



# Grandmentors Annual Impact Report

October 2022

**VOLUNTEERING MATTERS**

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## Foreword

I have been a Grandmentor since July 2022. I've experienced and learnt a lot of lessons in my life and I was attracted to becoming a mentor because I hoped to make a difference to a young person's life.

My mentee said that he felt he could trust and confide in me because of my genuine desire to help people using my own lived experience. This touched my heart and made me realise how important it is to be genuine, upfront, and there for the young person. I've enjoyed watching my mentee play a football match on my day off and felt warmed by how much just being there meant to them.

Becoming a Grandmentor has made me more patient, empathetic and increased my awareness of issues that young people are facing. I always aim to work together with my mentee to see the positive side of life and to put achievable steps in place to work through issues. Within this role I am always learning, and personally my mentee has helped me become more understanding and respectful of different cultural and religious beliefs.

I took the decision to improve myself and get a qualification in counselling. I wanted to ensure that I could be a great mentor to my mentee, but it has also helped me to communicate and deal effectively with my children and colleagues at work. I would never have considered taking up that course had I not been a Grandmentor.

To anyone considering volunteering their time, go for it! There is a lot of satisfaction and sense of fulfilment that comes from giving and helping. It is an incredible opportunity to make a difference in a young person's life whilst learning valuable skills yourself. To care experienced young people with the opportunity to be involved in the Grandmentors programme, I would like to say, use this opportunity to the fullest. To funders, I would simply say thank you and please know that it is making a huge difference.

### Peter Edwards

Mentor on the Grandmentors Programme for Care Experienced Young People

## Foreword

I have found a home in Ipswich, after I arrived in the UK at 17 from Guinea. I've been part of the Grandmentors Programme for just over a year and I am now 19.

I'm at college full-time building up my skills and language. I aspire to be an electrician and am doing some work-experience in this. I am vice-captain for the Volunteering Matters football team, 'Valuable Migrants' that includes anyone but especially refugees, asylum seekers and migrants. I am one of two people from Guinea in Ipswich and being a part of the football team, being with other young people and spending time at Volunteering Matters gives me a sense of community and home.

My volunteer mentor really listens, and we work things out together. I share things that are bothering me, but I also talk about my plans for the future. My mentor has been very nice and supportive since we have met, and I feel really grateful to have met such a wonderful person. She puts smiles on other people's faces. I don't want to lose our friendship.

Recently I represented Volunteering Matters at the Children's and Young People's awards as Grandmentors was nominated. When we won, it was really special, and I was so happy to accept it on behalf of all those involved in Grandmentors as I know how important having a mentor has been for me and how much it has helped me navigate through life.

### Saliou Camara

Mentee on the Grandmentors Programme for Care Experienced Young People



# Grandmentors Background

At Volunteering Matters we have over 60 years of experience of bringing people together to overcome some of society's most complex issues through the power of volunteering. This builds stronger communities and enables everyone to thrive. We work with local partners, turning local knowledge and energy into action and progress, and because we are a national charity, we do this at scale.

## The Grandmentors Programme

is an intergenerational mentoring programme for care experience young people. This group of young people are amongst the strongest and most resilient in any community. Through the skill of mentoring, care experienced young people are supported to be autonomous, capable, and empowered adults.

Established in 2009, Grandmentors now runs in 12 locations across England and Scotland. A mentor is typically aged 50 years or over and a mentee is a young person typically aged 16-24. This programme recruits older volunteers who use their life experience and skills to provide emotional and practical support to young people transitioning from the care system to independent living.

Mentors come from a wide range of backgrounds and walks of life; this enables them to understand and meet the range of needs the young people have.



## Grandmentors Impact

Once trained, Grandmentors work together with a care experienced young person at their own pace to forge trusting and positive relationships that support, challenge, and empower young people to unlock their own skills and to shape their own futures. With the help of their Grandmentor, our care experienced young people work through goals and/or concerns, usually around the areas of employment, education and training, housing and finance and health and wellbeing. Grandmentors are encouraged to schedule regular contact with their young person and to plan some fun activities that will offer them new opportunities and broaden their horizons.



### Employment, Education & Training

- Accessing Education & Training
- Accessing Employment
- Sustained Education, Employment & Training



### Housing & Finance

- Access to Housing
- Financial Independence
- Housing Stability & Suitable Living Standards



### Health & Wellbeing

- Health Needs Met
- Positive Self-Esteem, Relationship & Activities
- Wellbeing

# The Place-Based Approach

The Grandmentors programme provides a true place-based approach by recognising that the challenges young people face is different in each location the programme is run and therefore each location tailors its support to their community needs. Our Grandmentors and care experienced young people often become more active in their own local community, which fosters relationships between individuals and promotes awareness of the Grandmentors programme to wider audiences.

In Suffolk, Grandmentors have taken the time to be present in their local community to promote the project and recruit additional volunteers, and also raise money through the Orwell Challenge. Additionally, staff, mentors, and young people were present at the Suffolk show, recruiting new mentors and raising awareness. We also run a Youth Club for Refugees and Asylum Seekers, in collaboration with Suffolk Refugee Support which aims to provide a safe place for individuals to come and socialise regularly.

**Definition:** A place-based approach is a person-centred, bottom-up approach used to meet the needs of people in a particular location, using local resources and collaborations to gain local knowledge and insight.



In August 2022, Milton Keynes Gallery hosted an event to showcase quilts produced by Grandmentors young people taking part in the Transitional Belonging project. The evening was an opportunity for the participants to showcase their work to friends, family, and members of the art community in Milton Keynes.

Furthermore, as part of National Care Leaver's Week in October, Grandmentors Milton Keynes hosted a creative sleep workshop. This workshop included making healthy sleep-promoting foods whilst listening to a talk on the physical and mental benefits of good sleep and some tips for improving sleep hygiene. Participants were given a goodie bag with relaxing bath products, teas, and candles.

Additionally, Milton Keynes' UASC (Unaccompanied Asylum-Seeking Children) football team 'Milton Keynes Internazionali' have played two matches against the Warwickshire UASC football team. The first took place in Warwick in August 2022 and the second was hosted by Milton Keynes in October 2022.

## Grandmentors Awards



### Winner of The National Children and Young People's Award 2022

Our Grandmentors team won the "Leaving Care Award" at The National Children and Young People's Awards, hosted by Care Talk Magazine at the ICC in Birmingham, on 6th October 2022.

Our Grandmentors programme was represented at the awards by some of our project co-ordinators and our young people, who had the following to say, "We were so glad to be there to represent Volunteering Matters from Ipswich Grandmentors and we are so proud to be a part of the project and happy to see it get an award as having a mentor has made a huge difference to our lives" – Aboulqasim, Camara and Eyob.

On announcing the winner, the judges said,

**"This inspiring initiative bridges generations to ensure that young people today learn from the experts from yesterdays"**

### Winners of Kids in Care Awards: October 2022

Organised by Hounslow Council, the Kids in Care Awards, recognise and celebrate young people in Hounslow who have overcome a difficult upbringing or challenging circumstances to make an outstanding achievement in their lives.

Two of our Grandmentors, Andrew and Angus, each nominated their young people, Tahir, and Zia, who both won!

### The Mayor's Civic Awards: March 2022

Organised by Islington Council, The Mayor's Civic Awards, recognise and celebrate individuals caring for others or doing work that improves the lives of people in their communities. Two of our young persons from Grandmentors Islington, Hanna and Danayt were honoured with this award. Both

Hanna and Danayt arrived in the UK as unaccompanied asylum seekers, speaking no English, and knowing no-one in the UK. They were referred to Grandmentors and have amongst other achievements developed their own passion for helping people. They have spent their time feeding the homeless, and offering warm beverages to those who need them, even throughout the winter, which is why they received this award.



# Overall Snapshot

(National Snapshot)



60%

Female Mentors

36%

Male Mentors



Referred Mentees



39%

Female Mentees

59%

Male Mentees



## Of the **190** actively matched mentees

**52%** are in Education

**18%** are in Employment

**4%** are in Training

**18%** are Not in Education, Employment or Training (NEET)

## Key statistic in each category from our CRM Impact Tracker

From the 175 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**63%** were independent or stable in terms of their wellbeing, this has increased from **35%** when asked at the beginning of their mentoring experience

**82%** were independent or stable in having suitable living standards, this has increased from **73%** when asked at the beginning of their mentoring experience

**41%** were in concern or crisis in sustaining education, employment, and training, this has decreased from **50%** when asked at the beginning of their mentoring experience



Perth & Kinross Council's Learning and Families Convener, Councillor John Rebbeck said,

**“We’re very pleased to be working with Volunteering Matters to offer support for care-experienced young people who have had to deal with challenging personal circumstances. The life skills and experience of people aged 50+ in our community are a valuable resource that we want to draw on to help these young people to achieve to their fullest”**

# Our Locations

We currently run Grandmentors in 12 locations: Perth and Kinross, East Lothian, Wolverhampton, Warwickshire, Milton Keynes, Suffolk, Brent, Hounslow, Islington, Wandsworth, Wiltshire, and Surrey.



## Grandmentors in each place

This section explores each of the 12 places where Grandmentors is currently active. For each place a snapshot of Grandmentors is shown, looking at mentor and mentee statistics and individual case studies.



### Grandmentors East Lothian

In October, Grandmentors was launched in East Lothian, Scotland. We are, currently in the process of recruiting and matching young people with mentors.



### Grandmentors Perth & Kinross

Also in October, Grandmentors was launched in Perth and Kinross, Scotland. We are currently in the process of recruiting and matching young people with mentors.

“It’s an incredible opportunity to bring this project to Perth & Kinross, and to be able to tailor it our local community’s needs. Mentoring really provides a lasting solution – with young people becoming more confident, happy, stable in their lives, and able to live truly independent lives moving forward” – **Shona Cowie, Volunteer Coordinator**

# Grandmentors Brent

Age range of actively matched mentees: 19-26



Matched Mentors  
Increase from 11 in October 2021



Matched Mentees  
(+1 additional referred mentee)



Mentees enrolled at university

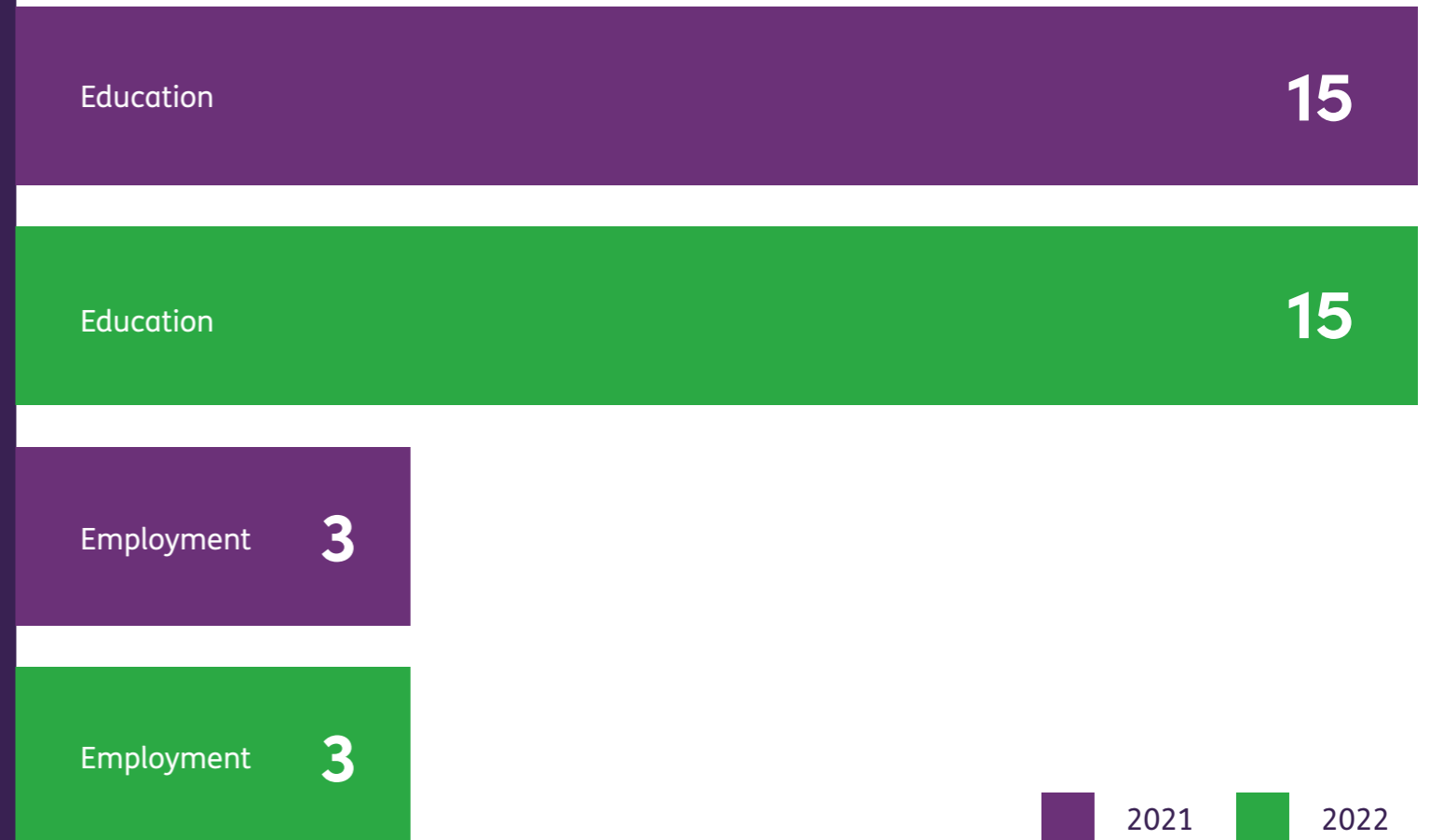
## Grandmentors Brent Actively Matched Mentees NEET Status

- 15 mentees in Education in 2022
- 3 mentees in Employment in 2022
- Same figures for 2021

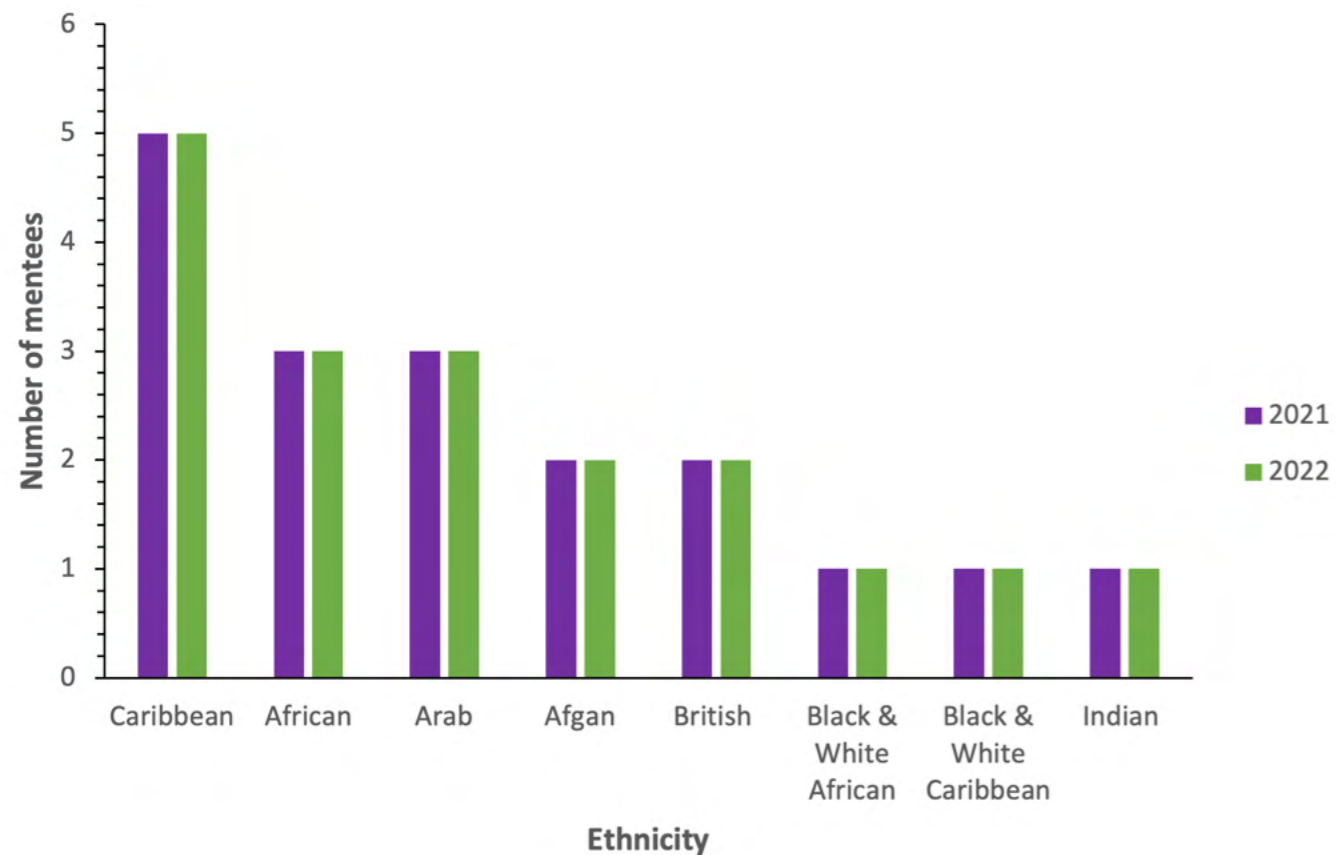
The number of actively matched mentees that identify as each ethnicity stayed the same in 2022 and 2021



### Number of Mentees



2021 2022



## Case Study

## Sancia and Rosetta

Sancia and Rosetta were matched in March 2021; Sancia was referred as she needed some emotional support whilst completing her degree. With the help of her mentee Sancia has

- Improved her emotional support system, and is more confident sharing her feelings which has helped her complete her degree
- Gained someone she can confide in, who will motivate, encourage, and support her through her studies and personal life
- Gained the confidence to start her own YouTube channel interviewing Care Leavers



© Photographer: Liam Lewin

## Key statistic in each category from our CRM Impact Tracker

From the 18 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**67%** were independent or stable in their wellbeing, this has increased from **6%** when asked before their mentoring experience began

**67%** were independent or stable in their financial independence, this has increased from **17%** when asked before their mentoring experience began

**67%** were independent or stable in their housing stability, this has increased from **22%** when asked before their mentoring experience began

**50%** were in concern or crisis in relation to accessing education and accessing employment, this has decreased from **72%** when asked before their mentoring experience began

## Case Study

## Michael and Barbara

Michael was matched with Barbara in June 2021; he was referred because he was at risk of eviction due to rent arrears and was also not in education, employment or training. Over the last year Michael has

- Found part-time and now full-time work
- Has explored London visiting parks and museums with his Grandmentor
- Has learnt to play tennis
- Has become a much better cook
- Is much more sociable and optimistic

When asked what Michael feels he has gained the most from the match, he simply said “a real friend”

# Grandmentors Hounslow

Age range of actively matched mentees: 16-22



**15**

## Matched Mentors

Increased from 10 in October 2021 (+7 mentors ready to be matched & 3 pending mentors)



**12**

## Matched Mentors Closed

Indicates mentor relationship has ended



**16**

## Matched Mentees

Increased from 6 in October 2021 (+4 additional referred mentees awaiting matching)



