



GHM Half Yearly Evaluation – 30 June 2015



Executive Summary

This paper documents the progress of GreenHouse Mentoring (GHM) during the half year January to June 2015 and records the results from questionnaires of staff, volunteers and mentees during that period.

Greenhouse Mentoring aims to help young people in Luton to unlock their potential, in the ways listed in our mission statement (attached) and in a manner consistent with our values.

It has been a steady period, with running of the Introduction to Mentoring training from April to June 2015.

For GHM in the past 6 months, we have:

- ◆ **Started** a new venture **ACE KIDS** in January 2015, to provide an Activity & Skills Club to those aged 8-13. Skills input e.g. Basic Social Skills, Dealing with Anger and Building Self Esteem, is mixed with learning to operate in a group setting and playing games, all around a Café atmosphere. This has been a big success. During the last 6 months 41 young people attended 95 sessions. As a result of the Group Mentoring Initiative we can now offer help to referrals within a month of interview.
- ◆ **Trained** a further 26 Volunteers through the Introduction to Mentoring. A total of 26 training sessions were run with 201 sessions attended by the new cadre of Volunteers and those doing refresher training;
- ◆ **Received** funding from East Area Board via the Participatory Budgeting Initiative;
- ◆ **Run** two Further Training Sessions:
 - a. Bullying with 23 participants over 3 sessions including 1 external attendee;
 - b. Autism Awareness with 40 participants over 3 sessions including 4 external attendees.
- ◆ **Organised** the Annual Fund Raising & Volunteer Awards, raising £490 and introducing new categories of award such as:
 - a. Volunteer of the year
 - b. Unsung Hero
 - c. Outstanding Contribution
 In addition to the normal 5 & 10 Year Awards.
- ◆ **Been nominated** for the University of Bedfordshire for the Partner of the Year Award – receiving a runner up certificate.
- ◆ **Carried out** the annual surveys of Volunteers and Referrers, both showing very positive results e.g.
 - a. The average rating of Volunteers Experience has hit an all-time high of 4.94 out of a possible 5.
 - b. 86.67% of organisations felt the service was of “Great Benefit” to those referred.
- ◆ **Received** excellent feedback from Service Users;
- ◆ **Continued** to support 71 individual mentoring relationships and 57 young people in group mentoring settings. **Dealt** with 39 new referrals.

Table of Contents

Executive Summary	2
2. GreenHouse Mentoring Overview	5
2.1 The Service	5
2.2 Aims & Objectives	5
3. Key Events during the period.	5
3.1 Funding	5
3.1.1 Funding Summary	6
3.2 Group Mentoring	6
3.3 One to One Mentoring.....	6
3.4 Staffing Changes.....	6
3.5 Management Committee	7
3.6 Financial Overview.....	7
3.7 Training & Screening.....	7
3.7.1 Volunteer Training – May-June 2015.....	8
3.8 Monitoring & Evaluation	8
3.9 Partnership Working.....	8
3.10 IT Systems.....	9
4. Statistics.....	9
4.1 Figures for the Period.....	9
5. Feedback This Period	13
5.1 Mentees	13
5.1.1 Comments	13
5.1.2 Mentee Monitoring & Evaluation Analysis.....	13
5.2 Volunteers.....	14
5.2.1 Annual Questionnaire 2015 – Summary.....	14
5.2.2 Volunteer Comments from Training.....	14
5.2.3 Volunteer Comments from Annual Questionnaire	15
5.2.4 Volunteer Comments from Evaluation Reports.....	15
5.3 Referrers	16



6. Plans.....	17
6.1 Finances	17
6.2 Monitoring & Evaluation	17
6.3 Upgrade of IT Systems	17
6.4 User Group.....	17
6.5 Investors in Volunteers (IiV)	17
Appendix A – Vision, Mission, Values	18

2. GreenHouse Mentoring Overview

2.1 The Service

GreenHouse Mentoring (GHM) 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 young people in Luton.

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 sessions and Activity & Skills Clubs, GHM Cafe (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.

2.2 Aims & Objectives

See attached Vision, Mission and Values statement.

