

SOVA Nottingham Mentoring Service Annual Report 2009-2010

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Contents

Introduction	1
Objectives and Targets	6
Achievement of Period	8
Volunteers	
Work and Processes	10
Statistics and Performance	12
Beneficiaries	
Work and Processes	18
Statistics and Performance	19
Case Studies	23
Project Development	27
Objectives and Targets	29
2010 - 11	
Conclusion	30
Supporting evidence appears as links throughout the document	

Introduction

This report covers the period 1st April 2009 to 31st March 2010 and was compiled by Stephen McLaren, Project Manager for Nottingham.

SOVA Nottingham Mentoring Service was conceived in response to a tender put out by Nottingham City's Crime and Drugs Partnership. SOVA won the public tender and began service delivery on the 1st April 2009.

The project is funded by One Nottingham with funds from the Working Neighbourhood Fund. The contract is managed by Nottingham's Crime and Drugs Partnership.

Nottingham, as the first city in the country to be awarded Early Intervention status, developed a wide ranging programme comprising of 16 projects from the public and third sector designed to tackle a wide range of issues in order to disrupt intergenerational cycles of deprivation in the city. This programme intended to push 2 particular areas: supporting in the lives of young people in the early stages of problematic behaviours/ circumstances and co-operation between agencies allowing a co-ordinated approach to delivering services to families who need them.

Further to this, the Early Intervention team have been extremely keen to see projects develop evidence based business models for each service for the consideration of funders.

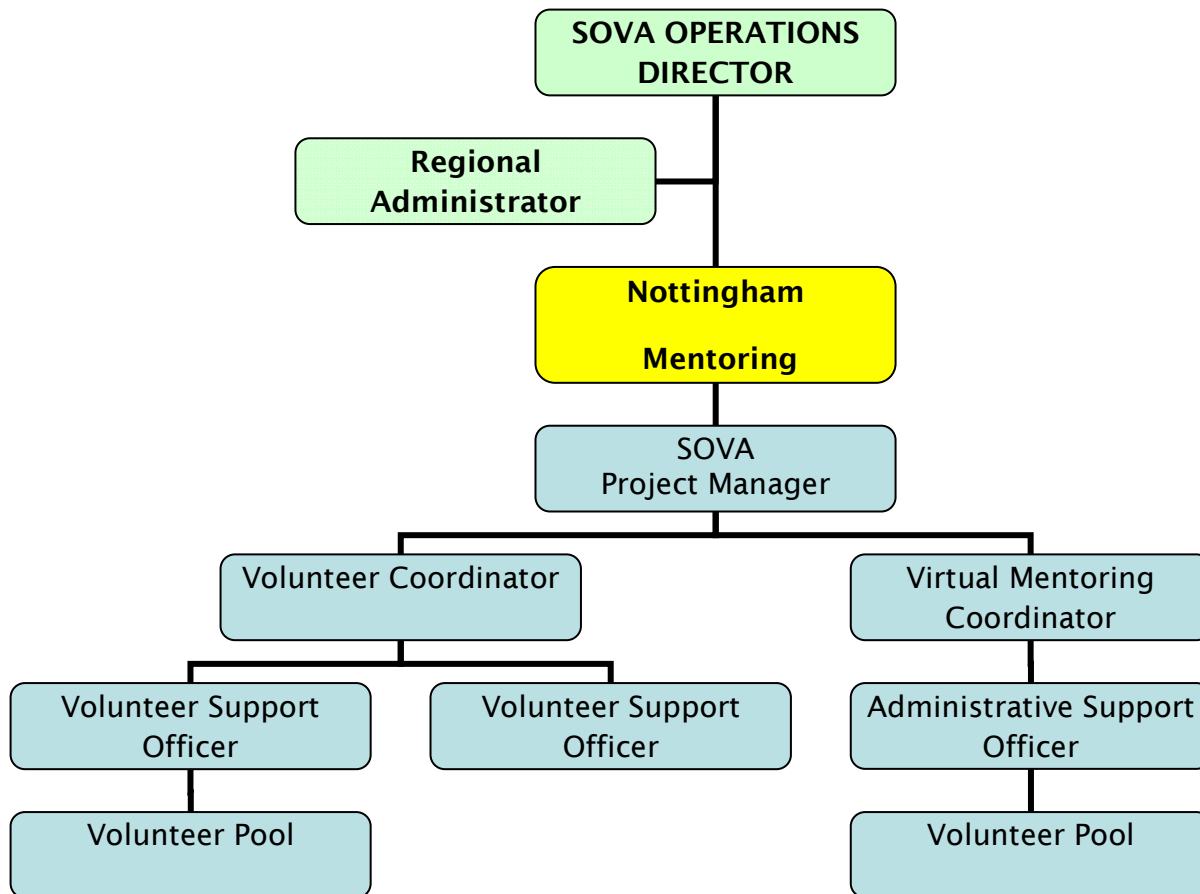
SOVA Nottingham Mentoring Service was directed to recruit and train volunteers to work with young people between the ages of 8 and 12 years with risk factors in their lives - providing continuous mentoring support for young people for up to 6 months. Volunteers will identify goals/ targets with young people and will design their activity to ensure as much as possible that young people are able to make progress towards those goals.

