GHM Quarterly Evaluation – 31 Dec 2017

GreenHouse Mentoring

30/01/2018

Executive Summary

This report shows the progress of GreenHouse Mentoring (GHM) during the quarter September to December 2017, recording the results from questionnaires of staff, volunteers and mentees during that period.

Greenhouse Mentoring aims to help young people in Luton.

We provide quality, trained, screened volunteers from diverse backgrounds who choose to consistently meet with, mentor and help referred young people in Luton to: take responsibility for their actions; improve their social skills; and become more self-confident and resilient.

See our mission statement (attached).

This was, as usual a busy quarter, as it includes the Christmas period.

GHM has in the past 3 months:

- **Received** notification of a grant from the East Area Board through Participatory Budgeting and has been selected for a further year as a Co-op Local Community Fund winner;
- **Received** 30 Referrals – remaining at high levels;
- **Trained** 22 Volunteers through the Introduction to Mentoring Course;
- **Run** Four Skills Courses, Dealing with Anger and Self Esteem for 35 young people, 117 session attendances recorded;
- **Run** nine Skills and Activity Clubs and the All-age Christmas Party;
- **Continued** to support 57 individual mentoring relationships and 75 young people in Group Mentoring settings. 262 mentoring sessions were recorded;
- **Collected** consistently good feedback from Mentees and Volunteers, e.g. one Mentee reported "So far we have looked at ways to manage anger and started to work on the booklet for mentees and mentors given to my mentor by GreenHouse.
  We have also made the best yummy chocolate brownies and Halloween Parkin muffins";
- **Hosted** the Annual Christmas Dinner for 65 Staff and Volunteers;
- **Published** a Management Plan for 2018;
- **And amazingly…** Sue and Ian came runner up in the Lutonian of the Year Award

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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 referred young people in Luton to take responsibility for their actions, improve their social skills and become more self-confident and resilient.

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 Courses and Skills & Activity 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 30 referrals this quarter – which continues to increase without advertising or promotion of any sort. There is a growing trend of referrals being for out of school mentoring.

2.2 Funding

2017 funding was secured in time. The 2018 budget is well towards being secured - £44,000 out of £55,000 has been identified.

GHM has been chosen for the next round of the Co-op Local Community Fund. This will allow funds to be generated from Co-op members purchases until October 2018.

GHM has continued with its funding strategy. i.e.

- To **maintain the size** of GHM largely as at present, with a budget of around £55,000 per annum.
- To build a **broader base of sustainable funding** from supporters, volunteers and trusts via initiatives such as:
  - Easy Fund Raising,
  - Cup of Coffee Scheme.

- To provide a small number of effective fund-raising events each year;
- To **build Mentoring Aid** by connecting locally with businesses, schools, charities, churches and be a positive influence in the local community;
- To **apply to Trusts** that are keen to support our work, preferably on a 2 or 3-year basis.

2.3 Group Mentoring

Group Mentoring Skills for 8-13 year olds ran 4 times during the period – twice for Self Esteem and twice for Dealing with Anger.

Group Mentoring Skills and Activity Clubs allow a safe environment where relevant skills can be learnt; social interaction practiced, and fun activities enjoyed.

Activity	Individual Participants	Total Sessions Attended
Dealing with Anger Skills Course	25	74
Self Esteem Course	15	43
Skills and Activity Clubs		
ACE KIDS (8-10)	17	34
ACE PLUS (11-13)	18	24
THE BASE (14-18)	19	36
All Age Christmas Party	23	23
Totals	87	234

2.4 One to One Mentoring

In the last quarter, 262 meetings of Mentoring Relationships were recorded.

2.5 Staffing Changes

Staffing has been stable this quarter, although there has been a significant amount of illness, which has affected the ability to manage referrals.

2.6 Management Committee

The Management Committee, met this quarter, as per the normal schedule. The next meeting is in May 2018.

