



# Transition into Employment Mentoring Project (TEMP)

## End of Project and Evaluation Report

3<sup>rd</sup> January 2017 – 31<sup>st</sup> July 2017

(7 months)

## 1. OVERVIEW

### 1.1 About the Project

TEMP is a new project that provides peer, buddy and professional aspirational mentoring specifically designed by and for young people aged 18 to 30 years old, who had completed some form of employment support or training, but had not yet secured employment and was at a risk of becoming disengaged, inactive or NEET's.

### 1.2 Project Activities

The six month project was aimed to give 15 young people access to three types of mentoring opportunities to keep them motivated, learn new skills, and receive practical mentoring that will help with ease the transition into employment. These are:

#### a) Peer mentoring

Three young people who have turned their lives around and have made positive progress and improvement to their own quality of life, share experiences of their journey by volunteering their time to provide peer mentoring to encourage the 15 young people (project participants) to follow in the same steps into changing their lives.

#### b) Buddy mentoring

Young people have the opportunity to buddy with the Centre's staff in different positions such as; administration, graphic design, marketing and other practical work experience areas or event support with start-up businesses to gain practical work experience and to develop good work ethic in a professional environment. Two of the Highlife Centre staff and two businesses have volunteered to become mentors.

#### c) One to one coaching

A young person will receive one to one aspirational coaching to help them to set realistic career goals and to receive job search support in line with their career goals.

#### d) One-Off Peer Mentor Event

Organise a one-off event to highlight the benefits of peer mentoring that will motivate and encourage more young people to become peer mentors.

### 1.3 Project Outcomes

The project was developed to be flexible yet focused. We ensured that at the end of a young person's mentoring journey, they would have achieved positive outcomes that will lead to an improvement in their way of life and wellbeing. We envisioned four simple improvements that a young person would achieve as a result of participating in this project:

#### a) Sense of purpose – being engaged in activity

All 15 young people engage in meaningful, flexible and continuous interactive mentoring activities that gives them a sense of purpose in their life. They would have overcome some of the challenges they face to keep them engaged and would feel better integrated with other people and less isolated. They would have improved their time keeping and would now have an understanding of what commitment means.

#### b) A step in the right direction – an improvement in positive thinking

All 15 young people would have improved their way of, and attitude to thinking and see life and their happiness as linked to others and their own responsibility. They would aspire to be the best that they can be and endeavour to help their peers. They have now set realistic career goals and have identified their line of employment choice.

#### c) Peer mentor achievement certificate (unaccredited)

With a positive mind-set and a can do attitude, 10 young people would have achieved a peer mentor award which would have boosted their confidence and self-esteem so that they can become role models for other young people. They now feel happy and their wellbeing would have improved. They have started to search for jobs in line with their career goals.

#### d) A realistic progress - transition into employment

With boosted confidence and self-esteem, three young people move closer to finding employment. They would have secured employment, self-employment or taken on volunteering opportunities that they want and are passionate about.

### 1.4 The Need For The Project

In Coventry, many young people are downcast and frustrated due to the high unemployment rate. There are gaps in current employment provisions for young people where career guidance are impartial, not overcoming entrenched lack of confidence and additional barriers young people may have. In addition, there are often long gaps between one type of provision and another becoming available causing young people to regress into anti-social behaviours or becoming NEET's. TEMP will partner with other agencies who provide employment support and training services and introduce this new programme that will compliment theirs.

## 2. PROJECT PERFORMANCE

The project performance was measured against the activities that we set out to do and the outcomes that we set out to achieve. Actual performance for each activity has been detailed with how it impacted on participants.

### 2.1 Activity one:

#### Peer mentoring

3 young people who have turned their lives around and have made positive progress and improvement to their quality of life would share experiences of their journey by volunteering their time to provide peer mentoring to encourage the 15 young people (project participants) to follow in the same steps into changing their lives.