The project will offer: -

- Face to face mentoring in the community
- E-mentoring using E-mentor Pro through a secure email server

For the initial set up phase of the project staff and volunteers were parachuted in from Derby to get things up and running, immediately setting up premises, arranging interviews for permanent staff, promoting the project and developing partnerships in the sector.

Recruitment was carried out in May allowing permanent staff to be recruited. The proposed staffing structure was as follows: -



Following this initial phase of setting up and creating a public profile for SOVA in Nottingham where none before had existed concerted efforts were made to recruit and train a volunteer force so that the project was in a position to accept referrals from other organisations.

With the age range of the cohort to be worked with being 8-12 years the major referral route for young people was naturally enough schools and of course these were closed between the end of June and September. This allowed for the recruitment and training of volunteers and further partnership working in particular promoting the service with the education department.

Most referrals into the project did not begin until September 2009 when the new academic year began.

Through the development of partnerships we were able to identify key stakeholders for the project and invited senior members of the staff teams to attend steering group meetings which began in November 2009. The membership of the group has been as follows: -

Val Barritt/ Eileen Redpath
Kelly Buswell
Sarah Day
Richard Derby
Claire Gilbert/ Mandy Goodenough
Kate Marron
Karen McAndrew
Stephen McLaren
Luke Murray
Anne Partington
David Oakes

Mentoring and Befriending Foundation
SOVA East Midlands Area Manager
Service Manager Targeted Youth Support
Nottingham City Council
Hidden Harm Implementation Manager
Head of Curriculum and Strategy 8-13
Senior Education Welfare Officer
SOVA Nottingham Project Manager
Nottingham City Council
Strategic Lead for CAF
Crime And Drugs Partnership - Strategy
and Commissioning Officer

It has been recognised that it might be beneficial to have representation on the steering group from the police and the PCT. Representatives from these organisations have been invited to attend this group but as yet have been unable to make an appearance.

Having such an esteemed membership has meant that SOVA has been championed in a variety of different sectors relating to provision for young people making promotion easier than it might otherwise be. It has also allowed us to work with the local authority at a senior level to inform practice. In addition it has allowed us to take a direct path in many instances to achieve results for the project.

Objectives And Targets

Targets set for the project as per contract are as follows: -

Core Outputs	Evidence	Total
CN-2 - Number of individuals supported to get involved, or develop their involvement, as volunteers or active citizens	Case Files – number of volunteers completing training Individuals to be counted only once	100
CYP-6 - Number of young people engaged in targeted intervention programmes	Case Files Individuals to be counted only once	360
CYP-7 - Number of children and young people enabled to improve attendance at schools, colleges, or training providers	Education records (data to be held within Childrens Services) Individuals to be counted only once	104
Additional Outputs		
Face to face mentor relationships established (unique YP)	Case Files Individuals to be counted only once	180
E-mentoring relationships established (unique YP)	Case Files Individuals to be counted only once	180
Number of referrals into Service.	Referral Forms Individuals to be counted only once	360
70% of the cohort rating the support received through the Service as 7/10 for helpfulness	SOVA soft outcomes tool	70%
60% of young people in the cohort with increased confidence / improved social skills	SOVA soft outcomes tool	60%
80% of young people in the cohort with enhanced knowledge / understanding of healthy lifestyles	SOVA soft outcomes tool	80%
Number of positive media stories generated	Photocopies of articles	6
Number of volunteer mentors recruited who gain accreditation	Volunteer records - Photocopies	80
Percentage of young people referred from YOT not committing an offence during mentoring period	Case Files within YOT	20%
Percentage improvement in school attendance by cohort referred to project through EWOs	Education records (data to be held within Childrens Services)	40%
Number of young people with increased self confidence at end of engagement with project.	SOVA soft outcomes tool	100
Number of young people with improved aspirations at end of engagement with project.	SOVA soft outcomes tool	100

During the lifetime of the project there have been a number of modifications that have been made – most notably the age range of the cohort was dropped so as to

work with young people 8 – 12 years. This has involved some re-negotiations of targets.

In addition the Early Intervention Team have enlisted the services of a consultant to help each of the 16 projects forming the Early Intervention Programme to develop a model for evaluation that might create a business case for future funding.

SOVA have done a substantial amount of work with the consultant and have developed a web hosted questionnaire to measure distance travelled against particular outputs to give some quantitative data to back up qualitative evidence.

In addition, protocols have been developed for data sharing as a result of this work.

Both of these pieces of work have been rolled out to other projects as examples of good practise. In fact, as regards the data sharing protocols, this has been used by the authority as their example of best practise.