2.7 Financial Overview

Regular Finance Reviews have continued throughout the period; the budget figures for 2018 at 31 December 2017 are shown below. No specific issues to report.

Actuals/ Forecast						2018
	Brought Forward	Q1	Q2	Q3	Q4	Grand Total
	Actual					
Income						
Brought Forward	£ 3,731.28	£3,731.28				£3,731.28
DBS Donations						
Co-op Local Community Fund					£1,400.00	£1,400.00
BBC Children in Need		£4,292.40	£3,577.00	£3,577.00	£2,861.60	£14,308.00
Wixamtree						
BLCF						
The Henry Smith Charity		£12,900.00				£12,900.00
Easy Fund Raising		£100.00	£100.00	£100.00	£100.00	£400.00
Easy Fund Raising-Gift Aid		£25.00	£25.00	£25.00	£25.00	£100.00
East Area Board		£1,131.50				£1,131.50
Other Income/ Mentoring Aid		£750.00	£300.00	£800.00	£300.00	£2,150.00
Give.Net/Stewardship		£666.00	£666.00	£666.00	£666.00	£2,664.00
Donations via SBC		£1,065.00	£1,065.00	£1,065.00	£1,065.00	£4,260.00
Donations via SBC-Gift Aid		£258.75	£258.75	£258.75	£258.75	£1,035.00
Cafe Donations		£30.00	£30.00	£30.00	£30.00	£120.00
Total	**£3,731.28**	**£24,949.93**	**£6,021.75**	**£6,521.75**	**£6,706.35**	**£44,199.78**
Expenditure						
Total Direct Costs		**£1,518.63**	**£3,468.63**	**£1,468.63**	**£5,068.63**	**£11,524.52**
Personnel costs ***		**£10,917.69**	**£10,917.69**	**£10,917.69**	**£10,917.69**	**£43,670.77**
Management costs						
Total		**£12,436.32**	**£14,386.32**	**£12,386.32**	**£15,986.32**	**£55,195.29**

Significant funds for 2018/ 2019/ 2020 have already been secured. Details of expected budgets are as shown below. Applications in 2017 are shown below, further application to Funders will continue in 2018.

Budgets	FY2019	FY2020
	Grand Total	Grand Total
Income		
Brought Forward		
DBS Donations		
ASDA		
Co-op Local Community Fund		
BBC Children in Need	£14,737.00	£15,179.00
Wixamtree		
BLCF		
The Henry Smith Charity		
Easy Fund Raising	£400.00	£400.00
Easy Fund Raising-Gift Aid	£100.00	£100.00
East Area Board		
Other Income/ Mentoring Aid	£1,700.00	£1,700.00
Give.Net/Stewardship	£2,856.00	£2,856.00
Donations via SBC	£4,260.00	£4,260.00
Donations via SBC-Gift Aid	£1,035.00	£1,035.00
Cafe Donations	£120.00	£90.00
Total	£25,208.00	£25,620.00
Expenditure		
Total Direct Costs	£9,864.48	£10,160.42
Personnel costs ***	£45,391.81	£46,753.56
Management costs		
Total	£55,256.29	£56,913.98
Variance	-£30,048.29	-£31,293.98

Funding Applications 2017

Date	Deadlin	Application to	Amount Requested/ Receive	Outcome
12/09/2017		WH Smith Community Fund	tbd	pending
13/08/2017	31/08/2017	East Area Board	£ 1,199.94	Successful
05/09/2017	30/09/2017	Persimmon Community Champions	£ 1,000.00	Unsuccessful
11/08/2017	31/08/2017	Persimmon Community Champions	£ 1,000.00	Unsuccessful
13/07/2017	08/08/2017	Co-op local Community Fund	£ 7,147.00	Successful
21/06/2017	03/07/2017	Quadstar Foundation	£ 3,500.00	Unsuccessful
25/05/2017	30/06/2017	Wixamtree Trust	£ 5,000.00	Successful
30/05/2017	01/06/2017	BBC Children in Need Main Grant	£44,533.00	Successful

2.8 Training, Volunteering & Screening

The Introduction to Mentoring course was run for a further 22 Volunteers between October and December. Volunteers are essential to providing GHM Services. During the last quarter Volunteers attended or delivered a wide range of activities and services – see table to the right.