**08**

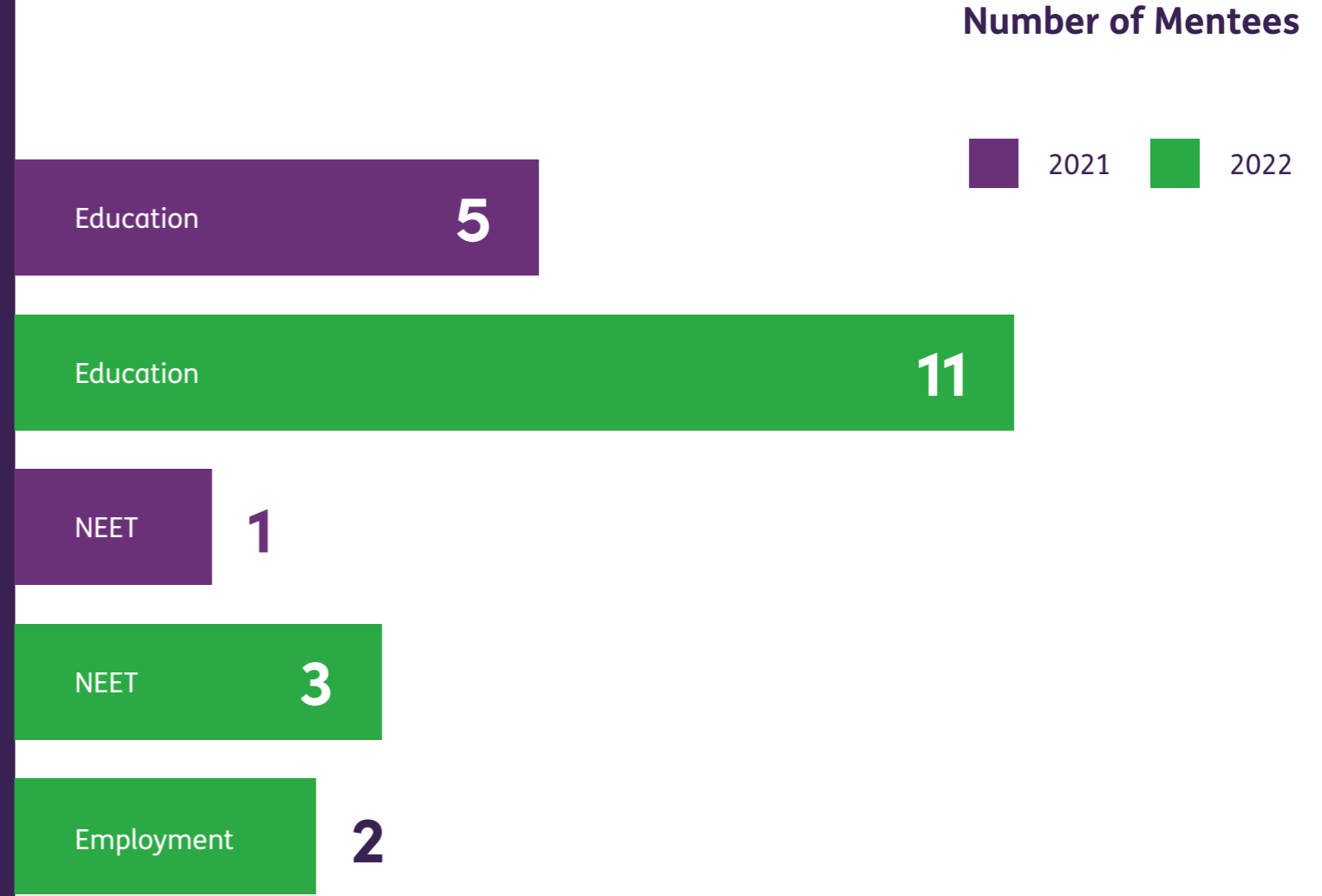
## Mentees ended successfully

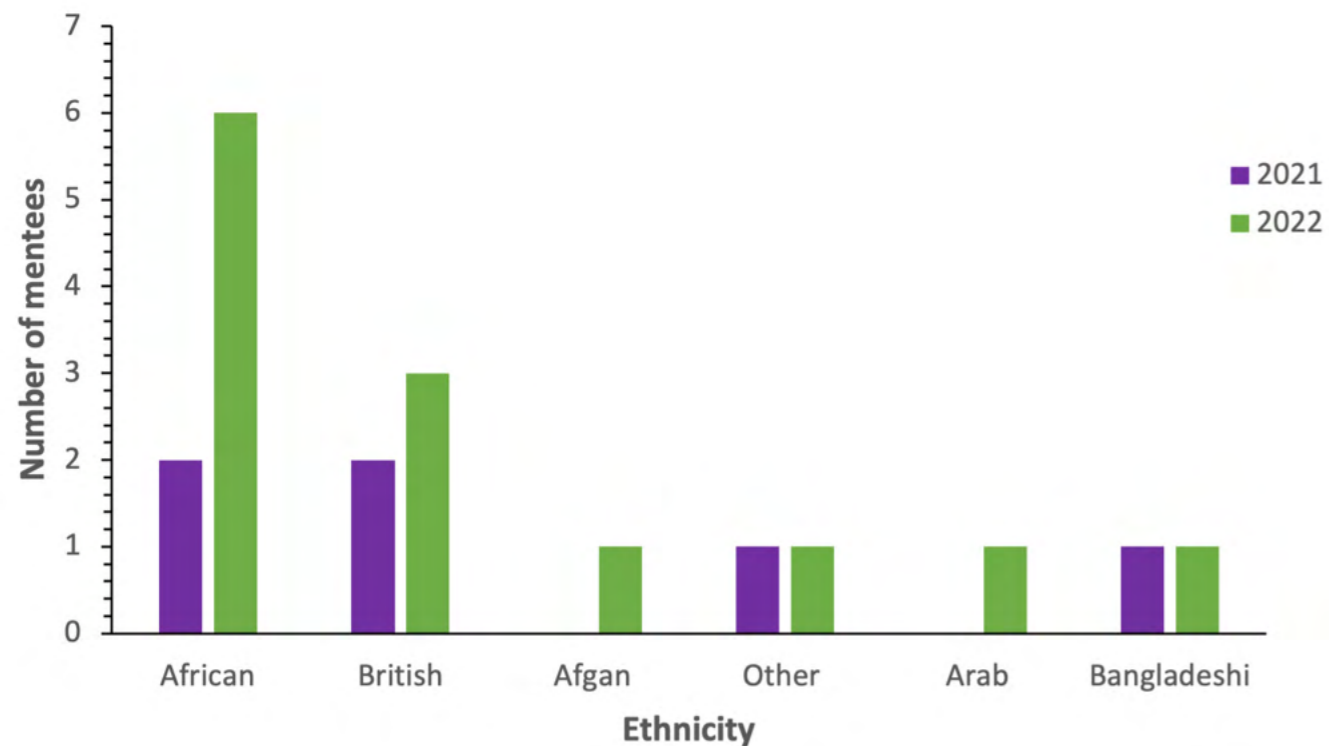
Increased from 6 in October 2021

**Grandmentors Hounslow Actively Matched Mentees NEET Status**

- 11 mentees in Education in 2022 (increase from 5 in 2021)
- 2 mentees in Employment in 2022
- 3 mentees NEET in 2022 (increase from 1 in 2021)

In 2022 Hounslow saw an increase in 4 mentees that identify as African, and an increase in 1 mentee that identify as British. They also saw more diversity of ethnicity categories in 2022.





## Case Study

## Tahir and Andrew

Tahir was matched with Andrew in December 2021; he was referred because as an asylum seeker he was finding it extremely difficult to adapt to his new surroundings in the UK. Since being matched with his mentor Tahir has

- Increased his confidence with the English language
- Improved his English writing and Math skills
- Developed a new interest (coding) and started learning independently online and has ambition to take this further
- Has investigated potential colleges and courses for next year, with an aim to study coding



## Case Study

## Zia and Angus

Zia was matched with Angus in March 2021; Zia was referred as she was struggling to engage in social activities and manage her emotional well-being and was looking to help figure out her career path. Since being matched with her mentor Zia has

- Written a CV and got the confidence to start applying for jobs
- Interviewed and successfully got employed at Vue Cinema
- Managed to adapt to the change from school to college; something she previously found challenging
- Gained the confidence to manage college life, work, and socialising with friends
- Gained work experience on a sheep farm; her aim is to work with animals in the future



## Key statistic in each category from our CRM Impact Tracker

From the 15 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**80%** were independent or stable in sustaining education, employment, and training, this has increased from **60%** when asked before their mentoring experience began

**87%** were independent or stable in housing stability, this has increased from **73%** when asked before their mentoring experience began

**33%** were in concern or crisis in relation to their wellbeing, this has decreased from **47%** when asked before their mentoring experience began

**47%** were in concern or crisis in their financial independence, this has decreased from **53%** when asked before their mentoring experience began

# Grandmentors Suffolk

Age range of actively matched mentees: 16-27



**38**

**Matched Mentors**  
 Increase from 21 in October 2021 (+5 mentors ready to be matched & 6 pending mentors)



**40**

**Matched Mentees**  
 Increased from 15 in October 2021 (+1 additional referred mentee)



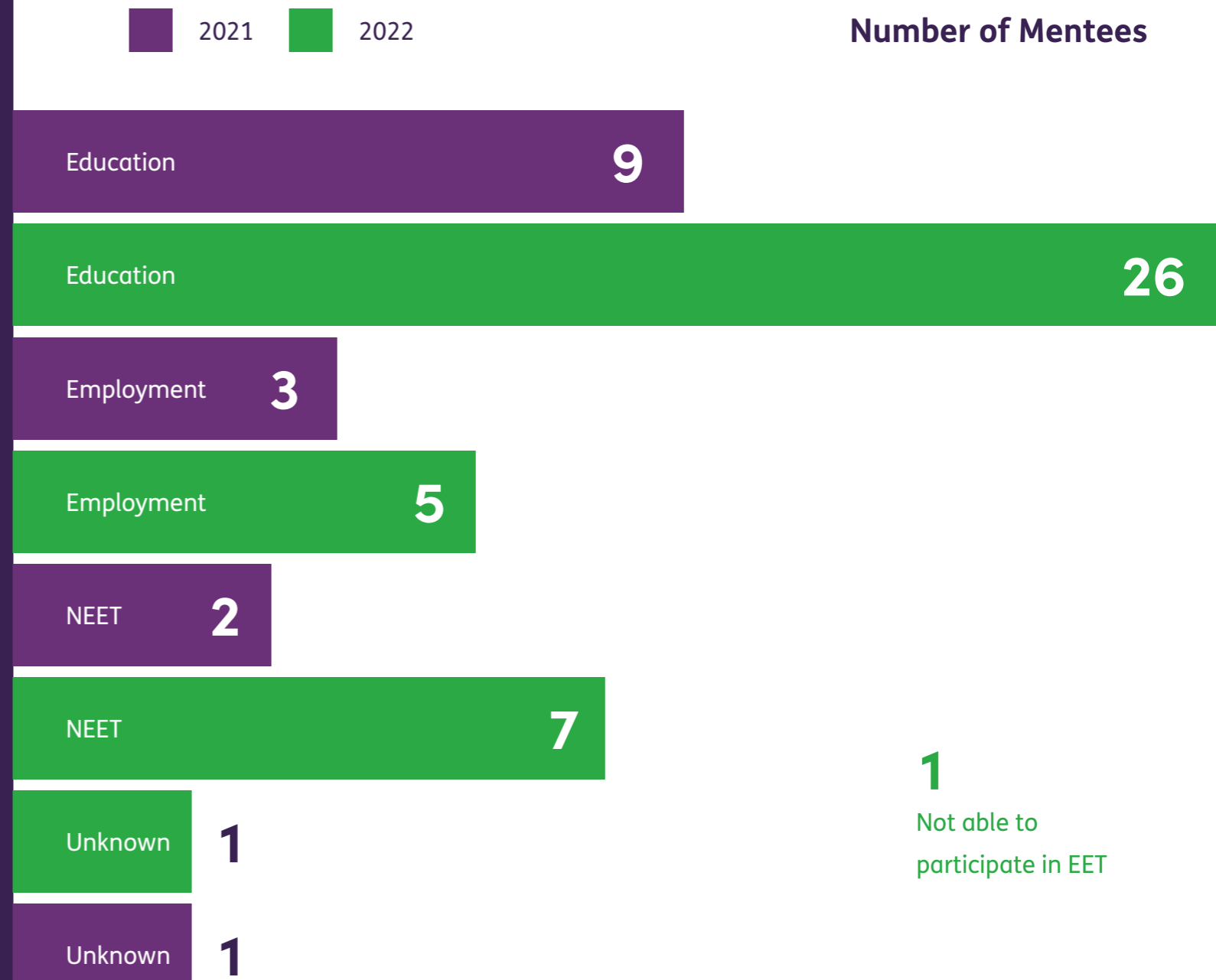
**02**

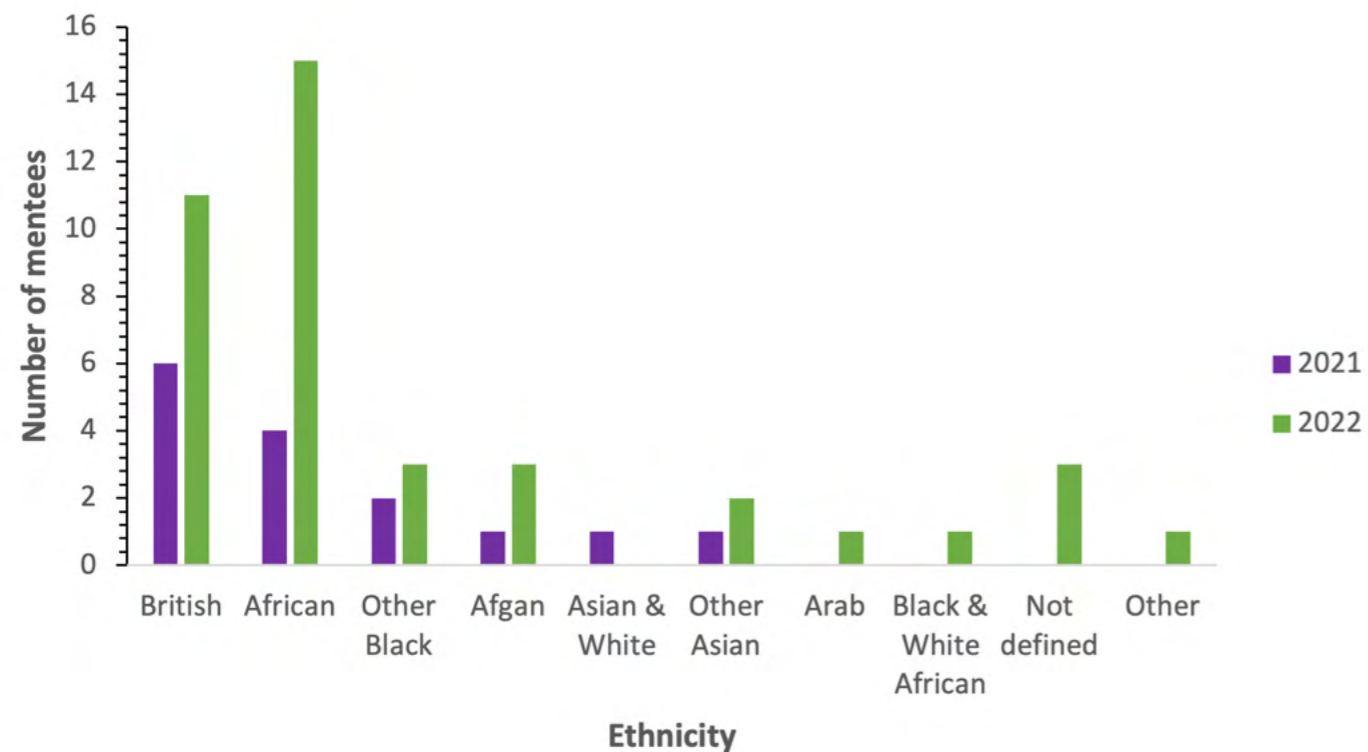
**Mentees ended successfully**

**Grandmentors Suffolk Actively Matched Mentees NEET Status**

- 26 mentees in Education in 2022 (increase from 9 in 2021)
- 7 mentees in NEET in 2022 (increase from 2 in 2021)
- 5 mentees in employment in 2022 (increase from 3 in 2021)
- 1 mentee unknown in 2022
- 1 mentee not able to participate in EET (Education, Employment or Training) in 2022

In 2022 Suffolk saw an increase in 5 mentees that identify as British and an increase in 11 mentees that identify as African. They also saw an increase of 2 mentees that identify as Afghan and a 1 mentee increase that identify as other Black and Asian, as well as increased diversity of ethnicity.