Achievement of Period

Core Outputs	Evidence	Total	Actual
CN-2 - Number of individuals supported to get involved, or develop their involvement, as volunteers or active citizens	Case Files – number of volunteers completing training Individuals to be counted only once	100	104
CYP-6 - Number of young people engaged in targeted intervention programmes	Case Files Individuals to be counted only once	360	126
CYP-7 - Number of children and young people enabled to improve attendance at schools, colleges, or training providers	Education records (data to be held within Childrens Services) Individuals to be counted only once	104	
Additional Outputs			
Face to face mentor relationships established (unique YP)	Case Files Individuals to be counted only once	180	65
E-mentoring relationships established (unique YP)	Case Files Individuals to be counted only once	180	5
Number of referrals into Service.	Referral Forms Individuals to be counted only once	360	133
70% of the cohort rating the support received through the Service as 7/10 for helpfulness	SOVA soft outcomes tool	70%	
60% of young people in the cohort with increased confidence / improved social skills	SOVA soft outcomes tool This is worked out as a percentage of Relationships set up	60%	30%
80% of young people in the cohort with enhanced knowledge / understanding of healthy lifestyles	SOVA soft outcomes tool This is worked out as a percentage of Relationships set up	80%	37.1%
Number of positive media stories generated	Photocopies of articles	6	17
Number of volunteer mentors recruited who gain accreditation	Volunteer records - Photocopies	80	256
Percentage of young people referred from YOT not committing an offence during mentoring period	Case Files within YOT This is worked out as a percentage of Relationships set up	20%	1.4%
Percentage improvement in school attendance by cohort referred to project through EWOs	Education records (data to be held within Childrens Services) This is worked out as a percentage of Relationships set up	40%	15.7%
Number of young people with increased self confidence at end of engagement with project.	SOVA soft outcomes tool	100	
Number of young people with improved aspirations at end of engagement with project.	SOVA soft outcomes tool	100	

N.B.

CN-2 - Number of individuals supported to get involved, or develop their involvement, as volunteers or active citizens
To measure this I have counted the number of unique volunteers who have completed some accredited training

CYP-6 - Number of young people engaged in targeted intervention programmes
Number of referrals submitted minus the number of referrals not accepted

Number of volunteer mentors recruited who gain accreditation
This is the number of units accredited although this is spread across the number of individuals in CN-2

CYP-7 - Number of children and young people enabled to improve attendance at schools, colleges, or training providers
A mechanism has been set up with the local authority to produce this information but it has only been finalised recently and has not been tested yet.

70% of the cohort rating the support received through the Service as 7/10 for helpfulness
There is no figure here as yet as only one relationship was completed. It is at the end of a relationship that this information is collected.

Percentage of young people referred from YOT not committing an offence during mentoring period
Very few referrals are made through the YOT due to the change in age range, however, our data sharing agreement allows us to query YOT databases for information. This again has only recently been finalised and has not been tested yet.

Percentage improvement in school attendance by cohort referred to project through EWOs
Very few referrals are made through EWOs, however, our data sharing agreement allows us to query education databases for information. This again has only recently been finalised and has not been tested yet.

Also note that where targets are measured at the end of a relationship these are currently non existent as only one relationship had ended at this point and therefore data had not been collected.

The main issues currently for the project are really around bringing targets into line with what was profiled over its two year lifetime.

There have been major problems getting referral partners to engage with e-mentoring despite trying a variety of different approaches. This unfortunately makes the whole project appear as though it is VERY behind target when actually the face to face aspect of it is not so much.

The project also has to secure funding for April 2011 onwards.

Volunteers

6.1 Work and Processes

In initial stages of delivery and largely due to a lack of awareness of the area from the parachuted team volunteer opportunities were promoted across the city and the county of Nottinghamshire. It soon became apparent that volunteers possibly had to travel longer distances than desired to access training and visit their mentees. In addition, funding was really directed to benefit residents of the city and not county. Following this, efforts became more focussed geographically.

We have promoted volunteering opportunities at events, in the press, in shopping centres, at universities, through volunteer centres, through existing connections, using [leaflets](#), with businesses and through a variety of other avenues. Having now acquired good local knowledge we have begun to prepare an annual recruitment plan to ensure a steady flow of volunteers. This plan will be linked with our PR plan.

For the year 2009/10 volunteers who have let us know about how they have found out about our volunteering opportunities have said that their sources have been as follows: -

Recorded Marketing	
Marketing type	%
Volunteer Fair	34.55
Web: Other	24.09
Other	10.71
Web: SOVA Vol Application Form	9.73
Local Volunteer Centre	8.52
Word of Mouth	4.38
Community Volunteer Services (CVS)	2.43
Leaflet or Flyer	1.95
Local Newspaper Advert	1.46
County Volunteer Centre	1.22
Poster Advert (not newspaper)	0.97
	100

Volunteer selection is something that has been considered very carefully in Nottingham. Working with young people between the ages of 8 and 12 years means that selection and suitability of volunteers has been a prominent concern for all referral partners.

Quite simply the recruitment process consists of: -

- First contact
- Application
- First interview
- 3 Days of training (Core Skills, Mentoring, E-mentoring, Safeguarding for Mentors)
- Second Interview
- 2 references are collected
- An enhanced CRB is carried out

Volunteers can be de-selected at any point during this process. A flow chart for our recruitment process for volunteers exists [here](#).

In order to reassure referral partners that this was a robust process we looked for comparable models for selection in the area and found that the only other service that employed such a rigorous procedure was fostering when they were recruiting foster carers. The only notable difference was that they also performed a risk assessment in the carer's home which is inappropriate in our case.

Although this is a robust model we have recognised areas where we feel adjustments would make the system stronger and have begun to look at how we might implement these.

Once fully trained and vetted, volunteer mentors are appropriately matched with young people who have been referred to the project either as a face to face mentor or e-mentor. Volunteers set goals for the relationship with young people and will plan activities to help progress being made towards those goals.

A member of SOVA staff will be allocated to each relationship as a supervisor. The role of the supervisor is to support both the volunteer and the young person and ensure that the relationship is as effective as it possibly can be.