3. Key Events during the period.

3.1 Funding

GHM has continued with its funding strategy via the following schemes:

- ◆ Easy Fund Raising – gives a percentage of online shopping back to GreenHouse Mentoring as the nominated charity;
- ◆ Mentoring Aid – we canvass local businesses & schools and encourage them: to invest in their local community/ charity; allow their staff to Mentor; raise funds and/ or sponsor a Mentee;
- ◆ Give a Cup of Coffee – we encourage individual supporters to give a regular monthly amount (instead of buying a coffee out) to support GHM;
- ◆ Annual Fund Raising & Awards Event – this year a fund raising lunch was held on 14 June at SBC and £490 raised for GHM;
- ◆ One Off Donations – can be made via our Online giving site or by cheque;
- ◆ Applications to Trusts/ Awarding Bodies – a number of applications have been submitted.

3.1.1 Funding Summary

Funding Applications/ Initiatives Made this Half Year...

	Count of Applications	Sum of Amount Requested/ Received
Unsuccessful	2	£ 11,648.00
Pending	7	£ 78,814.38
Received	1	£ 1,320.00
Grand Total	10	£ 91,782.38

3.2 Group Mentoring

Two types of courses of Group Mentoring Skills for 8-13 year olds ran during the period:

- ◆ Self Esteem – 1 course

A total of 7 participants attending 23 sessions.

- ◆ Dealing with Anger – 2 courses

A total of 14 participants attending 31 sessions.

THE BASE has been up and running for 18 months. During the last 6 months 12 participants attending 48 sessions.

A new venture **ACE KIDS** was started in January 2015, to provide an Activity & Skills Club to those aged 8-13. Skills input e.g. Basic Social Skills, Dealing with Anger and Building Self Esteem, is mixed with learning to operate in a group setting and playing games around a Café atmosphere. This has been a big success. During the last 6 months 41 participants attending 95 sessions.



3.3 One to One Mentoring

In September 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 first half of 2015, 502 meetings of Mentoring Relationships were recorded.

3.4 Staffing Changes

Staffing has remained stable during the half year with 4 part-time staff and one volunteer staff member. A temporary Administrator was added from January for 6 months to help them get work experience. This temporary role was funded via Shaw Trust.

Three part time volunteers assisted in the GHM Office during the period.

3.5 Management Committee

The Management Committee met during June.

3.6 Financial Overview

Monthly Finance Reviews have continued throughout the period, the latest figures are shown below.

	Q1	Q2	Q3	Q4	Grand Total
	Actuals	Actuals	Forecast	Forecast	
Income					
Brought Forward	£20,884.78				£20,884.78
DBS Income	£12.00	£12.00			£24.00
Easy Fund Raising	£98.72	£159.25	£109.85	£110.00	£477.82
East Area Board	£348.08	£266.34	£330.00	£330.00	£1,274.42
Other Income/ Mentoring Aid	£1,891.51	£2,000.85	£80.00		£3,972.36
Give.Net/Stewardship	£975.33	£4,903.88	£4,385.49	£1,686.49	£11,951.19
Cafe Donations	£18.58	£73.14	£30.00	£30.00	£151.72
Total	£24,229.00	£7,405.61	£4,935.34	£2,156.49	£38,726.44
Expenditure					
Total Direct Costs	£1,825.37	£1,662.36	£1,677.00	£2,507.00	£7,671.73
Personnel costs ***	£10,168.35	£10,399.41	£9,301.68	£9,059.01	£38,928.45
Management costs					
Total	£11,993.72	£12,061.77	£10,978.68	£11,566.01	£46,600.18
Variance	£12,235.28	-£4,656.16	-£6,043.34	-£9,409.52	-£7,873.74

Finances are secured for the period up until 1 November 2015. Fund raising for the remainder/ 2016 is in hand (see 3.1.1).

3.7 Training & Screening

During the last period a number of Training & Screening events were held, including a well-attended set of 3 sessions called Autism Awareness – which was run by one of our volunteers and a set of 3 sessions on Bullying.

The normal Introduction to Mentoring Course ran following Group Interviews in April/ May until June.

