Quality in Mentoring Award

Application guide and indicator list

Section 1 and 2 outline the Seven Practice Areas assessed to achieve the Quality in Mentoring Award. **Please review all the indicators to ensure your organisation is prepared to undertake this process, making notes as to what type of evidence would be needed to achieve the indicator.**

Section 3 and 4 outline the additional and supporting evidence required to complete the application. There sections are **not** accessed through indicators but through **interviews and case studies.**

Appendix 1 – Interview questions
Appendix 2 – full indicator list

Section 1 – 38 indicators - **The service**, **Policies and Procedures**, **Staff** and **Monitoring and evaluation.**

Where – Moodle, online platform
How- submit live evidence/policy/reports/other documentation

Policies should have been reviewed within the last 3 years and casework should usually be under 1-year-old.
In the indicators where "live" casework evidence is needed, all names should be redacted back to a single initial to reduce the risk of this being considered personal data. If this is not done, it will be recorded as a data breach by Befriending Networks, as we will have no consent to hold this data, and will result in an automatic fail at evidencing the indicator, the deletion of document(s), and the resubmission of evidence.

BNs will send in feedback against the submitted evidence, which will either be:
- Confirmation that all evidence has met the required QiM standard, or
- A request to submit further sample paperwork, should the initial sample have proven inconclusive, and advice on where it failed to meet the QiM standard so that it can be resubmitted.

Section 2 -23 indicators – **Mentee Journey**/**Mentor Journey** *and* **matching and ending**

Where – site visit/Distance Teams/zoom video call
How – present live evidence and where appropriate, talk though journeys and procedures.

The advantage of the site/remote visit is that it allows your nominated representative for the service to discuss the service journey, development and any issues that have arisen.

This allows for a greater degree of discussion and clarification, in that should "live" evidence for a particular indicator be unavailable, the service will have the opportunity to explain what practice it would put in place and if possible, bolster this with an historic example.

Should evidence not be available on the day, a request for supplementary evidence will be made so that further assessment can be completed. *Supplementary evidence must be submitted within 1 month.*

Section 3- **interviews**

Mentees interviews (normally 2- individual face to face/phone/online interviews or 1 group face to face/online meeting)

Work with the assessor to agree times and dates that work for your Mentees. Apart from name and contact details, you should not share any personal information about the Mentees as part of this process.

The interview should last no more than **20 minutes**. Please reassure the Mentee that they will only be asked about how the service has engaged with them in preparing and supporting them in the service, the interview will **not** seek to ask Mentees about their own matches beyond those process aspects covered in QiM. Mentees will not be asked to share any confidential information about themselves with the assessor. The intention would be to ask the Mentees about their experience of the service received. This means that there will be questions around assessment, matching and reviews.

A Mentee is welcome to have someone present to support them during the interview, though this should not be the Coordinator. The Mentees should be reassured that the only questions they will be asked are going to be about the service they have received. There will be no expectation of a Mentee to talk about their own personal circumstances, though if they wished to do so, the assessor would treat this information with the strictest confidence.

Be aware when planning for a Mentee to meet with a BNs assessor, that our roles do not require us to have PVG Scheme Membership or Disclosures. For certain Mentees, this may increase the need for a supportive third party to be present.

It is hoped that by offering Mentees the opportunity to support the service in demonstrating its quality of practice, that this will prove an empowering experience. However, BNs is aware that for some Mentee groups supported by members, there may be capability concerns.   **Should you be unable to offer Mentees to be interviewed as part of the reaccreditation process, you have the option to inform your assessor and opt for submitting a wider sample of paperwork evidence.**

Mentor Interviews (normally 2- individual face to face/phone/online interviews or 1 group face to face/online meeting)

Work with the assessor to agree times and dates that work for your mentors. Apart from name and contact details, you should not share any personal information about the mentors as part of this process.

The interview should last no more than **20 minutes**. Please reassure the Mentor that they will only be asked about how the service has engaged with them in preparing, supporting, motivating and sustaining them in their role. The interview will **not** seek to ask mentors about their own matches beyond those process aspects covered in QiM. Mentors will not be asked to share any confidential information about themselves or their Mentee with the assessor.