Included in this quarter were both the Christmas Parties - A total of 594 Volunteer Sessions in all!

Course Title	Total
GHM All Age Christmas Party	14
GHM Mentoring Relationships	262
GHM1 Induction	25
GHM2 Rapport	23
GHM3 Working Together	23
GHM4 Goals & Ending	22
GHM5 Practical Mentoring	21
GHM6 'S2G' (Child Protection)	26
GHM7 Practical Safety	22
GHM8 Celebration & Role Offers	21
Group Mentoring - Ace Kids	17
Group Mentoring - Ace Plus	13
Group Mentoring - The Base	16
GHM Christmas Party	58
SKILLS 9A - Self-Esteem	11
SKILLS 11 - Dealing with Anger	9
SKILLS 9 - Self-Esteem	11
Grand Total	594

2.9 Partnership Working

GHM continues to work with a number of organisations including: Young People's Alcohol and Drug Service, University of Bedfordshire, Transitions UK, Luton Targeted Youth Service and Barclays, to deliver the Base & ACE Group Mentoring Clubs.

2.10 IT Systems

A quote for renewal of the IT infrastructure has been received and considered. Rather than incur a large cost circa £12k, we have decided to consider a change in IT Strategy away from locally hosted applications to a totally cloud based one. There are four key elements to this strategy:

- Refreshing of the GHM Website to become easier to use on mobile devices and updated to include new automated function. **Completed**.
- Moving to use Google Drive for the storage of shared documents. **Completed**.
- Updating of the GHM Contacts Database to become more modern, web-enabled, situated on a professionally managed hosting site. This work has continued using an Indian Company and although progressing slowly is approximately 80% complete. It is hoped to complete this work during the first quarter of 2018.
- Refresh PC and laptop hardware and join in a support/ maintenance contract with SBC. This work had been planned for the 4th quarter of 2017, however following a generous donation of a working desktop, the purchase of further equipment will be held over until 2018. All GHM PCs are now maintained via the SBC contract.

3. Statistics for the Period

Figures for the Period as of 30 September 2016.

No	Performance Indicator	Value						
1.	No. of young people aged 5-25 directly engaged with services.	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3	2017 Q4
	1 to 1 Mentoring[1]	55	58	57	56	58	57	62
	Group Mentoring[2]	72	57	59	63	62	50	75
	Total Participants	127	115	116	119	120	107	117[3]
	New Referrals this period	33	28	37	31	47	28	30
	Referrals Outstanding or Unsuitable for Group Mentoring	41	25	48	51	54	49	59
	Ethnicity of young people aged 5 to 25 directly engaged with services.							

Asian (Bangladeshi)	3%
Asian (Indian)	1%
Asian (Other)	2%
Asian (Pakistani)	7%
Black (African)	2%
Black (Caribbean)	5%
Black (Other)	3%
Mixed (Other)	3%
Mixed (White & Asian)	2%
Mixed (White & Black African)	2%
Mixed (White & Black Carribear	9%
White (British)	56%
White (Irish)	1%
White (Other)	3%
Not specified	1%
Grand Total	100%

[1] Total relationships – maintained, on hold or being matched

[2] Includes Group Mentoring Clubs and Skills Sessions

[3] Unique Participants – some Mentees had Group Mentoring and 1-1 Mentoring during period

2.	Number and ethnicity of young people aged 5 to 25 with learning difficulties and/ or disabilities (LDD) regularly participating in youth mentoring.	In total 181 of 312 referred young people have learning disabilities and/or disabilities (LDD) Ethnicities are shown below.

