

**GHM Annual Relationship Questionnaire**  
**June 2018**





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## 1. Introduction

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

GreenHouse Mentoring (GHM) has been operating since 2002 following a successful pilot project between 2000 and 2002.

This document describes the results of the Annual Relationship Questionnaire (ARQ) of Volunteers & Mentees, taken in June 2018.

## 2. Distribution

The questionnaire was distributed by hand, post and email/ Volunteer Dropbox to all active relationships in June 2018. Only active relationships that had passed the 4 Session Check stage were considered.

Of the 44 questionnaires distributed 32 completed replies were received. Overall a 73% response rate was achieved, which is a good return.

## 3. Analysis & Summary

Following feedback from Funders, some of the questions have been adjusted so that Mentee and Volunteers can choose between Yes, A Little and No to show where small improvements have been made.

The detail results are shown in sections 6 - 8, but overall, they paint a picture of Mentees and Volunteers who appreciate the assistance that GreenHouse Mentoring provides and find working with GHM is making a difference to their lives. A year on year analysis of Relationships that completed the questionnaire last year showed consistently high scores and improvements in some areas – particularly in their confidence.

Methods used are shown in the Appendix.

## 4. Highlights – Outcomes

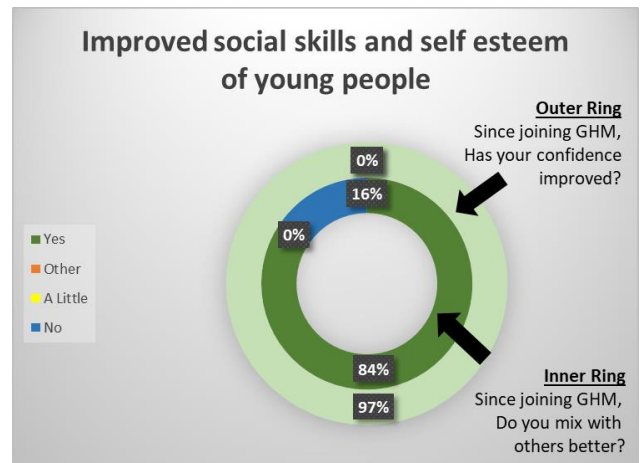
### 4.1 GHM aims to help young people with the following Outcomes ...

#### *Improved social skills and self-esteem of young people;*

We asked the questions:

- Since joining GHM, do you mix with others better?
- Since joining GHM, has your confidence improved?

The answer – Yes! The scores are much improved on 2017 and 2016.



#### *Improved awareness of self and their situation;*

We asked the question:

- Since joining GHM, do you see better how your behaviour affects others?

The scores are improved from 2017. The answer was that 84% felt that since joining GHM they saw better, so the answer is Yes!

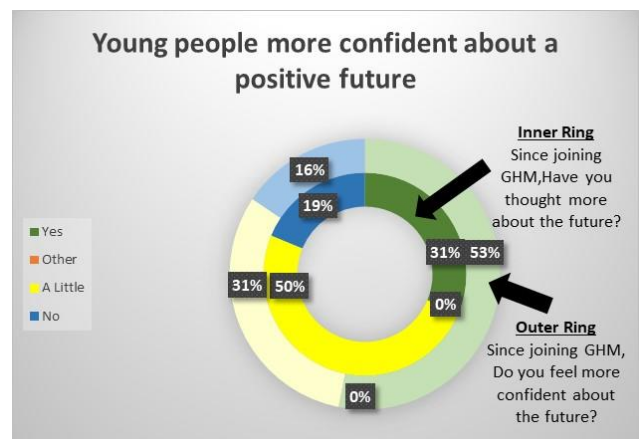


#### *Young people more confident about a positive future;*

We asked the questions:

- Have you thought more about the future?
- Do you feel more confident about the future?

Results seem down from 2017 – this is mainly due to the introduction of “Yes”, “A Little” “No” answers. But if you add the Yes and A Little score together the overall shows improvement from previous years.

