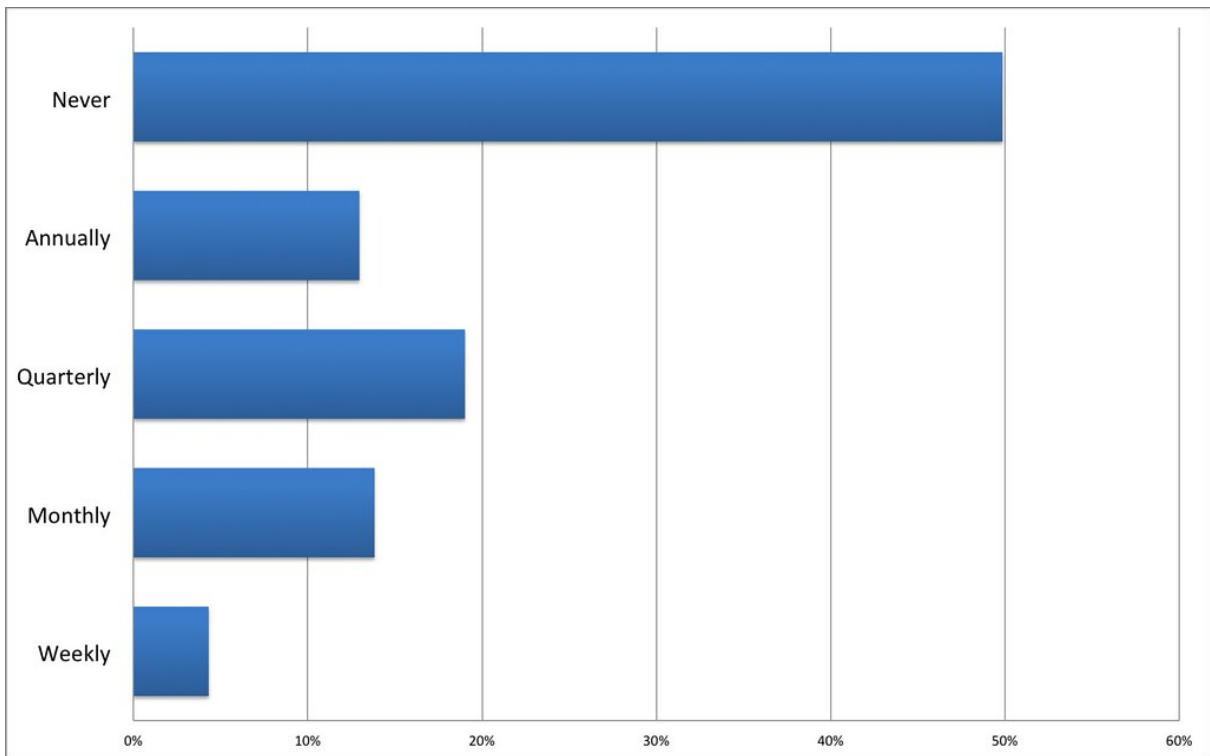




GreenHouse Mentoring Volunteer Survey – January 2021



Contents

1. Introduction	3
2. Distribution	3
3. Analysis.....	3
3.1 Recommendations	4
4. Results	5
4.1 Question 1 - How would you rate your GreenHouse Mentoring Volunteering experience?	5
4.2 Question 2 - How much do you feel that becoming a GreenHouse Mentoring Volunteer has benefited you personally?	6
4.3 Question 3 - What has been your most enjoyable experience as a GreenHouse Mentoring Volunteer?	6
4.4 Question 4 - What has been your least enjoyable experience as a GreenHouse Mentoring Volunteer?	11
4.5 Question 5 - GreenHouse Mentoring has helped me to:	14
4.6 Question 6 - How would you rate the level of training and support provided to you by GreenHouse Mentoring?	16
4.7 Question 7 - Which GreenHouse Mentoring Further Training Sessions would you be most interested in attending in 2021, if we are able to arrange?	17
4.8 Question 8 - How would you rate the equipment and resources provided by GreenHouse Mentoring (e.g. folders, stationery, seating etc.)?	18
4.9 Question 9 - How effective do you feel GreenHouse Mentoring staff have been in supporting you as a Volunteer?	19
4.10 Question 10 - We have a number of vacancies for Admin Volunteers at the moment. If you are interested, then please click yes and we will be in touch	20
4.11 Question 11 - Have you any suggestions or comments about GreenHouse Mentoring that you would like to make?	21

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) started as a pilot project in 2000 and has been fully operating since 2002.

