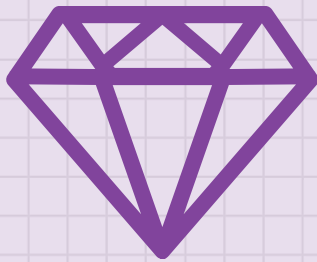


PROGRAMME EVALUATION

2018 REPORT

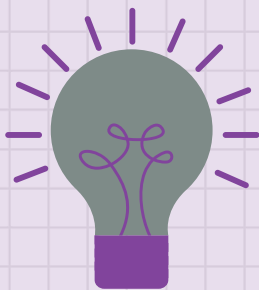
BIG BROTHERS BIG SISTERS OF CHRISTCHURCH



CONFIDENCE

Big Brothers Big Sisters Programme Evaluation (POE's) was devised in 1997 as a retrospective survey requiring those surveyed to consider how their 'mentored' young person has been tracking against 21 factors grouped into 3 categories:

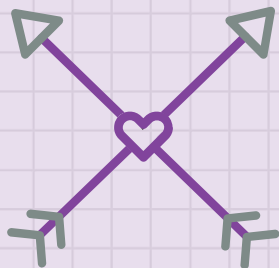
Confidence, Competence and Caring.



COMPETENCE

They use a 5 point Likert Scale to rate whether the young person is doing from 1 - "Much Worse" to 5 - "Much Better". The factors are drawn from the Search Institutes 40 Developmental Assets.

Parents, mentors and the young people also completed Feedback Forms which gathers mostly qualitative data about the mentoring experience.



CARING

This report is based on the 736 evaluations completed for Christchurch based mentoring matches.

Parents and mentors completed the POE's between the years of 2014 and 2016. The young people also provide more general feedback, providing insights in the mentoring experience from their perspective.

Acknowledgements

Our special thanks goes to the following friends of Big Brothers Big Sisters who volunteered time to code and enter data: Steve Jones, Katie Lord, Westpac Private Wealth Team, Kirkwood Ave Hall residents 2017, Molly Barnett. Your efforts are commendable!

We would also like to thank the mentors, parents and young people who contributed. Their feedback not only serves to give the community a sense of the success of Big Brothers Big Sisters, but also helps to shape the programme to better meet their needs. While the staff accept the sizeable task in regularly gathering match feedback, they are also able to reflect on how feedback (for the most part) is highly encouraging and the responses from the children are refreshingly honest and often heartwarming and amusing.

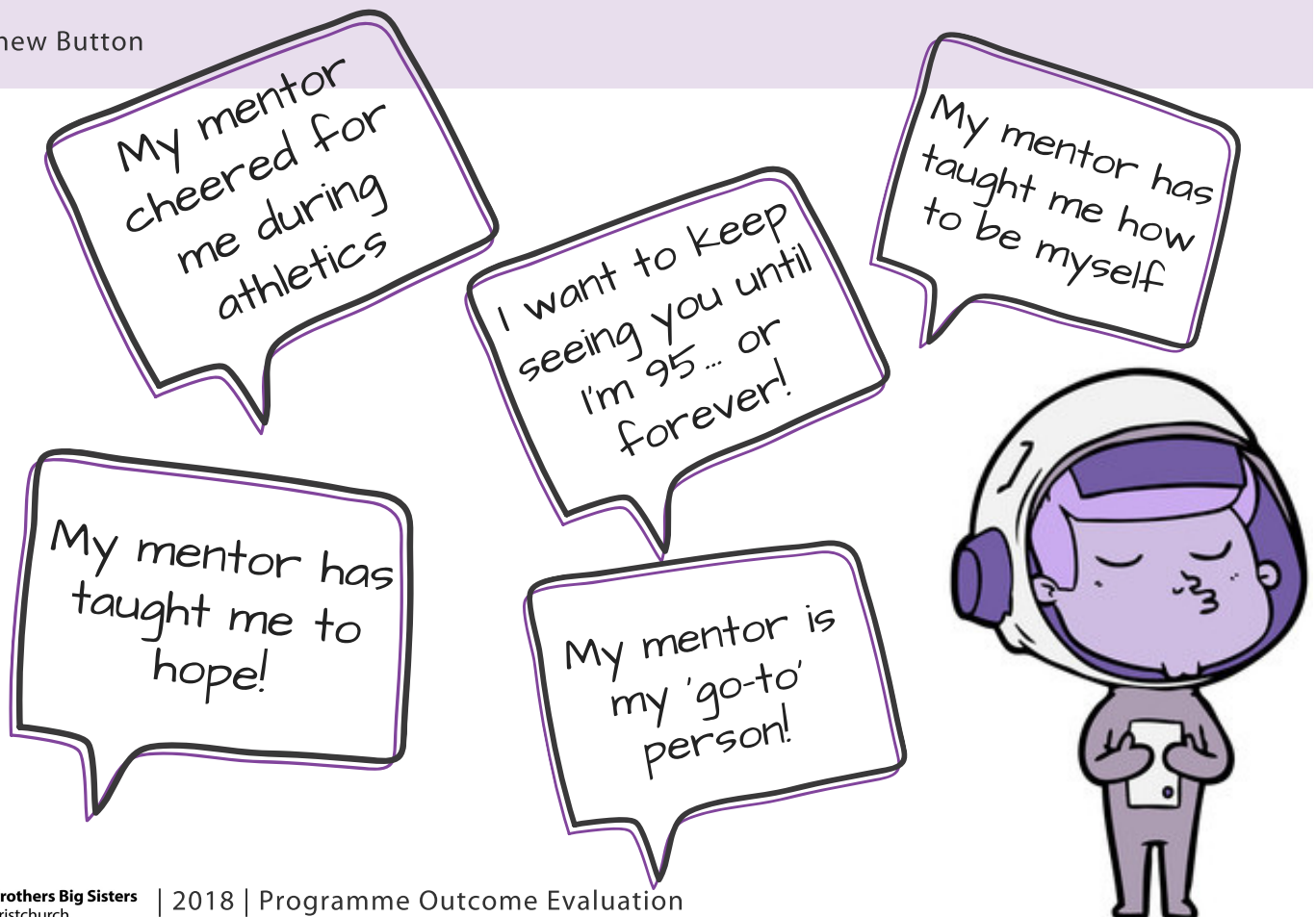
Most of us can recall someone who has done well in life after a shaky start. We are encouraged by their stories, both because they remind us that there may be hope for ourselves to move beyond trying circumstances in our own lives, and because they give us a reason to believe that any child may have a chance to do well in life despite having a challenging childhood.

