a difference

The most enjoyable experience it was the training.

The most: incredible people and sense of need at the community.

The skills groups - you really get to connect with the mentees in a deeper way (although obviously different to one-to-one) and feel more confident when they come into the Wednesday groups. Also enjoy the new set-up of the Wednesday groups as I can get more involved

The staff and volunteers are amazing and make you feel at ease from the first time you attend

the training and the group mentoring clubs

The training was good Meeting new people Skills group was amazing

There has not been a moment it hasn't been enjoyable. I have loved every minute of it.

Time is sometimes difficult mainly because of my work!

Watching the way my mentee has become more aware of the choices that he makes

Working with the mentees and the training

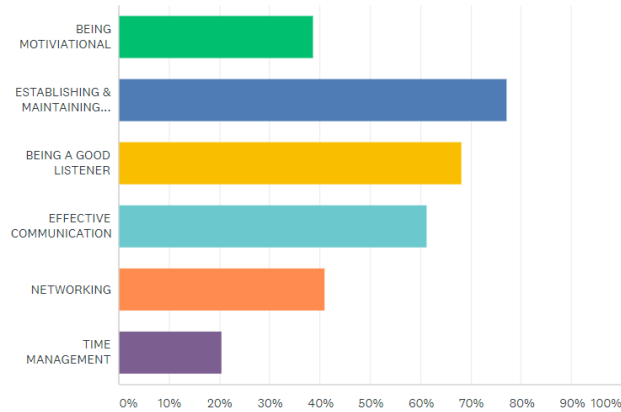
4.4 Which of the following skills do you feel you have developed as a GreenHouse Mentoring volunteer?

4.4.1 Analysis

Answered: 44, Skipped: 1.

Which of the following skills do you feel you have developed as a GreenHouse Mentoring volunteer?

Answered: 44 Skipped: 1



There are some small changes in the percentages scored, there are small decreases in “Being Motivational” and “Time Management” but an increase in “Networking”.

Answer Choices	Responses 2018	Responses 2015	Responses 2014	Responses 2012
BEING MOTIVATIONAL	38.64% 17	45.45% 15	52.94% 36	40.5% 17
ESTABLISHING & MAINTAINING RAPPOR	77.27% 34	78.79% 26	63.24% 43	73.0% 27
BEING A GOOD LISTENER	68.18% 30	66.67% 2	69.12% 47	64.8% 24
EFFECTIVE COMMUNICATION	61.36% 27	60.61% 20	64.71% 44	67.6% 25
NETWORKING	40.91% 18	30.30% 10	30.88% 21	21.6% 8
TIME MANAGEMENT	20.45% 9	27.27% 9	32.35% 22	39.7% 11

4.5 How would you rate the level of training and support provided to you by GreenHouse Mentoring?

4.5.1 Analysis

Answered: 44, Skipped: 1.

Almost all Volunteers rated GHM as “good” or “very good” and the overall average was maintained from highs of 2014/15.

	INADEQUATE	BELOW AVERAGE	AVERAGE	GOOD	VERY GOOD	Total	Average Rating
2018	0% 0	0% 0	2.27% 1	38.64% 17	56.09% 26	44	4.57
2015	0%	0%	0%	44.12%	55.88%		



	INADEQUATE	BELOW AVERAGE	AVERAGE	GOOD	VERY GOOD	Total	Average Rating
2014	0	0	0	15	19	34	4.56
	0%	0%	4.41%	35.29%	60.29%		
2012	0	0	3	24	41	68	4.56
	0%	0%	2.9%	55.3%	42.1%		
	0	0	1	21	16	38	4.39

4.6 Which GreenHouse Mentoring training sessions do you feel were most or least beneficial and why? Which areas do you feel would benefit from further GreenHouse Mentoring training?

4.6.1 Analysis

Answered: 33 Skipped: 12,

An analysis of answers shows that many people continue to find the existing training very beneficial (11) or do not suggest anything specific (6). The remaining topics which are most valued are spread across a number of categories and are similar to previous years. Introduction to Mentoring, Bullying and Dealing with Anger were felt to be most beneficial. No mention was made of sessions that were least beneficial.