This document describes the results of the annual survey of Volunteers, taken in January 2021 during a period of Lockdown from Coronavirus.

2. Distribution

The survey was distributed via email to 145 Volunteers in a GHM STAFF, POTENTIAL or ON HOLD category during the period in January 2021.

82 replies were received, a 57% response overall, which is much higher than from previous surveys.

	February 2014	February 2015	February 2018	January 2019	January 2020	January 2021
	GHM STAFF, ON HOLD, POTENTIAL	GHM STAFF, ON HOLD	GHM STAFF, ON HOLD	GHM STAFF, ON HOLD	GHM STAFF, ON HOLD, POTENTIAL	GHM STAFF, ON HOLD, POTENTIAL
Emails sent	211	114	145	182	203	145
Opted Out				2	3	0
Replies Received	69	34	45	64	52	82
Percentage Reply	33%	30%	31%	35%	26%	57%

3. Analysis

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

Results are similar to previous years, and overall scores continue to show a good result. The Pandemic drove the change to an online training & mentoring approach this year and that has reflected in some of the slightly lower figures.

The average rating of Volunteers Experience remains very high at 4.77 out of a possible 5.

Volunteers are building new skills and outcomes through the training & mentoring. See below. ...

GHM has helped me to:–	Responses		
	2021	2020	2019
START MEETING MY GOALS	72.37%	78.43%	76.36%
INCREASE MY SELF-WORTH AND/OR SELF CONFIDENCE	72.73%	84.31%	78.95%
INCREASE MY SKILLS	89.02%	92.16%	87.04%
ESTABLISHING & MAINTAINING RAPPORT	77.78%	84.31%	82.14%
BEING A GOOD LISTENER	86.59%	92.16%	94.34%
EFFECTIVE COMMUNICATION	80.49%	88.24%	92.59%
NETWORKING	61.04%	62.75%	66.67%
TIME MANAGEMENT	65.38%	54.90%	51.85%

These high percentages are very encouraging. GHM has helped me to “increase my skills” remains a very encouraging 89%.

Training is well valued at 4.73 out of 5.

3.1 Recommendations ...

from this year and those outstanding from previous years:

- ◆ Plan Further Training on priorities of:
 - Building Self-Esteem or Mental Health
- ◆ Plan Review of Mentoring Masterclass for the next year.
- ◆ Consider the need to decrease the ratio of supervisor/ staff to Volunteers and provide more direction to Volunteer Mentors once trained, without destabilising the financing of the organisation;
- ◆ Adjust the new online training in line with Volunteer Feedback
- ◆ Adjust the Yearly Volunteer Survey to better cater for those who have only just finished training.
- ◆ Follow up with those who expressed an interest in one or more of the admin roles.
- ◆ Increased feedback to Mentors after ending a relationship
- ◆ Increased ideas and suggestions for online sessions to be shared with Volunteers/ Mentors
- ◆ Consider regular zoom meetings once a month of those in a relationship

- ◆ To provide mentors with the opportunity to teach each other skills such as crafting (sewing, knitting, painting), basic music, gardening and other life skills to share with the young people.

4. Results

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

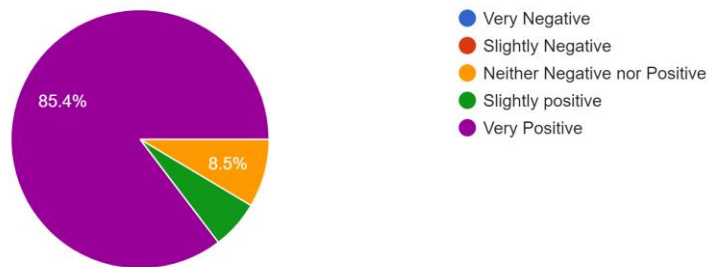
4.1.1 Analysis

82 Answers, 0 skipped.

The percentage of Volunteers “very positive” and “slightly positive” has continued at a high level. There were no negative responses

1. How would you rate your GreenHouse Mentoring volunteering experience?

82 responses



	VERY NEGATIVE	SLIGHTLY NEGATIVE	NEITHER NEGATIVE OR POSITIVE	SLIGHTLY POSITIVE	VERY POSITIVE	Total	Average Rating
2021	0% 0	0% 0	8.5% 7	6.1% 5	85.40% 70	82	4.77
2020	0% 0	0% 0	2.00% 1	14.00% 7	84.00% 42	50	4.82
2019	0% 0	0% 0	3.13% 2	12.50% 8	84.38% 54	64	4.81
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



