

Programme Evaluation Report 2013

Big Brothers Big Sisters of Christchurch aims to “build resilience in young people”. Every year parents, young people and mentors provide feedback on whether the programme is achieving it’s objectives. In the past 12 months, 236 evaluations were completed. The following report begins by summarising the findings from the widely used Programme Outcome Evaluation (POE) and then completes analysis of the remainder of the data.

With 100% of parents saying their child benefits form mentoring, 100% of young people saying they wish to keep seeing their mentors and 98% of volunteer recommending the mentoring experience, the message is clear that the investment of time and money is worthwhile.

Parents and mentors report 94% of children have increased their confidence and 75% have improved classroom behaviour since having a mentor. Meanwhile, 53% of young people report being less angry since having a mentor. However this report carries a more powerful message as mentors and young people describe their relationships in their own words: As one young person said “My mentor inspires a lot of people including me”.

Contents	Pages
Programme Outcome Evaluation (POE) Analysis	2-3
Parent Feedback on the Programme	4
Volunteer Feedback on the Programme	5-6
Young Person Feedback on the Programme	7-11
Methodology and Acknowledgements	12



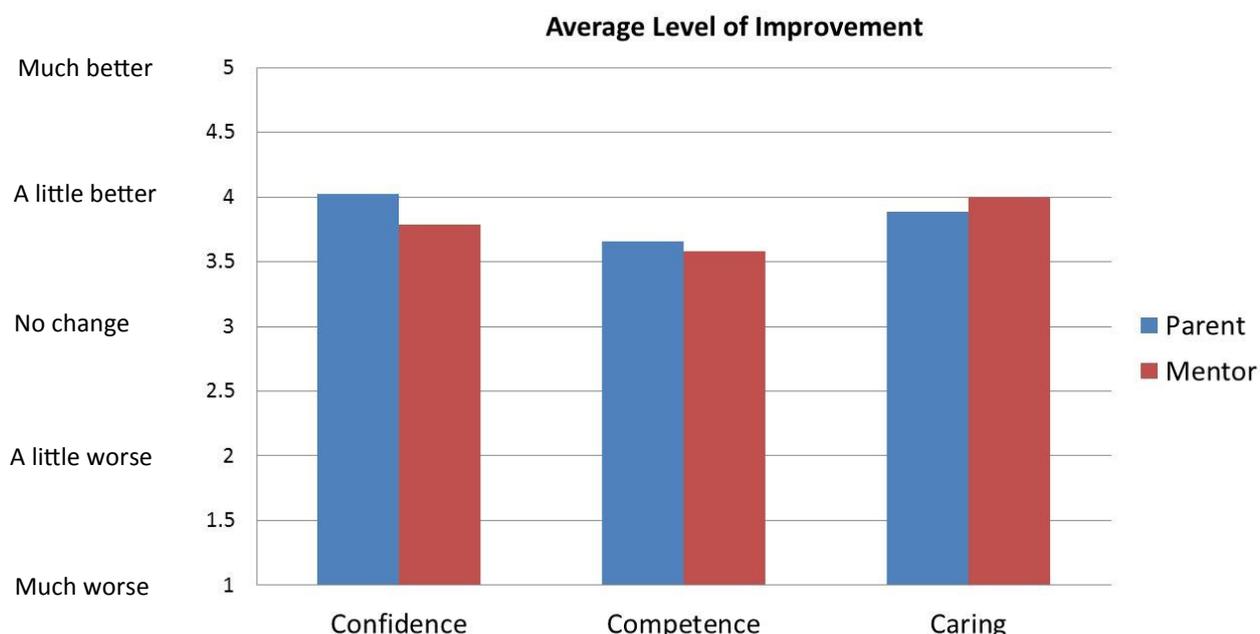
Programme Outcome Evaluation (POE) Summary

Parents and mentors completed the internationally developed assessment tool, measuring observed improvements in their young person. An impressive 94% of young people were reported as having improvements in self confidence since having a mentor. High numbers of young people also experienced improvements in their ability to make decisions, ability to express feelings and showing trust towards others.