Research confirms these stories are not just nice anecdotes, they are common. But the research is clear that stories with happy endings do not happen without the help of caring positive adults. Resilience, the ability to bounce back from adversity, is built on two foundations: The first is the personal strength of the individual and the second is the presence of others to help develop those strengths.

Our volunteer mentors are involved in a critical stage of a young person's development. A young person is constantly evaluating their own sense of okayness. Left to their own thinking, young people can flounder in self-doubt and lose hope. A mentor can give the young person their undivided attention when together. They play a significant role in helping that young person to develop healthy self-beliefs and other strengths that can set them up to move beyond some of the challenges in their environments.

This report seeks to uncover whether there is evidence that mentors are helping forge pathways for young people to do well down the track, as well as whether they are doing well now. Evaluations undertaken over the past 3 years with mentors, parents and children highlight the immense impact volunteers have on the confidence of their young people. 87% of young people have increased confidence since having a mentor.

Matthew Button



FURTHER OUTCOMES

2018

PO Box 20045, Bishopdale, Christchurch / (03) 358 4019 / www.bbbschch.org.nz / christchurch@bbbs.nz

% of Young People Showing Improvement

Area	N=	% improved
Self Confidence	357	87%
Able to express feelings	355	76%
Can make decisions	327	72%
Has interests or hobbies	327	67%
personal hygiene, appearance	290	56%
sense of the future	301	65%
Uses community Resources	249	54%
uses school resources	228	60%
Academic Performance	239	64%
Attitude toward school	300	62%
School preparedness	185	46%
Class participation	178	66%
Classroom behavior	195	58%
Able to avoid illegal behaviour	92	47%
Able to avoid substance abuse	52	40%
Able to avoid early parenting	48	46%
Shows trust toward you	305	86%
Respects other cultures	202	59%
Relationship with family	282	70%
Relationship with peers	289	73%
Relationship with other adults	253	75%

Young people in the BBBS Programme showed improvements in the following ways, after being matched with a caring older mentor for at least six months.

87% showed improvements in self-confidence

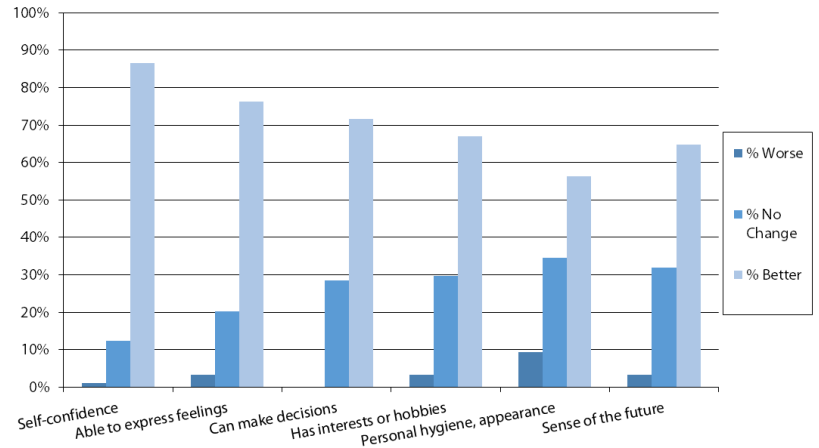
76% improved their ability to express feelings

