

Review of Kent DAAT Mentoring Programme Pilot
Report for period October 2004-July 2005

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July 2005

1 Introduction

In September 2004, the Kent Drug and Alcohol Action Team commissioned Rainer Kent Mentoring Service to provide mentors for 20-30 young people engaging in drug and alcohol services in Kent. This was agreed as a 12-month pilot, to be implemented according to the service specification, which was drawn up in August 2004.

At July 2005, the Rainer mentoring programme is 10 months into the 12 month pilot. In the final months, further referrals and outcomes for young people are expected to be realised, although this report provides an indication of the progress of the pilot to date.

2 Staffing and Service Management

The Rainer Kent Mentoring service utilised £40,000 funding provided by the Kent Drug and Alcohol Action Team to employ a full time mentoring officer for the period October 2004 –September 2005. A secondment was agreed from the Rainer Kent Remand Management Service, and Chris Jarvis was integrated into the post with a period of shadowing, training and induction.

The post is in the NJC scale point range 22-34 (£17,631 –25728). With mobile phone (£350); travel allowance (£633); travel expenses up to £2500 per annum, and 20% on-costs, the post is budgeted around £28,000 for the year ending 30 September 2005.

The post was initially based in the Rainer Kent offices at Bridge, near Canterbury. All Rainer posts were integrated into the Kent Youth Offending Services in April 2005. An office base for the KDAAT mentoring post was made available within the Maidstone Youth Offending Service. This equates to an in kind contribution of around £6500 per annum, and includes the use of computer, phone line and car parking.

Rainer provides management supervision and training for personal and professional development. Central support (finance, human resources, regional management etc..) is a contribution to of 16.5% of the total project budget to the Rainer central team.

The KDAAT mentoring post is one of a team of 4 mentoring officers, supported by a senior service manager and 2 part time finance administrators (see organisational chart, illustration 1). The roles and responsibilities of the new post are identical to the existing posts, as reflected in the job description and person specification (see attached, appendix 1).

The model of service delivery has allowed increased capacity for mentoring across the county. The team can now provide an additional 20-30 mentoring places dedicated to young people engaged in drug and alcohol services in Kent.