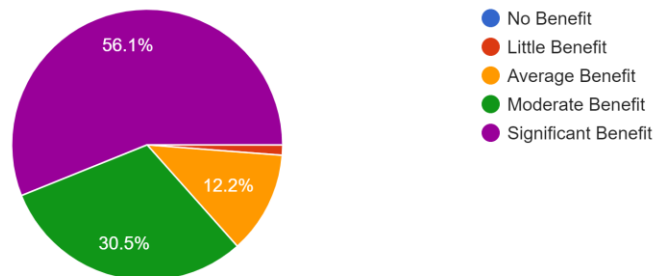
4.2 Question 2 - How much do you feel that becoming a GreenHouse Mentoring Volunteer has benefited you personally?

4.2.1 Analysis

82 Answers, 0 skipped.

A minor decrease in average rating. Overall, quite positive.

2. How much do you feel that becoming a GreenHouse Mentoring volunteer has benefited you personally
82 responses



	NO BENEFIT	LITTLE BENEFIT	AVERAGE BENEFIT	MODERATE BENEFIT	SIGNIFICANT BENEFIT	Total	Average Rating
2021	0% 0	1.20% 1	12.21% 10	30.50% 25	56.10% 46	50	4.42
2020	0% 0	0% 1	7.81% 5	32.81% 14	59.38% 30	50	4.46
2019	0% 0	0% 0	7.81% 5	32.81% 21	59.38% 38	64	4.52
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 Question 3 - What has been your most enjoyable experience as a GreenHouse Mentoring Volunteer?

This question was changed from last year to separate things that were most enjoyable and those that were least enjoyable. Some of the possible categories have been consolidated this year for analysis purposes.

82 Answers, 0 skipped,

Q3 Most Enjoyable	2021	2020	2019	2018	Grand Total
Making a difference/ helping/ Seeing Mentees Progress	23	14	22	8	67
Engaging with Mentees	16	4	12	4	36
Training	13	3	11	6	33
Meeting People	12	10	5	8	35
Learning New Skills	7		2	3	12
Mentoring	6		1	1	8
N/A	4	1		1	6
Supportive/ Positive Environment	3	1	2	2	8
Meeting Volunteers	3	1	3	3	10
Zoom coffee [only started in 2021]	2				2
TeleMentoring	2				2
Meeting Staff	2	1	2	2	7
Sense of Achievement	1			1	2
Group Mentoring Sessions	1		3	1	5
Mentoring in School	1	2			3
Activities	1	1			2
Group Mentoring Clubs	1	3	1	2	7
Matching				1	1
Skills Groups		1		2	3
Sense of Community Need				1	1
Role Offers		1		1	2
GHM Café		1			1
Role Play		1			1
Flexibility of 1-1 Mentoring				1	1
GHM Growth			1		1
Every minute		1	4	1	6
Presenting Skills Session				1	1
Grand Total	98	46	69	50	263

4.3.1 Analysis – Most enjoyable

82 Answers, 0 skipped

The subjects mentioned most are shown in the table above, but most people value meeting with Mentees and seeing them progress. The results are different to last year in that Training has returned to a higher level again (2020 drop was due to the cancellation of some sessions and one session (delivered by MIND) that did not go well.

4.3.1 Detail Comments

Meeting new people

Training was interesting

The mentoring itself

Working with mentee

When I started 1 to 1 mentoring

The board spectrum of volunteers I have worked with

Working one to one, getting the young person involved in other activities and watching them benefit.

Meeting the team and other volunteers on zoom

Getting to know my mentee

meeting new people

Being a mentor to a young lady and having the ability to impact on her life positively

Building a relationship with my young person

Working with my mentee and the support from the whole team!

Being able to meet new people and help families

Talking with the mentee's

Working with the young carers groups and seeing the young people come into themselves

Hearing the children and young people use the strategies you have used with them. Having been given positive feedback from parents and carers of the young people. Being acknowledged for your practice in mentoring.

Meeting an amazing group of mentors, leaders, staff members and of course Ian and Sue

Zoom coffee

Gaining knowledge and more info about mentoring

I've only just completed the training and awaiting my first mentee.

To see the joy in the eyes of the children and playing with each other

Seeing different in the children and their families happy makes me glad of what we do.