Most Beneficial	2014	2015	2018	Grand Total
All Beneficial	12		11	23
None specified	9	6	6	21
Introduction to Mentoring	6		3	9
Bullying	1	4	3	8
Dealing with Anger	5		3	8
Safeguarding	4	1	1	6
Communication Skills	1	1	2	4
Mentoring Masterclass		3	1	4
Drugs & Alcohol Awareness	1	3		4
Practical Mentoring	3	1		4
Building Rapport	2	2		4
Autism Awareness	2	2		4
Role Playing & Scenarios	2		1	3
Emotional Wellbeing			2	2
Financial Management	2			2
Child Development	2			2
Internet Safety			1	1
Skills Courses	1			1
Time Management	1			1

Mental Health	1			1
Group / Plenary Sessions	1			1
Confidentiality			1	1
Young Carers Awareness	1			1
Further Training Sessions	1			1
Grand Total	58	23	35	116

There was a similar pattern to previous years of training that was suggested to be run by GreenHouse Mentoring and no subject received more than two votes. Training on Gangs and ADHD is already scheduled for March / April 2018.

Areas to Benefit from Extra Training	2014	2015	2018	Grand Total
Autism Awareness	1		1	2
Advanced Abuse	1		1	2
Interacting with Children			2	2
How to Approach the ITM	1			1
Psychology	1			1
Mental Health			1	1
Child Sexual Exploitation			1	1
Anger Management			1	1
Influence of Electronic Media	1			1
Bullying		1		1
Knife culture & Gangs			1	1
Communication			1	1
Learning Difficulties			1	1
Confidence, Self-Esteem	1			1
Online Grooming			1	1
Cross Cultural		1		1
Special Education Needs	1			1
Dyslexia	1			1
Emotional Intelligence			1	1
Grand Total	8	2	12	22

4.6.1 Detail Comments 2018

Bullying training was good. I would benefit from learning about emotional intelligence

Emotional wellbeing

Initial volunteer training

N/A

All, as it's helped build my confidence and improved my practice.

Most beneficial was the bullying training

Self-harm/ Self-care delivered by Gill Peck

The most beneficial are the sessions that help us understand how to deal with certain situations that may crop up during mentoring. The bullying training was especially useful and gave helpful tips as how to deal with it as the responsible mentor. I would like more of these sessions.

I feel that all sessions were useful in their own ways, reason being is because through all these sessions I was able to develop my knowledge on different skills each time

Training on social media, internet abuse etc was very eye opening

Autism awareness

Unable to comment.

Bullying. Always useful and sadly happens way too much

Most beneficial - the initial mentor training.

Safeguarding was very beneficial and eye opening

The Mentoring Masterclass was great. I think it would be good to have more guidance on interacting with the children that aren't your mentee.

Anger management training - how to manage it effectively - booked something in diary already

I feel all sessions have been useful and beneficial because they link to issues and behaviours that a lot of young people and their families are having to deal with in the current social climate. Abuse, especially child sexual exploitation (CSE), online grooming including sexualisation of images on social media, knife culture and gangs.

All the sessions have been beneficial

The most beneficial sessions were the ones on communication and interaction between people.

I find a lot of benefit in external training such as awareness about autism. I haven't had much access to training in Greenhouse, although I do get lots of experience (which is also learning).

All training has been relevant and valuable.

They were all beneficial.

Not sure

Dealing with anger very beneficial and all initial training

I found scenarios and role play to be very beneficial because it allows you to be in the moment which is a true reflection of the real sessions.

I found all sessions beneficial and found that I learnt something new in every session. I would personally like to learn more about learning difficulties.

Always good.

Confidentially How to interact with mentee

Managing anger

I found all of them good and useful. Would like some more training in mental health issues and how to support young people with that

Anger and Self Esteem are ongoing strong subjects but extra links in communicating need to be viewed

Training was in general amazing. The best topics were about communication between mentee and mentor (which is the most important). Every session was beneficial.