Rainer Kent Mentoring Service

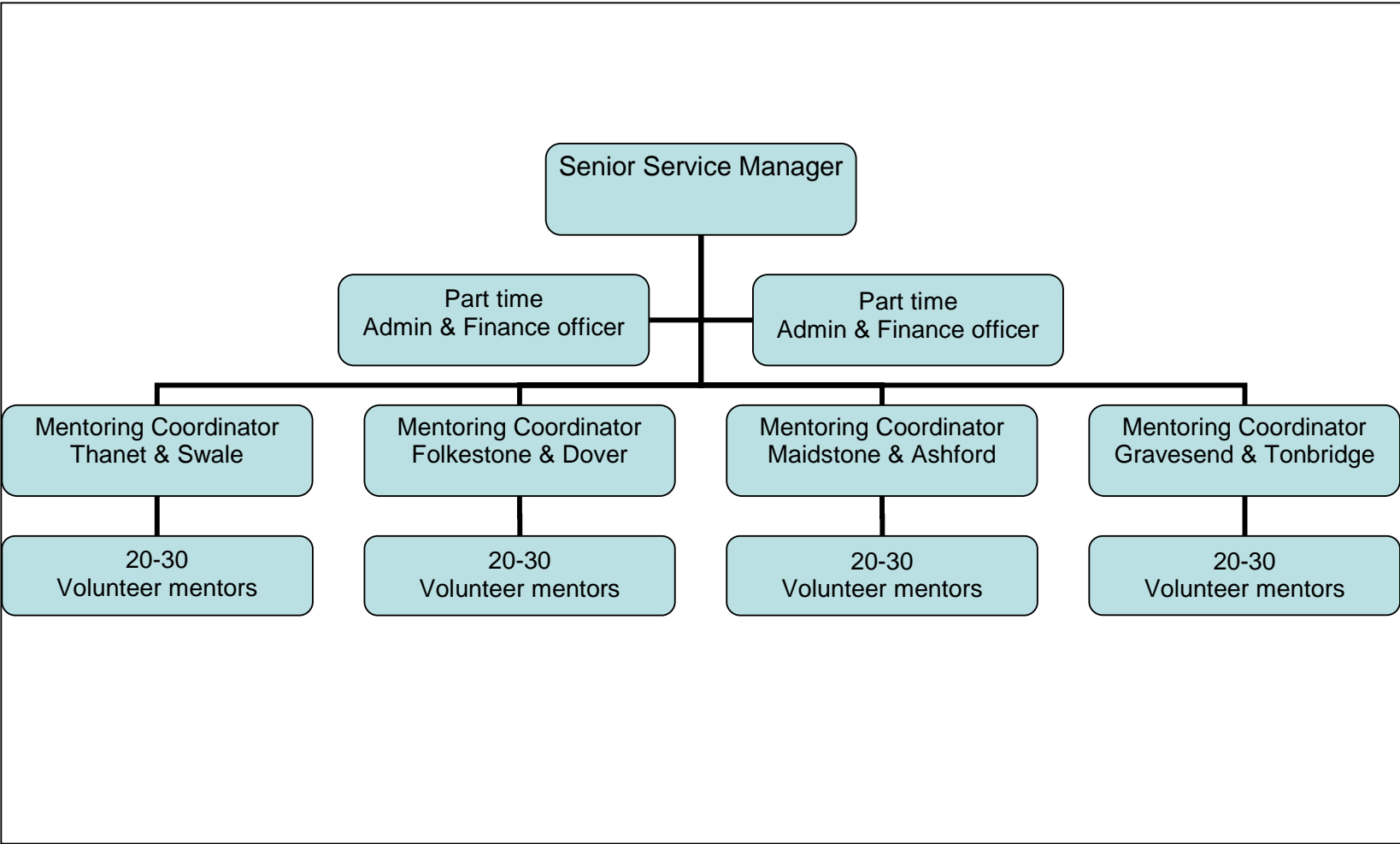


Illustration 1: Rainer Kent Mentoring organisational chart

3 Mentor Recruitment, Training and Accreditation

Throughout the period October 2004 –July 2005, the service managed around 100 volunteer mentors.

Recruitment costs and methodologies are generic to both KDAAT and YOS mentoring provision. The service capitalises on free press such as local press releases and articles (appendix 2) to attract volunteers. Posters are handed out and pinned up in libraries; gyms; cinemas and office tea rooms. Mentoring officers make presentations; undertake workshops and make appeals on radio for volunteers. A number of advertisements are also paid for each year, and targeted to areas of recruitment need.

Application forms are screened, and both references and Criminal Records Bureau information sought. Candidates are then invited to compulsory induction training. The screening and selection process is multi-dimensional and determined to identify mentors who are committed, capable and able to make a difference to young people's lives. The approach to assessing volunteers means that the final group of people taken on have been selected via the robustness of a self, peer and professional assessment.

As mentors can offer a service to both DAAT and YOS services, there is no breakdown of mentor costs specific to the DAAT service.

The service budgets £2000 per year for volunteer recruitment; £4000 for training (£100 each volunteer for Edexcel registration for BTEC accreditation, with around 40 new volunteers per year being registered); and £2200 for venues and refreshments for training and supervision.

It is estimated that the total of mentors expenses across the Kent mentoring service comes to £20,000 per annum, based on 100 mentors claiming £15 per month for travel and mentoring related expenses. For 20-30 volunteers providing a service to KDAAT, the cost could be estimated at around £5,600 to £8400 per year.

In addition to regular standards of mentor screening and training, specific drugs and alcohol awareness training was designed by the Kent Drug and Alcohol Action Teams, in consultation with the Rainer Kent Mentoring Service. This has now been delivered to **53** mentors, in four county wide training sessions. The training has been offered to all mentors across the service. Feedback from mentors is that the training is useful and has been delivered in a meaningful and interesting manner.

4 Referrals of Young People

The criterion for referral to the service reflect critical success factors that impact on mentoring:- accommodation, compliance with other service and substance misuse. Referrers consider how these factors impact on the ability of a mentor to regularly meet the young person in a safe environment. A specific referral form is used to prompt the consideration of these issues (see appendix 3).

In order to promote referrals to the scheme, the Kent Mentoring Service Mentoring Officers undertook a number of activities with various Kent DAAT providers. Presentations were made to team meetings at the scheme's inception October-December 2004, and follow up meetings have been attended in the quarter April-June 2005.

