

# Programme Evaluation Report 2013

## Summary

**B**ig 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.

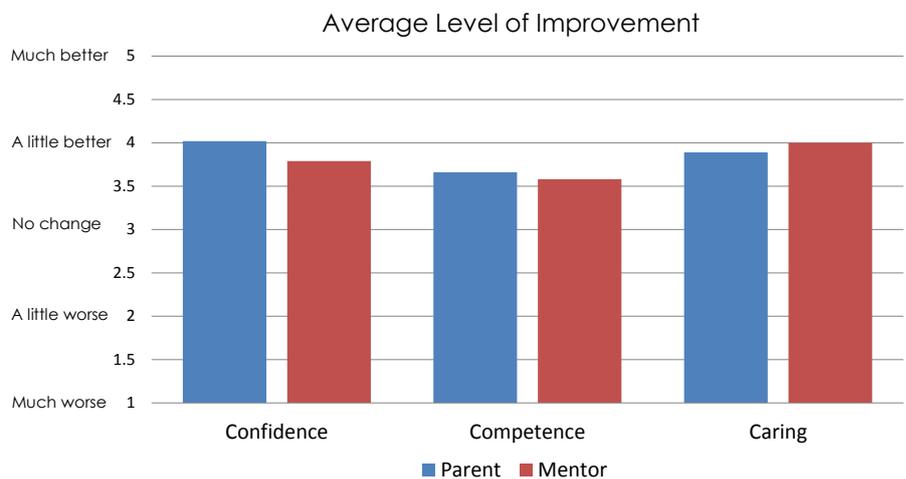
With 100% of parents saying their child benefits from mentoring, 100% of young people saying they wish to keep seeing their mentors and 98% of volunteer recommending the mentoring experience, the message is clear that the investment of time and money is worthwhile.

Parents and mentors report 94% of children have increased their confidence since having a mentor. High percentages of young people also experienced improvements in their ability to make decisions, ability to express feelings and showing trust towards others.

Parents report their children are happier and more confident because of their mentors. Meanwhile, 53% of young people report being less angry since having a mentor.



% 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%



**W**ith regards to their education, two thirds of young people have shown 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.

It was also encouraging to hear a vast majority of parents and mentors respond that illegal behaviour, early parenting and substance abuse are not a problem. Therefore in most cases there is little room for improvement.



# The Volunteers Talk

**M**entors report regular contact with supervisors and the provision of group events as the most beneficial supports they receive from being part of Big Brothers Big Sisters.

The most significant challenge mentors faced was finding the time to meet with their young person. Others reported issues communicating with parents and finding activity ideas. Some mentors found their young person's home circumstances, most often poverty, overwhelming.

*"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".*

*"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".*

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

**"You start out thinking you're doing someone else a favour and then it comes back to you"**

98% of mentors recommend the experience.

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

**M**entors 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%).

*"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".*

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



# The Young People Talk

Young people were asked to reflect on the changes in their life, in 5 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.

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. 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 where the young person recalled their mentor said they were good at "making people feel better", "a fast learner" and "brave".

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

*"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!"*

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

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

**T**he 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 learning new skills, young people reported learning about relationships and themselves:

*"To be good and kind".*

*"To concentrate on the good things in life".*

*"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".*

*"My mentor taught me how to shop"*

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

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

**I**t 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: The list included "To do the splits", "How to bake better" as well as the amusing "I taught her not to drop things" and "I taught my mentor to change his looks, his looks is so out of style".



*"My mentor taught me how to burn pancakes".*



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".*

*"He encourages me to keep trying everything".*

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

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

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

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

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

*"Inspires a lot of people including me".*

**"My mentor is everything  
that represents  
goodness and kindness"**

## The Parents Talk

### The parents thank the mentors

*"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".*



### Parents feedback on the programme

*"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".*

## Acknowledgements

Our thanks to the parents, mentors and young people for participating in the evaluations. The young peoples' responses to our questions are honest, profound and often highly amusing. The staff consider it a privilege to be part of the mentoring process where volunteers give of themselves, young people smile more and parents are so grateful.

This is the abridged report—copies of the full report are available on request.

Matthew Button

Manager



**Big Brothers Big Sisters**  
of Christchurch