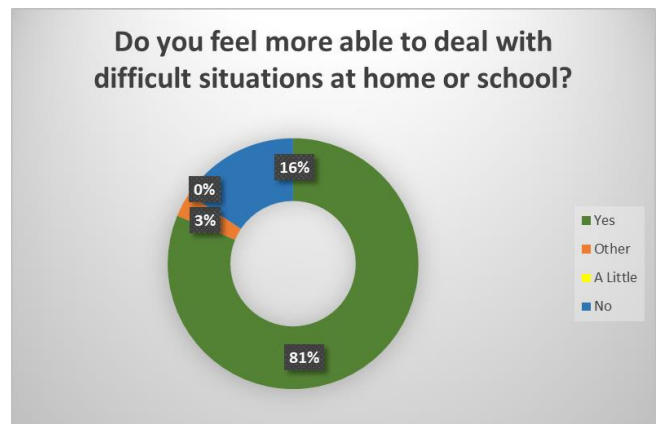


*Greater resilience in home / school / social situations.*

We asked the question:

- Do you feel more able to deal with difficult situations at home or school?

Results are slightly higher than 2017 with 81% of all Mentees feeling that they were more able to deal with difficult situations they encountered compared to before joining GHM.



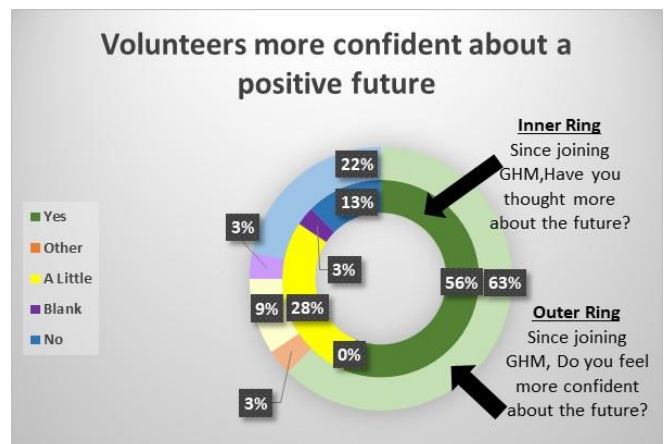
**4.2 GHM aims to help Volunteers with the following Outcomes ...**

*Volunteers have goals and have started to meet them;*

Whilst we did not ask Volunteers specifically about their goals and whether they had begun to achieve them, they did feel better about the future in general.

We asked the questions:

- Have you thought more about the future?
- Do you feel more confident about the future?



An encouraging 84% of Volunteers have thought more about the future since joining GHM and 72% now feel more confident about the future.

*Increased Self Worth and / or Confidence;*

We asked the questions:

- Since joining GHM, Do you mix with others better?
- Since joining GHM, Has your confidence improved?

The answers to both questions were similar to last year – Yes!



*Increased Skills of Volunteers.*

We asked if Volunteers felt more able to deal with difficult situations since joining GHM. 78% of Volunteers said they did!



## 5. Recommendations

This was the third annual relationship survey. Bearing in mind the results and the comments made by both Mentees and Volunteers, the following recommendations are suggested:

- That the survey be repeated each year in June;
- The results of the survey should be presented to the GHM Management Committee, the Church and potential and existing funders;
- The results should be shared with all Volunteers;
- Follow up with all Mentees/ Volunteers who felt that GHM does not fully listen to their views or they feel they do not have a say in their relationship, and ask specifically for their feedback;
- Follow up on any Volunteers whose mentee has selected that they have been Bullied. Update their database entry and suggest to the Mentor the available materials to help;
- Follow up specific comments with Mentors.