Event Title	Total
Autism Awareness Further Training	40
Bullying Further Training	23
Group Interviews	26
GHM1 Induction	25
GHM2 Rapport	23
GHM3 Working Together	21
GHM4 Goals & Ending	23
GHM5 Practical Mentoring	23

GHM6 'S2G' (Child Protection)	32
GHM7 Practical Safety	24
GHM8 Celebration & Role Offers	23
Grand Total	283

3.7.1 Volunteer Training – May-June 2015

Analysis of the post training course forms from the Introduction to Mentoring course run in October to December 2014 showed the training was well received and was felt to be delivered in a comprehensive, supporting and encouraging environment.

The table below shows that over the past five training cohorts, the scores have continued at a very high average.

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
Overall Average	4.69	4.64	4.84	4.68	4.79

A number of suggestions have been made by the Volunteers. It is recommended that the following be considered:

- A review of the course outline and removal of any slides not 100% necessary;
- Consider more practical sessions & group working;
- Consider timetabling, is there a way to reduce length or introduce afternoons?

3.8 Monitoring & Evaluation

Changes to the Monitoring & Evaluation system have been placed on hold until further notice. Evaluation forms continue to be completed and analysed.

3.9 Partnership Working

GHM continues to work with the Young People's Alcohol and Drug Service (SAFE), University of Bedfordshire and Barclays to deliver **THE BASE** Group Mentoring Club.

In addition we were nominated for the University of Bedfordshire Partner of the Year Award – receiving a runner up certificate.

3.10 IT Systems

Proposed changes to the main GHM Contact Database have been written and tested. The following changes are due to be implemented in Q3 2015:

- Contacts Management Amendment
- Volunteer Supervision System
- Archiving Facility & Systems Administration Capability

4. Statistics

4.1 Figures for the Period

Figures as of 30 June 2015.

No	Performance Indicator	Value						
		2013 Q3	2013 Q4	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1/Q2
1.	No. of young people aged 5-25 directly engaged with services.							
	1 to 1 Mentoring ¹	79	74	79	76	60	66	71
	Group Mentoring ²	61 ³	4	15	24	23	36	57
	Total Participants	140	78	94	100	83	102	128
	New Referrals this period	14	26	26	17	11	12	39 ⁴
	Total Referrals Outstanding	93	111	30	24	26 ⁵	31	28

¹ Total relationships – maintained, on hold or being matched

² Includes Group Mentoring Clubs and Skills Sessions

³ Note 2013 Q3 was the last time that the Young Carers' Club was run, hence the higher figures

