



GHM Quarterly Evaluation – 30 Sept 2015



Executive Summary

This paper documents the progress of GreenHouse Mentoring (GHM) during the quarter July to September 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, as usual, been a quiet period over the schools' summer holidays, however GHM has in the past 3 months:

- ◆ **Trained** 28 Volunteers in Mentoring
- ◆ **Received** notification of four successful funding requests from Wixamtree Trust, Children In Need, ASDA Foundation and The Henry Smith Charity. As a result of these awards and other fund raising activities, funding is fully secured until October 2016 and significant amounts already raised for 2017 and 2018;
- ◆ **Continued** to support 69 individual mentoring relationships and 38 young people in group mentoring settings. **Dealt** with 19 new referrals. Approximately 137 mentoring sessions were recorded as being held;
- ◆ **Been Awarded** the Investing in Volunteers Award for the 3rd time, for the period October 2015 – October 2018;
- ◆ **Held** an Open Day for Referrers and Funders on 30 September to build relationships and showcase the work that GHM does.
- ◆ **Set Service Targets** for Referrals:
 - a. Referrals are assessed, recorded and an interview setup within 1 month of receipt of referral;
 - b. Offers of Group Mentoring support are made at the Referral Interview – no later than 1 month from that date.

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1. GreenHouse Mentoring Overview

1.1 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 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 Referrals

We have received 19 referrals this quarter.

We have set Service Targets for Referrals:

- Referrals are assessed, recorded and an interview setup within 1 month of receipt of referral;
- Offers of Group Mentoring support are made at the Referral Interview – no later than 1 month from that date.

2.2 Funding

GHM has continued with its funding strategy. This quarter has been a very successful period as 4 applications have been successful from Wixamtree Trust, Children In Need, ASDA and the Henry Smith Charity. These grants will lay the foundation for the next three years of operation.

Funding Applications/ Initiatives Made this Year...

	Count of Applications	Sum of Amount Requested/ Received
Successful	5	£ 60,318.71
Unsuccessful	5	£ 64,127.00
Pending	3	£ 71,941.19
Grand Total	13	£ 196,386.90

2.3 Group Mentoring

No Group Mentoring Skills for 8-13 year olds ran during the period because of summer holidays:

THE BASE has been up and running for 21 months.

During the last 3 months 13 participants attended a total of 25 sessions overall.



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.

During the last 3 months 26 participants attended a total of 40 sessions overall.

2.4 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 last quarter, 137 meetings of Mentoring Relationships were recorded.

2.5 Staffing Changes

Staffing has remained stable during the quarter with 4 part-time staff and one volunteer staff member. A temporary Administrator (funded via Shaw Trust) was added from January for 6 months to help them get work experience, they have subsequently carried on in a voluntary role.

2.6 Management Committee

The Management Committee, as scheduled, did not meet during the quarter. The next meeting is planned for December 2015.

2.7 Financial Overview

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

	Q1	Q2	Q3	Q4	Grand Total
Income					
Brought Forward	£20,884.78				£20,884.78
DBS Income	£12.00	£24.00	£179.00		£215.00
ASDA			£8,133.82		£8,133.82
Children In Need				£2,470.80	£2,470.80
Wixamtree			£5,000.00		£5,000.00
Henry Smith Charity					
Easy Fund Raising	£98.72	£113.11	£104.16	£166.52	£482.51
East Area Board	£348.08	£266.34	£166.97	£307.00	£1,088.39
Other Income/ Mentoring Aid	£1,872.00	£2,000.45	£760.00	£1,070.00	£5,702.45
Give.Net/Stewardship	£975.33	£4,913.88	£5,051.42	£5,104.80	£16,045.43
Cafe Donations	£18.58	£74.14	£44.50	£30.00	£167.22
Total	£24,209.49	£7,391.92	£19,439.87	£9,149.12	£60,190.40
Expenditure					
Total Direct Costs	£1,805.86	£1,844.48	£1,465.19	£3,109.00	£8,224.53
Personnel costs ***	£10,168.35	£10,399.41	£9,290.07	£9,059.01	£38,916.84
Management costs					
Total	£11,974.21	£12,243.89	£10,755.26	£12,168.01	£47,141.37
Variance	£12,235.28	-£4,851.97	£8,684.61	-£3,018.89	£13,049.03

The variance shown reflects £6,500 which has been paid in advance for operations in 2016 and is being held over for that purpose. The remaining variance has been generated by an unexpected SKYDIVE funding event in early October, which was particularly successful (£5,500 raised).

Finances are **fully secured** until 1 October 2016.

Some funds for 2017, 2018 have also been secured. Details of expected budgets are as shown to the right.

Budgets	FY2016	FY2017	FY2018
	Grand Total	Grand Total	Grand Total
Income			
Brought Forward	£6,506.35	£0.00	£0.00
DBS Income	£0.00	£0.00	£0.00
ASDA	£5,755.88	£0.00	£0.00
Children in Need	£6,552.00	£0.00	£0.00
Wixamtree	£0.00	£0.00	£0.00
The Henry Smith Charity	£12,200.00	£12,500.00	£12,900.00
Easy Fund Raising	£500.00	£500.00	£500.00
East Area Board	£0.00	£0.00	£0.00
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
Cafe Donations	£120.00	£120.00	£120.00
Total	£38,638.23	£20,124.00	£20,524.00
Expenditure			
Total Direct Costs	£7,116.00	£7,329.48	£7,549.36
Personnel costs ***	£37,323.12	£38,442.81	£39,596.10
Management costs	£0.00	£0.00	£0.00
Total	£44,439.12	£45,772.29	£47,145.46
Variance	-£5,800.89	-£25,648.29	-£26,621.46

2.8 Training & Screening

During the last quarter a number of Training & Screening events were held, including a well-attended set of 3 sessions called Mentoring Masterclass, which is the second stage of mentoring training.