When choosing Mentors to be interviewed as part of reaccreditation, services should bear in mind that questions are likely to cover topics around both recruitment, training and support and supervision. This means the Mentor will need experience of being in a match and had at least one round of support and supervision. It also means that, ideally, they should still be able to recall aspects of the recruitment, training and matching processes. We hope that you will have at least two mentors, for whom, participating in the process of reaccreditation for the Quality in Mentoring Award will prove an empowering experience.
Should you feel it isn't appropriate for your service or you are unable to find any mentors for this part of the process, discuss it with your assessor.

Staff interview (normally 1- service coordinator- face to face/telephone/online)

The interview should last no more than 30 minutes. The interview will focus on induction, training, support and involvement within the organisation and **not** seek to ask anything beyond those process aspects covered in QiM. Staff will not be asked to share any confidential information about themselves with the assessor.
Should you feel it isn't appropriate for your service, discuss it with your assessor.

Should these interviews require further evidence, we will request additional paperwork to bolster this aspect of the Award.

Section 4- Case studies

Why is this part of the award- Case studies or stories help services demonstrate the impact of their work.

What is required-

- It is about a real person, who has consented to have their story shared and has been involved in the preparation of their story.
- The story should have a beginning, middle and end.
- The length of the story (approx. 300-800 words).
- The story's message should be clear and presented in a way that is easy to understand and communicate well. Using different formats, for example quotes, help communication.

1 case study demonstrating a Mentee journey
1 case study demonstrating a Mentor Journey

Appendix 1- Interview Questions

Mentee interviews

Did you get enough information about the service?
Were you welcomed, listened to and given choice?

How was the matching process?
How has the match been?
How often were you contacted by the staff?
Are there service review meetings?
How was the ending?

Where you asked to give feedback and your opinion about the service you received?
What would you say about the service?

Mentor interviews

How was the introduction, training and welcoming process?
Did you get enough information about the service?
Do you feel safe and supported?

Were you listened to and given choice?
How was the matching process?

Are you comfortable with service boundaries and understand the procedures if you had any concerns about your Mentee?

How often were you contacted by the staff?
Is there support and supervision meetings?
Are there following up training and other opportunities?

Were you asked to give feedback and your opinion about the service/training you received?
What would you say about the service?

Staff Interviews

When you started your current role, were you welcomed and included in the team?
How would you describe your induction?

Did you get the required training for your role?
Is there any training you did not receive which you think you need for the role?
Are you aware of your safeguarding policies and procedures and do you think they are clear and straightforward to follow?

Do you feel involved in the development of the service/organization as well as part of the operational team?
What could the organisation do more to include different stakeholders in service development?

Do you feel your skills and attributes valued?
Are you given opportunities to develop professionally?
Do you feel supported? (through support and supervision and informally)

Appendix 2 – full indicator list

The service

1	**Board of trustees**	The service can demonstrate a **management committee/Board of trustees** who leads the strategic development of the organisation and is legally responsible for its activities. There is Trustee/Board involvement, either at an event, service activity or/and at a team strategy meeting.
2	**Funding**	Services have current **funding** and have applications in place or already have the next 12 months funding secured.
3	**Insurance**	**Insurance** documents should cover employee and public liability and clearly demonstrate that they cover volunteers/mentors.
4	**Online/print presence**	**The service can demonstrate an up-to-date online/print presence** • Website communicating the service aims and contact details • Active social media profiles • Mentee eligibility criteria are clearly displayed on promotional materials (print and/or online). • There is clear, accessible information for Mentees/referrers on the service they can expect to receive and details of whom to contact if they have any questions, suggestions or complaints • There is clear, accessible information for those that are interested in volunteering
5	**Mentee information**	**Mentees (family and/or guardians) receive information in an appropriate form, explaining:** • The commitment they are making • The role of mentors • How to access support from the service • Their participation in the service is voluntary
6	**Mentor information**	**All potential mentors receive information via a handbook/other format:** • The service • The needs of the particular Mentee group • Befrienders' role description • The time commitments involved in training, Mentoring and supervision • How mentors are selected, trained and matched • What support will be available to them • What expenses they can claim
7	**Service Risk assessment**	**A risk assessment** has been carried out for the service as a whole with responsibility for any actions allocated and time-lined.