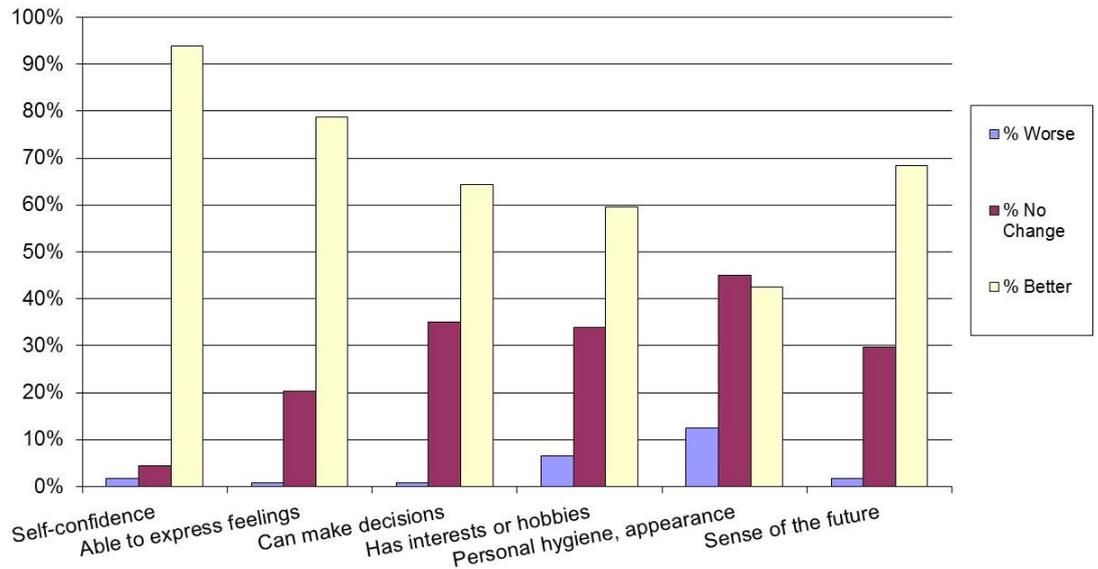
The widely recognised PPV study of Big Brothers Big Sisters in USA found that mentoring improved educational outcomes. Our evaluation confirms this, with two thirds of young people having an improved attitude towards school. Even more encouraging is that 75% of young people have improved classroom behaviour, 70% improved class participation and 60% showing gains in academic performance.

At this point, mentoring is not having such a significant impact on early parenting, drug, alcohol, and illegal behaviour. While about one in five young people had shown improvements in these areas, this is less than other areas. It should be noted that 72% of all respondents said these issues were not a problem at the time of the survey: This is perhaps no surprise with the average age of surveyed young people at 11 years old.

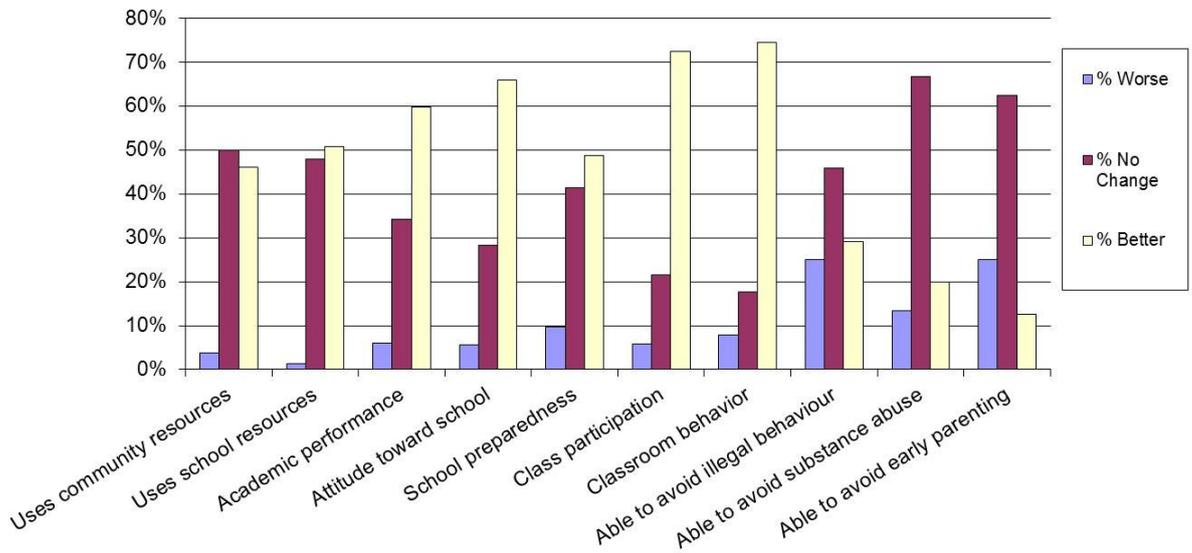
% of Young People showing improvement	
Self confidence	94%
Able to express feelings	79%
Can make decisions	81%
Has interests or hobbies	60%
Personal hygiene, appearance	43%
Sense of the future	68%
Uses community resources	46%
Uses school resources	51%
Academic performance	60%
Attitude toward school	66%
School preparedness	49%
Class participation	73%
Classroom behaviour	75%
Able to avoid illegal behaviour	29%
Able to avoid substance abuse	20%
Able to avoid early parenting	13%
Shows trust toward you	89%
Respects other cultures	49%
Relationship with family	64%
Relationship with peers	70%
Relationship with other adults	83%