The training

Doing activities with children

n/l

The online training

Training, possibility to help others.

I have enjoyed being a one-to-one mentor and also being part of the clubs where we participated in fun and educational activities.

The training

Meeting the other volunteers

Engaging with everyone volunteering there and the children.

Being able to connect with my mentees and provide non-judgemental support.

Coffee mornings

Seeing how the Mentee develops overtime

Being around young people

Mentoring Training

Helping XXXXXX with his English

Making new friends and being able to help young people at the same time

When a mentee expressed he wanted me to be his mentor

THE SMILES ON THE FACES OF THE CHILDREN WHEN ITS END OF SESSION. FOR ME IT SIGNIFICANCE THEY HAVE HAD AN ENJOYABLE SESSION.

Learning more and making a difference

TeleMentoring

No experience yet. Can't say.

Meeting new people online

Being able to help children with emotional problems

Learning about how to deal with certain situations the mentee may need help with

Training and meeting other mentors

Working with the mentees and getting to know them.

The training was very insightful and easy to understand. I enjoy the breakout room activities too

Knowing I have helped a child

working with my lovely husband (and Catriona of course!)

Seeing the people I mentor open up and start to express themselves

Mentoring training so far

See the children's mentality on the use of violence when angry

A momentary experience - Helping my mentee to overcome their shyness and be bold enough to stand up in front of a small audience and make an announcement.

Overall - Seeing my mentee grow in confidence and skill throughout the course of our relationship.

Management support

Mentoring a mentee who became a mentor

Realising that you can make a difference

Feeling better as a person

Mixing in with other staff and learning new skills

Seeing progress, not only with my mentee, but with volunteers and other mentees.

Seeing kids interacting with each other

Seeing mentee grow in confidence.

Mentoring in Primary School

The opportunity to demonstrate my mentoring skills

Helping the children not struggle so much with their mental health

Finishing training

The training. It allowed me to meet other volunteers while also gaining knowledge on how to mentor young people.

Seeing the young people having fun, making friends, building their confidence. Meeting new people, learning new skills myself.

Seeing Mentees change and mature over time.

Building a connection with my mentee

Seeing the children bond in the skills sessions

Training

Training & meeting mentees

Learning from experienced mentors and connecting with other like-minded people.

When my first mentee opened up and begun to talk about what he liked/disliked about school and friends.

Learning new skills

Meeting people

Meeting new people and having superiors who listen to me and I feel that my opinion counts.

4.4 Question 4 - What has been your least enjoyable experience as a GreenHouse Mentoring Volunteer?

4.4.1 Analysis – Least enjoyable

82 Answers, 0 skipped

Whilst many (24/82) said there was nothing specifically that was least enjoyable, the pandemic rated very highly in people's comments and the difficulty that it raised. There were no other significant issues.

The table below shows an analysis of the replies.

Q4 Least Enjoyable	2021	2020	2019	2018	Grand Total
Pandemic made things Difficult	30				30
Nothing Specific	24	16	21		61
Training	2	1			3
Role Playing	2		2		4
Limited time	2	2	3	1	8
Matching age/ skills/ abilities to services	2		2		4
Technical parts	1				1
Initial meeting(s) with Mentee	1		1		2
Keeping up with Rules	1				1
Lack of Availability to meet demand	1				1
Poor Sessions for Mentees	1		1		2
Survey not anonymous	1				1
Staff & volunteer management problems	1				1
Mentee not turning up	1	2	1		4
Technical Difficulties	1				1
Not connecting with Mentees	1		1		2
TeleMentoring	1				1
Not Ready for Mentoring	1				1
Training - too many Volunteers at one time	1				1
Videos	1				1
Family Involvement	1				1
Mentees having problems	1		2		3
Grand Total	78	36	52	5	171

NB Only items with 2021 score shown above

4.4.2 Detail Comments

N/A

Nothing

N/a

None

Having to stop meeting face to face due to the pandemic but TeleMentoring has been going really well

I have not had any negative issues

Unfortunately, COVID-19 made difficult the mentoring experience.

Technical parts

When things don't go according to plan- However there are positives with this.

Not being able to visit the greenhouse (unavoidable but a real shame)

There was a LOT of training.

No bad experience - just lack of personal meetings due to COVID-19

This past year has been a challenge, I miss the meeting and events that usually occur.

Lockdown - TeleMentoring

Not being able to see each other and connect in person due to the pandemic but it can't be helped.