Policies and Procedures

8	**Equality and Diversity Policy**	The service has the following policies or procedures in place (reviewed within the last 3 years);
9	**Rehabilitation of Offenders Policy**	The service has the following policies or procedures in place (reviewed within the last 3 years);
10	**Dignity at Work**	The service has the following policies or procedures in place (reviewed within the last 3 years);
11	**Disciplinary Policy**	The service has the following policies or procedures in place (reviewed within the last 3 years);
12	**Grievance Policy**	The service has the following policies or procedures in place (reviewed within the last 3 years);
13	**Complaints & Suggestions**	The service has the following policies or procedures in place (reviewed within the last 3 years);
14	**Confidentiality Policy**	The service has the following policies or procedures in place (reviewed within the last 3 years);
15	**Data Protection/GDPR Policy**	The service has the following policies or procedures in place (reviewed within the last 3 years);
16	**Handling, Holding and Destroying Information**	**A policy or Privacy statement covering data collection and management including Vetting information.** The service has the following policies or procedures in place (reviewed within the last 3 years);
17	**Health & Safety Policy**	The service has the following policies or procedures in place (reviewed within the last 3 years);
18	**Protection of Vulnerable Groups/ Children / Safeguarding**	The service has the following policies or procedures in place (reviewed within the last 3 years);
19	**Drugs / Alcohol in Mentoring**	The service has the following policies or procedures in place (reviewed within the last 3 years);
20	**Handling Money and Prescription medicine in Mentoring**	The service has the following policies or procedures in place (reviewed within the last 3 years);
21	**Referral Policy and Procedures**	The service has the following policies or procedures in place (reviewed within the last 3 years);
22	**Support and Supervision Policy**	The service has the following policies or procedures in place (reviewed within the last 3 years);
23	**Lone working Policy with out of hours guidance**	There is a Lone Working Policy which includes volunteers and the service has written guidance concerning out of hours support.
24	**Mentee Review statement**	The service has the following policies or procedures in place (reviewed within the last 3 years);
25	**Matching and Ending procedures**	The service has the following policies or procedures in place (reviewed within the last 3 years);

26	Service Capacity guidance	Services have a written policy /guidance regarding the maximum number of matches that will be supported at any one time, taking into consideration the capacity of the service. There is a clear process for maintaining control over the number of referrals accepted, e.g. by operating a managed waiting list, or using a referrals closure date.

Staff Management

27	References and vetting evidence	**2 written references** are taken up and **vetting checks** are carried out for all staff who have regular 1:1 contact with vulnerable Mentees.
28	Staff training	• Protection of vulnerable adults / children • Risk management • Managing volunteers
29	Support and supervision	All Mentoring staff receive scheduled support and supervision sessions from their line manager (or a member of the management committee / an external consultant) at least every 3 months. These meetings should be minuted.
30	Appraisal	All Mentoring staff receive an annual appraisal referencing their job description, have a written training record and an **annual training needs assessment.**
31	Staff Training budget	There is a **staff training budget**.
32	ID badges	Staff and befrienders are given **ID badges.**

Monitoring and evaluation

33	Outcomes	The Service has determined the outcomes it is trying to achieve and can demonstrate how the information is collected and monitored for evaluation and learning.
34	Output/targets	Output and other relevant targets have been agreed. Demonstrating the level of service provided (e.g. number of matches supported, mentors recruited & trained etc) in annual/service reports and encompasses qualitative as well quantitative data. These are made publicly available.
35	Weak areas	Weak areas of practice are identified using monitoring data and changes in policy and procedure are made in order to improve these areas of practice.
36	Equalities Monitoring	Equalities monitoring is carried out in relation to all potential Mentees and Mentors, and used to improve practice.
37	Evaluation and impact	An evaluation (or self-evaluation) involving all stakeholders (clients, volunteers, staff, referrers, funders) and incorporating both quantitative and qualitative data is carried out at least every 3 years. Information about the impact of the Mentoring on the Mentee/Mentor is gathered from a number of sources **(e.g. Mentee reviews, Mentor support and supervision, end of match service questionnaires)** and is compared to baseline information gathered during **initial assessments**.

38	**Notification of changes**	Mentees (family and/or carers) and Mentors are notified of changes in service policies and procedures which could impact on their experience of having a Mentor being in a group.