Date	Event Title	Attendees
02-Jul-15	GHM6 'S2G' (Child Protection)	7
14-Aug-15	GHM3 Working Together	1
10-Sep-15	Further Training	11
11-Sep-15	Further Training	9
Grand Total		28

2.9 Monitoring & Evaluation

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

2.10 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 & ACE KIDS** Group Mentoring Clubs.

2.11 IT Systems

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

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

3. Statistics

3.1 Figures for the Period

Figures as of 30 September 2015.

No	Performance Indicator	Value																																																		
		2013 Q4	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1/Q2	2015 Q3																																												
1.	No. of young people aged 5-25 directly engaged with services.																																																			
	1 to 1 Mentoring ¹	74	79	76	60	66	71	69																																												
	Group Mentoring ²	4	15	24	23	36	57 ³	38																																												
	Total Participants	78	94	100	83	102	128	107																																												
	New Referrals this period	26	26	17	11	12	39 ⁴	19																																												
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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

⁵ Correction made from last quarter

2.	<p>Number and ethnicity of young people aged 5 to 25 with learning difficulties and/ or disabilities (LDD) regularly participating in youth mentoring.</p>	<p>In total 65 of 228 referred young people have learning disabilities and/or disabilities (LDD)</p> <p>Ethnicities are shown below.</p>																																																																																																																										
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Analysis of Referrals																					
<p>The pie chart displays the following data:</p> <table border="1"> <tr><th>Category</th><th>Percentage</th></tr> <tr><td>Behavioural</td><td>65.5%</td></tr> <tr><td>Self-Esteem</td><td>50.5%</td></tr> <tr><td>Learning Difficulties</td><td>21.4%</td></tr> <tr><td>Mental Health</td><td>18.6%</td></tr> <tr><td>Other Disability</td><td>8.2%</td></tr> <tr><td>Aspergers</td><td>5.9%</td></tr> <tr><td>Autism</td><td>3.2%</td></tr> <tr><td>Drugs/Alcohol</td><td>0.9%</td></tr> </table>				Category	Percentage	Behavioural	65.5%	Self-Esteem	50.5%	Learning Difficulties	21.4%	Mental Health	18.6%	Other Disability	8.2%	Aspergers	5.9%	Autism	3.2%	Drugs/Alcohol	0.9%
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3.	Number and value of mentoring relationships delivered successfully:	1-1 Mentoring	Group Mentoring																		
	a) Interventions to reduce bullying	2	0																		
	b) Interventions to reduce the harm caused by drug and alcohol misuse	2	0																		
	c) Interventions designed to support young people into improved employability and integration into society	0	13																		
4.	Number of adult volunteers	<table border="1"> <thead> <tr> <th>Row Labels</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>GHM STAFF</td> <td>91</td> </tr> <tr> <td>ON HOLD</td> <td>14</td> </tr> <tr> <td>POTENTIAL</td> <td>29</td> </tr> <tr> <td>Grand Total</td> <td>134</td> </tr> </tbody> </table>		Row Labels	Count	GHM STAFF	91	ON HOLD	14	POTENTIAL	29	Grand Total	134								
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4. Feedback This Period

4.1 Mentees

4.1.1 Comments

“I love the Greenhouse. It is the best”

“XXXXXXXXXXXX” is the best mentor”

From the BASE Group Mentoring & Activity Club:

- “I had an awesome time”
- “Active, something new, very hands on”
- “It something new Loved it I would do it again”

4.1.2 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)	3.4%
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)	-2.5%
Improved social skills (I try my best at what I do)	1.1%
Improved awareness of self and their situation (I treat other people well)	-0.5%

4.2 Volunteers

4.2.1 Volunteer Comments from Evaluation Reports

“Learned a lot about listening properly before attempting to diagnose and fix. Sometimes the mentee just needs to be heard”

How has Mentoring benefitted your mentee? – “Dealing with anger and picking the right time to argue. Someone to talk to as an 'Older Brother' type (his words). Mentee knows I enjoyed his company.”

4.2.2 Other Comments

“Sue, you are really inspirational in many ways. It is great what you are doing and you are really making a positive impact. “

“You have touched so many children’s lives and continue to do so over and over again! ... many people are truly amazed by your courage and compassion”

4.3 Referrers

A survey of Referrers was carried out between Feb-April 2015. One of the recommendations was to organise a GHM Open Day for Referrers and Funders. Accordingly on 30 September the first GHM Open Day was held with over 20 referrers visiting the GreenHouse to meet the staff and get to know more about the work done. Whilst no formal feedback was captured, all those who attended were very positive about the event. It is planned to make this an annual event.

5. Plans

5.1 Monitoring & Evaluation

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

5.2 Upgrade of IT Systems

Version 2 of the GHM Contacts Database has been drafted and testing is nearly complete.

5.3 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.

5.4 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 completed the standard re-awarded to GHM for the 3rd time.



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.