#### Actual Performance

4 participants became peer mentors after completing a 6 weeks work experience programme. They supported their peers to aspire and achieve better lives leading to success and productivity. Their feedback is detailed below:

#### **Amani Bone**

*“On the mentoring programme I did administrative/marketing activities. These activities included data entry/using spreadsheets, designing events materials. I gained confidence in my abilities and so more willing to try new tasks. It gave me the opportunity to try different roles and discover which ones I enjoyed/have an affinity for.*

*I feel privileged to be given the opportunity to assist the newer cohorts on the young people’s work experience programme as a Peer Mentor, where my own personal progress and experience of the programme can be used to inspire them.”*

#### **Marek Lach**

*“In summary, I would state that the TEMP programme has shown me that I can rise to the occasion. I do think that now I have practice my marketing/writing skills on some live projects and this has given me confident in doing it. I do feel like Highlife Centre was my first professional encounter with an admin role and I now feel that I have a credible history to refer to.”*

#### **Khadija Ali**

*“Through mentoring, I now feel comfortable delegating tasks and giving instructions clearly. The mentoring has helped to give me routine and I have watched my peers become more confident over time and I helped contribute to that.”*

#### **Tammy Goodace**

*Before I came to the highlife I never really thought I would be good at admin jobs but since being here, I have found that I am able to do everything I was asked and I tried bookkeeping also which was great. I worked on my old skills updating my knowledge. Also learnt new things such as database creations and use of different social media. Overall I have worked on my personal and professional personality.*



### 2.2 Activity two:

#### Buddy mentoring

Young people have the opportunity to buddy with the Highlife Centre's staff in different positions such as administration, graphic design and marketing or with start-up businesses to gain practical work experience and to develop good work ethic in a professional environment. Two of Highlife Centre staff and two businesses have volunteered to become mentors.



#### Actual Performance and Outcome

In total, 18 young people took part in the project, including the 4 peer mentors. All 18 became buddy friends with 5 of Highlife Centre's staff. They carried out practical work activities with various members of staff on activities such as databases, administration duties, bookkeeping, newsletters, and website. The 5 staff buddy mentors gave the following feedback:

*"I am always occupied with paperwork, I mentored 3 young people who were helpful and willing to learn, they supported me with admin, marketing, and other project management duties which took a lot of pressure off me."* **Anna Kariuki – Projects Manager (Business/Enterprise)**

*"I thoroughly enjoyed working with six young people, through mentoring, they took up administrative tasks as well as helping me to organise our quarterly business networking events."* **William Foreman - Business/Enterprise Administrator**

*"Working with Keenan and Akeel gave me confidence in myself as a young person, they were brilliant at attracting other young people to our Health and Wellbeing events. Always willing to support."* **Edwin Aryee – Community Engagement Officer**

*"Nkosi was instrumental in conducting outreach and creating spreadsheets that captured the data collected during outreach. Brilliant work ethic."* **Dina Oketch – Community Development Worker**

*"I had the pleasure of working/mentoring 6 young people in bookkeeping, administration, data entry, events management, marketing, and project management. It's been absolutely exciting to see the enthusiasm they have and their willingness to engage in activities."* **Christabell Amoakoh – CEO/Business and Enterprise Mentor/Trainer.**

## 2.3 Activity Three

### One to one coaching

A young person will receive one to one aspirational coaching to help them to set realistic career goals and to receive job search support in line with their career goals.



### Actual performance and Outcome

All 18 of the young people that engaged on the programme, received one-to-one coaching from an Aspirational Mentor.

The mentor, Priya, felt very strongly about the project and the impact it had on all participants.

This is the feedback she gave:

*"It has been a real pleasure to work as the Mentor and Co-coordinator on the YEI work experience programme.*

*My role is extremely rewarding and fulfilling. I enjoy seeing and being a part of the progress that the young people make whilst they participate on the programme, both in the development of skills and their self-confidence. My passion for supporting young people in both their personal development and their professional goals has continued to grow whilst being a Mentor and Co-ordinator on this programme. The impact of this programme continues to astound and impress me."* **Priya Gondalia**

### 2.4 Activity Four

#### One-Off Peer Mentor Event

Organise a one-off event to highlight the benefits of peer mentoring that will motivate and encourage more young people to become peer mentors.

#### Actual Activity

We organised 3 small events instead of one. The first two were around development of leadership, aspiration, and confidence. The third event was the final event where awards were given to participants.

The TEMP Award Ceremony was attended by 11 young people, their friends and family members as well as Highlife Centre staff. Young people received their awards and certificates for participating in the TEMP project and felt very proud about their achievement.

They have expressed interest in ongoing support for the work at the Centre and would encourage more young people to become peer mentors.