Ethnicity	Count	Learning Difficulties	Autism	Aspergers	Mental Health	Other Disability
Asian	39	7	0	2	13	2
Black	33	6	1	0	10	5
Chinese	0	0	0	0	0	0
Mixed	51	12	1	3	12	7
White	186	43	9	5	54	28
Unspecified	3	0	0	0	0	0
Grand Total	**312**	**68**	**11**	**10**	**89**	**42**

Ethnicity	%	Learning Difficulties	Autism	Aspergers	Health	Other Disability
Asian	12.5%	17.9%	0.0%	5.1%	33.3%	5.1%
Black	10.6%	18.2%	3.0%	0.0%	30.3%	15.2%
Chinese	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mixed	16.3%	23.5%	2.0%	5.9%	23.5%	13.7%
White	59.6%	23.1%	4.8%	2.7%	29.0%	15.1%
Unspecified	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	**100%**	**21.8%**	**3.5%**	**3.2%**	**28.5%**	**13.5%**

i.e. 12.5% of referred young people were Asian and of these 5.1% had Autism/Aspergers, whereas 7.9% of Mixed had Autism/Aspergers and 7.5% of Whites.

<table>
<tr><td></td><td colspan="2">
</td></tr>
<tr><td>3.</td><td>Interventions designed to support young people into employability and integration into society</td><td>19</td></tr>
<tr><td>4.</td><td>Number of adult volunteers/ supporters</td><td><table>
<tr><th>Status</th><th>Count</th></tr>
<tr><td>COMMS-ONLY</td><td>88</td></tr>
<tr><td>COUNSELLOR</td><td>1</td></tr>
<tr><td>GHM STAFF</td><td>111</td></tr>
<tr><td>LAPSED</td><td>478</td></tr>
<tr><td>ON HOLD</td><td>32</td></tr>
<tr><td>POTENTIAL</td><td>4</td></tr>
<tr><td>SPONSOR</td><td>10</td></tr>
<tr><td>UN-SUITABLE</td><td>31</td></tr>
<tr><td>Grand Total</td><td>755</td></tr>
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4. Feedback This Period

4.1 Mentees

4.1.1 Feedback from Trainers' Observation

We have begun a new initiative to capture the observations of Lead Trainers whilst delivering the Dealing with Anger and Self Esteem Skills Courses.

Since taking these observations, the following changes have been noted.

Self Esteem	Leader Observations						Mentee Feedback - Self esteem			
Total Invited	25						Total Feedback Given	39		
Total Attended	22	Confidence Improved	16	Interaction Improved	17		Learned Something New	34	Learned %	87%
Not Attended	3	Confidence Improved %	73%	Interaction Improved %	77%					

Dealing with Anger (DWA)	Leader Observations						Mentee Feedback - DWA			
Total Invited	32						Total Feedback Given	38		
Total Attended	25	Confidence Improved	17	Interaction Improved	15		Learned Something New	35	Learned %	92%
Not Attended	7	Confidence Improved %	68%	Interaction Improved %	60%		Helped with Anger	34	Helped %	89%

Overall										
Total Invited	**57**						**Total Feedback Given**	**78**		
Total Attended	**47**	**Confidence Improved**	**33**	**Interaction Improved**	**32**		**Learned Something New**	**69**	**Learned %**	**88%**
Not Attended	**10**	**Confidence Improved %**	**70%**	**Interaction Improved %**	**68%**		**Helped with Anger**	**34**	**Helped %**	**89%**

Some of the observations Made in the last quarter…

"Grown lots and lots in social skills & how his behaviour affects his family & school life"

"Improved social skills, more understanding of her anger and how it affects her family"

"He is always thinking of how he could do things better. Increased level of willingness to sort problems out"

Of course, not all observations are positive, and some young people struggle in a group setting. E.g.