Mentee Journey

39	**Referral and waiting list**	All referral and self-referral enquiries are recorded, processed swiftly and their progress is tracked. Records are kept of the number of potential Mentees on the waiting list including the length of time since they applied; the waiting list is regularly updated.
40	**Referrals and Assessment procedure**	All potential Mentees have a completed **referral form.** There is a **written assessment procedure** which ensures all potential Mentees are assessed against eligibility criteria and for risk, to self and others, before being accepted onto a waiting list, reviewed within the last 3 years. Unsuitable referrals are signposted to potential other services/support.
41	**Consent**	The Mentee's permission or where appropriate that of family/carer, is sought for information-sharing, allowing the service to: • contact third parties for information including risk management, • share information on risk factors and the best way to manage these with a befriender, • offer feedback gathered in reviews once a Mentee is matched, to a Mentor and/or referrer.
42	**Client contacts**	The service contacts **matched and unmatched** Mentees (and referrers) on at least a quarterly basis.
43	**Risk assessments**	• If a Mentor visits their Mentee's home, the house and other occupants are risk assessed beforehand. If the match will not be visiting the Mentee's home, the service can demonstrate that this is its policy. • A risk assessment is carried out for each Mentee in relation to the type of activities they will engage in with their Mentor (reviewed annually and any identified actions carried out).
44	**Mentee Personal development Plan and Reviews**	A Personal Development Plan or other goal setting process is completed at the start of the relationship. Mentee reviews are held at least every 3 months, if the Mentor is not present this should gather; •The personal aims of the Mentee, in relation to having a Mentor, and the degree to which they have been achieved is measured over time. •Check If they want to continue with the match and if the mentoring service is still needed. •Their perceptions of the service •Outcome of all reviews is recorded.

Mentor Journey

45	Volunteer records	Records are kept of the number of potential Mentors who apply, the number who are trained, and the number who are matched with Mentees.
46	Application, consent and Assessment procedure	All potential Mentors complete an **application form** and go through the same application and **assessment procedure.** Consent is obtained from the volunteer to gather and manage their personal data.
47	Volunteer interview and vetting	**Potential Mentors** are: • assessed against the Mentor's role description, • Mentor assessments include a one -to -one interview, • 2 written references are taken up and vetting (PVG Scheme/DBS) is carried out on each applicant before where required before they accepted as a befriender.
48	Volunteer Initial Training	Introductory training takes place over at least 2 sessions, structured in a way that takes different learning styles into account and an outline of the training programme is given to all participants in advance of participation. Induction training should be compulsory for the role. **Training must include- see Training Appendix**
49	Training feedback	Participants' feedback on the training they have received (including satisfaction and achievement on learning outcomes) is routinely gathered and acted on to continuously develop training content.
50	Volunteer selection	The reasons for selection decisions for befrienders are recorded. Participants' performance during training and understanding of the topics covered is noted and referred to during the final selection process.
51	Unsuccessful applicants	Staff give **feedback** to unsuccessful applicants and are given support to find other more suitable volunteering opportunities (in or out of the organisation).
52	Volunteer support and supervision	All Mentors receive scheduled, support and supervision sessions at least every 6 months with scheduled phone / e-mail contact maintained between these meetings. That includes; • An exploration of how boundaries are being managed in the match or group, • Link to the service's identified aims and volunteer's role. • Are routinely used to gather mentors' perceptions of the service and how they perceive their Mentee to be benefiting /progressing. • Check if they are happy and want to continue.
53	Volunteer contacts	The service contacts matched and unmatched Mentors on at least a quarterly basis. **Extra follow-up contact** is provided to the Mentor if there are difficulties in the match or group, or the Mentor is new.
54	Volunteer Training	Refresher and/or developmental training is offered to all Mentors each year e.g. first aid training. A Mentor is supported in how to assist a Mentee with any specific requirements (e.g. wheelchair handling / guiding a blind person / epilepsy / challenging behaviour)