Not being able to give as much time to GHM due to my degree

None

Mentoring during lockdown

Having to stop face-to-face mentoring and then having to decide to stop mentoring until COVID-19 is over. It has been one of the hardest choices I have had to make, as being an online mentor just is not right for me and I didn't want to let down GHM or the mentees.

Filling out surveys that are not anonymous. Why ask for name, email contact no. etc?

I've not volunteered yet.

Nothing I can think of

Beginning most parents did not understand but due to the lockdown you aren't working with just one but the siblings even mum's get involved, this makes a beautiful picture to me as family should be.

Role play.

n/l

Takes some time to do the training

Kid not showing up on scheduled session

Having been unable to return for in person sessions with the young people unfortunately because of the Pandemic.

I think it would be helpful to have a more set meeting about the category of child you might like to be matched with

Not finishing my training.

The pandemic restrictions.

The videos

Uncertainty caused by the COVID-19 pandemic

Lockdown and having to change to telephone mentoring

Role play

I don't know

I honestly cannot think of a negative!

I felt way too insecure to start mentoring

THE CHALLENGES INVOLVE DURING THE MATCHING/ EARLY STAGES.

COVID-19 and zoom calls can be tricky

Not physically meeting the youngsters

COVID-19 induced waiting and worrying about forgetting all I've learned

Not meeting face to face yet

I can't really think of one

Not experienced none

Not being able to mentor in person due to the pandemic.

Apart from not being able to meet everyone in person, cheers to COVID-19

Staff & volunteer management problems

COVID-19 interrupting face to face sessions

None yet

I cannot honestly think of an experience I haven't enjoyed

Not been able to mentor face to face

Sometimes not being able to connect
Awkward on call due to COVID-19 otherwise nothing
Not enough hours and recognised mentioned credit
None come to mind
Occasionally the kids overruling
Not being able to meet at the Greenhouse due to the pandemic.
Not being able to reach out to all requiring, mentoring/support.
I haven't come across any yet
COVID-19 putting a stop to groups
Having to unfortunately complete training from home
Not being able to meet with the young people, other mentors and the GHM staff in person due to lockdown.
Keeping up with the ever changing can and can't do's!
Lack of response from mentee, not being able to go as deep as I would like in our conversations
Nothing bad at all to say about my experience
N/A not started yet
Being unable to meet mentee in person due to COVID-19
I can't think of anything.
When I realised that the "new normal" in COVID-19 times meant a further divide and obstacle for some of our mentees to meet remotely.
Having to move to online mentoring
Nothing
The adult meeting where forty new people turned up, that was very intimidating and I had to have half an hour in the toilet where it was quiet to calm down, once it was over with. [Editor – large crowds are difficult for some mentors to cope with]

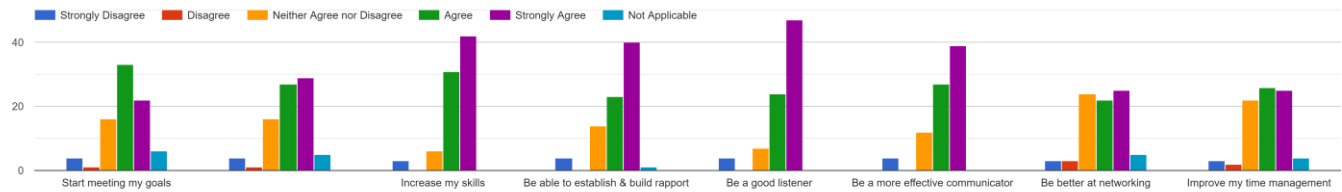
4.5 Question 5 - GreenHouse Mentoring has helped me to:

4.5.1 Analysis

Answered: 82, Skipped: 0

GreenHouse Mentoring Volunteer Survey

5. GreenHouse Mentoring has helped me to:



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	NOT APPLICABLE
- Start Meeting my Goals	4	1	16	33	22	76	6
- Increase my Self-Worth and / or self confidence	4	1	16	27	29	77	5
- Increase my Skills	3	0	6	31	42	82	
- Be able to establish & build rapport	4	0	14	23	40	81	1
- Be a good listener	4	0	7	24	47	82	
- Be a more effective communicator	4	0	12	27	39	82	
- Be better at Networking	3	3	24	22	25	77	5
- Improve my Time Management	3	2	22	26	25	78	4

This question has been adjusted in recent years to give further detail about positive changes that Volunteers felt they had made.