### 3. PROJECT IMPACT ON PARTICIPANTS

The TEMP project was purposefully developed to be flexible yet focused. We ensured that at the end of a young person's mentoring journey, they would have achieved positive outcomes that will lead to an improvement in their way of life and wellbeing. We envisioned four simple improvements that a young person would achieve as a result of participating in this project:

#### 3.1 Sense of purpose – being engaged in activity.

15 young people engaged in meaningful, flexible, and continuous interactive mentoring activities that gave them a sense of purpose in their life.

#### Feedback from participants how the mentoring helped them to improve their sense of purpose.

*"It has been beneficial in helping me develop skills necessary for the workplace, like working with databases photo editing software, event planning and presentation skills".*

*"It has helped me realise that I can still improve and consider a different type of job".*

*"It has directed me by giving me a better idea on what I could do for work and potentially learn how to do new things instead of going for the easy jobs".*

*"Priya helped me to stay positive about finding a job as I had a routine and working in a professional environment. And also helped to improve my skills I already had".*

*"It has provided me with skills to use for an office admin role".*

*"I am more informed on the steps I need to take to achieve my goals".*

*"It has boosted my confidence".*

*"I have felt like that I could actually follow my chosen career path and that it is definitely possible to achieve".*

*"This mentoring has helped me focus on my end goal. Before the programme I applied for short term roles in warehouse to get money quickly. Now I'm focusing on jobs in admin and customer service that I can progress in and have a good career in mentoring, helped me see and work on my long term plans".*

*"Confident, Talking, Talking in groups"*



*"When I first started the programme I was only open to working as a software tester but after the mentoring and the programme in general I am more open minded and realistic about the options available and my strengths and weaknesses".*

*"I already had a sense of purpose before the mentoring placement but that has been improved through it. I'm now more equipped for the workplace through the experience I've gained".*

*"The mentoring helped me to be more specific in my work, improved my knowledge in I T (Microsoft word and excel) How to make a research"*

*"In summary I would state that the work experience has shown me that I can rise to the occasion on the organisation demanded. I do think that now I have practice my marketing/writing skills on some live projects and this has given me confident in doing it".*

*"I already had a sense of purpose before the mentoring placement but that has been improved through it. I'm now more equipped for the workplace through the experience I've gained".*

### 3.2 A step in the right direction – an improvement in positive thinking.

All 15 young people improved their way of and attitude to thinking, they now appreciate other people and aspire to be the best that they can be and endeavour to help their peers. They have now set realistic career goals and have identified their line of employment choice.

#### Feedback from participants on how the mentoring has helped them to improve positive thinking.

*"I have more knowledge and have learnt a lot more skills than I previously had, and so this helps me approach things and tasks a lot more easier".*

*"The mentoring has helped me improve confidence and thinking more positively".*

*"Before I came to the highlife I never really thought I would be good at admin jobs but since being here, I have found that I am able to do everything I was asked and I tried bookkeeping also which was great".*

*"Everyone gave me positive feedback on how to stay confident they helped by having workshops to improve my positivity"*

*"Building my confidence"*

*"I have pinpointed my strengths and weaknesses and have gained confidence in my abilities".*

*"I am more confident about taking on more responsibility. The mentoring has helped me have more confidence in my work as I am usually very self-critical".*

*"Mentoring helped me to believe in myself. Before the programme I worked in easy temp roles because I didn't believe in my potential to work in a long term proper admin job. Mentoring helped me to see my own potential".*

*"When a client asked me what to do I put on bored it has got me out my comfort zone".*

*"Because I am more open to other types / areas of work as a result of mentoring, I have more options and am more positive about getting a job".*

*"The environment for mentoring is positive and supportive so that's helped me to think positively in and out of the workplace".*

*"I think that I have learned to manage stressful situations better than previously, for example when dealing with calls I was initially tense, but after some practice I have now understood how to be much detached and casual in conversations".*



### 3.3. Peer mentor achievement certificate (Non-Accredited)

10 young people would have achieved a peer mentor award.

#### Actual Performance

18 participants completed the mentoring programme and received an award and a certificate. 11 participants attended the event. One participant reported that...