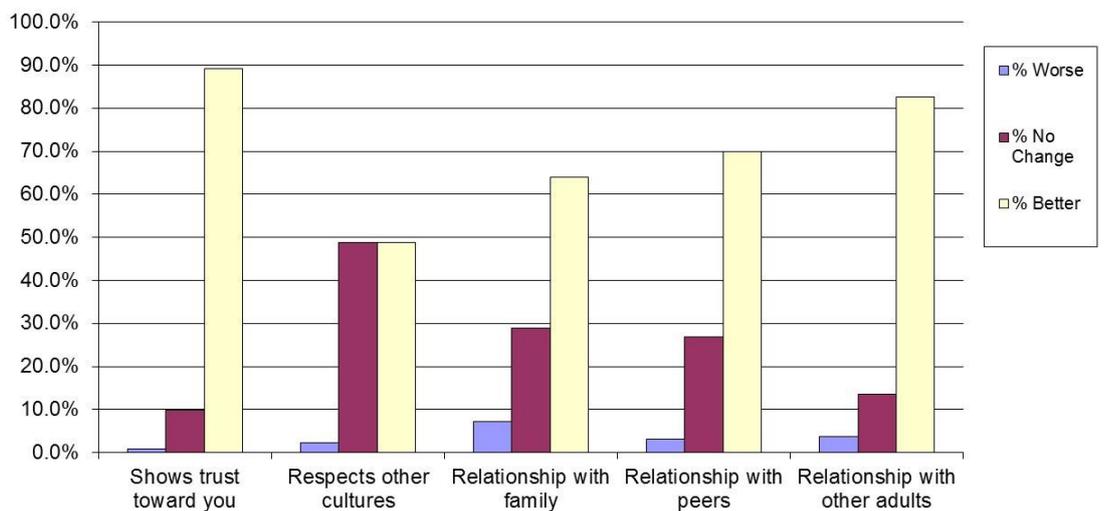
Changes in Confidence



Changes in Competence



Changes in Caring



The Parents Talk

Parents were given the opportunity to give feedback on the programme and whether they perceived there to be any benefits from their child having a mentor. Every parent surveyed said their child has benefitted from mentoring. 98% of parents report mentoring is going well or amazingly well.

Here is how they benefitted

- Gets to do things they otherwise wouldn't do, new experiences
- Someone to talk to, a friend, a confidant.
- Gained a role model.
- Had one on one time/relationship, just for them.
- Moved ahead, matured, improved attitude.
- Happier, less unhappy, more confident and settled.



Parents report their children are happier and more confident because of their mentors

The parents thank the mentors

Parents understand both the commitment and impact volunteers have in their child's life and they are quick to offer their thanks. Below are a few of the words of appreciation offered:

"You have been the most consistent male figure in his life in the past year and he just adores you".

"Amazingly stoked, loved the way you treated him, made a huge difference, made him look forward to school".

"I think you're really awesome with my child, doing a great job. He comes home happy, he's never been so calm".

"You're really awesome! She takes the photo you gave her everywhere when she stays the night at her aunty's".

Parents feedback on the programme

100% of parents gave positive feedback on the Big Brothers Big sisters programme, as reflected in the quotes from parents below:

"Keep it up, every other parent who has a kid mentored just loves it. Mentors are the best thing to happen to them".

"Brilliant organisation. I am eternally grateful to BBBS for providing my child with such a great match".