⁴ 6 month figure

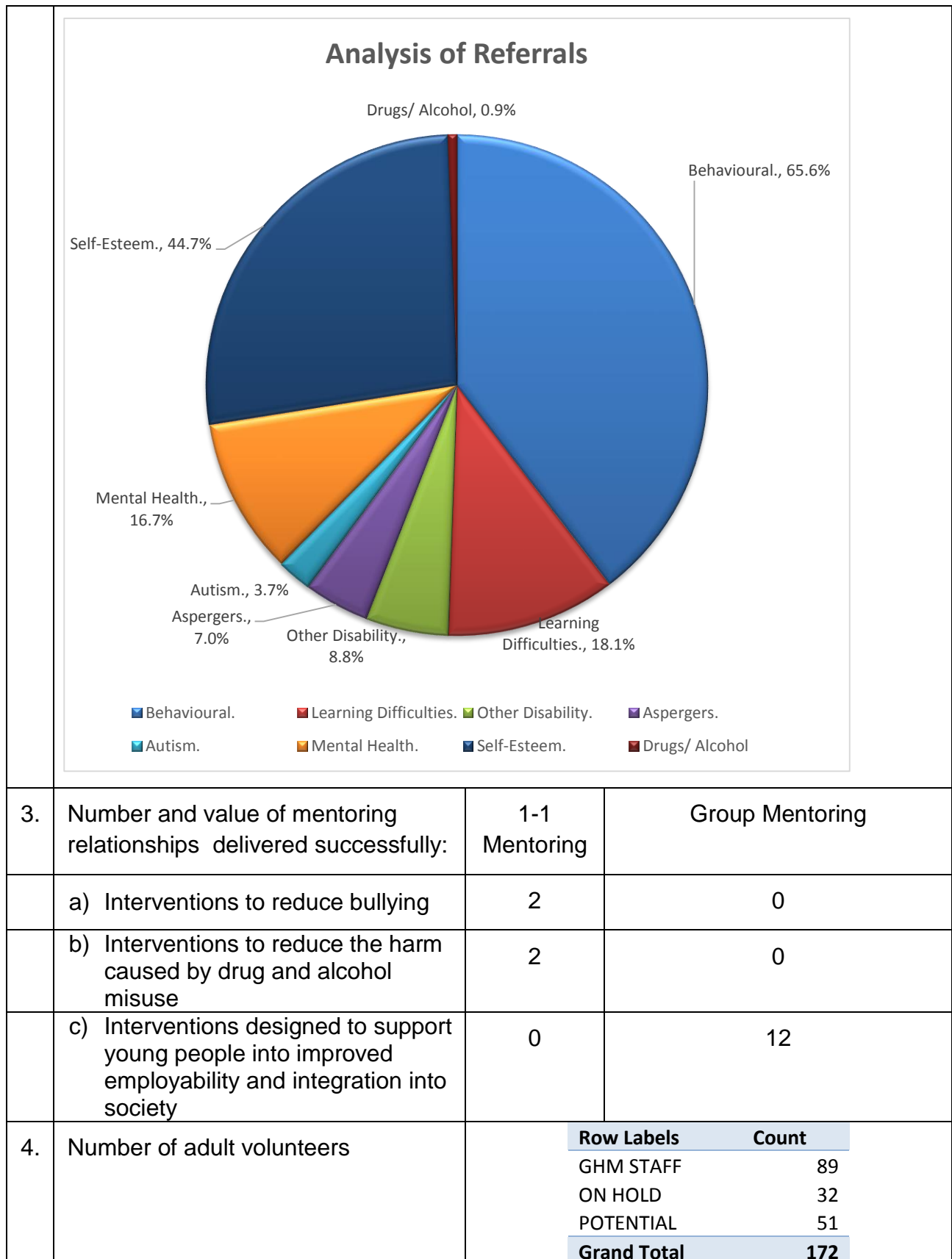
⁵ Correction made from last quarter

	<p>Ethnicity of young people aged 5 to 25 directly engaged with services.</p>	<table> <tr><td>Asian (Bangladeshi)</td><td>2%</td></tr> <tr><td>Asian (Indian)</td><td>1%</td></tr> <tr><td>Asian (Other)</td><td>3%</td></tr> <tr><td>Asian (Pakistani)</td><td>7%</td></tr> <tr><td>Black (African)</td><td>2%</td></tr> <tr><td>Black (Caribbean)</td><td>4%</td></tr> <tr><td>Black (Other)</td><td>2%</td></tr> <tr><td>Chinese</td><td>0%</td></tr> <tr><td>Mixed (Other)</td><td>3%</td></tr> <tr><td>Mixed (White & Asian)</td><td>1%</td></tr> <tr><td>Mixed (White & Black African)</td><td>2%</td></tr> <tr><td>Mixed (White & Black Caribbean)</td><td>10%</td></tr> <tr><td>White (British)</td><td>58%</td></tr> <tr><td>White (Irish)</td><td>2%</td></tr> <tr><td>White (Other)</td><td>4%</td></tr> <tr><td>Not specified</td><td>0%</td></tr> </table>	Asian (Bangladeshi)	2%	Asian (Indian)	1%	Asian (Other)	3%	Asian (Pakistani)	7%	Black (African)	2%	Black (Caribbean)	4%	Black (Other)	2%	Chinese	0%	Mixed (Other)	3%	Mixed (White & Asian)	1%	Mixed (White & Black African)	2%	Mixed (White & Black Caribbean)	10%	White (British)	58%	White (Irish)	2%	White (Other)	4%	Not specified	0%
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<p>2.</p>	<p>Number and ethnicity of young people aged 5 to 25 for Luton’s young people with learning difficulties and/ or disabilities (LDD) regularly participating in youth mentoring.</p>	<p>In total 91 of 211 referred young people have learning disabilities and/or disabilities (LDD) Ethnicities are shown below.</p>																																