Support that is provided for volunteers includes: -

- Supervision – all matched volunteers are invited to attend compulsory support and supervision with their supervisor every 4-8 weeks to make sure that they feel ok with their role, are keeping to targets and are accessing other support
- Telephone support – volunteers are able to call the office between 9am and 5pm Monday to Friday and speak with a support officer about any issues they may have
- Email support – volunteers can all access support from their supervisor by email.
- E-mentoring website – this contains documents detailing activities, preferential SOVA rates, essential paperwork (eg direct contact sheets, expenses sheets) and resources that can be used by volunteers. It also has a forum that volunteers can use to access peer support from other mentors.
- Volunteer events – these are now arranged quarterly and contain components of celebration, training and peer support. External organisations also present at these to illustrate how they may contribute to the effectiveness of mentoring.
- [Volunteer newsletter](#) – although currently irregular in production this is completely prepared by volunteers for volunteers and as such covers issues that volunteers find important.
- On call phone – Outside of office hours volunteers can call this phone and speak with a member of staff from the team about any concerns that they might have in relation to their mentoring.
- Ongoing training – SOVA have made links with other organisations that deliver training in the sector. This is predominantly issue based and a programme of further training is being developed for volunteers.

6.2 Statistics and performance

In terms of the recruitment of volunteers the table below shows how interest from volunteers is profiled over the year.

Interestingly, at a recent meeting of the Nottingham Mentoring and Befriending Network initiated by SOVA and The Children's Society it was noted that other mentoring organisations had noticed a significant decline in the number of individuals who were interested in their volunteering opportunities since the arrival of SOVA. A future network meeting will allow this to be explored so that SOVA might be able to support the recruitment of these other organisations.

As you can see there have been very high levels of interest from individuals although only 35% of initial enquiries actually result in applications. This means that there are a high number of potential volunteers on the volunteer register who have not progressed their applications. At the appointment of a new admin we propose to make contact with these individuals on a gradual basis and establish whether there is any continued interest and act accordingly.

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual Total
Enquiries	172	181	225	136	714
Applications	65	70	69	53	257
Registered Volunteers	1	6	29	63	78
New Registrations	0	6	23	34	63
Active Volunteers	1	61	48	80	117
Active Registered Volunteers	1	42	37	58	75

During the period training for volunteers was delivered as follows: -

	Number of courses delivered
Core Skills	11
Mentoring	11
E-Mentoring	6
Safeguarding for mentors	3

In Nottingham we have very much considered that accredited portfolios would provide the evidence we require to show that volunteers have the competences required to mentor young people. As such we have designed our training such that successful completion of a portfolio for each accredited unit is achieved predominantly within the sessions. We also provide workshops where 1-1 support will help volunteers put the finishing touches to their portfolios.

This means that a very high proportion of those attending the training will produce portfolios to be submitted for accreditation. In turn, this means that the success rate is high to the extent that the number of people trained is almost the same as the number of people receiving accreditation for that training. The only

difference would be those who have been deselected or who have de-selected themselves.

In the table below the top line shows the number of portfolios accredited according to our moderation records whereas the second line shows the number of volunteers recorded on the volunteer register as having completed training. I consider the discrepancy between the figures to be significant and will initiate investigations on the appointment of a new admin worker to the project.

Core Skills - Essentials (GB6/2/YH/001)	Core Skills - Organisation (GB6/2/YH/005)	Core Skills - Roles and Resp (GB6/2/YH/003)	Core Skills for Volunteers (BLP 895)	Mentoring Skills (GB6/2/YH/002)	Mentoring Skills (BLP907)	Safe-guarding Children (SOVA002)	e-Mentoring (SOVA001)
39	39	39	50	38	51		
33	33	33	71	31	68	34	51

The volunteering force in Nottingham can be examined by a variety of categories to allow us to see where some groups might be under-represented so that we might address this by targeting recruitment.

Below you will see how the volunteering force is made up with comments where appropriate.

NB the figures given are for all applicants to date as I could find no obvious way using the volunteer register or reporting systems to isolate this information to 2009/10.

Gender				
Male/Female				
		Female	171	71.5%
		Male	68	28.5%
Gender Total			239	100.0%

Although a high proportion of our volunteers are female an extremely high proportion of referrals into the project are males for whom there would be a perceived benefit should they be matched with a positive male role model we are often unable to do this. Whilst it is not the sole responsibility of SOVA to provide positive male role models we are attempting to address this imbalance in our volunteers by targeting areas where we believe there to be a prevalence of suitable male candidates for volunteering.

The age bands of our volunteer force are shown below. Well over half of this force is aged 18 -35 years. I believe that this age range is a suitable age range to be matched with our cohort of young people.

Age				
Age Group				
		18 - 25	111	46.4%
		26 - 35	75	31.4%
		36 - 45	28	11.7%
		46 - 55	17	7.1%
		56 - 65	8	3.3%
Age Total			239	100.0%

A breakdown of our volunteering force by ethnicity shows good representation from BME groups.

Ethnicity				
Asian or Asian British				
		A1 Indian	9	3.8%
		A2 Pakistani	4	1.7%
		A9 Any other Asian background	1	0.4%
Black or Black British				
		B1 Caribbean	28	11.7%
		B2 African	14	5.9%
		B9 Any other black background	3	1.3%
Do not wish to say				
		Do not wish to say	3	1.3%
Mixed				
		M1 White & black Caribbean	12	5.0%
		M2 White & black African	1	0.4%
		M3 White & Asian	2	0.8%
		M9 Any other mixed background	3	1.3%
White				
		W1 White British	147	61.5%
		W2 White Irish	5	2.1%
		W9 Any other white background	7	2.9%
Ethnicity Total			239	100.0%

Analysis of the breakdown of our volunteers show that a high proportion of volunteers recruited are either full time students or registered unemployed. It seems that these groups clearly see volunteering to enhance their c.v. and improve employability.