75% improved their relationships with adults

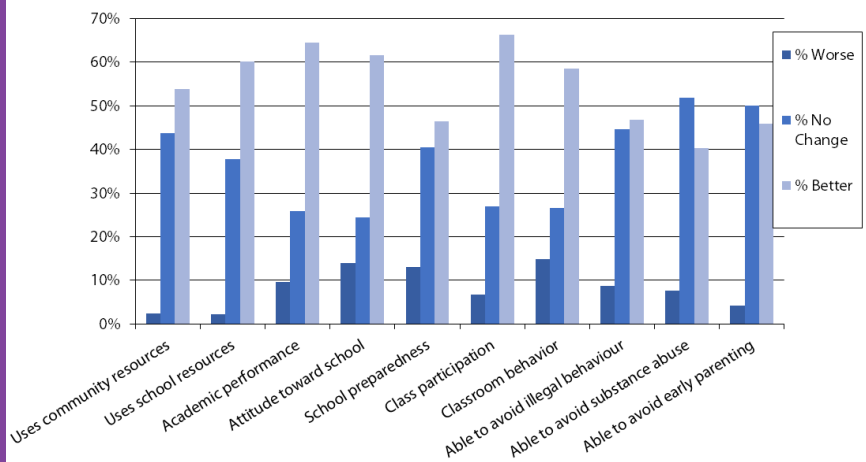
73% improved their relationships with peers

62% improved their attitude toward school

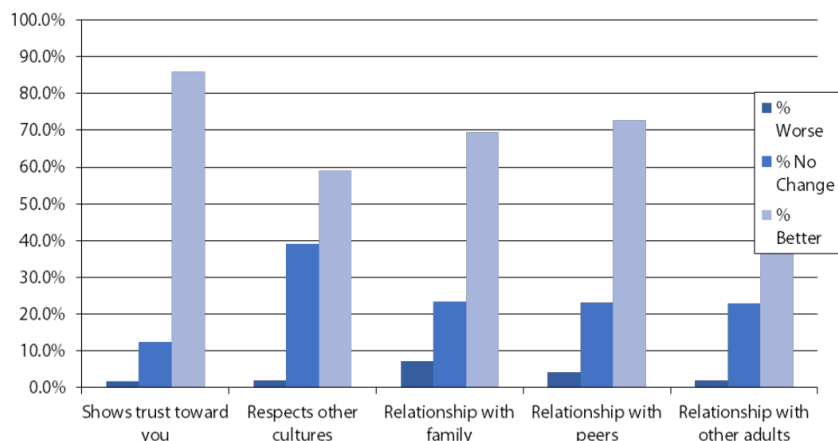
CHANGES IN CONFIDENCE



CHANGES IN COMPETENCE



CHANGES IN CARING



98% of parent/caregivers say mentoring is going well.

(2% say it not going well).

94% of parent/caregivers say mentoring is benefiting their child.

(2% say it not going well).

Parents/caregivers described the top 4 reasons their child benefits from mentoring as:

1. Their child is less unhappy, more confident, settled
2. The mentor is a good model (in some cases specifically a male role model)
3. The mentor is someone their child can talk to, a friend, confidant, someone their child trusts
4. Mentoring gives their child something to look forward to

QUOTES FROM PARENT/CAREGIVERS

- It is the best thing I could have let happen for my child.
- How amazing the mentor is. She has an amazing beautiful soul and doesn't need to feel anxious as she is a shining light to my girl. Thank you!
- It's really beneficial for the kids to have someone older to look up to. Having someone who's not family for her to look up to. Her values are different, she gives a different perspective.
- The mentor has proved to my boy that he can trust, which no other man has done.
- He comes home in an amazing mood after seeing the mentor.
- I think it's the best bloody thing you have ever done, keep it up.
- My boy has settled down heaps. He has more calm behaviour and has improved a lot. Having a male role model is huge as his father is not present. He talks to his mentor about things, trusts him, confides in him. He is not usually trusting.
- It's a big confidence boost. She used to get frustrated with school work but now she challenges herself and is succeeding.
- There is no one better than Tim for Damien, it's the perfect fit!
- My child was a very unhappy girl. She now has something just for her which is quite special. She loves her mentor, can't wait to see her. She gets bullied at school so it's nice for her to have a friend.
- My boy will listen to anything his mentor says, he really looks up to him. He wants to be like him!
- She's awesome, we love her. She's changed my girl so much. She's so much more confident and fun to be with and we get on heaps better. We never want to lose her.
- She has more of a bounce to her step.
- The mentor has changed my boy in a lot of positive ways. Instead of my boy being out of control, he's now reliable. The mentor has completely changed my boy's life!