## Case Study

## Issa and Jim

Since being matched at the beginning of 2022, Jim has helped Issa

- Improve his English
- By being someone, Issa can turn to for solving day to day problems
- Navigate his financial situation
- By helping with his education, accommodation, and utilities administration
- Build his confidence by going for day's out together



## Case Study

## Mohammed and Sanchia

Since being matched at the beginning of 2022, Mohammed has been working with his mentor who has helped Mohammed

- Find part-time work
- Organise his finances, by providing Mohammed with a spreadsheet
- By assisting on a housing situation
- Understand the challenges faced when having no connections
- Understand other cultures
- Improve his wellbeing through walks in the park and trips out together



## Key statistic in each category from our CRM Impact Tracker

From the 39 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**64%** were independent or stable in accessing education and training, this has increased from **39%** when asked before their mentoring experience began

**54%** were independent or stable in having their health needs met, this has increased from **33%** when asked before their mentoring experience began

**72%** were independent or stable in having suitable living standards, this has increased from **67%** when asked before their mentoring experience began

**56%** were independent or stable in their financial independence, this has increased from **44%** when asked before their mentoring experience began



Issa, Mentee said:

**“Jim is always there, and he has always got a solution to anything; he is great”**

Jim, Mentor said:

**“Being a mentor is an enormous privilege. Each engagement represents an opportunity to fundamentally change two lives, and for those changed lives to have positive impact on many others”**

Mohammed, Mentee said:

**“Since having Sanchia in my life everything has changed! Every time I talk to my mentor, I have a sense of relief. She is helping me to be a better version of myself. I feel like I have a family and I am safe”**

Sanchia, Mentor said:

**“Mentoring has increased my confidence and purpose in life. It has given me the opportunity to build a unique relationship with a young person, allowing me to share in all the successes and help with life’s challenges of a young person’s development. Seeing Mo smile makes my day and meeting up with him is one of the highlights of my week”**

# Grandmentors Islington

Age range of actively matched mentees: 17-26



**27**

**Matched Mentors**  
Increase from 21 in October 2021



**27**

**Matched Mentees**  
Increased from 15 in October 2021 (+4 additional mentees awaiting matching)



**14**

**Mentees ended successfully**  
Increase from 13 in 2021

**Grandmentors Islington Actively Matched Mentees NEET Status**

- 18 mentees in Education in 2022 (increase from 10 in 2021)
- 3 mentees NEET in 2022 (same as 2021)
- 3 mentees in Employment in 2022 (increase from 2 in 2021)
- 3 mentees status unknown in 2022

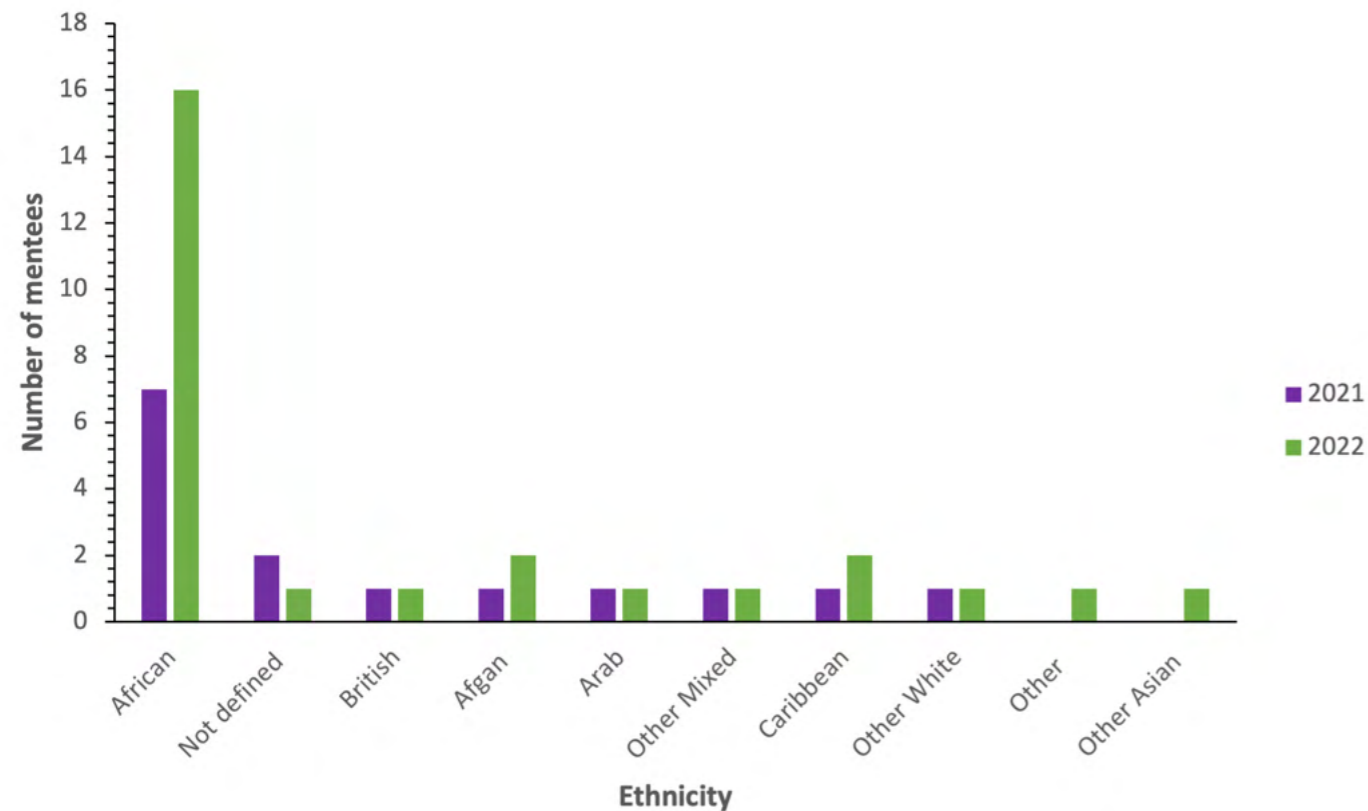
In 2022 Islington saw an increase in 9 mentees who identify as African, and an increase of 1 mentee identifying as Afgan and Caribbean. All other ethnicity categories remained the same.

2021 2022

Number of Mentees



**1**  
Mentee's status was unknown



## Case Study

## Micheal and Kate

Michael and Kate have been matched together for 3 years, first matched in 2019; Michael was referred as he had been NEET since leaving school and suffered from anxiety and depression. Since working together Michael has

- Had the opportunity to broaden his music horizon; Kate took him to Evensong at Westminster Abbey, something Michael appreciated as an aspiring musician
- Enrolled on a digital music course, and after completion was offered a space at the next level (which he also completed)
- Been encouraged to apply for part-time jobs
- Explored the barriers he faces e.g., lack of confidence, lack of experience and fear of the unknown

## Case Study

## Besim and Nigel

Besim and Nigel were matched at the end of 2021; Besim was referred because as an asylum seeker they were struggling to adapt. Since working together Besim has

- Gained insights from Nigel about how he built his construction business from humble beginnings; something Besim aspires to also do
- Visited a construction site to see how the business is run and different aspects of construction; from these visits and discussions Besim has decided he wants to become an electrician
- Found himself a job, which he has held since 2021
- Has someone to provide him with emotional support when needed

## Key statistic in each category from our CRM Impact Tracker

From the 25 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**72%** were independent or stable in accessing employment, this has decreased from **76%** when asked before their mentor experience began

**32%** were in concern or crisis in relation to their wellbeing, this is a decrease from **56%** when asked before their mentor experience began

**92%** were independent or stable in having suitable living standards, an increase from **84%** when asked before their mentor experience began

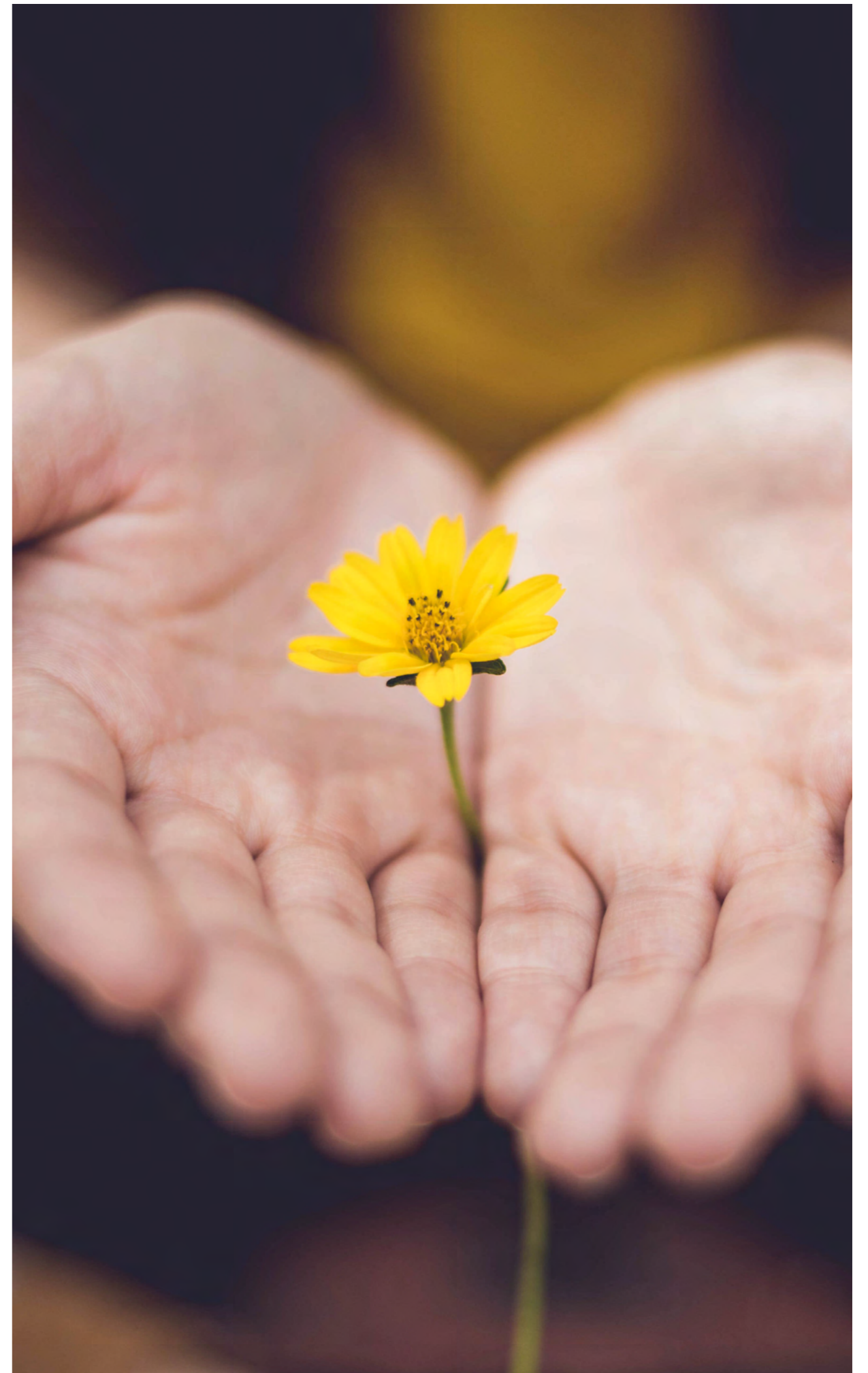
**28%** were in concern or crisis in relation to their financial independence, an increase from **4%** when asked before their mentor experience began

## Case Study

## Hewan and Wendy

**Hewan and Wendy were matched in 2017; Hewan was referred because as an unaccompanied asylum seeker she was struggling with not having support for education and personal aspects of her life. Since working together Hewan has**

- As an aspiring Engineer visited the Institute of Civil Engineers to see their exhibition on tunnelling
- Had the confidence to navigate university applications, decisions on managing offers and secured a place at university to study Engineering
- Applied and gained two engineering internships during her first year at university
- Applied for and been awarded funding of £2,500 from the Institute of Structural Engineers for a computer and workstation
- Applied for and been awarded funding of £500 for annual broadband and anti-virus software
- Applied for and been awarded £1,000 for living costs and £1,500 for English tutoring from the Institute of Civil Engineers
- Increased her confidence and ability in English grammar, particularly report writing and academic English
- Increased her emotional resilience and built up her self-esteem through having a mentor there for support



# Grandmentors Milton Keynes

Age range of actively matched mentees: 18-24



**15**

## Matched Mentors

Increase from 14 in October 2021 (+2 mentors ready to be matched)



**15**

## Matched Mentees

Increased from 15 in October 2021 (+1 additional mentee awaiting matching)



**01**

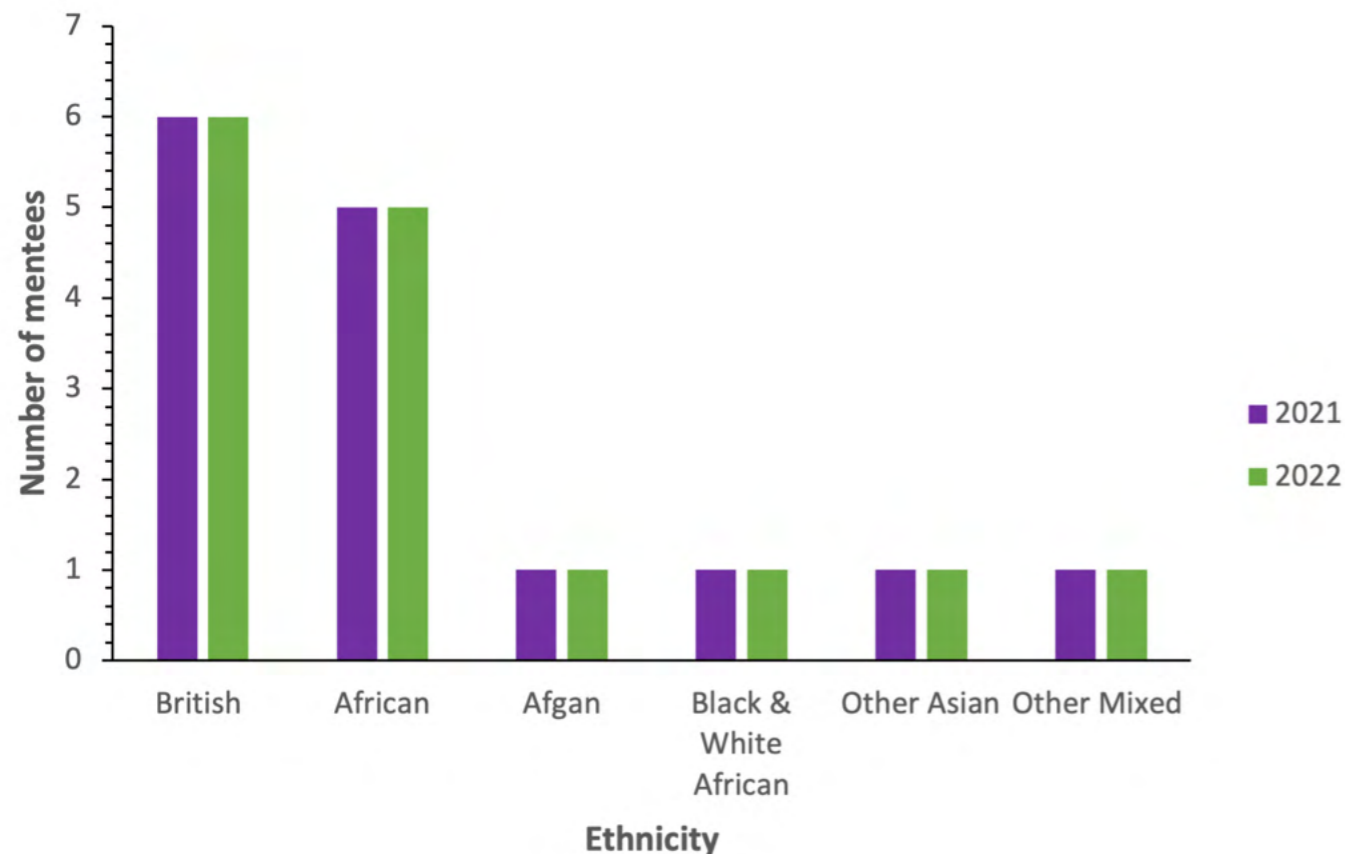
## Mentee ended successfully

**Grandmentors Milton Keynes Actively Matched Mentees NEET Status**

- 4 mentees NEET in 2022 (decrease from 5 mentees in 2021)
- 6 mentees in Employment in 2022 (increase from 5 mentees in 2021)
- 4 mentees in Education in 2022
- 1 mentee in Training in 2022

In 2022 Milton Keynes' ethnicity statistics remained the same as in 2021, with the highest number of mentees identifying as British (6), followed closely by 5 mentees identifying as African. The remaining ethnicity groups each had one mentee identifying as each ethnicity.





## Case Study

## Micheal and Mike

Michael was matched with Mike in October 2021; Michael was referred as he struggles a little with social skills, lacks confidence and wanted help navigating choices after graduating from university. With the help of his mentor Michael has

- Started a job at the Open University
- Received help applying for a Civil Service graduate programme
- Increased his confidence with socialising through new experiences with his mentor
- Had someone on the other end of phone to contact for advice and support

## Key statistic in each category from our CRM Impact Tracker

From the 15 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**67%** were independent or stable in accessing education and training, this statistic is the same as when asked before their mentor experience began

**53%** were concerned or in crisis about accessing employment, an increase from **40%** when asked before their mentor experience began

**80%** were independent or stable in relation to their wellbeing, this is an increase from **40%** when asked before their mentor experience began

**100%** were independent or stable in having suitable living standards, an increase from **87%** when asked before their mentor experience began

## Case Study

## Charlie and Lisa

Charlie was matched with Lisa 6 months ago; Charlie wanted help settling into university life and to help her navigate personal relationships and boundaries, something she struggles with due to her having autism. With the help of her mentor, Charlie has

- Benefitted from having someone older to talk to about her problems, and who can share life experiences with her
- Been able to relax and switch off, something she has struggled with previously
- Adjusted to balancing the demanding workload of her university degree and her social commitments
- Grown in confidence – Charlie has now joined a leadership programme and is the Care Leaver representative for the Oxford Student Union

# Grandmentors Surrey

Age range of actively matched mentees: 17-24



**14**

**Matched Mentors**  
 Increase from 3 in October 2021  
 (+1 mentor ready to be matched)



**12**

**Matched Mentees**  
 Increased from 1 in October 2021  
 (+15 referred mentees)



**01**

**Mentee ended successfully**

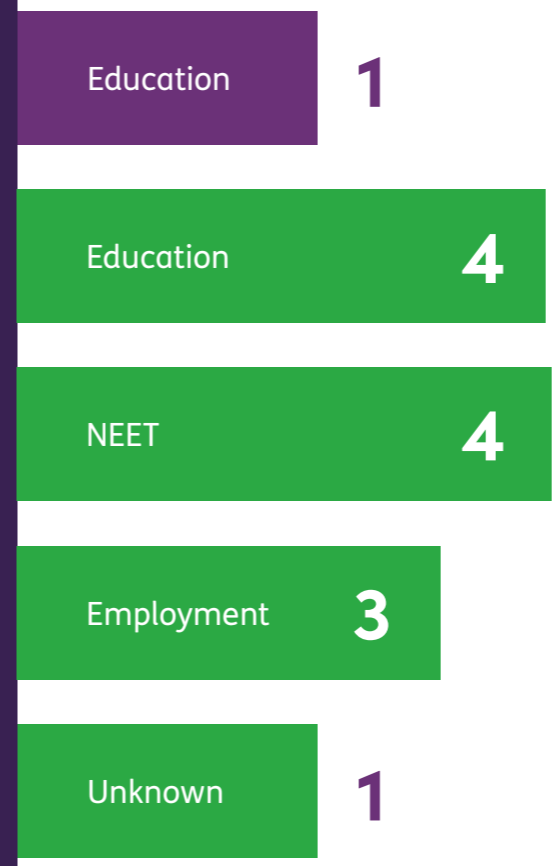
**Grandmentors Surrey Actively Matched Mentees NEET Status**

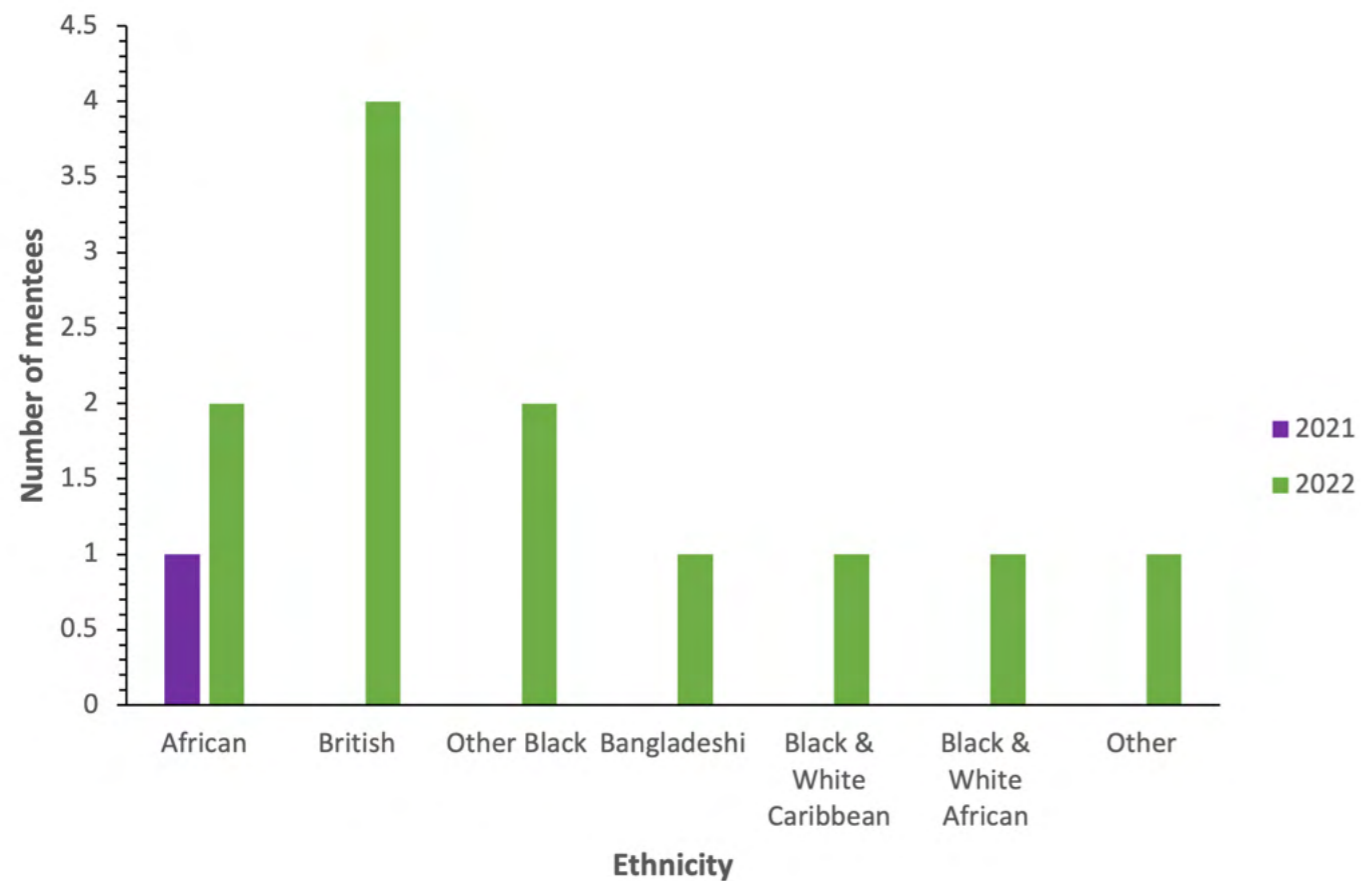
- 4 mentees in Education in 2022 (increase from 1 in 2021)
- 4 mentees in NEET in 2022
- 3 mentees in Employment in 2022
- NEET status unknown for 1 mentee in 2022

In 2022 Surrey the number of mentees that identify as African ethnicity increased by 1 since 2021. As overall mentee numbers increased, there was an increase in ethnic diversity of mentees in Surrey.