There is an underlying threat here that during summer months the volunteering force may be reduced significantly as students return to their parental homes. Similarly, volunteers who are unemployed can find continuing with their commitment difficult when they find paid employment.

Having considered this and to some degree experienced it we have adjusted selection to include some planning on behalf of the volunteer for this eventuality.

Employment				
Employment Status				
		Do not wish to say	8	3.3%
		Early retired	1	0.4%
		Full time employed	59	24.7%
		Houseperson/Carer	9	3.8%
		Part time & student	16	6.7%
		Part time employed	16	6.7%
		Registered unemployed	52	21.8%
		Self employed	6	2.5%
		Student	58	24.3%
		Unregistered unemployed	14	5.9%
Employment Total			239	100.0%

SOVA does not preclude those applicants with previous convictions from volunteering with young people but follows strict procedures in terms of risk assessing these candidates to ensure suitable volunteers for the task. The table below shows the proportion of applicants who have had convictions disclosed.

Criminal Convictions				
Criminal Conviction				
		No	214	89.5%
		Yes	32	13.4%
Criminal Convictions Total			246	102.9%

Below is a table showing the activity of volunteers. There is an imbalance between indirect and direct hours which highlights the significant commitment required for training and selection which is around 32 hours before there is a possibility of being matched with a young person.

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual Total
Direct Hours	0	53	284	688	1025
Indirect Hours	26	1516	717	1037	3296
Total Hours	26	1569	1001	1725	4321
Average Volunteer Hours	26	25	20	21	36

6.3 Case Studies

We have not prepared any case studies for volunteers in the first year of service but will incorporate this into future practice. Having said that we are aware of 5 volunteers who have gained employment whilst volunteering with us and there are at least another couple on the way.

Volunteering with SOVA Nottingham Mentoring Service is certainly seen as a way of enhancing the C.V. for students and the unemployed.

One of our volunteers has used her volunteering with SOVA as a source for her dissertation.

In looking for positive comments made by volunteers about their volunteering and about young people we have collected the following: -

Zena - "C was well behaved as usual. He wants to attend school full time but only currently doing 2 hours a day. His teacher has said he might be able to go back full time next week because of his good behaviour."

Kirsty - ""Today N really started to come out of his shell. We talked about certain issues for the first time, such as his curfew order given to him by the police. Although this was a short conversation I believe that it is a breakthrough and a sign that he is starting to feel comfortable enough to talk to me about issues like this."
08/02/2010

John - "A was ready with his Badminton Racquets in hand. He has been back to SWAT ROCK with mum and a friend since we last met. Mum fractured her wrist, but they both appeared to have enjoyed taking part but not the fracture. A had been helping mum out around the house. I believe this may have been the first time they had done this together."
01/11/2009

Matthew - "The relationship is going well. R has received the "Achiever of the Week" award for his class and year this week and says he is now enjoying school."
06/02/2010

Beneficiaries

7.1 Work and Processes

Extensive work has been done to raise the profile of SOVA in Nottingham (there was none before), promote the service and encourage other agencies to refer young people in. This has included: -

- E-mailout to all schools and other relevant organisations
- Visits from the SOVA team to give presentations
- A [leaflet](#) about the service widely distributed
- Champions from the steering group
- Use of the press
- An interactive launch event that over 100 organisations attended
- The launch event resulted in us generating a [document](#) to address some of the questions organisations had about the service

Referrals really began coming in to the project in September of last year as organisations became eager to trust in the service that was being promoted and the way it operated.

Criteria for referral are simple and few to keep things easy. Criteria are as follows:-

- Young person should be aged between 8 and 12 years
- Young person should be resident in Nottingham
- Referral partner and SOVA should agree that there are risk factors in the young person's life
- There should be a perceived benefit for mentoring
- There must always be a point of contact to share information about progress or issues that arise around the young person so that a co-ordinated approach can be made to service provision

Once a [referral form](#) has been received and it is agreed that criteria have been met a referral meeting will take place to establish the basis for a mentoring relationship, a willingness to participate and to gather information that might help match the young person with a suitable volunteer.

Once a match has been identified a match meeting is carried out to ensure that some rapport can be generated between the young person and the volunteer and so that goals for the relationship can be established.

Once this match has been established mentoring can begin with the volunteer and young person generally meeting up once a week for a couple of hours or so. Activities will be planned between the pair to aid working towards established goals and to help the young person connect with other services and activities in the area that can support the young person and occupy them gainfully at the end of the mentoring relationship.

A map of the process for referral and matching of young people is given [here](#).

7.2 Statistics and Performance

Of 133 referrals made into the project only 7 were not accepted as they were outside of our age range or no risk factors or perceived benefit could be identified.

Some young people were withdrawn for a variety of reasons such as failing to engage or moving out of the area but these numbers were low. 65 young people were actively involved in meeting with their mentors and the remainder of referrals made are at some stage of matching.

All referrals are residents in the city of Nottingham. Information about the ward they belong to is available in line with reporting required for funders.