## 6. Detail Results – Mentees

		Totals													
No	Question	Mentees Id	Yes	Yes %	A Little	A Little %	No	No %	N/A	Better	Same	Worse	Total/ Average	Distributed	Percentage Returned
															32.0
1	Are you enjoying your mentoring together?		31	97%	1	3%	0	0%	0	0	0	0	32		
2	Has mentoring worked out as expected?		31	97%			0	0%	1	0	0	0	32		
	How is it different?								1	15	7	0	23		
3	Do you think meeting has helped you in any way?		28	88%	4	13%	0	0%	0	0	0	0	32		
	<b>Since Joining GHM....</b>														
4.1	Do you mix with others better?		27	84%			5	16%	0	0	0	0	32		
	On a scale of 1-6—how much better?												4.91		
4.2	Do you see better how your behaviour affects others?		27	84%			5	16%	0	0	0	0	32		
	On a scale of 1-6—how much better?												4.5		
4.3	Has your confidence improved?		31	97%			0	0%	1	0	0	0	32		
	On a scale of 1-6—how much has it improved?												4.8		
4.4	Have you thought more about the future?		10	31%	16	50%	6	19%	0	0	0	0	32		
4.5	Do you feel more confident about the future?		17	53%	10	31%	5	16%	0	0	0	0	32		
4.6	Do you feel more able to deal with difficult situations at home or school?		26	81%			5	16%	1	0	0	0	32		
4.6.1	On a scale of 1-6—how much more?												4.6		
4.6.2	How or in what way do you feel more able to deal with difficult situations		25	78%			7	22%					32		
4.7	Do you think you have changed since starting mentoring?		25	78%	6	19%	1	3%	0	0	0	0	32		
5	Do you feel that GHM listens to your ideas		24	75%	5	16%	2	6%	1	0	0	0	32		
6	Do you feel you have a say in what you do in your mentoring relationship?		31	97%	1	3%	0	0%	0	0	0	0	32		
7	What School is Mentee attending?		31	97%			1	3%					32		
8	<b>Group Mentoring</b> comprises the Skills & Activity Clubs— <b>ACE KIDS</b> , <b>ACE PLUS</b> and <b>THE BASE</b> along with the Skills Courses—Dealing with Anger and Self-Esteem														
8.1	Have you tried Group Mentoring?		21	66%			10	31%	0	0	0	0	31		
8.2	Have you enjoyed Group Mentoring?		15	71%	3	14%	3	14%	7	0	0	0	28		
8.3	Did you feel Group Mentoring was helpful?		14	67%	2	10%	3	14%	9	0	0	0	28		
9	Have you suffered bullying in the last year?		16	50%			16	50%	0	0	0	0	32		
10	Have you suffered cyber-bullying in the last year? i.e. texts, emails or social media		3	9%			29	91%	0	0	0	0	32		
11	Are there other things you need that would help you?		10	31%			22	69%	0	0	0	0	32		
11.1	What things?		13	41%			17	53%	2	0	0	0	32		
12	Any other comments or Mentoring stories?		9	28%			22	69%	0	0	0	0	31		
13	Please Comment		12	38%			18	56%	2	0	0	0	32		
14	Spoiled Sheet		0	0%			32	100%	0	0	0	0	32		

### 6.1 Commentary on Detail Results

All young people are enjoying mentoring together.



Though most young people thought it was as they expected, they also felt overall that it was “Better”. No one felt it was worse than expected.

100% of the young people felt that mentoring had helped them and 95% confirmed that they had changed since they had begun mentoring.

We asked whether joining GHM had made a difference...

- a) 84% felt that they mixed better with others and when asked how much the average response was 4.91 out of a range 1 to 6;
- b) 84% said they saw better now how their behaviour affected others;
- c) 97% said that their confidence had improved;
- d) 81% of the young people said they thought more about the future, although 50% only felt this a “A Little”;
- e) 84% felt more confident about the future (31% were “A Little” more confident);
- f) 81% considered themselves more able to deal with difficult situations at home or school;

Young people feel very engaged with the service and feel that GHM both listens to them (91%) and that they have a say in what they do in their mentoring relationship (100%).