2021 2022

Number of Mentees





## Case Study

## H and N

H and N were matched in early February 2022; H admitted they were struggling emotionally and that it was difficult being in the UK without their family and support system. Since working together, H has received support from their mentor in the following areas

- Advocating for H at medical appointments
- Supporting H with preparation for their upcoming immigration interview
- Improved emotional wellbeing through having someone to talk to
- Improved wellbeing with activities such as sport

## Key statistic in each category from our CRM Impact Tracker

From the 8 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**63%** were independent or stable in accessing education and training, an increase from **25%** when asked before their mentor experience began

**38%** were in concern or crisis in sustaining education, employment and training, a decrease from **75%** when asked before their mentor experience began

**88%** were independent or stable in having their health needs met, an increase from **75%** when asked before their mentor experience began

**100%** were independent or stable in accessing housing, and their housing stability, these statistics have remained the same since when asked before their mentor experience began

## Case Study

## M and T

M and T were matched in April 2022; M was referred as since his father passed away, he had become withdrawn and wanted some assistance getting a carpentry apprenticeship. Since working with his mentor M has

- Gained help creating a schedule to manage studying for his English GCSE, driving lessons, VISA application and looking for an apprenticeship
- Improved his timekeeping and used the GROW (Goals, Reality, Options and Way Forward) model to set goals
- Increased his wellbeing by taking regular exercise with his mentor
- Increased his social circle
- Passed his driving test
- Successfully obtained his VISA
- Secured a job as a casual labourer



# Grandmentors Wandsworth

Age range of actively matched mentees: 16-25

**15**

**Matched Mentors**  
 Increase from 15 in October 2021 (+10 mentors ready to be matched and 6 pending mentors)

**15**

**Matched Mentees**  
 Increased from 6 in October 2021 (+6 referred mentees awaiting matching)

**02**

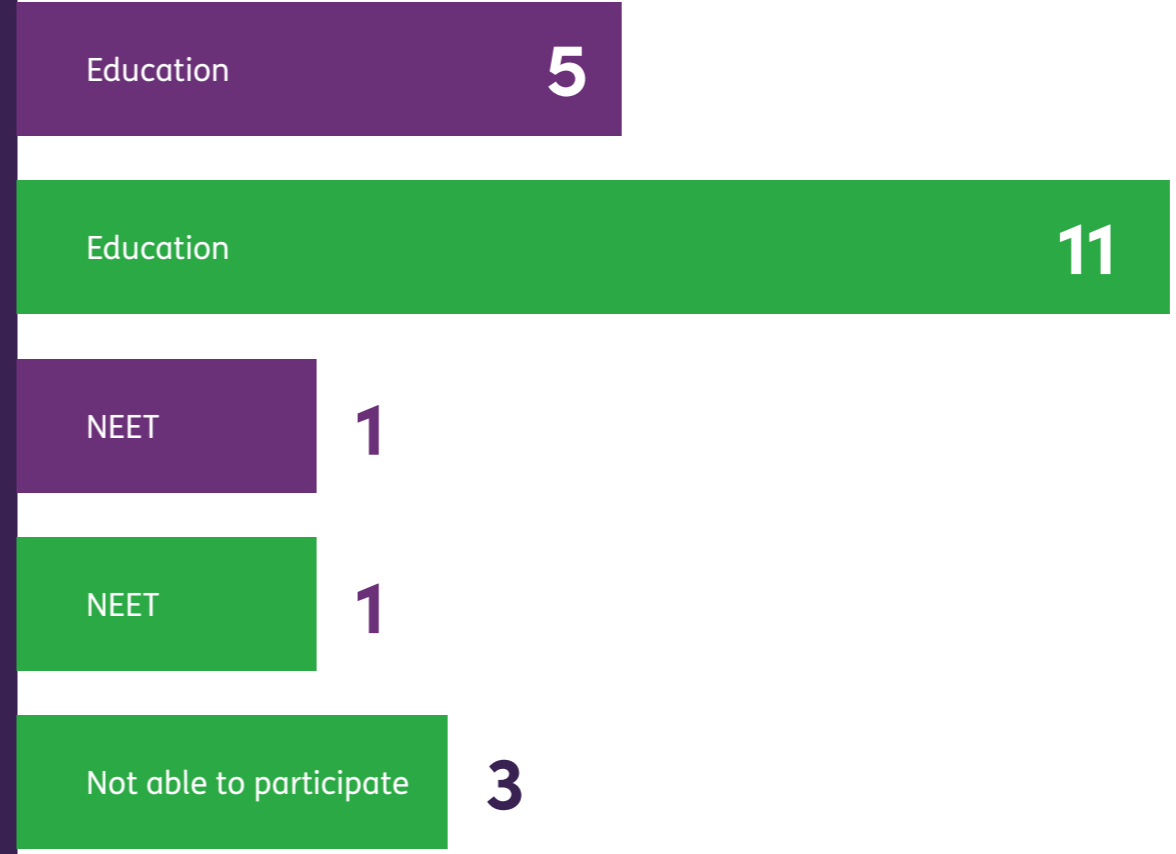
**Mentees ended successfully**

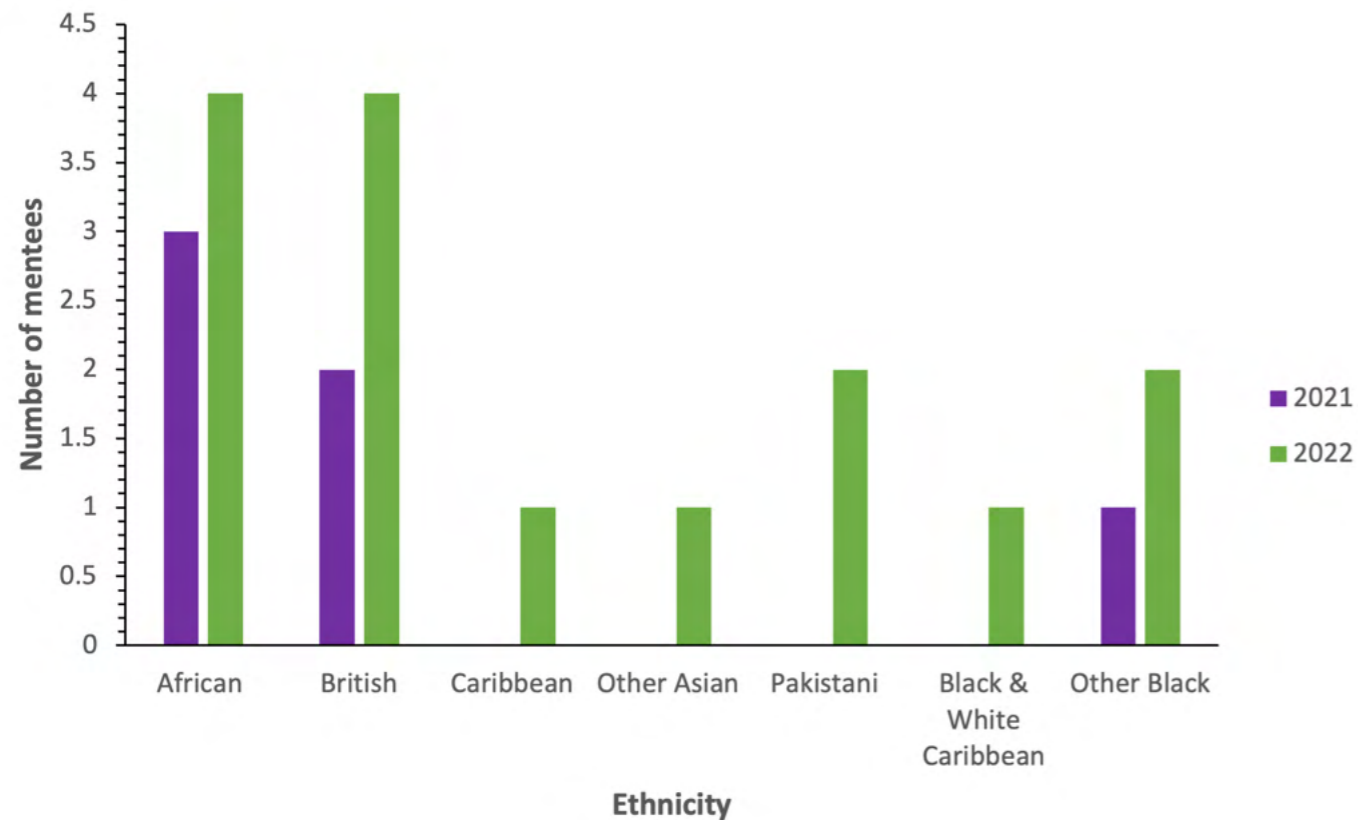
**Grandmentors Wandsworth Actively Matched Mentees NEET Status**

- 11 mentees in Education in 2022 (an increase from 5 in 2021)
- 1 mentee NEET in 2022
- 3 mentees not able to participate in EET (Education, Employment and Training) in 2022

In 2022 Wandsworth saw an increase of 1 mentee identifying as African, an increase of 2 mentees identifying as British and an increase of 1 mentee identifying as Other Black. As a result of the overall increase in mentees, there has been an increase in the ethnic diversity of mentees

2021 2022 **Number of Mentees**





### Case Study

## AA and Ian

AA and Ian were matched in July 2021; AA was referred as they had recently moved to a new area, and they were finding it difficult to settle in. Whilst working with their mentor AA has

- Registered at the doctors in their new area, and rebooked their hospital appointment in the new area
- Had their mentor accompany them to doctors and hospital appointments to improve their confidence and help with any English language barriers
- Had the opportunity to attend football matches with their mentor, which has improved their social confidence
- Had the confidence to start volunteering in their local community which has increased their sense of community belonging and given them work experience

## Key statistic in each category from our CRM Impact Tracker

From the 15 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**80%** were independent or stable in accessing education and training and accessing employment, this has decreased from **87%** when asked before their mentor experience began

**100%** were independent or stable in having their health needs met, an increase from **93%** when asked before their mentor experience began

**87%** were independent or stable in accessing housing and their financial independence, this has decreased from **93%** when asked before their mentor experience began

Ian, Mentor said:

**“As a Grandmentor I have enjoyed getting to know AA and seeing their development and progress over recent months. They have made good progress, becoming more confident, sociable, their English is improving, and I’m delighted that they have been accepted on to the volunteering programme”**

# Grandmentors Warwickshire

Age range of actively  
matched mentees: 17-25

 **11**

**Matched Mentors**  
Increase from 10 in October 2021  
(+11 mentors ready to be  
matched and 1 pending mentor)

 **12**

**Matched Mentees**  
Increased from 11 in October 2021  
(+5 referred mentees awaiting  
matching)

 **13**

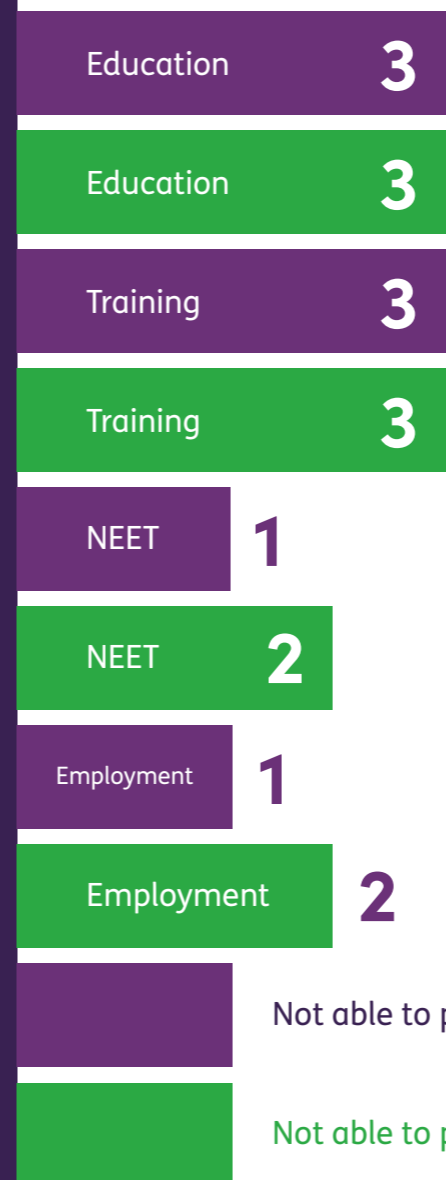
**Mentees ended  
successfully**

**Grandmentors Warwickshire Actively Matched Mentees NEET Status**

- 3 mentees in education in 2022 (same as 2021)
- 3 mentees in training in 2022 (same as 2021)
- 2 mentees NEET in 2022 (an increase from 1 in 2021)
- 2 mentees in employment in 2022 (an increase from 1 in 2021)
- 1 mentee not able to participate in EET
- NEET status unknown for 1 mentee in 2022

In 2022 Warwickshire saw an increase of 1 mentee identifying as British from 2021, all other ethnicity figures remained the same as 2021.

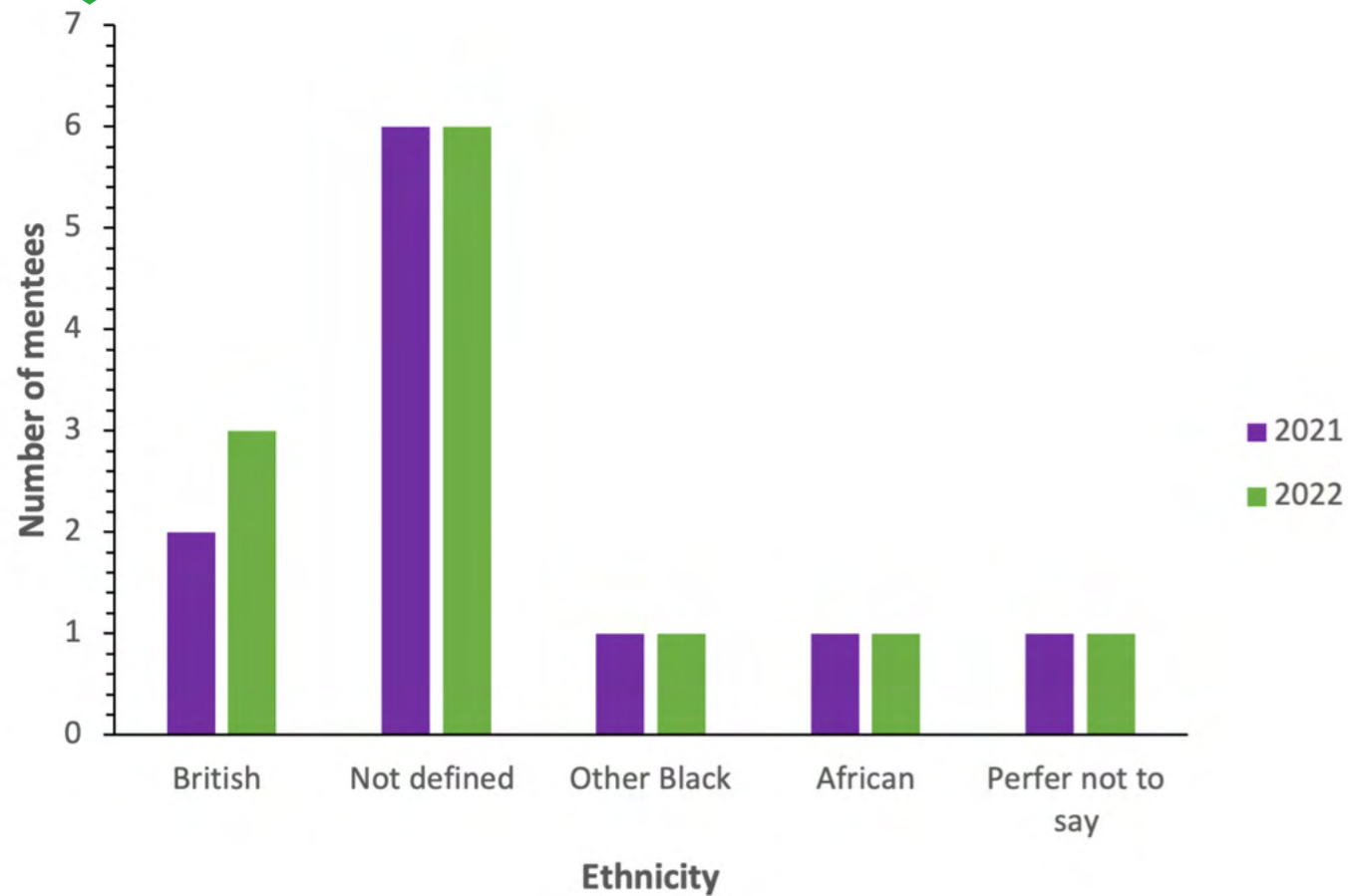
2021 2022



**Number of Mentees**

**2**  
Mentee's status  
was unknown

**1**  
Mentee's status  
was unknown



### Case Study

## Eliza and Eleni

Eliza and Eleni were matched in December 2021; Eliza was referred as she needed help to improve her English. With the help of her mentor, Eliza has managed to achieve the following