Referrals			
		Referred	133
		Not Accepted	7
		Accepted	126
		Participated	65

At the point of referral we try to establish primary and secondary reasons for referral for each young person. The table below shows the reasons that have been given for referrals being made.

Reasons for Referrals			
		Abuse/Neglect	9
		Anger management/violence	41
		Bereavement	2
		Bullying	4
		Confidence & social skills	59
		Domestic violence	24
		Drugs & alcohol	13
		Family relationships	36
		Health & mental health issues	14
		Offending	18
		School attendance	20
		Stay Safe from Harm	9
		Special Educ Needs	1

The gender make up of the referrals is given below. Although we expected a heavy bias of referrals of boys the imbalance is extremely pronounced. Of these it has been identified that many would benefit from the introduction of a positive male role model in their lives.

Whilst it is not SOVA's responsibility to address this specific need we are attempting to target recruitment to encourage men to volunteer so that we might address this in some way.

Gender				
Male/Female				
		Female	28	21.1%
		Male	105	78.9%
Gender Total			133	100%

Initially, the age range of the cohort was unclear and so staff did accept some young people who were outside the 8-12 years age range. The cohort was soon clarified and no more referrals have been accepted outside the target group.

Since the cohort was clarified clear marketing material has been produced to identify the desired cohort and this information is also covered in all presentations to referral agents. Despite this we have still received some further referrals for young people outside of the age range. Any inappropriate referrals are directed back to the source of referral with sign posting to other services wherever possible.

Age of Referrals into Project				
Age Group				
		5	1	0.8%
		7	1	0.8%
		8	27	20%
		9	28	21%
		10	30	22.6%
		11	16	12%
		12	23	17.3%
		13	3	2.3%
		14	2	1.5%
		15	2	1.5%
Age Total			133	99.8%

Ethnicity of referrals is represented below. There is a high figure for those who do not wish to give this information. This is inflated largely because of how this information has been collected. As a project we are now recording this in a different way and are attempting to fill gaps previously left.

Ethnicity				
Asian or Asian British				
		A1 Indian	2	1.5%
		A2 Pakistani	1	0.8%
		A9 Any other Asian background	1	0.8%
Black or Black British				
		B1 Caribbean	7	5.3%
		B2 African	1	0.8%
		B9 Any other black background		
Do not wish to say				
		Do not wish to say	30	22.6%
Mixed				
		M1 White & black Caribbean	10	7.5%
		M2 White & black African	2	1.5%
		M3 White & Asian	3	2.3%
		M9 Any other mixed background	1	0.8%
White				
		W1 White British	75	56.4%
		W2 White Irish		
		W9 Any other white background	1	0.8%
Ethnicity Total			133	101.1%

7.3 Case Studies

Case study 1 – Face to face Mentoring

Background

A mentee (aged 9 years) was referred from Kerry Glover, MALT CAMHS. At the initial referral meeting it was suggested the areas to look at were emotional support for help with contact with his father, he has low self-esteem and confidence and suffers from stress/anxiety at school. The mentee is a diabetic.

Mentoring Sessions

The mentee was matched with a male volunteer from September 2009 to March 2010. On starting mentoring, the mentee had very few friends and was quite isolated, spending most of his spare time on his computer.

After a few sessions, the mentee completed a distance-travelled form and stated that he didn't have hobbies, likes to try new things, he wasn't good at coping with problems, gets bored easily and sometimes rushes into things without thinking, gets angry and loses his temper and, has friends that often get into trouble.

The mentor stated that the mentee was a very polite and well-behaved young person. The mentee had spoken to the mentor regarding his relationship with his father, how this was causing him problems with his attitude towards women and telling him that he mustn't cry and show his feelings.

The range of activities the mentee was accessing was bowling, local parks, Laser Quest, Central Library and Cinema. The mentee had never accessed a library before the mentoring and from the information gained from the direct contact sheets he was enjoying accessing the library.

Meetings attended

The mentee has a CAF arranged and there are goals for both the mentee and parent regarding the mentee's diabetes to gain more control of his blood tests so that he feels that he is in charge of his diabetes and for parent to allow him to have control of them.

A SOVA Coordinator attended a CAF review meeting in December 2009, where it was stated that the mentee is now doing his own blood sugar levels and understands what to do. He's also recently been supporting a girl at school who has recently been diagnosed with diabetes and advises her what to do.

The mentee attends St Ann's Well Primary and during this meeting, the teaching assistant stated that the mentee speaks positively about his mentor and what they've been doing. She confirmed that he is a lot more confident and has increased self-esteem since the mentoring started. He has also been more enthusiastic in drama, he said he never took part before and now he is taking part in a play. The teaching assistant confirmed that his mentoring has shown a positive change and is coming settled. The mentee's mum also confirmed his mentoring has had a positive impact on her son and said that he opens up to his mentor which she is pleased about as he tends to keep things to himself. The mentee's mum has also provided a reference for the mentor.

Conclusion

This mentee has shown a big improvement over the last six months in his self-confidence and self-esteem both in and out of school. Prior to the mentoring, the mentee had very little friends and during the mentoring, he made more friends and was more sociable.

The mentee had gained a positive impact from spending time with a male mentor looking at his problems with his Dad and having someone to share his worries/issues with.

The school had confirmed that they had seen a positive impact on the mentee from being quiet and anxieties to showing more self-esteem and confidence.