"… as the weeks went on, became more and more and hates noise of the group. Lack of progression as nervous last two weeks. Struggles in group."

"Lack of progression & positive change, He has very little positive interaction with peers. He is very negative towards other children and winds them up, rude to peers. Not suited to group situations, one to one is fine."

4.1.2 Report from Mentee given to Staff

"This term I did lots of fun things with my mentor.

At the beginning of the term my mentor and I made a schedule of activities for the term.

So far we have looked at ways to manage anger and started to work on the booklet for mentees and mentors given to my mentor by GreenHouse.

We have also made the best yummy chocolate brownies and Halloween Parkin muffins,

On other weeks we looked at books from the library about autumn and winter celebrations such as Halloween, Guy Fawkes and Thanksgiving. We also did some colouring, played games and made a leaf picture.

The best activity for me was making BROWNIES. We used four types of chocolate. They were nice except for the dark chocolate. I shared them with my family.

On our last session before Christmas we hope to make gingerbread and Christmas cards."

4.1.3 Mentee Monitoring & Evaluation Analysis

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

- Improved self-esteem of young people;
- Improved social skills & awareness of self and their situation;
- Greater resilience in home / school / social situations;
- Young people more confident about a positive future;

An analysis of monitoring forms from mentees since June 2013 has, over time, showed improved averages in a number of the following areas:	Improvement
Improved self-esteem (I feel good about myself)	3.9%
Greater emotional resilience in home / school / social situations (I've got someone I can talk to if I need to)	1.6%
More confidence about a positive future (I know what I want to do in the future)	-2.1%
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)	0.0%

4.2 Volunteers

4.2.1 Feedback from Training

A further 22 Potential Volunteers attended the Introduction to Mentoring course between October and December. In the feedback provided, good scores were received, consistent with previous courses.

Course Dates	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
Oct-15	4.69	4.80	4.94	4.74	4.91
Jun-16	4.57	4.74	4.96	4.74	4.83
Oct-16	4.83	4.89	4.83	4.72	4.89
Jun-17	4.75	4.75	4.79	4.54	4.79
Oct-17	4.86	4.52	4.81	4.62	4.76
Overall Average	**4.71**	**4.69**	**4.85**	**4.67**	**4.81**

4.2.2 Comments from Training

"This was my first training ever in my short life and I believe that I fully enjoyed it because of you Ian and Sue. I am feeling blessed that I met you."

"Very good training. I am grateful you have done it, it is a toolkit. Moreover, I feel you look after a lot the mentee and volunteers as well. It will be nice to have a review every year, refresh memory."

"The training was very well organised and meticulously delivered. A lot of information/very informative."

"I thoroughly enjoyed the training. I have learnt so much about myself in terms of parenting and my rapport and communication with my own children."

"Example questionnaires/different scenarios were very useful."

4.2.3 Feedback from Evaluation Forms

"Very happy that I am able to make a difference in a young person's life"

5. Plans

5.1 Monitoring & Evaluation

GHM has been measuring outcomes formally since June 2013 using an in-house monitoring & evaluation form. A redevelopment of the system to provide a better statistical baseline and increased consistency of scoring is needed.

Two University of Bedfordshire Interns have performed an analysis of outcome monitoring starting 22nd April 2017 and presented their findings on 29th July 2017. Implementation of recommendations is expected in Q1 2018

5.2 Upgrade of IT Systems

Plans are underway to upgrade and simplify the IT systems (see section 2.10) as part of the succession planning for GHM Leaders.

5.3 Succession Planning

A succession plan for the Manager and Assistant Manager has been presented to the Management Committee, a milestone of actions identified and these continue to be progressively carried out under the oversight of the GHM Management Committee.