- Improving her English-speaking skills, she has passed her Level 1 in English and is continuing to Level 2 and 3
- Improving her mental wellbeing during COVID lockdown, by having her mentor to talk to or go on walks with when she felt lonely
- Modelling for the City of Culture's Haus of Krafts
- Winning the Young Person of the Year 2022 award from Warwickshire County Council

## Key statistic in each category from our CRM Impact Tracker

From the 11 actively matched young people that have completed an impact record with their mentor before 01/10/2022

**82%** were independent or stable in accessing and sustaining education, employment and training, these statistics were the same when asked before their mentoring experience began

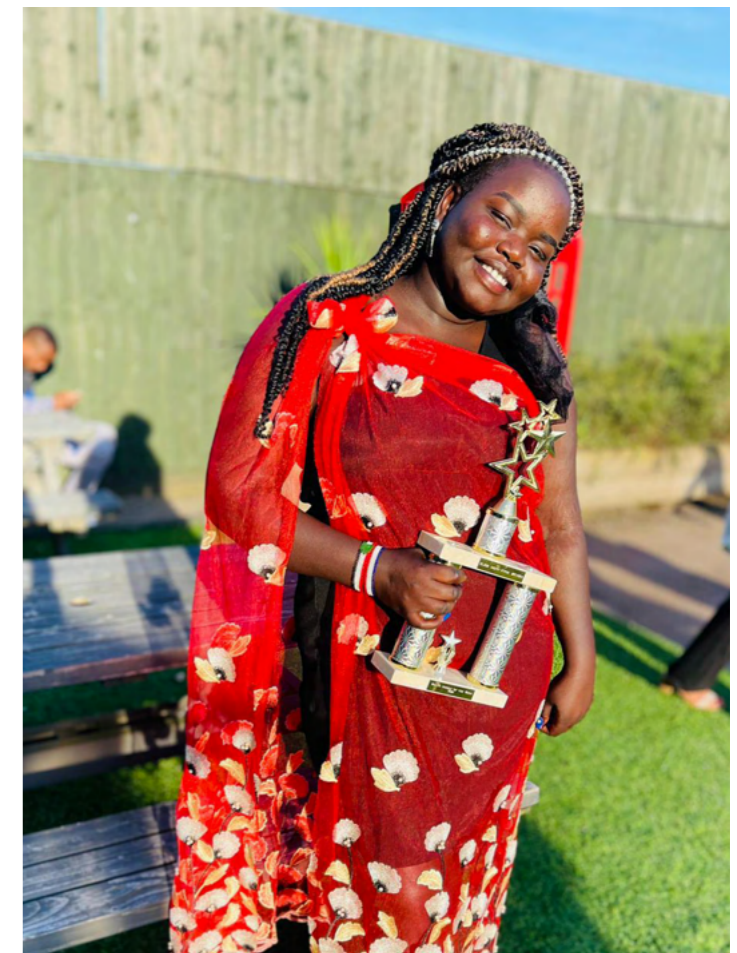
**27%** were concerned or in crisis in relation to their wellbeing, this has decreased from **91%** when asked before their mentoring experience began

**91%** were independent or stable in relation to their financial independence, an increase from **73%** when asked before their mentoring experience began

**91%** were independent or stable in their housing stability, an increase from **82%** when asked before their mentoring experience began

Eliza, Mentee said:

**“Every young person should have a Grandmentor who can be a friend that listens, supports and encourages”**



# Grandmentors Wiltshire

Age range of actively  
matched mentees: 17-25



**13**

## Matched Mentors

Increase from 12 in October 2021  
(+21 mentors ready to be matched)



**14**

## Matched Mentees

(+13 referred mentees awaiting matching)



**06**

## Mentees ended successfully

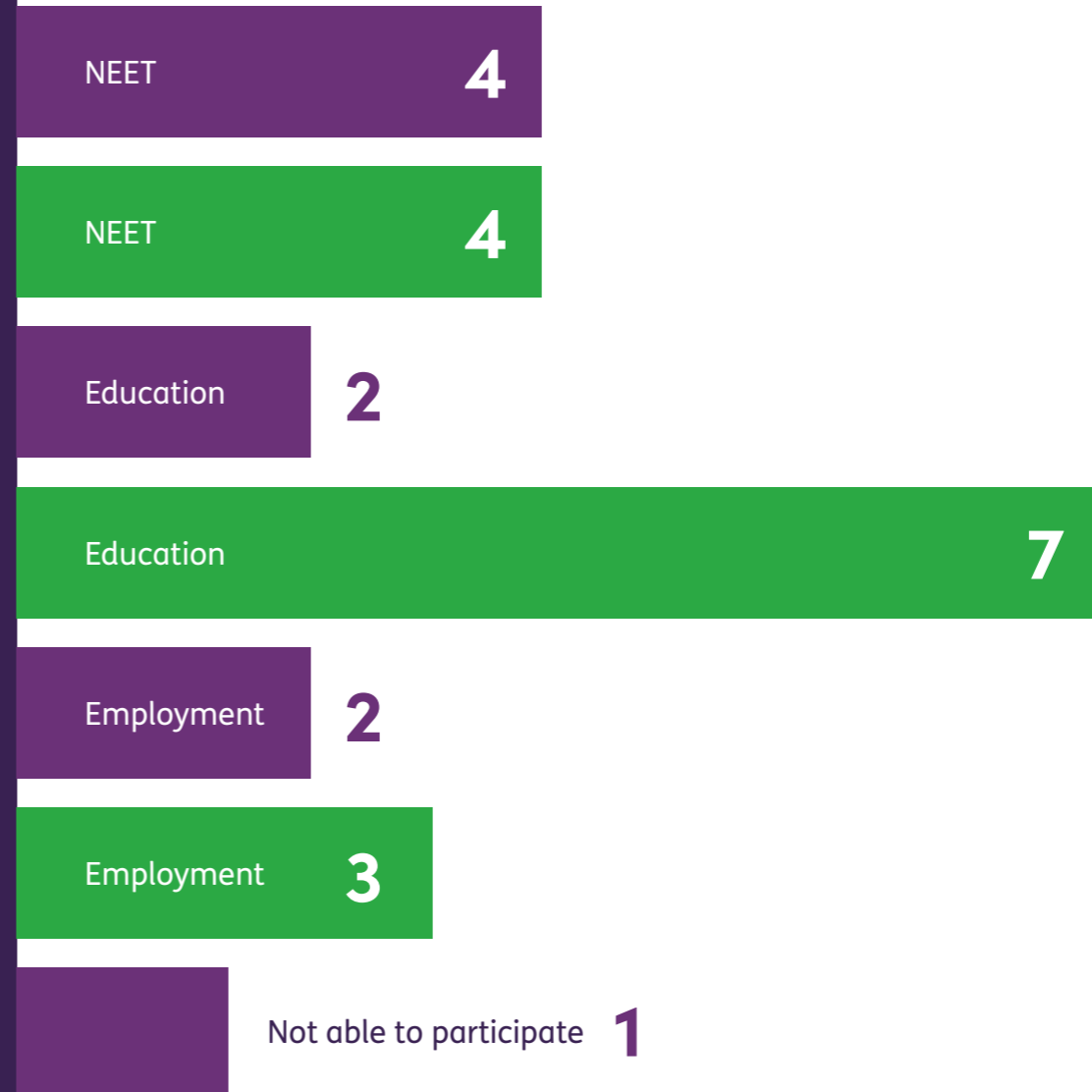
**Grandmentors Wiltshire Actively Matched Mentees NEET Status**

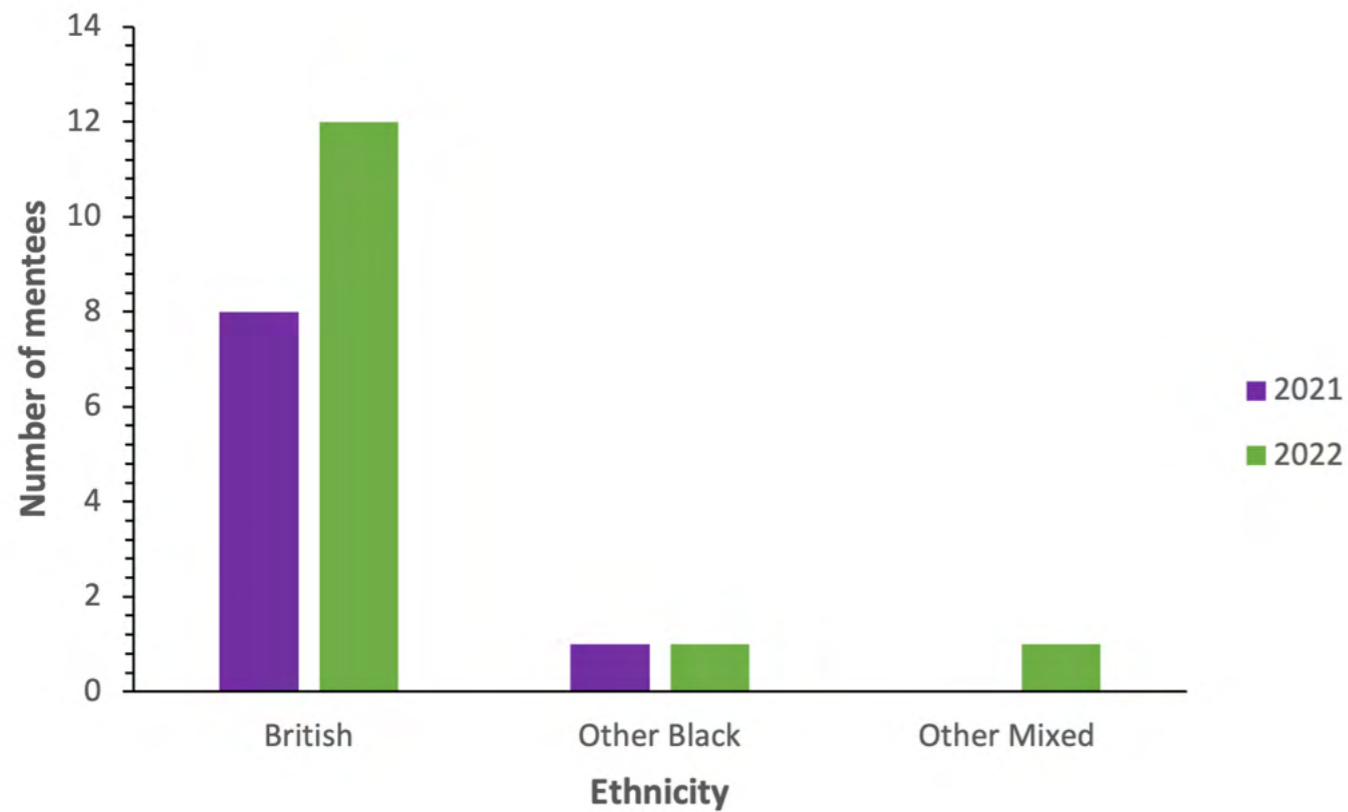
- 4 mentees NEET in 2022 (same as 2021)
- 7 mentees in Education in 2022 (increase from 2 in 2021)
- 3 mentees in Employment in 2022 (increase from 2 in 2021)

In 2022 Wiltshire had an increase of 4 mentees that identify as British compared to 2021. Their number of mentees identifying as other black remained the same in 2022, and they had an additional mentee identifying as other mixed.

2021 2022

Number of Mentees





## Case Study

## Billy and Diana

Billy was matched with his mentor Diana in February 2019; he was referred as he had just moved into a new area and wanted support around his mental health. Since being matched with his mentor Billy has

- Been able to confide in Diana, and talk through his life goals
- Felt more confident in preparing for his driving test, Diana took Billy around the test centre routes to familiarise himself with them before his test
- Passed his driving test
- Been supported in applying for new jobs after his previous contract ended, and has secured a new job
- Had help moving into a new flat
- Had help regaining confidence driving after being involved in an incident

## Key statistic in each category from our CRM Impact Tracker

From the 14 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**57%** were in concern or crisis in relation to sustaining education, employment, and training, a decrease from **71%** when asked before their mentor experience began

**100%** were independent or stable in having their health needs met, an increase from **79%** when asked before their mentor experience began

**100%** were independent or stable in accessing housing and their housing stability, an increase from **86%** when asked before their mentor experience began



# Grandmentors Wolverhampton

Age range of actively  
matched mentees: 16-25

 **17**

## Matched Mentors

Increase from 16 in October 2021  
(+4 mentors ready to be matched  
and 3 pending mentors)

 **21**

## Matched Mentees

Increase from 12 in October 2021  
(+5 referred mentees awaiting matching)

 **15**

## Mentees ended successfully

### Grandmentors Wolverhampton Actively Matched Mentees NEET Status

- 7 mentees in Employment in 2022 (an increase from 4 in 2021)
- 6 mentees NEET in 2022 (increase from 1 in 2021)
- 1 mentee in Training in 2022
- 3 mentees not able to participate in ETT (Education, Employment & Training)
- NEET status unknown for 4 mentees

In 2022 Wolverhampton had an increase in 6 mentees identifying their ethnicity as British, there was also an overall increase in ethnic diversity in 2022 compared to 2021.

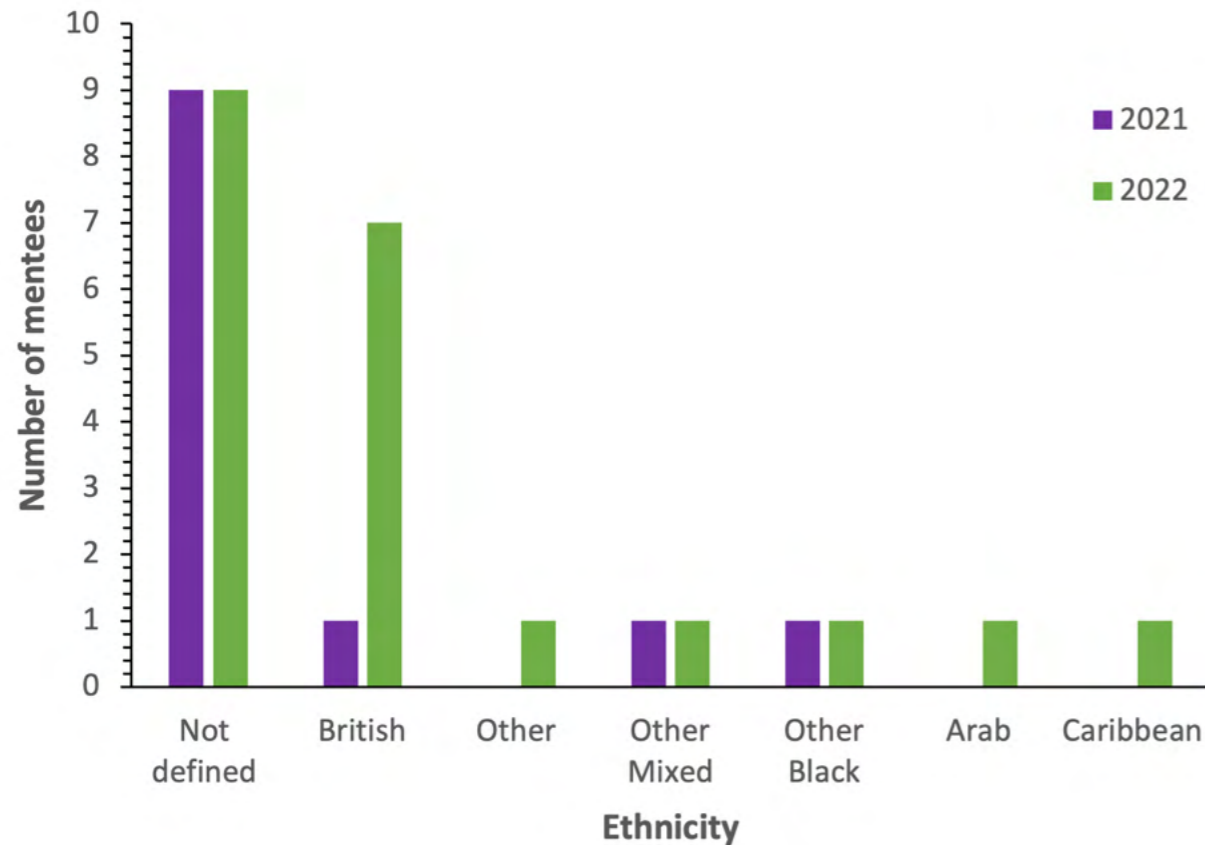
■ 2021 ■ 2022

### Number of Mentees



**1**  
Mentee's status  
was unknown

**4**  
Mentee's status  
was unknown



## Case Study

## Mehdi and Kathryn

Mehdi and Kathryn were matched in December 2019; Mehdi was referred as he had become lonely and isolated after his dad passed away and struggled to leave the house. Since working with his mentor Mehdi has

- Secured a part-time job
- Felt less lonely, by having someone to talk to
- Had help with food shopping; something he was previously struggling with
- Had someone to take him to appointments
- Gained the confidence to go out and about on his own
- Gained a mother figure and mentor in Kathryn

## Case Study

## KW and Mentor

KW was matched with their mentor in October 2021; they were referred as they struggled with their mental health and had housing and family issues. Whilst working with their mentor KW has

- Been able to sort out their housing arrear issue with the Housing Association and get back into their property
- Been able to make this property a home by finding funds for white goods
- Obtained their birth certificate to use as ID during interviews
- Cut down on smoking initially, then with the support and guidance of their mentor quit smoking completely
- Had help organising their finances
- Had help managing their emotions
- Created a CV and been given the confidence to apply for job, initially with the help of their mentor
- Secured a full-time job

## Key statistic in each category from our CRM Impact Tracker

From the 15 actively matched young people that have completed an impact tracker record with their mentor before 01/10/2022

**67%** were independent or stable in sustaining education, employment and training, an increase from **40%** when asked before their mentoring experience began

**67%** were independent or stable in their positive self-esteem, relationship and activities, an increase from **13%** when asked before their mentoring experience began

**93%** were independent or stable in having suitable living standards, an increase from **60%** when asked before their mentoring experience began

**33%** were in concern or crisis in relation to their financial independence, a decrease from **67%** when asked before their mentoring experience began



## Feedback from Mentors & Mentees

A Mentee said:

**“I am a completely different person after meeting my mentor. I was not confident and did not feel strong. My experiences had an impact on me, but my mentor taught me to face them and not hide from them. My mentor put me in uncomfortable places to make me grown. I have become more honest with myself, more confident and happier”**

A Mentee said:

**“My mentor is very nice, helpful, and very kind to me. To be honest I haven’t a word for her to thank her for what she has done and is doing for me. Overall, she is the one helping me to achieve this”**

A Mentor said:

**“I have gained greater understanding of myself and my communication skills, and am constantly learning ways to improve upon this, and also I can see that I have come a long way in my own life”**

A Mentor said:

**“It has been joyful. Watching them be brave and confront different situations like getting a job, a flat and paying bills. Now they speak up for themselves”**

A Mentor said:

**“I’ve found my brief time as a mentor to be interesting, rewarding and thoroughly worthwhile. My two mentees both have different needs, but have both benefited from the one-to-one support, advice, and friendship a mentor can give. And to be honest, as someone who has recently retired, mentoring has given me a sense of purpose again, a sense that I can still be of use”**

A Mentor said:

**“Ultimately my mentee was my inspiration to go back to college to study Counselling. It made me realise these kids more than anything need to feel that they have a value. That they have a contribution to make to society”**

A Mentee said:

**“My mentor helped me to improve my English, she brought me educational books and set me English homework. She gave me advice about life in the UK and always encourages me to never give up and think positive. She’s a very kind person. She helped me with my immigration status and pushed for a decision to be made when it was delayed and effecting my mental health”**

A Mentee said:

**“It’s been great. It has really helped having him there for me and knowing I can contact him when I need to”**

A Mentee said:

**“Every young person should have a Grandmentor who can be a friend that listens, supports and encourage”**

A Mentee said:

**“I have someone to help me through things and talk to if I need. It’s nice meeting at Costa”**

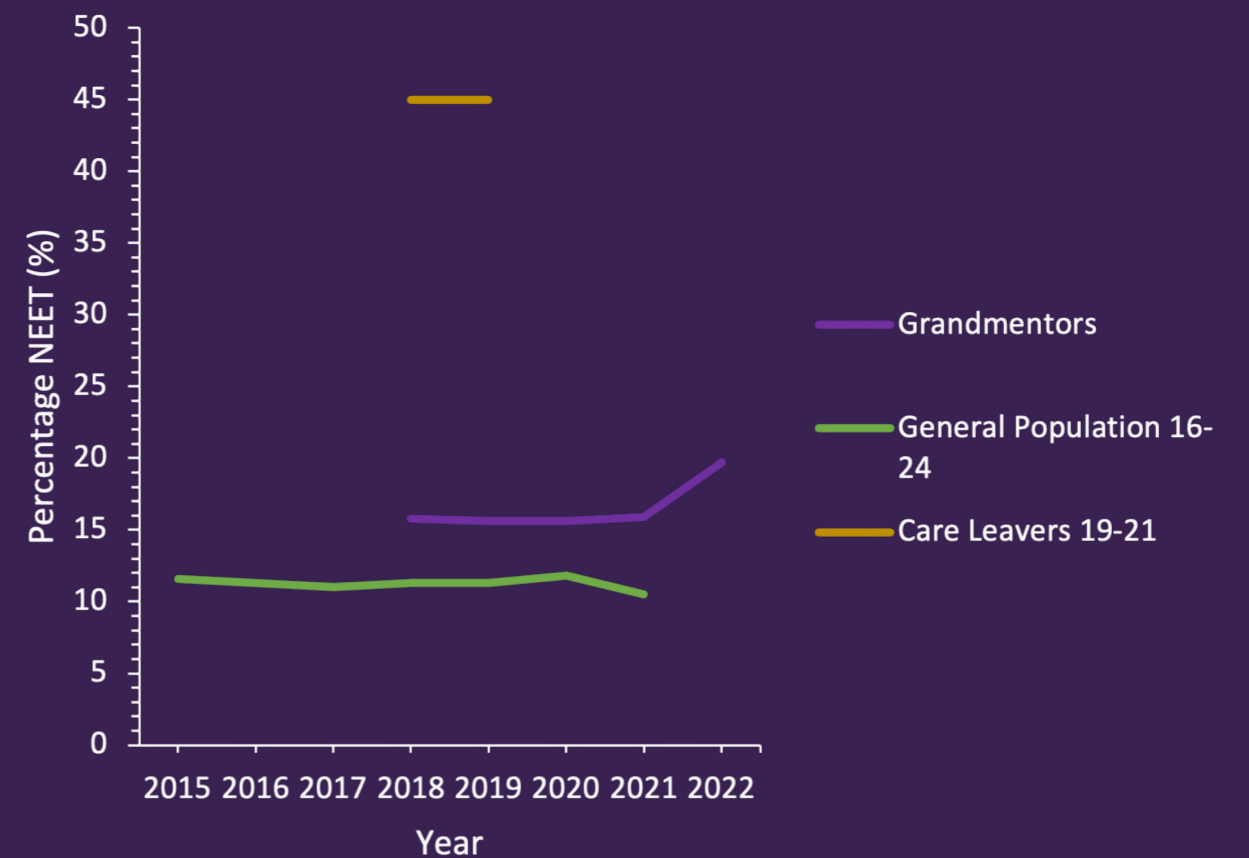


# National Trend Analysis

This section of the report shows a trend analysis of our actively matched young people (in all locations where Grandmentors is currently active) in each subcategory on our CRM Impact Tracker and NEET status, (using the 1st of October for the last 4 years as the yearly data point), and where possible comparison with national government data and national care leavers data are described. NEET statistics for the general population were taken from the national

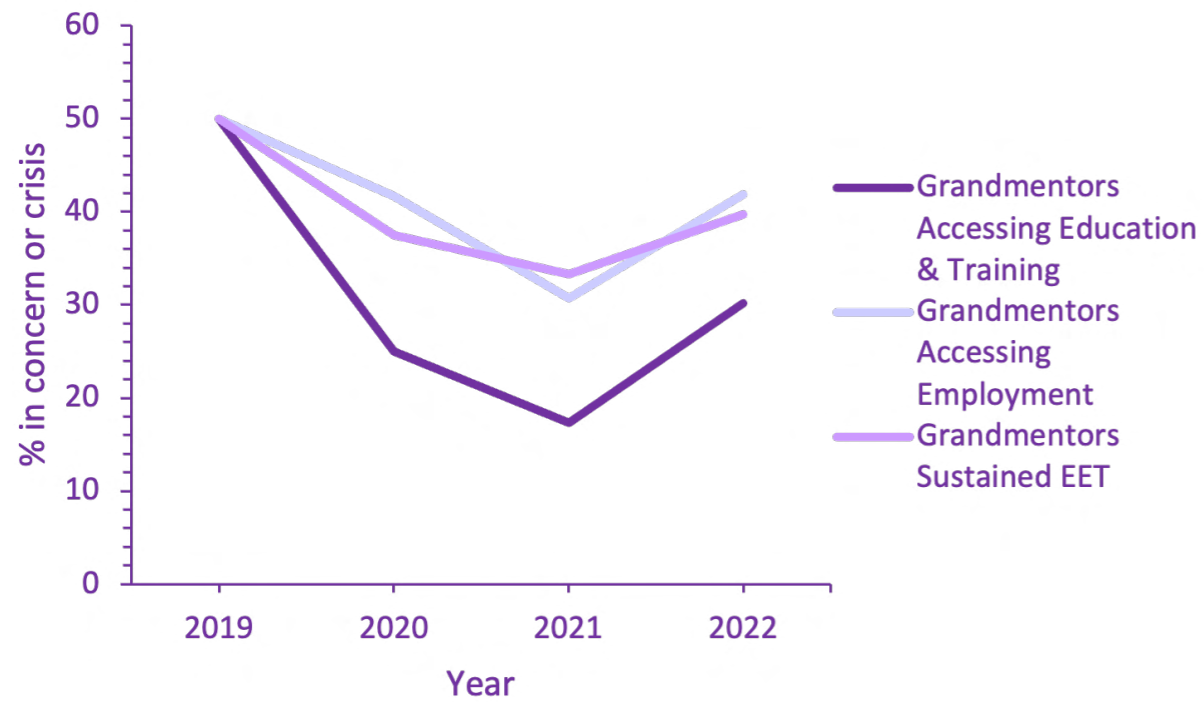
government statistics documented in the annual “Children looked after in England including adoptions” report. For the remaining comparisons, statistics for the general population were taken from the ONS annual “Young People Wellbeing ONS report”, which comprises of various national surveys. Finally, statistics for the care leavers population were taken from the “What Makes Life Good” research report published by Coram Voice in 2020.

## NEET Status



This graph shows that the percentage of NEET young people in the general population aged 16-24 has remained a little over 10% over the past 7 years. Whilst our Grandmentors NEET percentage between 2018-2021 was slightly higher (just over 15%) than this national average, within the last year this has risen to 19.7% (although currently there is no national NEET data for 2022 to compare to). However, we can see that our data is much closer to the national data compared to the care leavers 45% NEET, taken from Coram Voice “What Makes Life Good” 2020 report.

## Education, Employment & Training



This graph shows the percentage of our young people in concern or crisis regarding accessing education and training. It shows that for each of the three subcategories the percentage did decrease between 2019-2021 but has increased in the last year. This could be a result of education, employment and training changing due to the Covid-19 pandemic. However, there is no national data to compare against to know whether this increase is in line with the general population.

## Health & Wellbeing



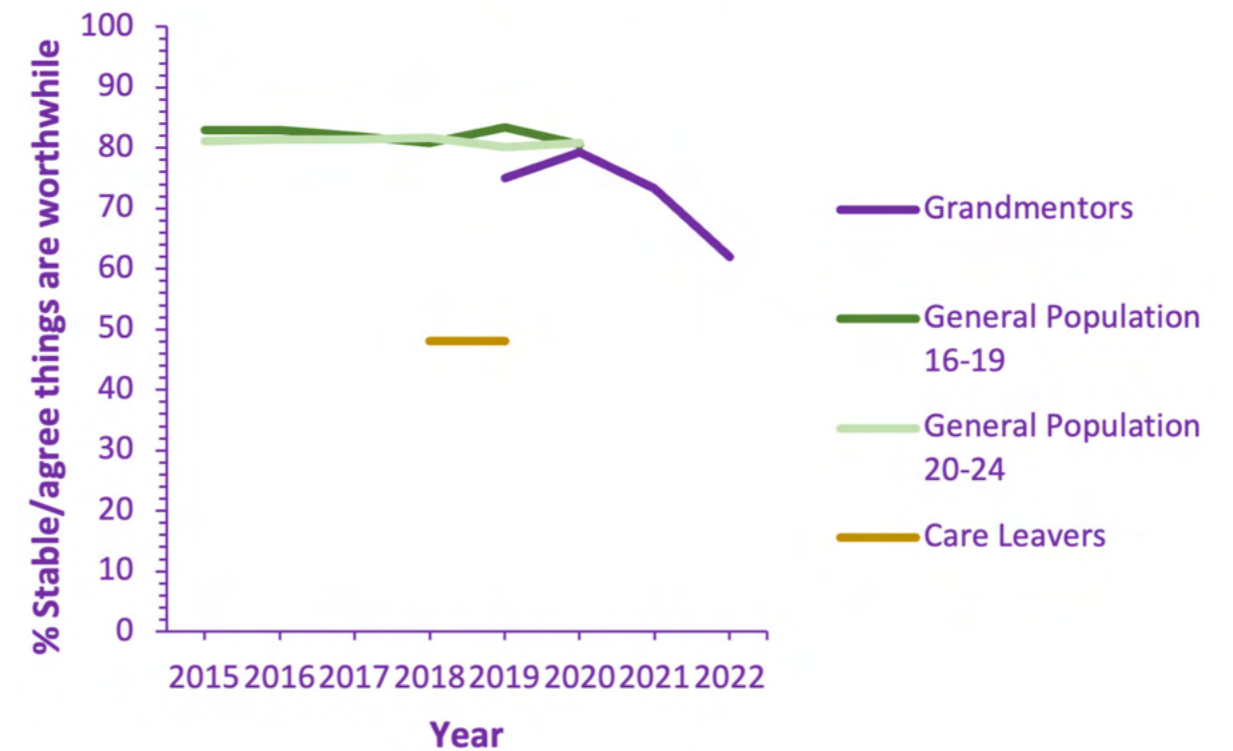
This graph shows that the percentage of our young people in concern or crisis regarding having their health needs met is generally higher than the percentage of the general population (aged 16-24) that are dissatisfied with their health, but only by around 5%. Interestingly, the trend of decreasing and increasing over the recorded general population years, seems to mirror the trend the Grandmentors data is showing over the last couple of years. This suggests that yearly fluctuations in percentage of young people dissatisfied or in concern with their health needs is normal.

## Health & Wellbeing

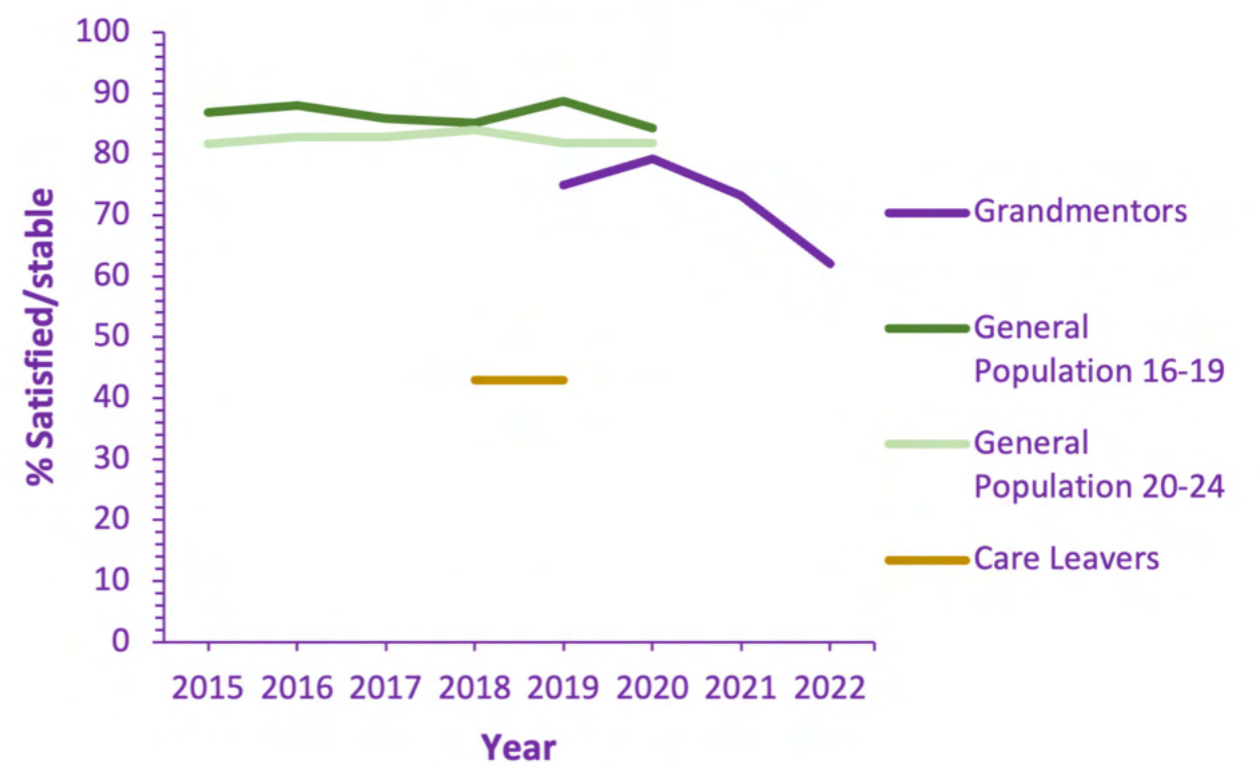
These graphs show the comparison data for our young people who are stable or independent in their positive self-esteem, relationship & activities category on our impact tracker, against data on the general population (split into two age categories; 16-19 and 20-24) and care leavers on how satisfied they are with their life (obtained by asking “how satisfied with their lives overall” they are; bottom graph) and how worthwhile things are in life (obtained by asking “how much do you agree things done in life feel worthwhile”; top graph). It shows that despite yearly fluctuations, the general population seem to be the group with the highest life satisfaction

and highest percentage of individuals agreeing or highly agreeing that things are worthwhile in life. Furthermore, it shows that when asked the same question, the care leavers category is appropriately half as satisfied with their overall life compared to their general population counterparts and is significantly lower for worthwhile as well. Comparing to our category we can see that in 2019 and 2020 our independent or stable scores were close to the general population satisfaction scores, but since 2020 our scores have been decreasing each year. This again, could be a result of the coronavirus pandemic effecting people’s overall life satisfaction.

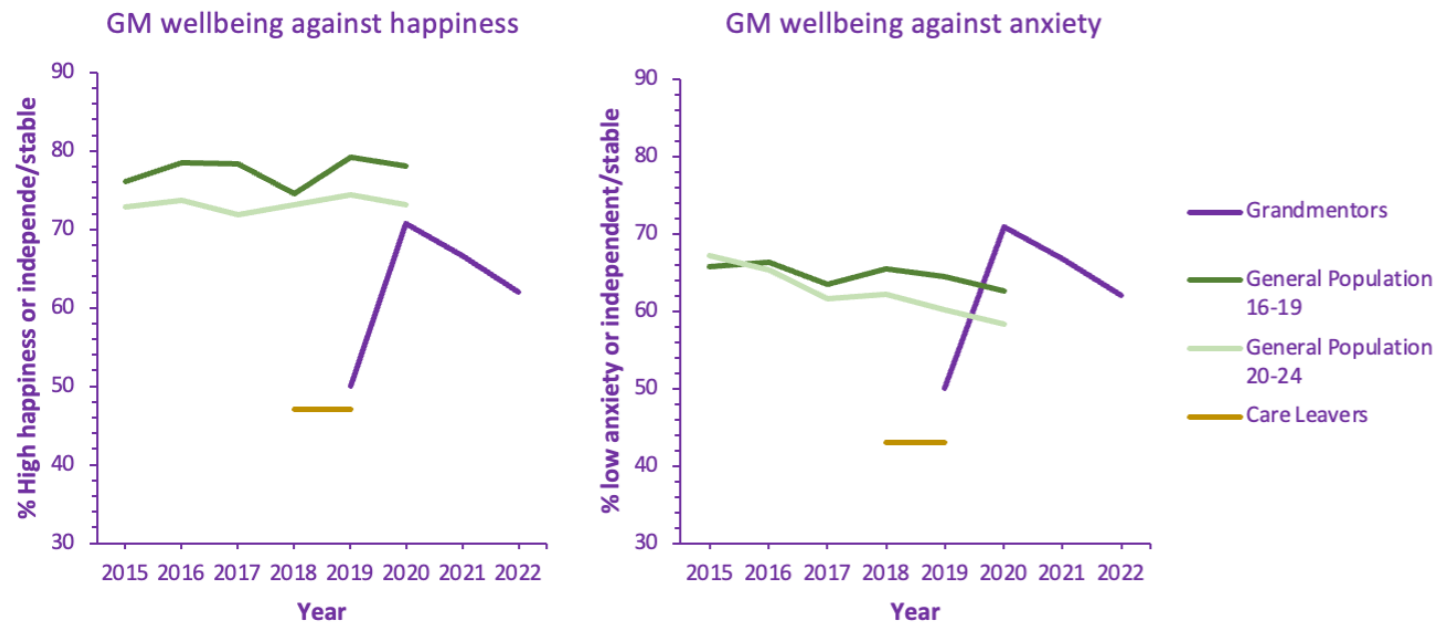
GM positive self-esteem against worthwhile



GM positive self-esteem against life satisfaction



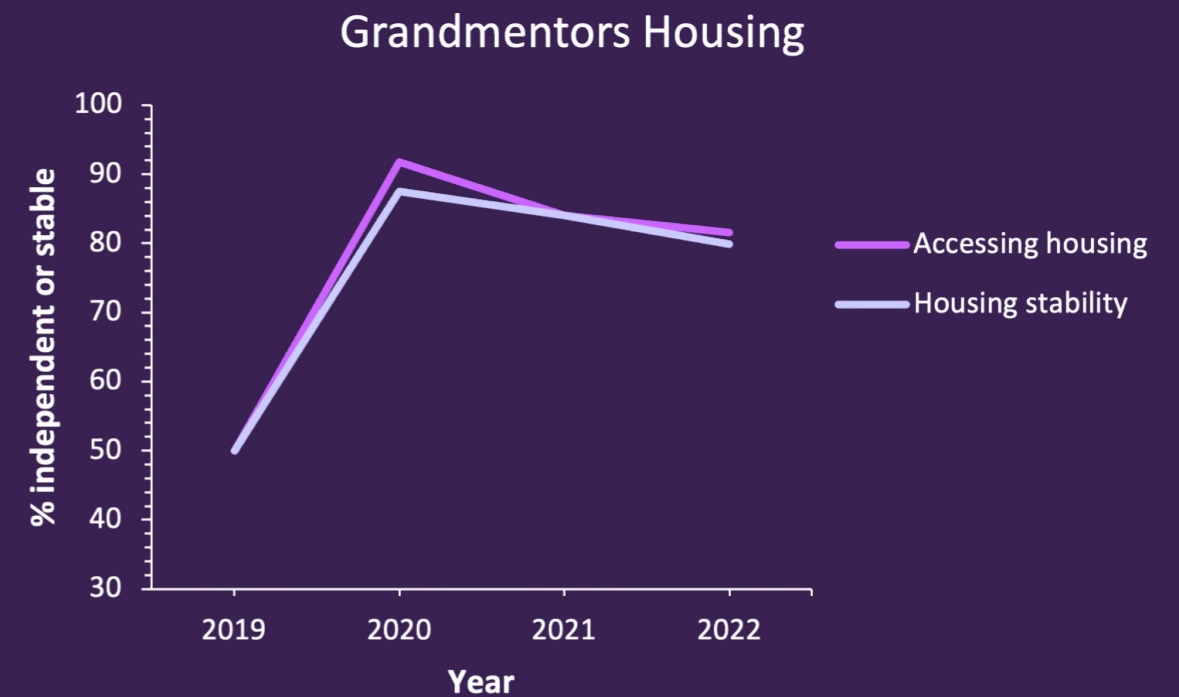
## Health & Wellbeing



These two graphs show the comparison of data for our young people who are stable or independent in their wellbeing category of our impact tracker, against data on the general population (split into two age categories; 16-19 and 20-24) and care leavers on how individuals rated their happiness yesterday (left graph) and how individuals rated their anxiety as low or very low yesterday (right graph). Looking at the happiness data, we can see that whilst the general population of 16-19-year-olds is slightly higher than that of 20-24-year-olds, they are both significantly higher than the number of individuals that rated their happiness as high or very high in the care

leavers category. Comparing this data to our wellbeing data on percentage of stable or independent individuals, we see that initially in 2019 our data was similar to the care leaver data but increased in 2020 to be more in line with the general population data. However, since 2021 our wellbeing percentage of young people independent or stable in their wellbeing has decreased. Interestingly, our wellbeing data of being independent or stable in their wellbeing is more like the general population low or very low anxiety score in the last couple of years (although comparison data for the general population currently only goes up to 2020).