The mentee's parent also confirmed "he has gained confidence, he is outgoing and funny". The mentoring has helped "changed the way he looks at life and at himself".

E-mentoring has been set up for this mentee for a further six months starting from May 2010 and I attended a meeting with Mum and the mentee to explain about e-mentoring and what it entails.

Paula Brown

SOVA

Case study 2 – E-Mentoring Feedback from a parent of a pupil accessing E-Mentoring

On approaching my son's school for some emotional support for him, as he was having difficulties dealing with the changes happening at home, they sadly told me that funding had been pulled for the service within the school, however they could find him a place at a centre once a week if I paid for the service. This did not grab me as a good plan as going somewhere new would put him on his guard, and he wouldn't be likely to open up, so we persevered.

A member of staff from my son's school came to me and explained about SOVA, and that they were funding a new service called e-mentoring within the school and I was asked if I thought it was something I would consider for my son. I admit to being sceptical, as no one had many answers to how it worked and I was surprised when the next day the teacher presented me with a letter inviting me AND my son to a meeting to look into it further. We met up at school for the meeting where all was explained very clearly, and my son filled out a personality questionnaire, which he really enjoyed as the questions were fun. All the questions the children had were answered in a very child friendly manner, and queries from the parents were met with a liberal sprinkling of reassurance as well as facts.

Paula was the representative, and she spoke to all the children, and surprisingly when she spoke to my son, she said she had the perfect person in mind for him, and I can only say she was correct!

The service was set up very quickly and was up and running within two weeks, my son loves to tap away on the keyboard to his e mentor, especially if he has had a bad day or has something on his mind, he is given time at school to use the computer but he can also use the service at home at his leisure. He has received sound advice on his issues and I was surprised by how un-patronising it was and child friendly.

We had a few technical difficulties on a few occasions but Paula was very quick to rectify the problems, as she agreed that continuity was key and normal service resumed rapidly.

My son loves getting a text on his phone to tell him he has an email waiting for him, and he looks forward to getting things off his chest via a keyboard, I think he has been a lot calmer since this began and seems to be much more settled at school. I think very highly of the service and the concept itself, and I had no hesitation in recommending it to a friend for her child, and I can also say that I am looking in to volunteering for the service myself.

Thank you SOVA and to Paula for a service that was long overdue in our schools and for the smiles that have come back on to my little boys face.

Feedback from E-Mentor

At first I was a bit sceptical about E-mentoring without doing it face to face, but after a few emails I found it to be just as good. I think that this type of mentoring is useful but restricting in the sense that its there as and when the mentees want to use it, but on the other hand u never get to see any actual evidence of anything being done.

In all E-mentoring is a great way of helping young people to vent their frustration on their pc/laptop at any moment at any place instead of their parents/careers. The one thing that let's it down is the server if that was running to its full potential then no problems. I'd recommend that this service is run nationwide trust me as its advice coming from an outside party and most children may even take heed of the advice and help being offered via E-mentoring.

SOVA E-Mentor

Feedback from SOVA E-Mentee:

I like having an e-mentor, as its nice to be able to express my feelings and I get to tell him what I have really enjoyed and what things have really upset me. It's good that I can tell him things that I'm happy about, and my e-mentor answers me and gives advice to me and his opinion on how I'm feeling and on what's going on in my life.

He supports me too when I was doing the Romans at school he found me web sites to go on to help me to research them for my school project.

Its nice to have someone I can tell things to other than my Mum because she will worry and I don't want her to, so talking to my e-mentor is better, because he won't tell my Momma and worry her if I'm feeling a bit sad, but he will cheer me up and make me feel better.

I like my e-mentor and I like being an e-mentee.

Feedback from Referral Partner (School)

"SOVA have been one of the fastest and easiest support services to access for children and young people. The e-mentoring has provided children a great opportunity to chat openly and safely about how they feel and discuss any issues. There is always someone available at SOVA to contact if I (as the School link) or parents need any advice. Communication is key in the professional and excellent way that SOVA deliver its service".

Kendra Smallwood
St Augustine's Primary

Project Development

Since inception SOVA have worked intensively to create useful partnerships for the recruitment of volunteers and referral of young people. Over 45 organisations currently refer into the service.

Membership of the steering group comprises of senior staff members from a variety of key organisations who have readily championed the service and have directed their staff to refer young people to the project for support.

SOVA have worked closely with Workforce Development to develop a robust [safeguarding package](#) for volunteer mentors which has now been incorporated into delivery of the Core units delivered to all volunteers. Where volunteers have completed training before this was introduced they are being invited to attend scheduled courses.

SOVA staff sit on the working group responsible for developing e-safety protocols for young peoples e-services in Nottingham and Nottinghamshire. The local area safeguarding board view the e-mentoring service provided by SOVA as a robust service.

SOVA have worked with the CAF strategic lead to develop [protocols](#) so that we can fully interact with the CAF process.

SOVA have worked with a consultant from the local authority to develop a web based survey to be completed with young people and their mentors to track changes in attitudes.

SOVA have been successful in securing funding to deliver face to face mentoring for young people 'looked after' between the ages of 10 and 15 years. This project is called IRise. There have been a number of stumbling block to delivery of this project that predominantly sit with the local authority as opposed to SOVA. The appointment of a Development Officer within the authority on the 12th April will help to work through and resolve many of these issues.