4.7 How would you rate the equipment and resources provided by GreenHouse Mentoring (e.g. folders, stationery, seating etc.)?

4.7.1 Analysis

Answered: 44 Skipped: 1.

Overall a steady result, with the overall rating remaining similar to previous years. No-one felt that the equipment & resources were “inadequate”, which is encouraging.

	INADEQUATE	COULD BE IMPROVED	AVERAGE	VERY GOOD	EXCELLENT	Total	Average Rating
2018	0% 0	9.09% 4	11.36% 5	47.73% 21	31.82% 14	44	4.02
2015	0% 0	0% 0	21.21% 7	51.52% 17	27.27% 9	33	4.06
2014	0% 0	4.41% 3	10.29% 7	57.35% 39	27.94% 19	68	4.09
2012	0% 0	5.9% 2	5.9% 2	55.9% 19	34.2% 12	35	4.17

4.8 How effective do you feel GreenHouse Mentoring staff have been in supporting you as a volunteer?

4.8.1 Analysis

Answered: 45 Skipped: 0. A very similar but slightly improved result to 2015, all but 1 of our volunteers felt staff were “supportive” or “very supportive”.



	UNSUPPORTIVE	NOT VERY SUPPORTIVE	NEITHER SUPPORTIVE OR UNSUPPORTIVE	SUPPORTIVE	VERY SUPPORTIVE	Total	Average Rating
2018	0% 0	0% 0	2.22% 1	33.33% 15	64.44% 29	45	4.62
2015	0% 0	0% 0	2.94% 1	35.29% 12	61.76% 21	34	4.59
2014	0% 0	0% 0	5.80% 4	31.88% 22	62.32% 43	69	4.57
2012	0% 0	0% 0	8.6% 3	42.1% 16	50.0% 19	38	4.42

4.9 How effective do you believe GreenHouse Mentoring's promotional material and communication methods to be?

4.9.1 Analysis

Answered: 45 Skipped: 0. Overall effectiveness has increased slightly to 4.29 from 4.26 in 2015. No volunteer scored below average for this question.

	INEFFECTIVE	NOT VERY EFFECTIVE	NEITHER INEFFECTIVE OR EFFECTIVE	QUITE EFFECTIVE	VERY EFFECTIVE	Total	Average Rating
2018	0% 0	0% 0	6.67% 3	57.78% 26	35.56% 16	45	4.29
2015	0% 0	0% 0	11.76% 4	50.00% 17	38.24% 13	34	4.26
2014	0% 0	2.94% 2	8.82% 6	51.47% 35	36.76% 25	68	4.22
2012	0% 0	0% 0	22.9% 8	57.9% 22	21.1% 8	38	4.00

4.10 Have you any suggestions or comments about GreenHouse Mentoring that you would like to make?

4.10.1 Analysis

Answered: 16 Skipped: 29

Some very positive comments were made and a number of interesting ideas raised.

4.10.2 Detail Comments

No

A buddy system.

AGM for all mentors. An opportunity to network and share ideas.

Better publicity support and media reviews from outside into highlighting this family run charity

Everything was perfect!

Great organisation doing great work!

I enjoy being part of this inclusive and supportive organisation

I recognise the hard work that goes on by the staff in the organisation

I would really like to do some training on gangs and mental health.

I would suggest a 3-month review to assess the mentee's issues which the mentor is finding difficult to overcome and put a strategy in place on how best to tackle them. To be reviewed in another 3 months. Quarterly review on strategy and progress.

It excels at being a friendly and safe environment, and embraces diversity, and it's a pleasure to be able to talk with people from different backgrounds. Beyond the initial training, it would be great to have access to training to deepen skills around management of and communication with mentees especially with respect to their special needs. I think such skills could really boost the engagement at group sessions.

Keep it up!!!

Keep up the good work!

The job they do is the best rewarding job. Hope GreenHouse is here for many more years to come

Will feed back through existing channels - thanks for asking

You are doing a great job and I'm happy that now I'm taking part in this with you. In time I may observe things that can be changed or need to be improved. I'll let you know??