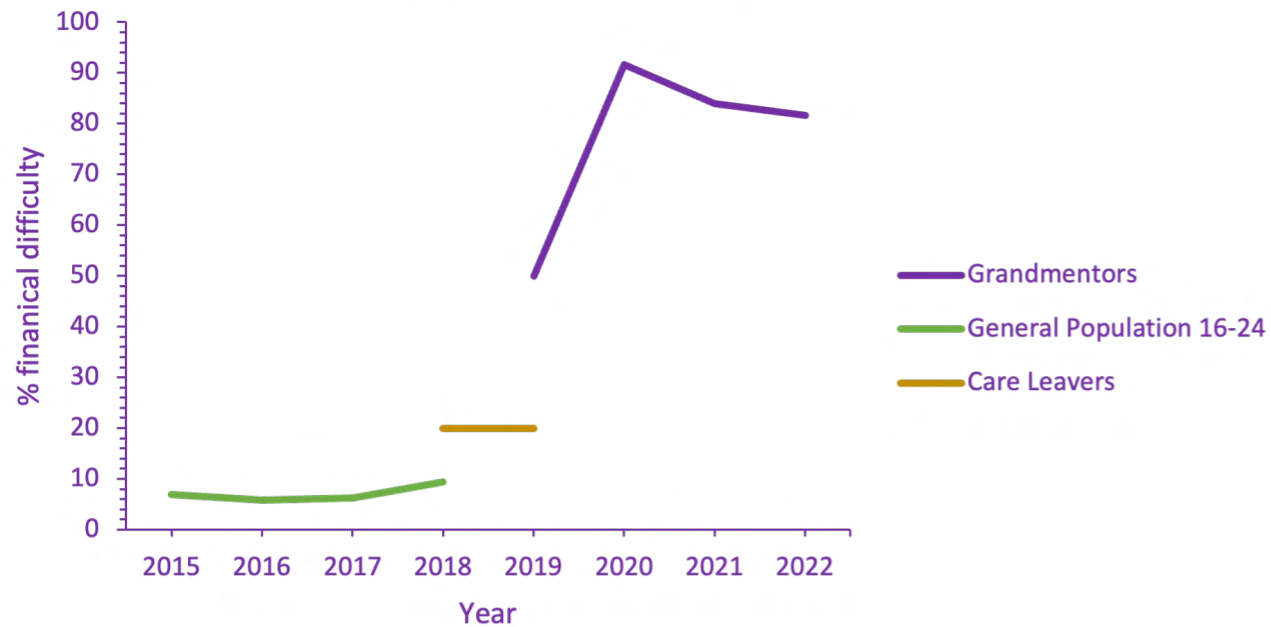
## Housing & Finance



This graph shows the percentage of our young people who are independent or stable regarding accessing housing and housing stability. It shows that for each subcategory the percentage independent or stable, follows the same trend over the last few years. Despite a significant increase in 2020, over the last two years there has been a slight decrease in the number of individuals reporting they are independent or stable.

## Housing & Finance

### Financial Independence



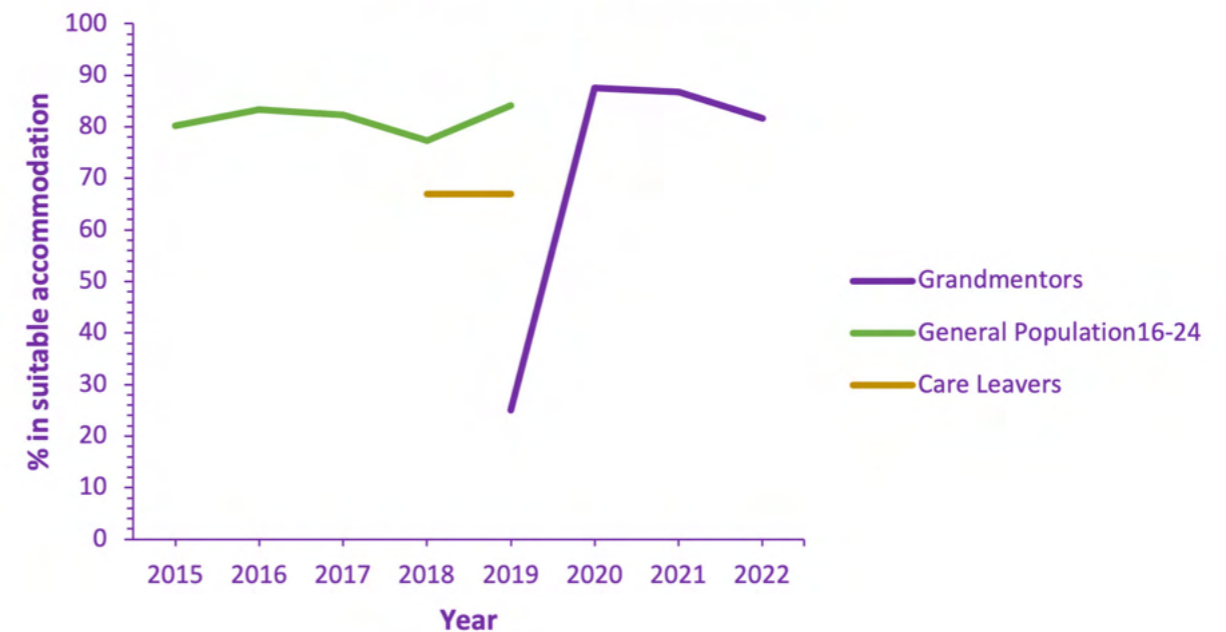
This graph shows the percentage of our care experience young people that recorded they were concerned or in crisis in their financial independence in their most recent impact tracker, compared to the percentage of general population and care leavers that reported they were struggling with financial difficulty. It shows that our data is significantly higher than the

general population and care leavers, which suggests our young people are struggling more financially (however currently there is not comparison data that matches the timeline of our data). Despite our data showing a significantly higher percentage of individuals struggling financially, it shows that the last couple of years this percentage is decreasing.

This graph shows the percentage of our young people in suitable living standards, i.e., those recording independent or stable in their most recent impact tracker, compared to the percentage of the general population (16-24) and care leavers who recorded they were fairly or very satisfied with their accommodation. The data shows that compared to the general population, there are less care leavers in

suitable accommodation. Interestingly, when comparing to our data we can see that despite an extremely low recorded percentage in 2019, the percentage of our young people in suitable accommodation is in line with the general population data (although direct comparisons cannot be made as data for the same year is not available).

### Suitable Living Standards



# Local Trend Analysis

Statistics for this section were taken from the local authority statistics available in the annual “Children looked after in England including adoptions” government report.

## NEET status

The graphs on pages 80-81 shows NEET status broken down for each Grandmentors location with actively matched young people (as East Lothian and Perth and Kinross only launched this year, they do not currently have any matched mentees), against the local authority government data collected on the location for care leavers aged 17-18 and 19-21 since 2018 (where data is available).

For 8 out of 10 of the locations (Brent, Hounslow, Suffolk, Islington, Milton Keynes, Surrey, Wandsworth, and Warwickshire) the percentage of young people not in education, employment or training (NEET) was lower than the regional authority data for both 17-18 and 19-21 year old care leavers. Although it is worth noting that in some locations the age range of young people participating in Grandmentors is above 21 years old, so a direct comparison is difficult. In Hounslow and Suffolk there has been an increase in the percentage of NEET young people in 2022, and this is now closer to the figures reported by local authorities for the previous year (currently there is no local authority data for 2022). In Surrey there has been a significant increase in NEET young people mentees, which has taken the percentage above the care leavers aged 17-18. There has also been an increase in the percentage of NEET young people in Wandsworth and Warwickshire in 2022, although our data is still significantly lower than the regional data. It is worth noting that increases in NEET percentage for Grandmentors locations could be a result of increasing the number of mentees on the programme.

In Wiltshire the NEET percentage is higher than the region data for care leavers 17-18 but lower than the data for care leavers 19-21 years old. For Wolverhampton, the percentage of young people NEET is lower than the regional data for 19-21 year olds and seems to mirror the trend for care leavers 17-18 a year later.

## Housing suitability

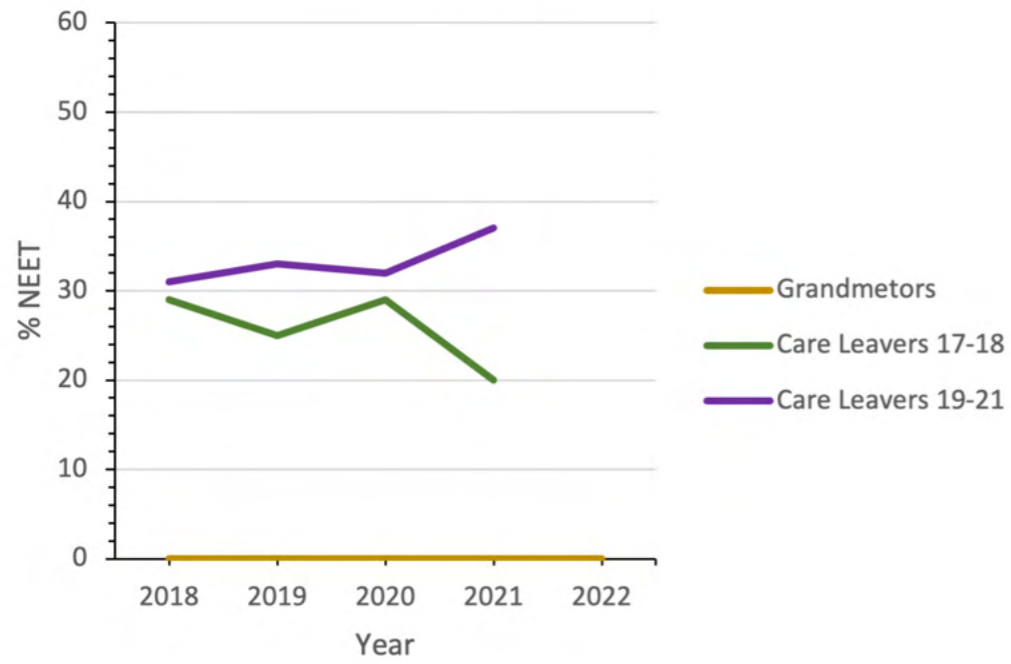
The graphs on pages 82-83 show the percentage of young people that were independent or stable in their housing suitability broken down for each Grandmentors location with active mentees (as East Lothian and Perth and Kinross only launched this year, they do not currently have any actively matched mentees), against the local authority government data collected on the region for care leavers aged 17-18 and 19-21 since 2018 (where data is available).

For 6 out of 10 of the locations (Brent, Hounslow, Islington, Wandsworth, Warwickshire, and Wolverhampton), there was a higher percentage of young people with suitable accommodation than the local authority data on care leavers over the last couple of years. However, in 2022 these percentages have dropped, although there is currently no local authority data to compare to. In both Ipswich and Milton Keynes, the percentage of young people in suitable accommodation has fluctuated in recent years and currently is either in line or lower than the local authority care leavers data. Furthermore, in Surrey and Wiltshire the percentage of our young people with suitable accommodation has remained higher than the local authority data in the last couple of years.