*"Receiving an award made me feel good, it made me feel confident. I am pleased that I have completed the programme". Kiran Sadhoo*



### 3.4 A realistic progress - transition into employment

With boosted confidence and self-esteem, three young people move closer to finding employment. They would have secured employment, self-employment or taken on volunteering opportunities that they want and are passionate about.

#### Actual performance

We are reporting on the progression of all 18 young people who participated on the project.

- 7 Young people went into various volunteering positions to gain work experience.
- 6 Young people secured employment within six weeks after completing.
- 2 Young people transitioned into Ambition Coventry programme to gain work experience.
- 2 Young people completed the project but didn't want to pursue a career in the short term.
- 1 young person has enrolled in Higher Education to become a nurse.



## 4. HOW THE PROJECT WAS PUBLICISED

The project was mainly promoted via the following media:

- Word of mouth recommendation from previous beneficiaries on other programmes who informed their peers.
- We placed an advert also on Social media – Facebook, however, there were no enquiries received from this route.
- Participants were also reached through events at our local Job Centre plus.

## 5. PROJECT BUDGET

Below is an actual breakdown of how the fund was spent. We went slightly over the budget by £90.64. This was mainly due to refreshments for the project that the young people wanted. The variance cost has been covered by the Highlife Centre.

Item	Budget	Actual spend	Variance
Aspirational mentor (495 mentoring hours@£15.13/hr)	£7489.35	£7489.38	-£0.03
Publicity materials (Trophies and Certificates)	£425.00	£424.83	£0.17
Stationary, Printing and Telephone	£1060.00	£1060.00	£0.00
Peer mentoring event (Room hire, refreshments, stationery.	£1000	£1090.64	-£90.64
<b>Total</b>	<b>£9974.35</b>	<b>£10,064.85</b>	<b>-£90.50</b>

## 6. EQUAL OPPORTUNITIES

The project was advertised to attract young people aged 18 to 30 years old. We ensured that the project was an opportunity for all young people regardless of race, ethnicity, gender, sexual orientation/assignment or religion. Below is a breakdown of data collected:

### 6.1 Ethnic Origin

Black African and Caribbean	- 6
Asian	- 7
White and White Other	- 5
<b>Total</b>	<b>- 18</b>

### 6.2 Geographic Location

Participants were from different postcode areas in Coventry. 3 of the areas are typically deprived areas.

CV1	- 2
CV2	- 5
CV5	- 2
CV6	- 8
CV10	- 1 (Warwickshire)
<b>Total</b>	<b>- 18</b>

### 6.3 Disability

Yes	- 5
No	- 13
<b>Total</b>	<b>- 18</b>

### 6.4. Employment status

All 18 participants were not in employment, Training or Education when they engaged on the programme.

### 6.5 Other

One young person was expecting a child when she joined and had a baby after six weeks of completion.

## 7. MONITORING AND EVALUATION

We collected information from participants at each stage of the project activities. The information collected was on how the project has impacted on them and their futures based on the outcomes set at the beginning of the project. Registration details focused on equal opportunities whilst other feedback form collected soft outcomes as detailed in sections 2 and 3.

## 8. LESSONS LEARNT

### 8.1 What worked well

Group work and interaction between participants helped to develop confidence and self-esteem and everyone strived to achieve and be their best though there were some challenges. We encouraged the young people to speak, network and participate at events both internal and external events and to continue doing this even after they have completed the programme. 9 young people have returned to support the Centre with organising events and other activities after completing the project.

### 8.2 Challenges

Some participants were slow to catch up with activities and expected the peer mentors to do the work for them. The peer mentors were very patient with those participants and were able to encourage them to do their tasks within set timelines. There were no risks identified on the project.

## 9. PARTNERSHIP WORKING

We continue to have a good relationship with our local Job Centre plus who were very supportive on the project. They added value by paying for participants travel expenses whilst on the project.

## 10. PROJECT SUSTAINABILITY

We will continue to deliver the Youth Vision Project but on a smaller scale with voluntary peer mentor. Coventry University students have also offered to become peer mentors.

## 11. CONCLUSION

We believe that the project has been successful. We will use lessons learnt from this project to improve our services and share the learning with other groups we partner and work with. Spin off projects will be developed to enable us to provide a holistic service delivery. Overall we are pleased with the outcomes of the project and would like to thank The Big Lottery Fund for their support.

THE HIGHLIFE  
CENTRE 