We have collected some comments from other services about mentoring provided for referrals as follows: -

"Hi Steve, hope you and yours are well. Robin Hood Primary and the parents of our children whom you work with would like to send you all our thanks for the wonderful work and support you are providing. I have heard so much positive feedback from both the children and their parents I felt I had to let you know. Keep up the good work, hope to see you soon G." Robin Hood School

"Hi Paula,

It is difficult to say if the mentoring alone is having any effect as T has a number of support programmes in place. However, from talking to her teacher, T is currently calm in class unless there has been a situation on the playground. She still has problems working with other children and this is something we are working on.

T talks positively about her mentor activities and looks forward to them very much.

I hope this helps.

Shaun”

Burford School

JT - CAF REVIEW

Debbie (teaching assistant) stated that the mentee has been talking positively about his mentor and what they have been doing. He's a more confident and shows more self-esteem and is very enthusiastic in drama. He has had a positive change and is coming settled due to his mentoring. Suggest for mentor to continue with his confidence and self-esteem.

PB mentioned that they were half way through their mentoring and Mum stated that he is getting attached to his mentor. It was suggested that he prepares for the ending. PB suggested the mentee accessing e-mentoring at the end of his face-to-face and the group agreed this was agreed. Mum also confirmed what a positive impact his mentor has had on him and she can't thank us enough for this support. Mum stated that the mentee opens up to his mentor which she's pleased about as he doesn't seem to talk to her about things. Mum confirmed that she would be happy to provide a reference for his mentor. J has now been set up with an e-mentee and is accessing this.

CS - CAF REVIEW

PB confirmed that their mentoring was coming to a close. PB confirmed that the mentor would like to let the school know that the mentee has a natural ability to sport and to help him get involved in sport activities at school. The Senco confirmed that she will see about getting him involved in GT - Gifted & Talented which takes place in year 5 (next academic year) for sports. PB confirmed that the mentee is still on the waiting list for the gymnastics team and will keep them informed.

Objectives and Targets for Next Year

- **Secure funding** – work to take place between SOVA and CDP to identify funding and potentially submit a partnership bid for future work
- **Section 11** - Use Section 11 safeguarding audit tool to ensure good compliance with safeguarding authority recommendations and enhance attractiveness to commissioners
- **CAF** - Fully implement model for working with CAF and feed this information into SOVA at regional level. SOVA will begin to initiate CAF where appropriate at an agreed rate.
- **Data sharing** - With data sharing agreement now in place begin to query NCC databases to track which behaviours and attitudes of young people may be changed through mentoring
- **Web based questionnaire** - Train all volunteers to be able to support young people in completing the internet based survey to monitor progress made by young people and incorporate into current way of working
- **APS** – Prepare and submit an application for Approved Provider Status through the Mentoring and Befriending Foundation
- **Annual volunteer recruitment plan** - Volunteer recruitment is being planned annually to hit key events and to pre-empt demand.
- **Referral Plan** – Profile expected referral so that training and recruitment can be planned to meet this need. Create a plan to continue to promote services to referral partners. This should bring referrals back in line with delivery over the two year delivery lifetime
- **Impact Report** – Produce impact report for funders for presentation with One Nottingham and Early Intervention team
- **PR Plan** - A plan for publicity/ promotion has been worked on between now and December 2010 to ensure that the project continues to have some public face. This also includes promotional activities to referral partners at key stages in the year.
- **E-Mentoring** – Introduce e-mentoring as a standard option for young people finishing face to face relationships. Hopefully this will erode at lack of willingness of organisations to engage and build trust in the service.
- **IRise** – Actively work to develop partnerships with organisations who have contact with young people ‘looked after’ to encourage referrals into this new service
- **New staffing** - Accelerated induction for new team members (start date 17th May) to fully bring them up to speed with the service
- **CWDC** – Look at ways of incorporating CWDC induction standards for new staff and as part of supervision for mentors

Conclusion

Year one for SOVA Nottingham Mentoring Service has certainly been a fast paced roller-coaster with high achievement in some areas and valuable learning to move forward with.

Delivery of targets has been somewhat delayed while volunteers have been recruited and trained and while partnerships have been developed to allow work to go ahead.

This set up phase has allowed the project to examine procedures to enable a high quality service to be provided.

We have worked extremely hard to ensure that our systems integrate as much as possible with those of other organisations. We have tried wherever possible to contribute to other organisations targets to better weave SOVA in with the fabric of provision for children in Nottingham (e.g. by volunteering staff time to deliver safeguarding training as part of their training pool and making similar offers to HR for the authority in terms of delivering safer recruitment to a children's workforce).

Certainly, SOVA have gone from having no presence in Nottingham to having a significant presence. Over 45 organisations currently refer young people in to the service and there are reports of high levels of satisfaction from parents, children and referral partners. There is a high level of interaction between SOVA and multi agency meetings to co-ordinate provision for children and their families and where these meetings take place and there is no mentor in place it is becoming common place for SOVA to be one of the options presented to support young people.

SOVA's initiation of the first Nottingham Mentoring and Befriending Network has placed SOVA as a prominent provider of this service in the area.

SOVA Nottingham Mentoring Service continue to examine systems and procedures to enhance service delivery making the organisation a vital part of services for young people.

With careful planning taking place to bring targets more in line with those initially profiled we hope to show the value to young people, organisations that support young people and the community as a whole.