On the subject of Group Mentoring 66% of those in a mentoring relationship have tried Group Mentoring and 71% of those enjoyed it. 77% of them felt that Group Mentoring had been helpful.

### 6.1.1 Bullying

50% of those surveyed had experienced bullying in the last year and 9% has been subject to Cyberbullying. These results are higher than last year (28%,6%) but more similar with 2016 levels (43%, 23%).

### 6.2 Detailed Comments

When asked “How or in what way Mentees felt more able to deal with difficult situations”, 78% of the young people gave an answer. The following answers were offered:

- A bit calmer
- Less Angry, more calm, think clearly
- I am more able to stand up for myself
- Confident
- More Confident
- Been given a lot of advice & discuss situations
- Walk away

- Try to ask for help when stuck
- More confident
- Don't feel we have covered difficult situations
- I feel I understand more about why people get mad at me & how I can change my behaviour
- A little better by telling Mum
- Smartly, calmly, wise, collective
- I might cry and then talk to someone about how I am feeling
- No comment
- "I've been able to get over my social anxiety a little bit more"
- When arguing with siblings I remove myself
- A bit because I talk to new people
- Try and tell my aunty to believe me
- Better
- I try and think before I act
- Able to do as I'm told better
- Thinking before acting + trying to understand other person's point of view
- Able to set clear boundaries.

When asked for any other comments or Mentoring stories, Mentees said:

- He has found it very useful at schools. Using the advice given therefore bullying has decreased over this last school year
- Hi I enjoy my time at GHM
- Next term would like to meet on Saturday (when not with Dad) Maybe go to different places like Robbies or Cinema or Shops??
- GHM has always been there for me. Helped me through difficult times and being supportive. I would recommend it to anyone
- We love playing the "lets mime game" because it always makes us laugh. Hide & seek with books is fun. Hide & seek at the park is fun.
- N/A
- Be kind to others
- Really good really enjoy it
- N/A
- GreenHouse is an important place to me
- I'm happy with GHM focus on the positives. GHM provides me with a different opportunity and takes me away from my computers
- I liked doing it and I am sad it is ending

7. Detail Results –Volunteers

		Totals													
No	Question	Volunteers Id	Yes	Yes %	A Little	A Little %	No	No %	N/A	Better	Same	Worse	Total/ Average	Distributed	Percentage Returned
1	Are you enjoying your mentoring together?		30	94%	2	6%	0	0%	0	0	0	0	32		
2	Has mentoring worked out as expected?		30	94%			2	6%	0	0	0	0	32		
	How is it different?		0				0		0	16	7	0	23		
3	Do you think meeting has helped you in any way?		26	81%	5	16%	0	0%	0	0	0	0	31		
	<b>Since Joining GHM....</b>														
4.1	Do you mix with others better?		26	81%			5	16%	1	0	0	0	32		
	On a scale of 1-6—how much better?												4.50		
4.2	Do you see better how your behaviour affects others?		29	91%			3	9%	0	0	0	0	32		
	On a scale of 1-6—how much better?												4.33		
4.3	Has your confidence improved?		28	88%			2	6%	1	0	0	0	31		
	On a scale of 1-6—how much has it improved?												4.59		
4.4	Have you thought more about the future?		18	56%	9	28%	4	13%	0	0	0	0	31		
4.5	Do you feel more confident about the future?		20	63%	3	9%	7	22%	1	0	0	0	31		
4.6	Do you feel more able to deal with difficult situations at home, work or school?		25	78%			4	13%	2	0	0	0	31		
4.6.1	On a scale of 1-6—how much more?												4.44		
4.6.2	How or in what way do you feel more able to deal with difficult situations		22	69%			10	31%					32		
4.7	Do you think you have changed since starting mentoring?		23	72%	8	25%	0	0%	0	0	0	0	31		
5	Do you feel that GHM listens to your ideas		25	78%	5	16%	0	0%	2	0	0	0	32		
6	Do you feel you have a say in what you do in your mentoring relationship?		27	84%	4	13%	0	0%	0	0	0	0	31		
7	What School is Mentee attending?														
8	<b>Group Mentoring</b> comprises the Skills & Activity Clubs— <b>ACE KIDS, ACE PLUS</b> and <b>THE BASE</b> along with the Skills Courses—Dealing with Anger and Self-Esteem														
8.1	Have you tried Group Mentoring?		19	59%			12	38%	0	0	0	0	31		
8.2	Have you enjoyed Group Mentoring?		14	74%	4	21%	1	5%	10	0	0	0	29		
8.3	Did you feel Group Mentoring was helpful?		12	63%	6	32%	0	0%	10	0	0	0	28		
9	Have you suffered bullying in the last year?		1	3%			30	94%	0	0	0	0	31		
10	Have you suffered cyber-bullying in the last year? i.e. texts, emails or social media		2	6%			29	91%	0	0	0	0	31		
11	Are there other things you need that would help you?		3	9%			28	88%	0	0	0	0	31		
11.1	What things?		6	19%			26	81%	1	0	0	0	33		
12	Any other comments or Mentoring stories?		11	34%			19	59%	0	0	0	0	30		
13	Please Comment		14	44%			18	56%	1	0	0	0	33		
14	Spoiled Sheet		0	0%			32	100%	0	0	0	0	32		