In order to compare with previous years, we have assumed that agreeing or strongly agreeing is similar to responding yes to an answer choice in other years.

GHM has helped me to:–	Responses						
	2021	2020	2019	2018	2015	2014	2012
START MEETING MY GOALS	72.37%	78.43%	76.36%				
INCREASE MY SELF-WORTH AND/OR SELF CONFIDENCE	72.73%	84.31%	78.95%				
INCREASE MY SKILLS	89.02%	92.16%	87.04%				
ESTABLISHING & MAINTAINING RAPPORT	77.78%	84.31%	82.14%	77.27%	78.79%	63.24%	73.00%
BEING A GOOD LISTENER	86.59%	92.16%	94.34%	68.18%	66.67%	69.12%	64.80%
EFFECTIVE COMMUNICATION	80.49%	88.24%	92.59%	61.36%	60.61%	64.71%	67.60%
NETWORKING	61.04%	62.75%	66.67%	40.91%	30.30%	30.88%	21.60%
TIME MANAGEMENT	65.38%	54.90%	51.85%	20.45%	27.27%	32.35%	39.70%

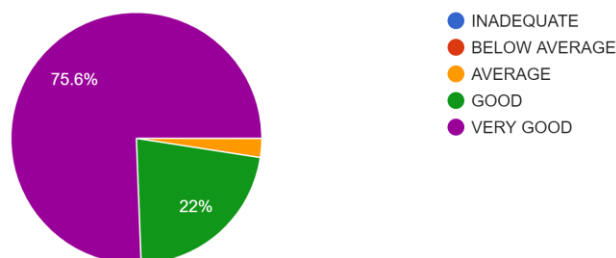
There are some changes in the percentages scored from previous years. This may have been caused by the Pandemic or possibly by the change to online training this year. GHM has helped me to “increase my skills” remains a very encouraging 89%.

4.6 Question 6 - How would you rate the level of training and support provided to you by GreenHouse Mentoring?

4.6.1 Analysis

Answered: 82, Skipped: 0.

6. How would you rate the level of training and support provided to you by GreenHouse Mentoring?
82 responses



All but two of the Volunteers rated GHM as “good” or “very good” and the overall average is higher than last year at 4.73 out of 5. This is very encouraging as the only training done was online.



	INADEQUATE	BELOW AVERAGE	AVERAGE	GOOD	VERY GOOD	Total	Average Rating
2021	0%	0%	2.00%	40.00%	58.00%		
	0	0	2	18	62	82	4.73
2020	0%	0%	2.00%	40.00%	58.00%		
	0	0	1	20	29	50	4.56
2019	0%	0%	1.59%	22.22%	76.19%		
	0	0	1	14	48	63	4.75
2018	0%	0%	2.27%	38.64%	56.09%		
	0	0	1	17	26	44	4.57
2015	0%	0%	0%	44.12%	55.88%		
	0	0	0	15	19	34	4.56
2014	0%	0%	4.41%	35.29%	60.29%		
	0	0	3	24	41	68	4.56
2012	0%	0%	2.90%	55.30%	42.10%		
	0	0	1	21	16	38	4.39

4.7 Question 7 - Which GreenHouse Mentoring Further Training Sessions would you be most interested in attending in 2021, if we are able to arrange?

4.7.1 Analysis

Answered: 82 Skipped: 0

The preferences for Further Training in 2021 were:

ANSWER CHOICES	2021	%
Building Self-Esteem & Confidence	14	17%
Mental Health	14	17%
Psychology	13	16%
Anger Management	6	7%
Bereavement	5	6%
Influence of Electronic Media	5	6%
Cross Cultural Awareness	4	5%
Interacting with Children	4	5%
Autism Awareness	3	4%
Emotional Intelligence	3	4%
Online Grooming	3	4%
Bullying	2	2%
Communication - generally	2	2%
Drug & Alcohol Awareness	2	2%
Child Sexual Exploitation	1	1%
Special Education Needs	1	1%
	82	

This compares with previous years...