Ethnicity	Count	Learning Difficulties	Autism	Aspergers	Mental Health	Other Disability
Asian	26	3	1	1	3	0
Black	16	3	0	1	4	3
Chinese	1	0	0	0	0	0
Mixed	34	5	2	2	5	0
White	137	28	5	11	24	16
Unspecified	1	0	0	0	0	0
Grand Total	215	39	8	15	36	19

Ethnicity	Count	Learning Difficulties	Autism	Aspergers	Mental Health	Other Disability
Asian	12.1%	11.5%	3.8%	3.8%	11.5%	0.0%
Black	7.4%	18.8%	0.0%	6.3%	25.0%	18.8%
Chinese	0.5%					
Mixed	15.8%	14.7%	5.9%	5.9%	14.7%	0.0%
White	63.7%	20.4%	3.6%	8.0%	17.5%	11.7%
Unspecified	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	100%	18.1%	3.7%	7.0%	16.7%	8.8%

i.e. 12.1% of young people were Asian and of these 3.8% had Aspergers, whereas 5.9% of Mixed had Asperger's



5. Feedback This Period

5.1 Mentees

5.1.1 Comments

How has mentoring changed you?

- “Better personality and more confidence”

How has mentoring helped you?

- “He has helped me through numerous events that have happened to me in the past 2 years”
- “Making me realise how to handle things”
- “Starting to make more friends because talking through the situation. Being able to talk to someone”

What is the best thing about having a mentor?

- “Getting good advice that I need”
- “She has been friendly like a friend. Someone to talk to about how to handle things”

What is worst thing about having a mentor?

- “Having to think about not having any friends and talking about it”

5.1.2 Mentee Monitoring & Evaluation Analysis

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

- ◆ Improved social skills;
- ◆ Improved awareness of self and their situation;
- ◆ Improved self-esteem;
- ◆ More confidence about a positive future;
- ◆ Greater emotional resilience in home / school / social situations.

An analysis of monitoring forms from mentees over time showed improved averages in each of the following areas:

	Improvement
Improved self-esteem (I feel good about myself)	4.1%
Greater emotional resilience in home / school / social situations	1.2%

(I've got someone I can talk to if I need to)	
More confidence about a positive future (I know what I want to do in the future)	-3.3%
Improved social skills (I try my best at what I do)	0.5%
Improved awareness of self and their situation (I treat other people well)	-0.8%

5.2 Volunteers

5.2.1 Annual Questionnaire 2015 – Summary

The detail results are shown in the separate report, 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 slightly improved on the previous survey in 2014 but significantly better than in 2012, showing a good upward trend.

The average rating of Volunteers Experience has hit an all-time high of 4.94 out of a possible 5.

Volunteers are building new skills through the training & mentoring. For example “Establishing & Maintaining Rapport” has improved by 15% from 2014 to 78% of the Volunteers saying they have developed in this area.

When asked which training sessions were most valuable, 12 out of 22 who answered said all were beneficial.

Recommendations from the Report:

- ◆ Review how to match mentors quicker with an available young person;
- ◆ Consider Further Training on Special Education Needs in partnership with a local school;
- ◆ Investigate encouraging Facebook connection with Volunteers;
- ◆ Investigate delivering Further Training on Relationships & Sexual Health for children hitting puberty;

5.2.2 Volunteer Comments from Training

“The discussion and interaction section were experiences shared aligned some of my worries. Also, the lecture slides were brilliant”

“Good pace. Always able to ask questions and share. Chance for role play/scenarios. Chance to meet other volunteers at GHM. Covered very important theory and practical things/skills”

“The aspect I liked was the whole feeling of being part of a family team and all the support that is in place so there is no fear of being alone in any aspect”

“What motivated me about this course is the mentoring skills and experience I acquired. The course/experience is really helpful and can be applied in everyday life or career”

5.2.3 Volunteer Comments from Annual Questionnaire

“Making a difference. Best feeling of all, having finished with my mentee at primary and he had gone on to secondary school, that he would turn round and ask for his mentoring to continue with me.”