## 7.1 Commentary on Detail Results

All Volunteers are enjoying mentoring together with their Mentee.

Though most Volunteers thought mentoring was as they expected they also mostly felt overall that it was “Better” or the “Same”. No one felt it was worse than expected.

97% of Volunteers felt that mentoring had helped them personally and 97% admitted that they had changed since they had begun mentoring.

We asked whether joining GHM had made a difference...

- a) 81% felt that they mixed better with others;
- b) 91% said they saw better now how their behaviour affected others;
- c) 88% said that their confidence had improved;
- d) 84% of the Volunteers said they thought more about the future;
- e) 72% felt more confident about the future;
- f) 78% were more able to deal with difficult situations at home, work or school;

Volunteers feel very engaged with the service and feel that GHM both listens to them (94%) and that they have a say in what they do in their mentoring relationship (97%).

On the subject of Group Mentoring 59% of respondents have tried Group Mentoring and 95% of those both enjoyed and felt that Group Mentoring had been helpful.

## 7.2 Detailed Comments

When asked how Volunteers felt more able to deal with difficult situations, the following answers were offered:

- Listen more
- Confident & open minded
- I am more brave
- N/A
- Seek help when needed. Have more patience
- More understanding
- Agree still building
- Understand some of the issue young people face more
- More aware of SENCO situation
- More patient
- Confidence in communicating
- By expressing herself in creativity
- N/A

- Deep breathes
- Being more objective when listening
- I am able to deal with parents that are in turmoil due to training
- I see larger picture
- Able to remove myself from unwanted situations
- Staying calm
- Understand others better who have a different background to mine;

When asked for any other comments or Mentoring stories, Volunteers said:

- Great extra tutorials & staff
- It's was great
- Very much enjoy my time at GHM
- I have enjoyed trying loads of activities and planning and cooking.
- Would like to follow up on dealing with challenging situation with brother & gaining more life skills such as food prep & good food values
- GHM has enriched my life and I value the time I spend here with the staff, volunteers and of course the young people
- We love playing the "lets mime game" because it always makes us laugh. Hide & seek with books is fun. Hide & seek at the park is fun.
- N/A
- I have enjoyed Mentoring with him
- I feel my mentee has grown into his own. He uses the tools that GHM have to offer in a very positive way!
- It is amazing place and opportunity for me to develop my social skills and make changes in the world
- I have found sharing with my Mentee a real pleasure and a learning opportunity- a great de-stressor!
- All mentoring going well and learning new skills with GHM while mentoring

## 8. Comparison with previous years

This is the third year of the ARQ.