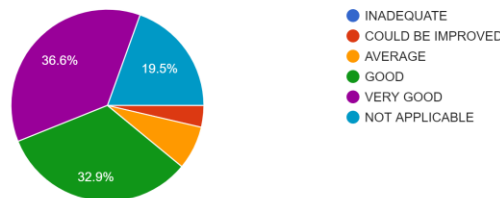
Row Labels	2021	2020	2019	2018	2015	2014	Grand Total
Building Self-Esteem & Confidence	14	3	9				26
Mental Health	14	3	14	1			32
Psychology	13	5				1	19
Anger Management	6	0	3	1			10
Bereavement	5	4	4				13
Influence of Electronic Media	5	3	2			1	11
Cross Cultural Awareness	4	3	3		1		11
Interacting with Children	4	2		2			8
Emotional Intelligence	3	6	5	1			15
Autism Awareness	3	5	6	1		1	16
Online Grooming	3	1	1	1			6
Bullying	2	2	5		1		10
Communication - generally	2	1	1	1			5
Drug & Alcohol Awareness	2	1					3
Child Sexual Exploitation	1		2	1			4
Special Education Needs	1	4	4			1	10
(blank)				26	21	50	97
Learning Difficulties		0	1	1			2
Confidence, Self-Esteem						1	1
Other (please specify)		3					3
How to Approach the ITM						1	1
Knife culture & Gangs				1			1
Time Management		1	1				2
Drugs & Alcohol Awareness			1				1
Advanced Abuse				1		1	2
Dyslexia		0				1	1
Grand Total	82	47	62	38	23	58	310

4.8 Question 8 - How would you rate the equipment and resources provided by GreenHouse Mentoring (e.g. folders, stationery, seating etc.)?

4.8.1 Analysis

Answered: 82 Skipped: 0.

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



Overall a similar result from previous years. This is encouraging as without face-to-face services in 2020, the move to online training has not changed the overall perception.

No-one felt that the equipment & resources were “inadequate”, which is good.

It is now 18 years since the GreenHouse was opened in 2002 and some consideration is being made to future refurbishment. Until that is carried out it is unlikely that this particular rating will increase beyond the existing level.

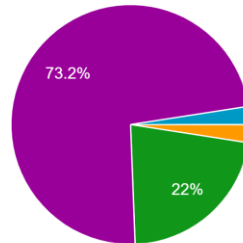
	INADEQUATE	COULD BE IMPROVED	AVERAGE	GOOD	VERY GOOD	Total	N/A	Average Rating
2021	0%	4.55%	9.09%	40.91%	45.45%	66	16	4.27
2020	0%	4.00%	8.00%	40.00%	48.00%	50		4.32
2019	0%	4.76%	12.70%	36.51%	46.03%	63		4.24
2018	0%	9.09%	11.36%	47.73%	31.82%	44		4.02
2015	0%	0%	21.21%	51.52%	27.27%	33		4.06
2014	0%	4.41%	10.29%	57.35%	27.94%	68		4.09
2012	0%	5.90%	5.90%	55.90%	34.20%	35		4.17

4.9 Question 9 - How effective do you feel GreenHouse Mentoring staff have been in supporting you as a Volunteer?

4.9.1 Analysis

Answered: 82 Skipped: 0.

9. How effective do you feel GreenHouse Mentoring staff have been in supporting you as a volunteer?
82 responses



- UNSUPPORTIVE
- NOT VERY SUPPORTIVE
- NEITHER SUPPORTIVE NOR UNSUPPORTIVE
- SUPPORTIVE
- VERY SUPPORTIVE
- NOT APPLICABLE

Overall effectiveness is the highest ever recorded in these surveys which is very encouraging.

	UNSUPPORTIVE	NOT VERY SUPPORTIVE	NEITHER SUPPORTIVE NOR UNSUPPORTIVE	SUPPORTIVE	VERY SUPPORTIVE	TOTAL	N/A	Average Rating
2021	0% 0	0.00% 0	2.40% 2	22.00% 18	73.20% 60	80	2	4.73
2020	0% 0	2.00% 1	6.00% 3	28.00% 14	64.00% 32	50		4.54
2019	0% 0	0% 0	3.17% 2	23.81% 15	73.02% 46	63		4.70
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	8.60% 3	42.10% 16	50.00% 19	38		4.42

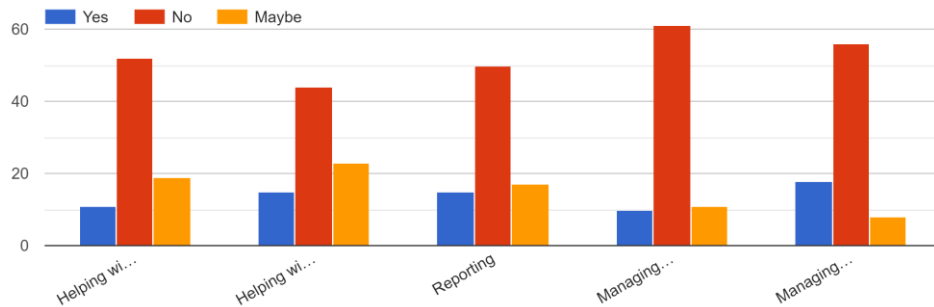
4.10 Question 10 - We have a number of vacancies for Admin Volunteers at the moment. If you are interested, then please click yes and we will be in touch

4.10.1 Analysis

Answered: 82 Skipped: 0.