"Without BBBS there would be a big void in my child's life that I couldn't fill".

"Whoever provides funding should provide more for such a brilliant service for my family and I'd like that blessing to go to others who need it".

The Volunteers Talk

The highlights for mentors are seeing the young person develop (27% of respondents), seeing how much the young people enjoy their visits (20%) and getting to know the young person. Mentors also enjoy the fun activities and having a laugh.

"I've been able to show him the wider world, open up his ideas. When we first met up, he talked about being a mechanic, now he's talking about traveling the world".

"I like knowing I'm having an impact, I have seen her develop".

"You can forget how to have fun as an adult".

"She's become part of my self care - my time out as I get as much from her as she gets from me".

"I love it when she laughs uncontrollably, it makes my heart soar"

"You can have an impact on people, no easy fix, it takes time, it's that contact over time."

Mentors said they grow from the experience by increasing their understanding and knowledge of young people (40%). But they also talk of the personal development through mentoring (21%), including developing more patience (15%). Mentors gained a lot from seeing the young person they mentor grow and develop, particularly in self confidence.

"He tests my patience, I have learned how to be more patient".

"Learning how to relate to her on her level, but opening her eyes and widening her options".

"Makes me appreciate stuff I take for granted".

"I've learned that I'm not fit - couldn't keep up with him so I went on a fitness regime".

"To give things a go - she's not afraid to step up and try anything".

"She has helped me develop people skills as I'm bit shy myself".

The most significant challenge mentor's faced was finding the time to meet with their young person. Some also reported having issues communicating with parents and finding it difficult to come up with mentoring session activities. Some mentors found the home circumstances, most often poverty, overwhelming.

"Getting her back into school after she left due to bullying".

"He doesn't say thank you, so I don't feel appreciated".

"Fitting it into my life".

"Trying to get him to be polite, use manners".

"Frustration at her family circumstances and how she thinks it's normal - Dad's drug addiction and also abuse in the family".

"Seeing her lack of adequate clothing".

"Sometimes I feel sad how limited her world is and how much potential she has."



Mentors report the regular contact with supervisors and group events remain the most beneficial supports mentors receive from being part of the wider Big Brothers Big Sisters programme.

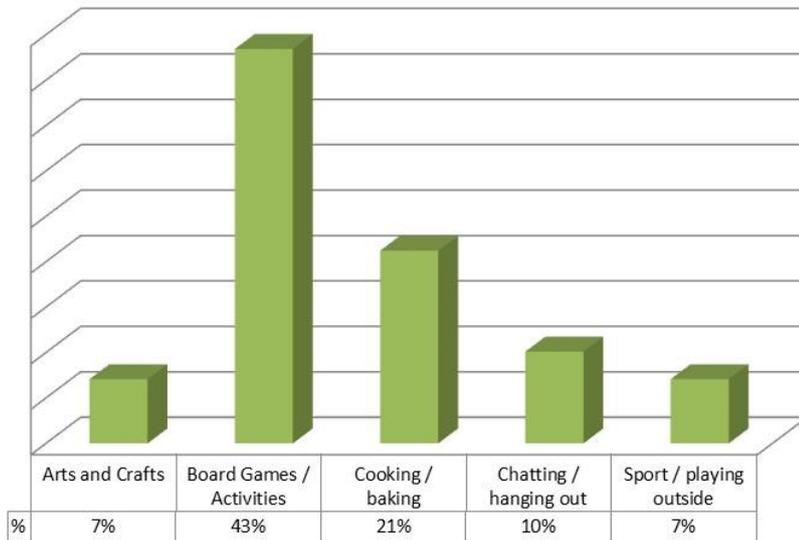


98 % of mentors recommend the experience.

- *"Because it makes you feel useful and good about yourself".*
- *"How do you move a mountain - one bit at a time".*
- *"Sometimes I enjoy it and sometimes I don't. It's a lot of effort and sometimes you don't know if you're helping".*
- *"Sometimes I am so busy that I struggle to find the time and after the session I realise it was the best hour of my week".*
- *"You start out thinking you're doing someone else a favour and then it comes back to you".*
- *"You've got to have your eyes open - it's a big commitment time wise".*
- *"Love having a relationship with a young person - makes my life not so narrow".*
- *"I'm honest with others about the time commitment".*
- *"Too many people have life experiences and keep it to themselves".*
- *"It's real grounding stuff".*
- *"It allows us to be connected with people less fortunate - gives a more balanced perspective".*

The Young People Talk

The young peoples' favourite mentoring activity



99% of young people love being with their mentor, 90% report "absolutely loving it!"