5.4 Mentoring Modules

Mentoring Modules i.e. a package of activities or learning that can be used in a One-to-One Mentoring relationship, are being gradually discussed, formulated, designed and developed. So far, the following ideas have been considered:

- Mentoring Projects - using practical projects as a mentoring tool to develop life skills e.g. Gardening, building storage container for bean bags, evaluating and tidying art supplies. The Gardening project module is available
- Self Harm Module – has been trialled and will be made available to all volunteers;
- 1-1 Dealing with Anger module is available and was showcased at the September 2017 Further Training Session;
- Bullying Module – is being drafted for Further Training session in February 2018.
- Mindfulness – is being drafted
- Building Self Esteem Module
- Mentoring Sessions – single session topics to be done
- Further Training subjects distilled into a 1-1 module
- “What to do if your friend…”

A Handbook has been designed to hold details of all available Mentoring Modules and Sessions. Each module will have at least a Mentor Guide covering:

- Module/ Project Brief
- Resources Required
- Learning Objectives
- Explanation
- Skills Required
- Budget Allowance

- Planning required
- Supervisor/ Supervision requirements

There may also be Mentee Guides as well.

5.5 Quality Accreditation

The Investing in Volunteers accreditation is due for renewal in 2018.

5.6 Management Plan

GreenHouse Mentoring
Management Plan for 2018

Time Frame	Deadline/ Target	Area	Specific actions	Responsibility	Date Complete
January	15/01/2018	Evaluation & Reporting	Send Survey to Volunteers and Referrers on their views about GHM	Ian Pirks	
January	31/01/2018	Evaluation & Reporting	Send Survey to Volunteers and Referrers re Further Training requirements	Ian Pirks	
January	31/01/2018	Training	Produce Training Course report from previous quarter	Ian Pirks	
January	14/02/2018	Further Training	Publicise Further Training, Prepare Training for February	Ian Pirks	
February	15/02/2018	Further Training	Deliver Further Training	Sue Pirks/ Ian Pirks	
February	28/02/2018	Evaluation & Reporting	Write Financial Report for Sponsors	Ian Pirks/ Sue Pirks	
February	28/02/2018	Evaluation & Reporting	Produce an evaluation report based on responses from evaluation questionnaires and interviews of volunteers and organisations in relationship with GHM	Ian Pirks	
February	28/02/2018	Further Training	Publicise Further Training, Prepare Training for March	Ian Pirks	
March	22/03/2018	Further Training	Deliver Further Training	Sue Pirks/ Ian Pirks	
March	31/03/2018	Group Interviews	Send Invites for Group Sessions Remind Volunteers to nominate possible mentors	Ian Pirks	
March	31/03/2018	Evaluation & Reporting	Produce an evaluation report based on responses from evaluation questionnaires and interviews of volunteers regarding Further Training	Ian Pirks	
April	06/04/2018	Group Interviews	Prepare for and Run Group Interviews	Sue Pirks/ Ian Pirks	
April	30/04/2018	Evaluation & Reporting	Prepare and Issue Quarterly Evaluation Report	Ian Pirks	
April	30/04/2018	Planning	Plan for IiV Assessment Complete all work necessary to achieve Investing in Volunteers Award at the final assessment	Sue Pirks/ Ian Pirks	
April	01/05/2018	Training	Prepare for, confirm trainers, send invites/ confirmations for Introduction to Mentoring Course	Ian Pirks	
May	31/05/2018	Training	Deliver Training	Sue Pirks/ Ian Pirks/ Kerri Smith	
May	01/06/2018	Reporting	Prepare and send out Annual Relationship Questionnaires to all Mentors in One to One Relationship	Ian Pirks	
June	30/06/2018	Training	Deliver Training	Sue Pirks/ Ian Pirks/ Kerri Smith	
July	31/07/2018	Training	Produce Training Course report from previous quarter	Ian Pirks	
July	31/07/2018	Reporting	Prepare and Issue Quarterly Evaluation Report	Ian Pirks	
July	01/08/2018	Funding	Funding Requests for next year	Ian Pirks	
July	02/08/2018	Maintain quality service	prepare for Approved Provider Status Re-accreditation. Complete any necessary amendments and re-apply if necessary	Sue Pirks/ Ian Pirks/ Lysle Osborne/ Steve Moody	