This is a new question posed this year. Thank you to all those who responded to this question. A summary of answers is given below.

10. We have a number of vacancies for Admin Volunteers at the moment. If you are interested then please click yes and we will be in touch



	Yes	No	Maybe
Helping with Fund-raising - including writing applications to Trusts	11	52	19
Helping with analysis of Outcomes	15	44	23
Reporting	15	50	17
Managing our Website	10	61	11
Managing our Social Media	18	56	8

4.11 Question 11 - Have you any suggestions or comments about GreenHouse Mentoring that you would like to make?

4.11.1 Analysis

Answered: 58 Skipped: 24

Of these 18 people had no specific suggestions.

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

- Increased feedback to Mentors after ending a relationship
- Increased ideas and suggestions for online sessions to be shared with Volunteers/ Mentors
- Regular zoom meetings once a month of those in a relationship
- To provide mentors with the opportunity to teach each other skills such as crafting (sewing, knitting, painting), basic music, gardening and other life skills to share with the young people.

4.11.2 Detail Comments

I liked the team dedication and friendly environment

Keep up the good work. Happy retirement to Ian and Sue and I'm looking forward to working with Catriona

Am thoroughly enjoying being a volunteer

I have found that they have helped me as much as I have helped them.

Feedback after completion of assignment to mentor

Hearing mentee feedback would be useful

I feel the mentoring fills an essential need for young people in the town and sincerely hope it will be able to continue and extend its provision. The quality and diversity of the staff and volunteers is a brilliant resource.

Not really just hard on tec and zoom is complicating

Only to say, my time as a Mentor with GHM has been very good, with very good levels of support.

My experience with GreenHouse Mentoring has always been positive.

Looking forward to making a difference to people's lives

Thank You for all you've helped me with

I think GHM is fantastic and whilst everyone has had to adapt to this year, I do think that additional support could have been provided to volunteers earlier in the year. When I reference support, I mean more ideas for on line sessions.

Not that I can currently think of. I just cannot wait to come back and support the children and young people.

Keep up the good job

More supervision

I would appreciate more trainings about mental health and self-esteem.

Keep doing the amazing work you are doing

Maybe a youth club, no set topic. Let the kids ask the questions

I would like to extend my heartfelt appreciation to the work that GHM does for the children and young people in Luton.

To provide mentors with the opportunity to teach each other skills such as crafting (sewing, knitting, painting), basic music, gardening and other life skills to share with the young people.

More support during lockdown perhaps zoom meeting with other mentors to share ideas.

Staff meetings with key volunteers on a routine timetable

Welcome Catriona!

I can only say GHM is the best place, the supporting environment is more than sufficient to be among good people (Good morning Happy New year all)

Sorry but this survey isn't fair to you because we new mentors have had no chance to experience mentoring or visit the Greenhouse building and facilities. My answers are based on training only. I am sure my answers would be more positive if I were to be surveyed after some experience.

Keep up the good work

I'm looking forward to my volunteering journey with GHM.

Hope to be mentoring back in The Greenhouse soon.

A great place to volunteer!

the group sessions have been great

Nothing really, other than I enjoyed the training a lot

Thank you for everything

Thanks for everything Sue and Ian!

Just please keep up the good work and hope we can all reconvene at some point in the near future

Throughout the lockdown, a group zoom meeting for volunteers once a month from staff would have been good to keep us going. Otherwise, keep up the good work!

None apart from its a great cause and I look forward to continuing my volunteering

The team do a very good job. I do ask that when the 'big group meeting' happens in September and December. I have a 'big brother / sister' guidance person, to act as a face or ice breaker, as I find those situations really hard. As I feel I will look foolish or abrupt. [Editor – large crowds are difficult for some mentors to cope with]

Have only just completed training

Keep up the good work.