The messages mentors give their young person can have long lasting impact. They were asked what their mentor had said they were good at. 85% of them gave a response. Some of the responses were around an art, craft or sport, such as running, mountain biking, baking, climbing, dancing and painting.

Many of the positive messages received were around the young person's ability to play games. Some of the more amusing responses were young people who said their mentor had told them they were good at "eating" and "talking". But perhaps the most profound were the following responses:



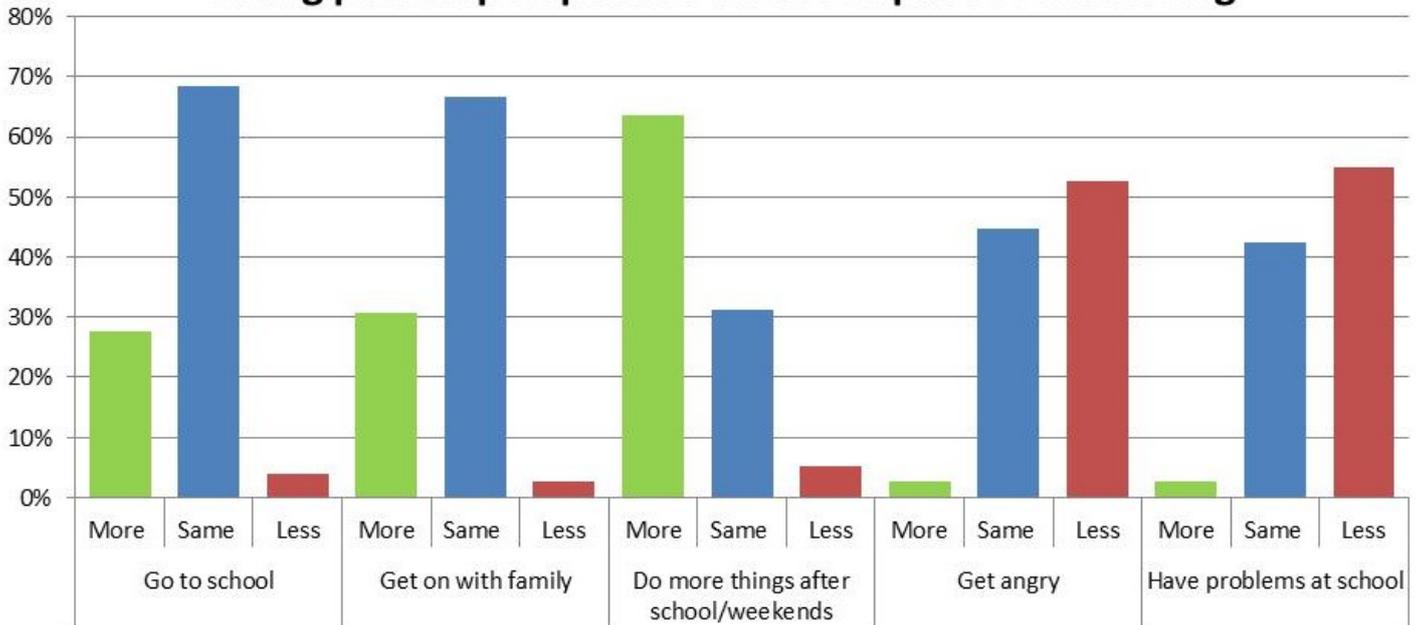
- "Fast learner"
- "Organising things"
- "Keeping my temper"
- "Making people feel better"
- "Everything - he's always positive"
- "Pestering her to meet up"
- "Remembering things"
- "Good with kids"
- "Attitude"
- "Brave"
- "Strategy"



Big Brothers Big Sisters
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Young people were asked to reflect on the changes in their life, in five specific areas since having a mentor. 28% reported they go to school more often, 31% get on better with their families, 64% do more activities out of school time, 53% get less angry and 55% have less problems at school. While this is only self report, clearly mentoring helps to shift the mind-set of the young person to a more positive place.