“Seeing My Mentees mature and make good progress was the most positive enjoyable experience.”

“Most enjoyable has been training and being able to put things in practice with my mentee and seeing some changes in her.”

“I have been asked to assist in a training programme in the very near future which I'm extremely excited about. It will give me the chance to step out of my comfort zone and help others and myself in a new way.”

“GHM is the most amazing organization in the world. It has touched so many people's lives including my own. Thank you GHM”

“I'm happy to be part of this, its great work and it's great to be able to help someone.”

“I believe GreenHouse has provided a big range of equipment and information which is more than enough to make volunteers experience fun and exciting. The rest of it is down to us to make the most of it.”

5.2.4 Volunteer Comments from Evaluation Reports

“I have enjoyed this opportunity and it has made me more understanding of the situation of others and to listen without judgement.”

“Been able to offer encouragement in a non-bias way. A sense of achievement and gained more experience overall. Trying my best to leave the mentee with a smile. Being able to be an 'Ear' and just listen. Being able to offer advice or suggestions in a non-bias way. Meeting someone who I would never have met.”

Best thing about being a Mentor? – “Seeing the transformation in XXXXX in her maturity and her problem - solving skills”

“I felt shaken at first but with the support I got I felt can do anything”

“Enjoying it. It's good watching XXXXX grow in confidence”

“My mentoring relationship with XXXXX has grown from strength to strength. He regularly shares his issues with me and feels comfortable to do so”

5.3 Referrers

A survey of Referrers was carried out between Feb-April 2015. The detail results are shown in a separate report but overall they paint a picture of a Referral Group that are growing in their support of the service that GHM provides and its value to them. Results are improved on the previous survey in 2014. However, there is still work to be done - particularly concerning delays and communication to the Referral Group. The administration and support of relationships needs to improve.

The overall score for GHM has risen from 3.75 to 4.31 out of a possible 5.

86.67% of organisations felt the service was of “Great Benefit” to those referred.

There has been a good improvement in the overall standard of mentoring with only “Good” and “Excellent” scores given and a rise in average rating from 4.29 in 2014 to 4.47 this year.

In response to the question of waiting times there has been a significant improvement in the percentage of positive comments and a reduction in the negative comments. Whilst there is some way to go, this seems to indicate that the changes made last year to introduce Group Mentoring and Referral Interviews has made a big difference (see table below).

	Positive Comments	Negative Comments	Understanding Shown	Total
2015	44%	38%	44%	16
2014	33%	78%	33%	8

i.e. in 2015, 44% of the Referrers made positive comments, 38% made negative comments and 44% made comments that showed an understanding of the situation.

Overall GHM is considered to have a strong service with high quality staff. Delays in matching and lack of Mentors are identified as the weakest points.

6. Plans

6.1 Finances

A concerted effort to raise additional funds is ongoing to build the sustainable financial basis of GHM.

6.2 Monitoring & Evaluation

GHM has been measuring outcomes formally for well over a year using an in-house monitoring & evaluation form. A redevelopment of the system to provide a better statistical baseline and increased consistency of scoring is required. It is hoped to do some work on this during the next 6 months.

6.3 Upgrade of IT Systems

Version 2 of the GHM Contacts Database has been drafted and testing is underway. Version 3 to enhance Supervision and Archiving is expected to be started in Q3 2015.

6.4 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 by end of 2015. Reporting and procedures will be developed and included at the same time.

6.5 Investors in Volunteers (IiV)

Investing in Volunteers (IiV) is the UK quality standard for good practice in volunteer management.

It allows the benchmarking of the quality of volunteer management and involvement, proves and improves the effectiveness of work with volunteers and enhances an organisation's reputation.

Re-accreditation of the IiV standard has been initiated and will be carried out during August 2015.

Appendix A – Vision, Mission, Values

Vision

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



Mission

- To recruit, screen and train 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 home post code of LU1, LU2, LU3, LU4) who:

- need the help of mentor;
- aged 5-18 years of age – however, this is extended to age 25 where the person has a learning disability.

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

- are or are about to become a young parent;
- need the help of mentor
- aged up to 25 years of age – however, this can be extended where the person has a learning disability.