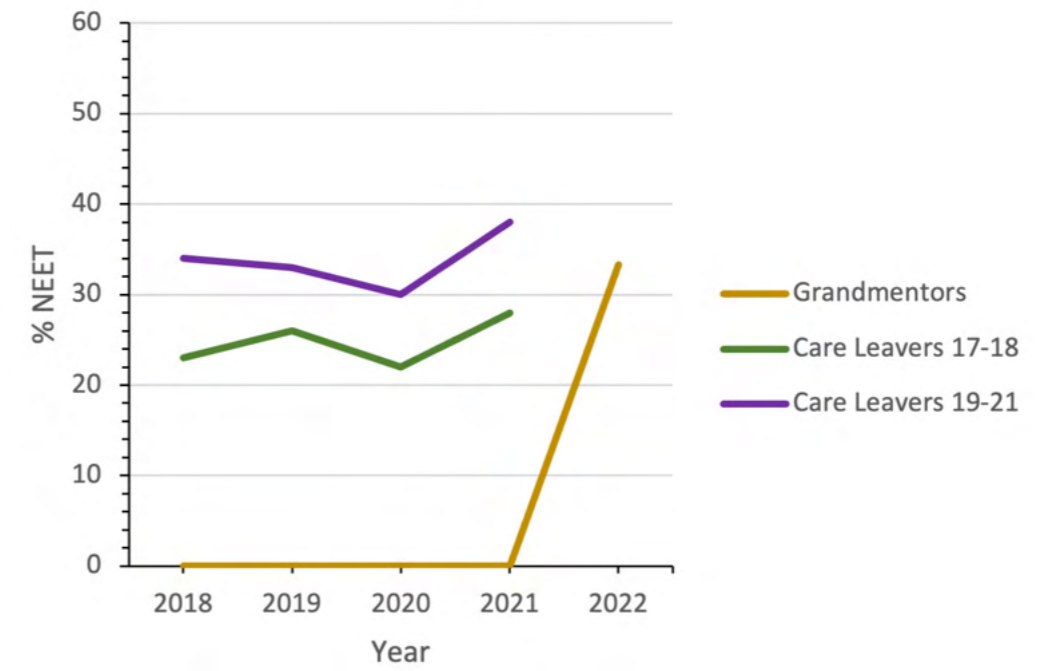


NEET Status

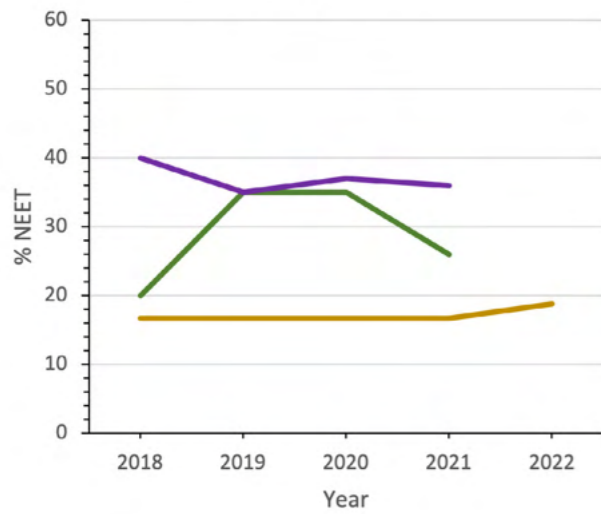
Brent



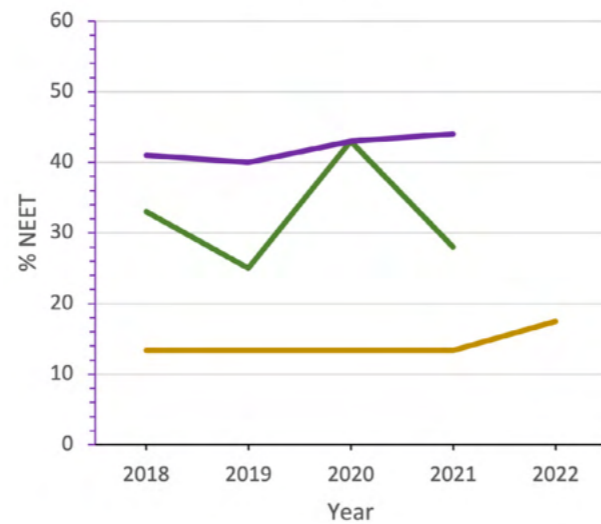
Surrey



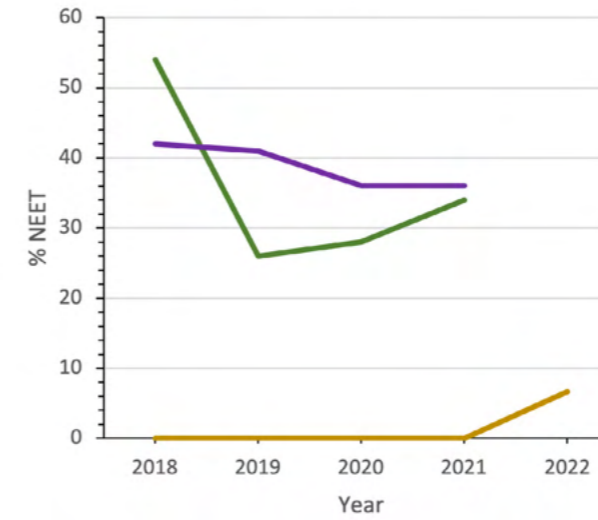
Hounslow



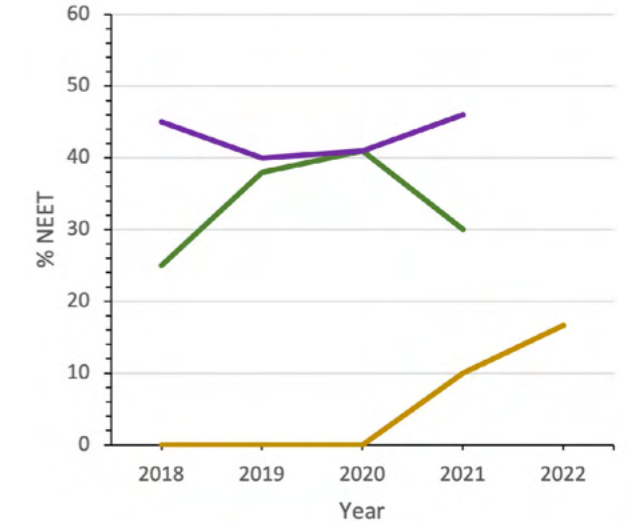
Suffolk



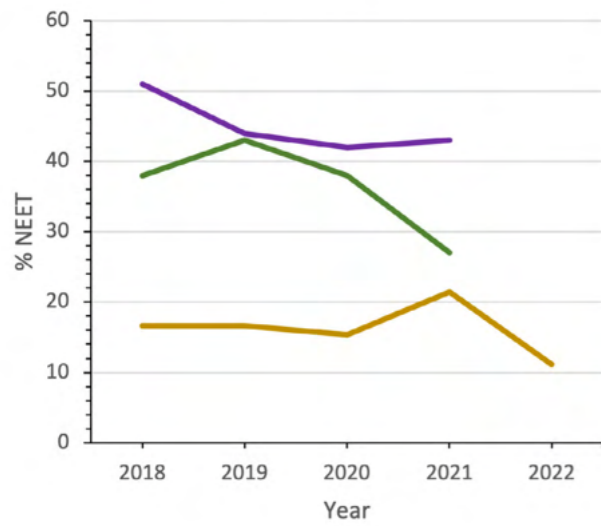
Wandsworth



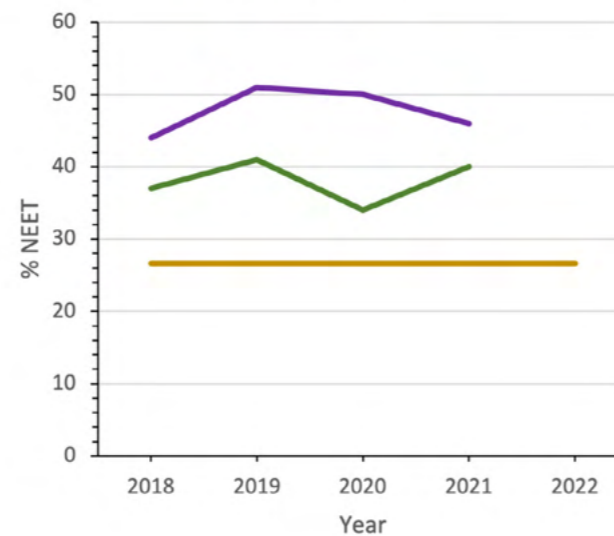
Warwickshire



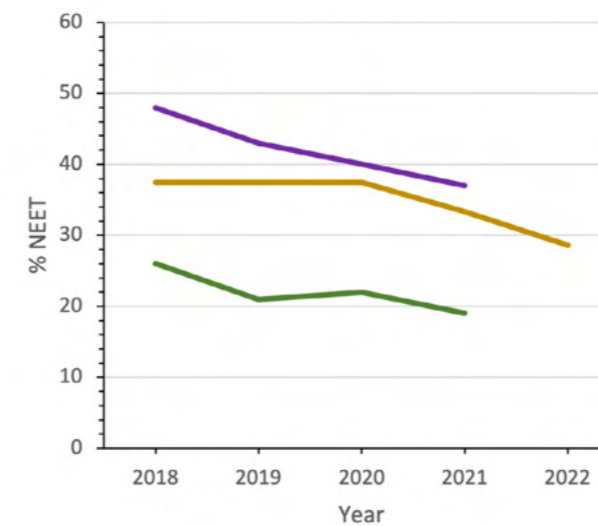
Islington



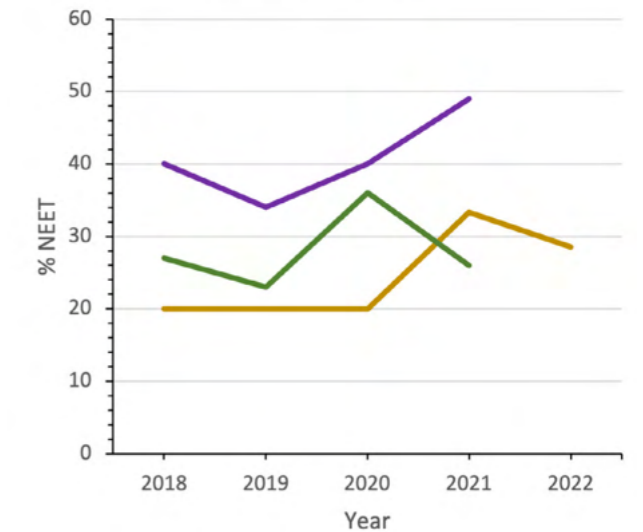
Milton Keynes



Wiltshire

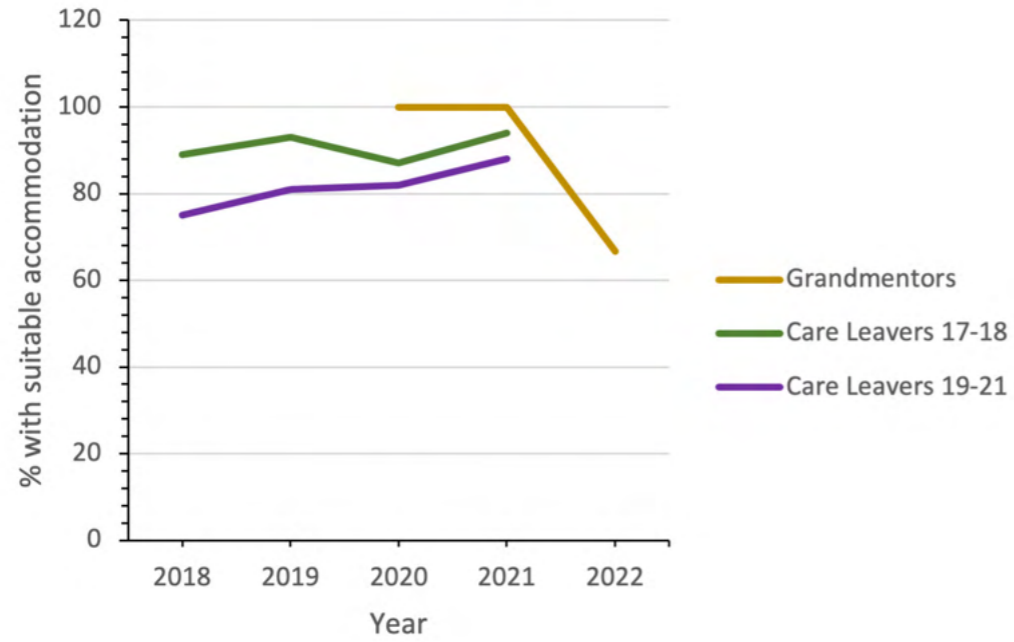


Wolverhampton

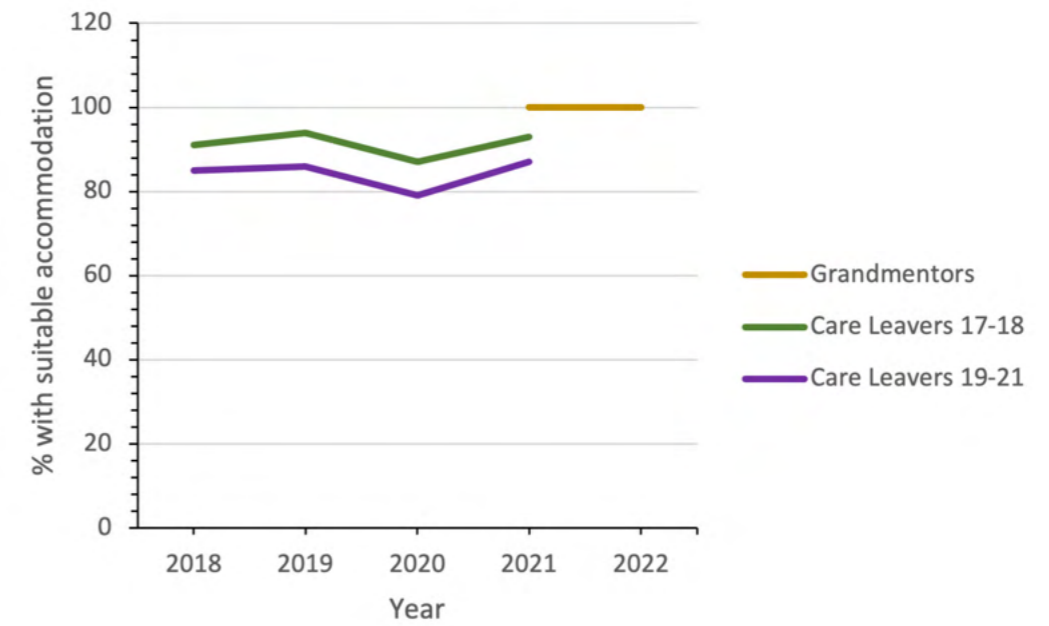


Housing Suitability

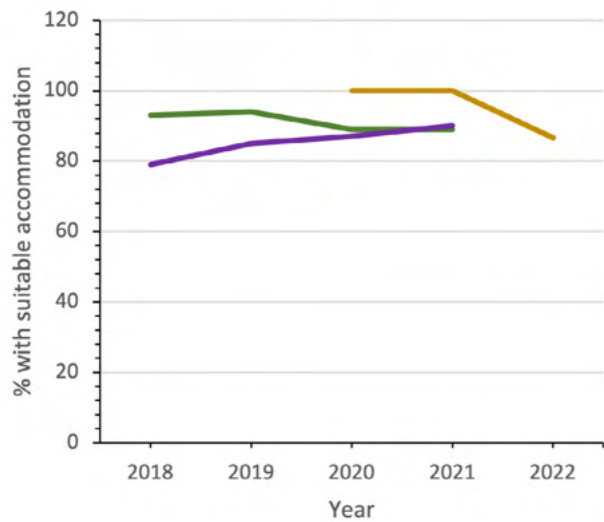
Brent



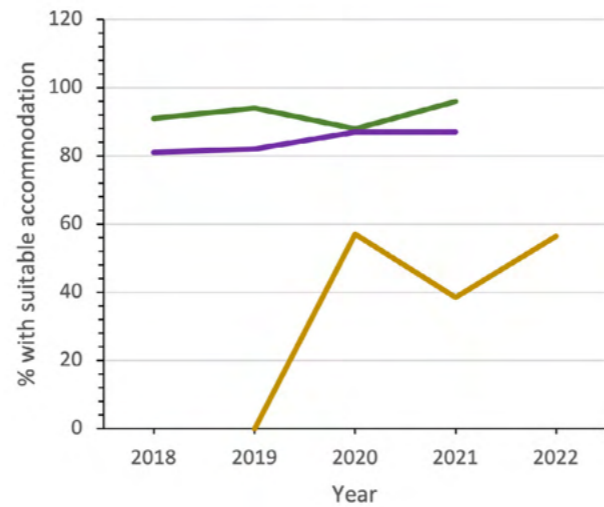
Surrey



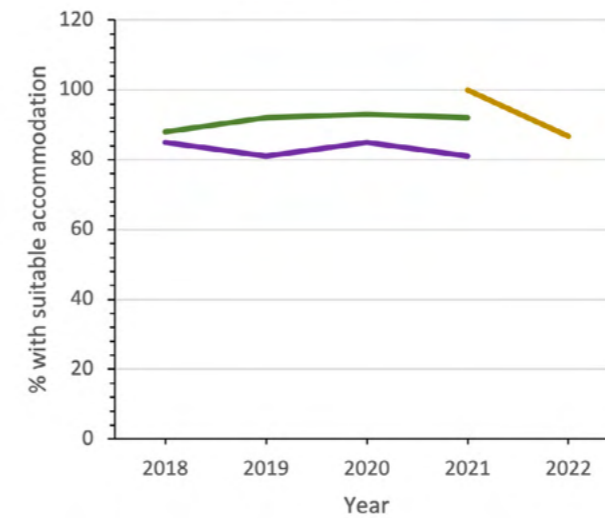
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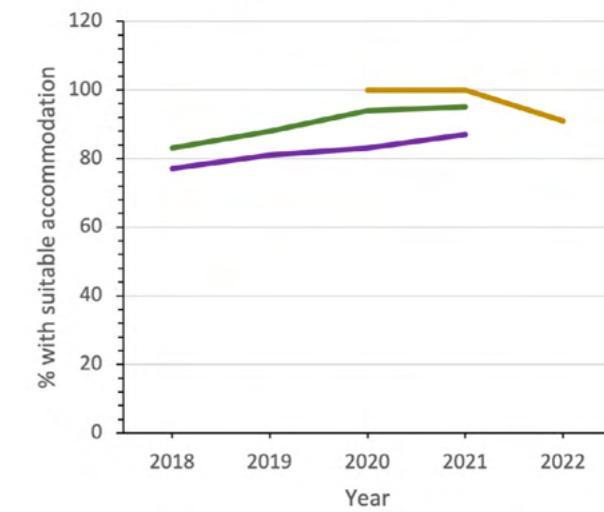
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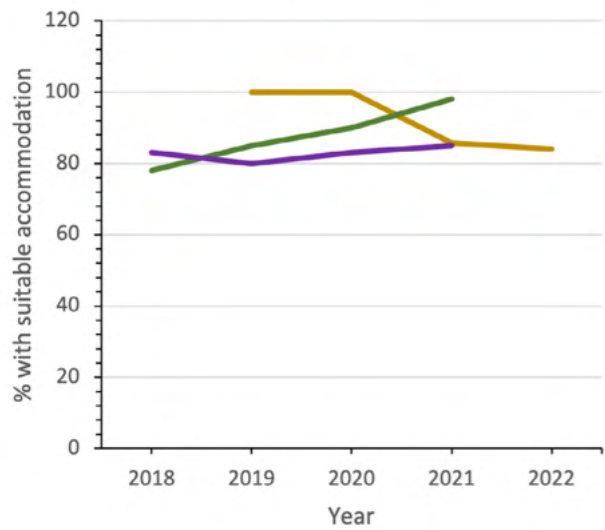
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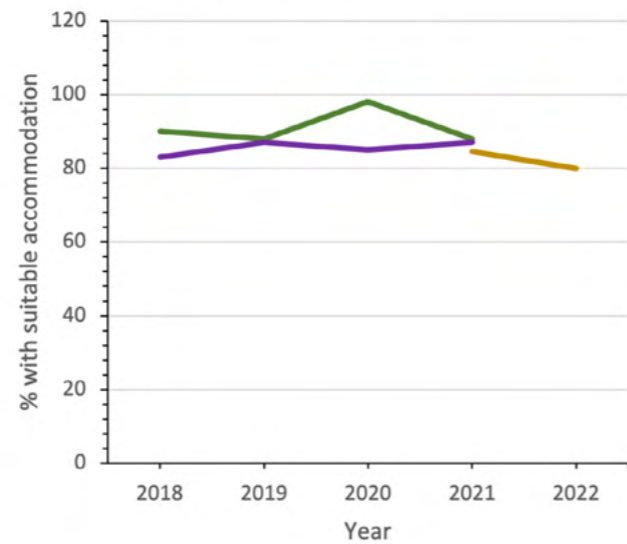
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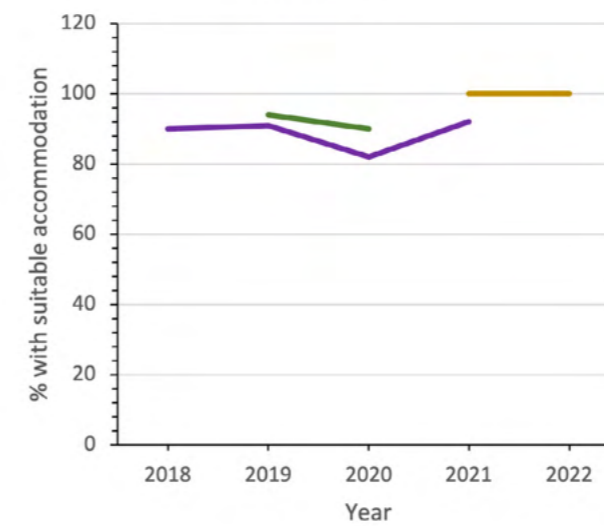
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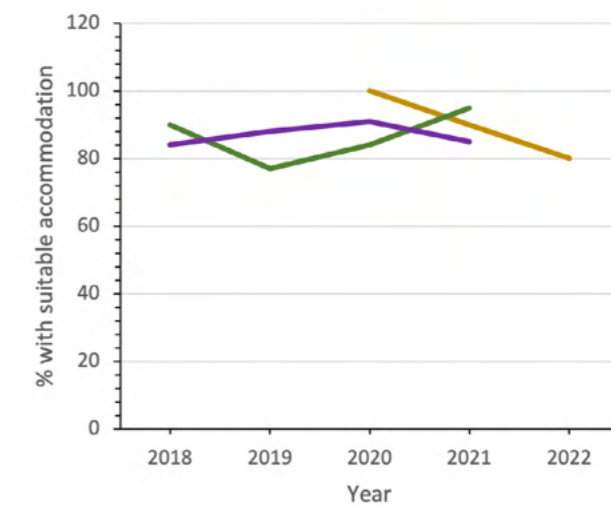
Milton Keynes



Wiltshire



Wolverhampton



# Afterword & Next Steps

This report contains both stories and data from the Grandmentors programme. The uniqueness of Grandmentors is that there is such an impact on the life of the young person but there is also an impact on the Grandmentor volunteer - and within the place itself too.

At Volunteering Matters, one of our core beliefs is that communities have the power, knowledge, and energy to improve themselves from within. We are most effective when we work with people, not on their behalf. Through the Grandmentors Programme, the young people and the volunteers often become more active in their own local community, which fosters relationships between individuals and promotes awareness of the issues and resilience of care experienced young people to wider audiences.



We hope you have enjoyed the local examples of place-based action through the programme such as participation in the Suffolk Show and the Youth Club for Refugees and Asylum Seekers, in collaboration with Suffolk Refugee Support. There is also the 'Valuable Migrants' football team that includes anyone but especially refugees, asylum seekers and migrants. Thank you to Milton Keynes Gallery for hosting an event to showcase quilts produced by Grandmentors mentees taking part in their Transitional Belonging project.

These are just a few examples of how the wider community are part of the Grandmentors Team and how the young people to get a sense of community and home. We were also delighted that so

many of the young people and volunteers joined us recently in Volunteering Matters Diamond events to celebrate Volunteering Matters 60th Birthday.

We are constantly working to fully evaluate and articulate the impact of our amazing programme and in the year ahead, we plan to do more to understand the wider impact of Grandmentors, including on the volunteers and on the place too.

Thank you for getting to the end of our report and especially for your support and involvement in Grandmentors.

**From, Everyone at the (award winning!) Grandmentors team**

**Thank you to all of the young people, Grandmentors and communities who helped contribute to this report. Your continued effort, dedication and energy is demonstrated in every page.**

A special thank you to all our funders and partners whose continued support and belief in our volunteers and Grandmentors Programme ensures we can reach and support young care experienced people across the country.



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