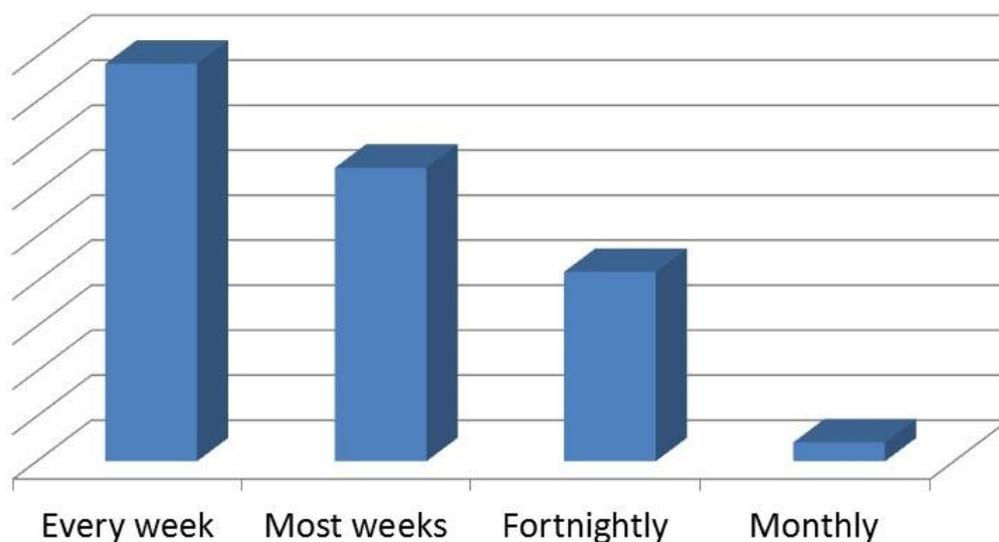
Young person perspective on the impact of mentoring



Mentoring research suggests that increased “dosage” of mentoring improves outcomes for young people. Big Brothers Big Sisters monitors the amount of contact between child and mentor through the parents, the schools and the young people. 98% of young people reported seeing their mentor at least once a fortnight.

How often do you see your mentor?

% of responses,



The young people put into words what they like about having a mentor:

"I can tell her things that are troubling me at school".

"She's like a nanna to me - I get to do things I can't do at home".

"That I get to do things I haven't done before".

"He brightens my day, he listens to what I have to say".

"That it's like a sister who doesn't hurt you...ever!"

"Having someone to talk to who's always there for you".

"He looks after me and supports me".

"Get to talk about stuff I don't talk to my parents about".

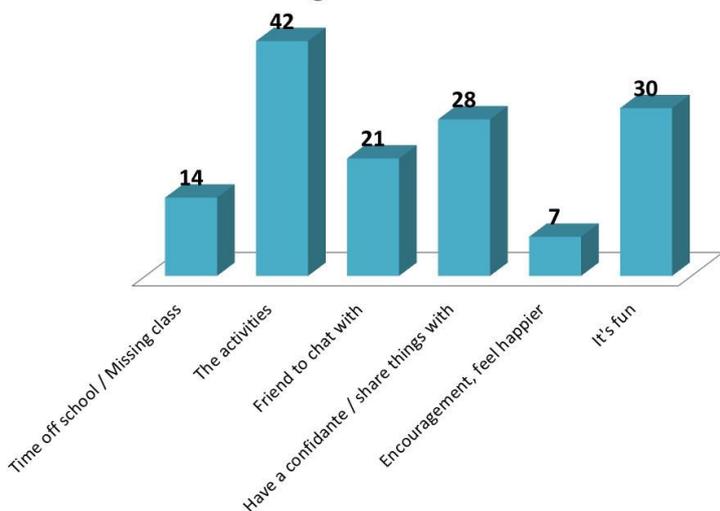
"Feel happier when with her".

"Being able to talk to someone different than family and friends who is just there for me".

"He 's always there to ring up and stuff and when I'm angry he cools me down".

"It's not that they take you out every weekend, it's that they spend time with you... and make time"

What are some of the things you like about having a mentor? % of all responses,



"My mentor taught me how to burn pancakes"

The young people were asked to think about what they had learned from their mentors. 53% reported learning a new skill and a further 17% reported how to express themselves. As well as the many skills young people developed with their mentor, young people reported learning about relationships and themselves:

"To be good and kind".