The introduction of the "Yes", "A Little" and "No" scale to some questions makes comparison slightly more difficult this year but in general we have added "Yes" and "A Little" together to make it easier.

Mentee results were overall improved on the previous year – see following table.

Significantly 97% of all Mentees felt that their confidence had improved since starting mentoring, a rise of 9% from the previous year.

Bullying statistics are up from 28% last year to 50% this year.

### 8.1 Comparison of 2018 results with 2017, 2016 Results

Comparison of Questionnaires 2016 to 2018		2018					2017			2016			
		Mentees	Yes	Yes %	A Little	A Little %	Total/ Average	Yes	Yes %	Total/ Average	Yes	Yes %	Total/ Average
No	Question	Id											
1	Are you enjoying your mentoring together?		31	97%	1	3%	32	32	100%	32	30	100%	30
2	Has mentoring worked out as expected?		31	97%	0	0%	32	27	84%	32	27	90%	30
	How is it different?						23	0	22		0	27	
3	Do you think meeting has helped you in any way?		28	88%	4	13%	32	31	97%	31	29	97%	30
<b>Since Joining GHM....</b>													
4.1	Do you mix with others better?		27	84%	0	0%	32	22	69%	29	22	73%	29
	On a scale of 1-6—how much better?						4.91		4.90			4.50	
4.2	Do you see better how your behaviour affects others?		27	84%	0	0%	32	26	81%	29	26	87%	29
	On a scale of 1-6—how much better?						4.52		4.56			4.76	
4.3	Has your confidence improved?		31	97%	0	0%	32	28	88%	31	27	90%	30
	On a scale of 1-6—how much has it improved?						4.82		4.86			4.76	
4.4	Have you thought more about the future?		10	31%	16	50%	32	21	66%	31	18	60%	29
4.5	Do you feel more confident about the future?		17	53%	10	31%	32	23	72%	32	23	77%	29
4.6	Do you feel more able to deal with difficult situations at home or school?		26	81%	0	0%	32	25	78%	30	23	77%	29
4.6.1	On a scale of 1-6—how much more?						4.59		4.22			3.80	
4.6.2	How or in what way do you feel more able to deal with difficult situations		25	78%	0	0%	32	30	94%	32	22	73%	30
4.7	Do you think you have changed since starting mentoring?		25	78%	6	19%	32	30	94%	32	26	87%	30
5	Do you feel that GHM listens to your ideas		24	75%	5	16%	32	29	91%	31	27	90%	29
6	Do you feel you have a say in what you do in your mentoring relationship?		31	97%	1	3%	32	32	100%	32	30	100%	30
7	What School is Mentee attending?		31	97%	0	0%	32	30	94%	32	30	100%	30
8	<b>Group Mentoring</b> comprises the Skills & Activity Clubs— <b>ACE KIDS, ACE PLUS</b> and <b>THE BASE</b> along with the Skills Courses—Dealing with Anger and Self-Esteem												
8.1	Have you tried Group Mentoring?		21	66%	0	0%	31	15	47%	30	18	60%	30
8.2	Have you enjoyed Group Mentoring?		15	71%	3	14%	28	13	87%	26	15	83%	30
8.3	Did you feel Group Mentoring was helpful?		14	67%	2	10%	28	12	80%	25	15	83%	30
9	Have you suffered bullying in the last year?		16	50%	0	0%	32	9	28%	29	13	43%	30
10	Have you suffered cyber-bullying in the last year? i.e. texts, emails or social media		3	9%	0	0%	32	2	6%	29	7	23%	30
11	Are there other things you need that would help you?		10	31%	0	0%	32	8	25%	30	9	30%	29
11	What things?		13	41%	0	0%	32	28	88%	34	14	47%	30
12	Any other comments or Mentoring stories?		9	28%	0	0%	31	6	19%	27	4	13%	26
	Please Comment		12	38%	0	0%	32	24	75%	32	7	23%	30
	Spoiled Sheet		0	0%	0	0%	32	0	0%	0	1	3%	31

### 8.2 Like for Like Comparison

In 2016, 30 replies were received out of 39 potential relationships.