Matching and ending

55	Matching Profiles	Information from both Mentees and Mentors is systematically gathered to help with the matching process.
56	Matching decision	Staff take Mentor and Mentee profiles and wishes into account when considering matches. The rationale behind each matching or group formation decision is recorded and the reasons behind the matching decision are explained to both Mentee and Mentor before they are introduced to each other. When matching decisions involve a protected characteristic, e.g. age, gender, etc. an objective justification (the reason why this is considered valid) is noted. Both are offered the opportunity to decline to move forward to a matching meeting.
57	Initial meeting	The Mentors and Mentees are **introduced to each other** by a member of staff/other role.
58	Match records	Service staff maintain a written or electronic record of all contact they have with Mentees and Mentors. • Staff contact both the Mentors and the Mentees no more than a week after their first meeting and again after no more than 5 meetings. • Staff continue to monitor changes in relationship boundaries within a match and act when they move out with the service policies. • Staff provide extra support to new matches or groups which are not gelling easily.
59	Ending planning	Whenever possible, the end of a match is planned and the specified minimum amount of notice is given. Both parties are aware of any minimum amount of notice expected before the end of a match if possible. During the final stages of the match, Mentees and Mentors are encouraged to reflect on and celebrate the successful aspects of their relationship.
60	Unexpected ending	When a match unavoidably ends suddenly, extra support is given to the Mentee and/or Mentor.
61	Ending communication	Service staff explain why a match is ending to everyone involved (Mentor, Mentee, carer/family, referrer – if still involved) and when the service's involvement in a match ends, written confirmation of this, together with a description of the implications e.g. continued contact, is sent to both the Mentee (family/carer) and the Mentor.

Excellence Indicators

1	**The service**	The service **adapts procedures and materials** as required to support individual Mentees or Mentors to access it on an equal basis.
2	**The service**	The service collates **stories/case studies** for social media or other service promotion.
3	**Policies and Procedures**	The policies and procedures to help guide how risk is managed include: • Driving • Photography both reviewed within the last 3 years.
4	**Staff**	Mentoring staff take part in relevant **networking events**.
5	**Staff**	Training providers (often service staff) have undertaken a '**training for trainers' course.**
6	**Staff**	**Staff are trained in or have experience** with supporting Mentees facing the number and diverse challenges they face. Mentoring staff keep up to date with wider policy and research developments in relation to their Mentee group. Mentoring staff keep up to date with wider policy and research developments in relation to their Mentee group.
7	**Monitoring and evaluation**	The service **measures the success of changes** in policy and procedure.
8	**Monitoring and evaluation**	The service can **demonstrate the continuing need for its work** (e.g. demand for service, lack of alternative options for Mentee group in locality, demographic data on potential Mentee group in locality – it is likely that a combination of these types of evidence will be required for the indicator).
9	**Monitoring and evaluation**	**Referrers/family/carers** are asked to complete an exit questionnaire / interview when the Mentoring match ends.
10	**Monitoring and evaluation**	A **service/organisation survey** is completed with all stakeholders or/and **focus/working groups** (involving different stakeholders) are organised to assist with the development of the organisation.
11	**Mentee Journey**	After a successful match, Mentees are offered further opportunities with the organisation via volunteer roles, participation in focus groups or other relevant activities.
12	**Mentor Journey**	Volunteer **health and wellbeing** data and **personal aims** are captured and monitored over time.
13	**Mentor Journey**	Introductory training includes complementary topics, for example: •Attachment separation and loss •Personal development / self-reflection •Relationship building •Mentor's motivations, expectations, hopes & fears
14	**Mentor Journey**	Existing Mentors and/or Mentees attend one of the **introductory training** sessions in order to share their experiences with participants.
15	**Mentor Journey**	Applicants have a **post-training interview** and are given feedback after they have completed their introductory training.
16	**Mentor Journey**	Each Mentor receives one session of **support and supervision** at least quarterly – N.B. there is no requirement for this to be face-to-face.
17	**Mentor Journey**	**Group peer support sessions** are offered to Mentors in addition to 1:1 support.
18	**Mentor Journey**	Topics for ongoing/developmental **training sessions** are identified during induction training, support and supervision, and/or by suggestions from Mentors.
19	**Mentor Journey**	**Social events** are arranged for Mentors (with or without Mentees) at least once a year.

20	**Mentor Journey**	A **newsletter** is sent out to Mentors at least twice a year.
21	**Mentor Journey**	**Resources**, specific to the Mentee group supported, are available for mentors to borrow (e.g. memory boxes, toys/book boxes, reference books).
22	**Matching and Ending**	For **1:1 matches** there is a Mentoring agreement between the individual Mentee, Mentor and service in place within 2 months of the start of each relationship.
23	**Matching and Ending**	There is **guidance for staff** detailing the circumstances which will prompt the service to bring matches to a close.

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