"Remembering that other people are human too and has feelings".

"To concentrate on the good things in life".

"How to be a good person".

"To work hard and don't give up".

"Be strong and try stuff I haven't done before".

"How to be happier when things don't go right".

"Helped me ignore people who get cheeky with me".

"Be respectful to people".

"How to be a good loser".

"Having fun - I never used to have fun".

"If people be mean, you ignore them".

"How to be more open".

"I respect more people, helped me to see other people's perspective".

"To respect, wait and be patient".

"To try and keep safe and find the person you really want to be friends with".

"How to have fun with other kids".

"Not to be shy".

"My mentor taught me how to shop"

83% of young people said there was nothing they didn't like about mentoring. A further 10% said they just wished their mentor would come more often.

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entoring is not just a one way street. Mentors often tell us that. The mentors gain a lot from mentoring. It is even better when a young person senses they have contributed to their mentors' life. They were asked to consider whether had they taught their mentor anything. 46% of young people said they believed they had.

"To do the splits".

"Physics"

"How to make pancakes with no eggs".

"How to kick better".

"How to bake better".

"How to understand people my age".

"How to play connect four".

"Hip hop dancing"

"I taught her how not to drop things"

"I think mentoring's perfect the way it is"

"How to shout".

"To play 4 square".

"Some soccer skills".

"Difference between an alpaca and a llama".

"How to do a handstand".

"How to fold wraps".

"How to tackle".

"Maths"

"How to ride a scooter".

"Painting - I taught her to take her time, she slows down now".

"About One Direction".

"Slow down when it's orange lights".

"How to have a funny sense of humour".

"Guitar"



"I taught my mentor to change his looks, his looks is so out of style"

Young people were asked to describe their mentor. It is a long list, but they carry unique messages of the value the young person gains from their mentor. It is a credit to our mentors.

"Awesome best person I've ever played with, she's like my best friend".

"Kind respectful and listening person".

"She encourages me to keep trying everything".

"Teaches me stuff".

"She's fun loving, gorgeous, she puts red cordial in sprite!"

"Humourous, very sport, pretty good at video games, kind, talkative and easy to communicate with".

"A really great friend to have, special, have personal conversations with him, a sense of humour".

"She cares about me".

"She is a good person to talk to when I have problems, makes me laugh, she's a bit crazy, exceptional driver - NOT!"

"He's cool, always willing to do stuff, smart, good influential role model".

"Trustworthy"

"Uses big words".



"She takes me to fun places and spends time with just me".

"Very very nice person, good at teaching you to respect and care about people".

"Kind of person who treats people the way she wants to be treated, she has made me feel better".

"Tall, funny, open minded, he listens".

"My mentor is everything that represents goodness and kindness"

"Easy to talk to, non judgemental, always has the right thing to say".

"Inspires a lot of people including me".

"Kind of like an old fashioned girl, creative and excellent".

"She is just the greatest person!... A great person to be around".

100% of young people surveyed want to keep seeing their mentor. One young person added "...for my whole life 'til I die!"

Methodology and Acknowledgements

The Programme Evaluation is completed in person with each of the three parties in the mentoring match. 96 young people (40% male and 60% female) and 46 parents were surveyed from October to December of 2012. 94 mentors were surveyed from May to July of 2013.

The parent and mentor evaluation includes the internationally tested Programme Outcome Evaluation (POE) tool. The mentor and parent are asked to consider whether their young person has improved/stayed the same/worsened over 21 key areas. A 5 point Likert scale is used as well as a “Don’t know” and “Not a problem” response. These areas are grouped into the three categories of competence, confidence and caring.

The second part of the parent and mentor evaluations gathers qualitative feedback on the benefit of mentoring, the experience of being a volunteer and customer satisfaction. The young person evaluation also gathers qualitative feedback with a couple of quantitative questions. Copies of the evaluations questions are available by request.

When parents, children and volunteers sign up to Big Brothers Big Sisters, they understand that the programme staff will do evaluations from time to time. However we would like to thank them for the time and careful consideration they give to their answers.

It is a heartening exercise to gather the data from all the parties. The young peoples responses to our questions are honest, profound and often highly amusing. The staff consider it such a privilege to be part of the mentoring process where volunteers give of themselves, young people smile more and parents are so grateful.

Matthew Button
Manager



A shorter copy of this report is available by request.