In 2017, 32 replies were received out of 46 potential relationships

In 2018, 32 replies were received out of 44 potential relationships

12/30 of the 2016 relationships were still mentoring in 2017 and

16/30 of the 2017 relationships were still mentoring in 2018 and completed a 2018 questionnaire.

A year on year analysis of these 16 (assuming “A Little” is a positive answer) shows:

- A number of improvements within the group. This is encouraging as it shows that there is continued improvement within a mentoring relationship when continuing into a second year. e.g.
  - “Do you mix with others better?” Has risen from 75% to 88%;
  - “Do you see better how your behaviour affects others?” has risen from 81% to 88%;
  - “Has your confidence improved?” has risen from 88% to 100% and when asked how much it has improved the average score has risen from 4.64 to 5.00;
  - “Have you thought more about the future?” has risen from 69% to 100%, although 75% of these scored only “A Little”;
  - “Do you feel more confident about the future?” has risen from 69% to 94%, although 44% of these scored only “A Little”;
  - “Do you feel more able to deal with difficult situations at home or school?” has risen from 75% to 88%;
  - “Do you think you have changed since starting mentoring?” has risen from 94% to 100%;
  - “Do you feel that GHM listens to your ideas?” has dropped from 94% to 87% - however, “Do you feel you have a say in what you do in your mentoring relationship?” remained at 100%;
  - Views about whether Group Mentoring was helpful have lowered from 89% to 56%;
  - 31% suffered Bullying in the last year - only 19% did last year;
- The full results for these 16 are shown below.



Year on Year Comparison Mentees 2018-2017		Mentees	2018										2017		
			Yes	Yes %	A Little	A Little %	No	No %	N/A	Better	Same	Worse	2018	Yes	Yes %
No		Id											16.00		16.00
1	Are you enjoying your mentoring together?	16	100%										16	100%	
2	Has mentoring worked out as expected?	16	100%										13	81%	
	How is it different?								8	2					
3	Do you think meeting has helped you in any way?	14	88%	2	13%								16	100%	
	Since Joining GHM....														
4.1	Do you mix with others better?	14	88%			2	13%						12	75%	
	On a scale of 1-6—how much better?											4.96		5.00	
4.2	Do you see better how your behaviour affects others?	14	88%			2	13%						13	81%	
	On a scale of 1-6—how much better?											4.43		4.54	
4.3	Has your confidence improved?	16	100%										14	88%	
	On a scale of 1-6—how much has it improved?											5.00		4.64	
4.4	Have you thought more about the future?	4	25%	12	75%								11	69%	
4.5	Do you feel more confident about the future?	8	50%	7	44%	1	6%						11	69%	
4.6	Do you feel more able to deal with difficult situations at home or school?	14	88%			2	13%						12	75%	
4.6.1	On a scale of 1-6—how much more?											4.93		4.00	
4.6.2	How or in what way do you feel more able to deal with difficult situations	16	100%										16	100%	
4.7	Do you think you have changed since starting mentoring?	15	94%	1	6%								15	94%	
5	Do you feel that GHM listens to your ideas	13	81%	1	6%		6%						15	94%	
6	Do you feel you have a say in what you do in your mentoring relationship?	16	100%			1			1				16	100%	
7	What School is Mentee attending?	16	100%										16	100%	
8	Group Mentoring comprises the Skills & Activity Clubs— <b>ACE KIDS, ACE PLUS</b> and <b>THE BASE</b> along with the Skills Courses—Dealing with Anger and Self-Esteem														
8.1	Have you tried Group Mentoring?	9	56%			7	44%						9	56%	
8.2	Have you enjoyed Group Mentoring?	6	67%	1	6%	2	22%	4					8	89%	
8.3	Did you feel Group Mentoring was helpful?	5	56%			3	33%	5					8	89%	
9	Have you suffered bullying in the last year?	5	31%			11	69%						3	19%	
10	Have you suffered cyber-bullying in the last year? i.e. texts, emails or social media					16	100%						1	6%	
11	Are there other things you need that would help you?	4	25%			12	75%						5	31%	
11	What things?	16	100%						1				16	100%	
12	Any other comments or Mentoring stories?	5	31%			11	69%						5	31%	
	Please Comment	16	100%										16	100%	
	Spoiled Sheet					16	100%								