Referrals to the scheme came in immediately, albeit in small numbers, with the first being received in December 2004. Referrals have been inconsistent and non-existent in some areas of the county, including Sheppey, Folkestone and Ashford.

In West Kent the relationship between the services appears to be continually developing, with an increasing number of referrals being made.

The focus of the mentoring team over the following months will be on ensuring the maximum referrals are made from the DAAT, and those matched referrals evaluated.

5 Mentoring Activity and Outcomes

Mentors are expected to meet consistently with their mentee, typically for around 2 hours per week. The relationship is structured and is based on the young person identifying goals that the mentor can assist them in working towards.

Mentors may provide support by way of advice; getting information; physically taking young people to appointments; encouraging; motivating; challenging; listening; providing an alternate view; building self esteem; introducing constructive activities; supporting the development of skills; and employing a wide variety of practical and emotional skills.

Case Study of KDAAT match

One mentor, matched with a young person referred by DAAT, is helping the young person to deal with the emotional and practical issues that she faces as a single young mother. A dispute has arisen with the alleged father of the child over DNA testing and paternity. The mentor can assist with taking the young person to appointments to seek legal and benefits advice.

Additionally, the young person has fallen out with her own parents and lacks support. She, and her young baby, will benefit from engagement with parenting services such as Sure Start. The mentor has followed up the referral and is encouraging and supporting the young person to attend. This will include helping the young person to use public transport to get to appointments.

The mother will benefit from practical support and guidance, including general independent living skills such as healthy eating and budgeting. The mentor is able to work on many of these issues, with a view of helping the young person to help herself in the future, by engaging her with appropriate community resources.

Typically, mentors will achieve these outcomes through constructive activities that can include both practical and emotional support.

Mentors have taken young people to appointments, such as with Connexions; housing and benefits agencies.

Mentors often meet young people in cafes in order to provide a safe environment with which to talk one to one. Much of the mentor role is listening to the young people; their hopes; fears and aspirations. Tackling attitudes and perceptions of self and others is a common factor; helping to develop social skills including communication such as being assertive.

Mentors submit diary sheets that they complete, usually with the young person, as evidence of working towards set goals. In order to keep the relationship confidential, the young people and mentors tick boxes that relate to the nature of the work undertaken. They are then able to add a narrative explanation if they find this useful, but specific detail about the meetings is not usually required. A sample of diary sheets that mentors have submitted for work undertaken with young people from this pilot programme are attached at appendix 4.

Mentor supervision is undertaken with a mentoring coordinator on a 4-6 weekly basis. As well as exploring personal and professional development needs, the mentoring officer will also monitor the mentor's progress with the young person. A structured review is undertaken with a mentoring officer at the expected halfway point.

Mentor supervision and the logbook are also used in to monitor the mentors' progress towards the (optional) BTEC qualification.

The table below illustrates some of the goals that have been set by the young people referred by Kent DAAT. The success of these goals will be recorded at the end of the relationship.

Factor	Goals set by KDAAT young people
Living arrangements	Introduce to local support networks for young parent
Family and personal relationships	Dealing with peer pressure
	Exploring parenting issues (young person as a parent)
	Learning how to communicate with parents and other adults
Education/ training/ employment	Finding part time employment
	Exploring training and further education options
	Referring to Connexions to write a CV and look at developing skills for work
Neighbourhood	Identifying opportunities for support and constructive leisure
	Being able to use public transport
Lifestyle	Using leisure time constructively
	Getting away from pro criminal peers by exploring other activities with opportunities to make new friends
	Identifying interests and appropriate hobbies
	Developing independent living skills (ie: being able to deal with agencies, making phone calls)
Substance Misuse	To sustain control over drinking, looking at triggers, patterns and underlying issues

Factor	Goals set by KDAAT young people
Emotional and mental health	Encouraging Motivating
Perception of self and others	Building self esteem
	Building confidence (ie: using the telephone and dealing with agencies)
Thinking and behaviour	Anger management

When the relationship ends, the mentoring officer undertakes an evaluation with the mentor and mentee and ensures that a suitable exit strategy is implemented.

Outcomes are recorded according to the Youth Justice Board's framework of risk and protective factors. Feedback is recorded from the perspective of mentors; mentees and parents whenever possible.

It is expected that of the current relationships, most will be ending before the end of the pilot in September 2005, at which point specific outcome information will be available.