GreenHouse Mentoring Management Plan for 2018

Time Frame	Deadline/ Target	Area	Specific actions	Responsibility	Date Complete
August	31/08/2018	Reporting	Collate, write report on Annual Relationships Questionnaire and publish	Ian Pirks	
August	31/08/2018	Further Training	Publicise Further Training, Prepare Training for September	Ian Pirks	
August	31/08/2018	Group Interviews	Send Invites for Group Sessions Remind Volunteers to nominate possible mentors	Ian Pirks	
August	31/08/2018	Awards Evening	Prepare Quiz, Publicity, Award winners, invites Ask for Nominations	Ian Pirks	
September	06/09/2018	Further Training	Deliver Further Training	Sue Pirks/ Ian Pirks	
September	13/09/2018	Group Interviews	Prepare for and Run Group Interviews	Sue Pirks/ Ian Pirks	
September	26/09/2018	Awards Evening	Open Day and Volunteer Awards Evening	Ian Pirks	
September	30/09/2018	Training	Prepare for, confirm trainers, send invites/ confirmations for Introduction to Mentoring Course	Ian Pirks	
October	01/10/2018	Training	Deliver Training	Sue Pirks/ Ian Pirks/ Kerri Smith	
October	31/10/2018	Evaluation & Reporting	Prepare and Issue Quarterly Evaluation Report	Ian Pirks	
October	31/10/2018	Planning	Plan for Christmas Parties/ Dinner e.g. ask Beacon for help	Ian Pirks	
October	31/10/2018	Calendar	Prepare and approve draft calendar for next year Arrange quote and printing	Ian Pirks/ Sue Pirks	
October	31/10/2018	Planning	Review annual work plan & write plan for next year	Sue Pirks/ Ian Pirks	
November	30/11/2018	Training	Deliver Training	Sue Pirks/ Ian Pirks/ Kerri Smith	
November	01/12/2018	Maintain quality service	Arrange APS/ Investing in Volunteers date - next year if required	Sue Pirks/ Ian Pirks/ Steve Moody	
December	06/12/2018	Christmas	Prepare & Run Volunteers' Christmas Dinner	Ian Pirks/ All	
December	08/12/2018	Christmas	Prepare & Run All Age Christmas Party	Kerri Smith/ All	
Quarterly		Support & Supervision	Produce GreenHouse Mentoring News and send to each volunteer regularly	Sue Pirks	
Throughout year		Contact Management	Personal contact with Mentees and Volunteers through Birthday Cards	Sue Pirks	
Throughout year		GHM Café	Open a GHM Café every Wednesday, Thursday evening and Saturday morning	Anabell Santin	
Throughout year		Group Mentoring Skills	Run mentee/mentor courses in Self-Esteem, Social Skills and Managing Anger Run Group Mentoring Skills & Activity Clubs each month	Kerri Smith/ Nigel McKeown	
Throughout year		Relationships	Manage Matching and setup of 1 to 1 Mentoring relationships	Kerri/ All	
Throughout year		Administration	Recruit volunteers for several non-mentoring roles including: general administration, maintaining database, funding applications	Sue Pirks/ Ian Pirks	

Appendix A – Vision, Mission, Values

Vision

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

We provide quality, trained, screened volunteers from diverse backgrounds who choose to consistently meet with, mentor and help referred young people in Luton to take responsibility for their actions, improve their social skills and become more self-confident and resilient.

Mission

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

- need the help of a mentor;
- aged 5-18 years of age – however, this is extended to age 25 under special circumstances.

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

- are or are about to become a young parent;
- need the help of a mentor
- aged up to 25 years of age – however, this can be extended under special circumstances.