## Appendix

The questionnaires were distributed via hand wherever possible, along with a letter giving guidelines (see below).

### Letter sent to Volunteers

17 August 2018

Dear

#### Annual Relationship Questionnaire 2018

GHM is carrying out our yearly survey of Mentoring Relationships. It is important for GHM to know how relationships are progressing, so we can:

- Continue to Improve our Services;
- Show Referrers the benefits of the work we do;
- Explain to Funders how effective GHM is and encourage them to support GHM – without funds we cannot continue; ☺
- Update the GHM Management Committee on progress.

Please can you help us by working with your mentee to complete this form and **can you personally write the answers** carefully, legibly and honestly, at the next opportunity.

It should be relatively easy to understand and is an opportunity to speak with your mentee, encourage them and share with each other. However, the following may also help:

- Have fun together with it, finding out how each other feels. It is a good opportunity to have a general chat about things.
- Please complete the questionnaire with your mentee, each question needs to be answered by both yourself and your mentee; We **strongly recommend that you ask their view first** 😊 Also remember **you are answering the Mentor questions for yourself** not how you feel about your Mentee.
- NA means Not Applicable. If the answer to a question is "No" then there is no need to answer any supplementary question that grades how much better;
- **Please return the form by 30 June at the latest to Ian.**

Thanks for your help!

**Ian & Sue Pirks**  
**GHM Managers**

## How to deal with incorrectly completed or illogically answered papers

While analysing the data, variations in responses were received and the following rules used to decide what data to admit.

- Anonymity – any names quoted by Volunteers or Mentees were removed to preserve anonymity;
- Spoiled papers – if papers are received that have been scribbled on and no data is able to be ascertained, then they are omitted from results;
- "has mentoring worked out as expected?" if the answer was given as "yes" but an answer was given to "how is it different", we include these answers;
- If questions were not answered – i.e. left blank, these are not counted but these blanks affected the overall percentages e.g. if 58 returned with yes and 40 with no and 2 didn't reply then percentages would be 58%, 40% and 2%;
- If N/A given as an answer—then we include this comment in the count;
- If a "since joining GHM..." question is answered "yes" or "no" and no numeric value given as to "how much different" in the next question, then we include the first answer and leave the other blank;
- If a "since joining GHM..." question is **not** answered **but** a numeric value given in the next question, then we include the number only in the analysis of the second question;
- If a "since joining GHM..." question is answered with "No" and a numeric value given as to "how much different" in the next question, then we include the first answer and left the other blank -i.e. did not include the number;
- Include any comments made in relevant questions even if they just say "No!"
- Where an added comment makes it clear that the question as intended was not answered properly then we omitted any answers related to that question;
- If answers are all crossed out then we omit that question;
- Where scores given are ringed - 2 digits – we input a score half way between;
- if an answer has a "?" alongside – we include the answer if other comments make it clear, if not clear we leave it out;
- If Yes/No are both circled then we omit the answer;
- If someone writes NOT SURE then this is interpreted as No;
- When Yes/ No is omitted but a comment is given to Q11/12 we assume they meant Yes.