The favourite activities for children in mentoring are by far:

1. Playing outside
2. Cooking/baking

Out of 281 young people surveyed, when asked how they feel when they are with their mentor:

- 84% absolutely love it
- 13% like it
- 3% say its okay
- 0% don't like it

81% of young people could quote something their mentor has said they are good at

The most common response was praising them in sports

The top rated reasons children reported liking having a mentor are:

1. Having a friend to chat with and hang out with
2. Getting to choose what to do
3. The activities they do together
4. Having someone to trust

84% of young people said they had learnt something from their mentor/during mentoring

- 45% learnt a specific skill
- 15% learnt about a specific area of knowledge
- 13% learnt how to express themselves

71% of young people felt they had taught their mentor something, be it a new skill or about a certain area of knowledge

- 28% of young people reported going to school more since having a mentor
- 38% said they got on better with their families
- 59% said they do more after school and on weekends since having a mentor
- 46% say they get less angry since having a mentor
- 48% say they have less problems at school

As mentoring progresses, we encourage mentors to consider seeing their young person less often to make it more sustainable and long-lasting.

- 49% see their mentor every week
- 25% see them most weeks
- 15% see them fortnightly
- 11% see them once a month

269 out of 275 young people would like to keep seeing their mentor (98%). The other 6 were not sure

WHAT THE YOUNG PEOPLE HAVE TO SAY...

My mentor is kind, generous, helpful, caring, a great influence and I can be silly.

My mentor has taught me how to be myself.

Thank you for listening and for taking me out to do things - she didn't have to and that's really nice of her.

My mentor has taught me not to give up if you're losing, still give it a try.

She has a job that she loves - so I know you can have a job that makes you happy.

My mentor says I'm good at making her laugh.

I have learnt to be more confident within myself and to speak to people properly. She encouraged me to do stuff!

My mentor is sweet, she can be shy, she always cares about the other person, gives good advice.

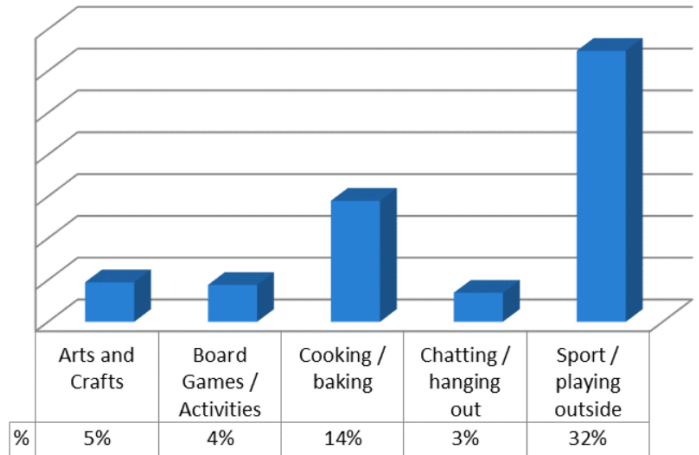
If I'm sad, I like to stay in my room but she motivates me to go out and walk, she makes me feel better.

I watch out the window to see when he's coming.

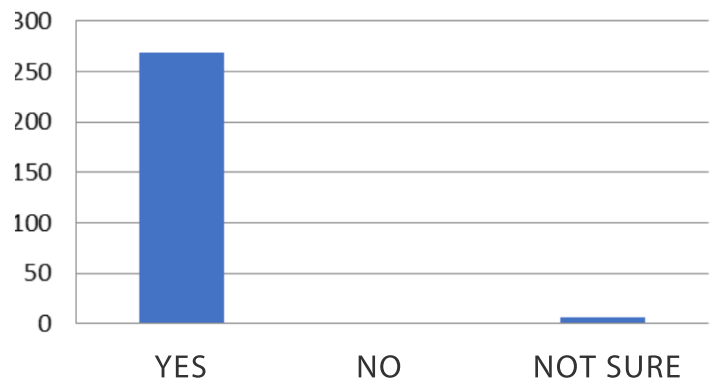
My mentor taught me how to butter bread properly.

Out of 5, do you enjoy being with your mentor?
Can I give it a 10 cos I really like it!

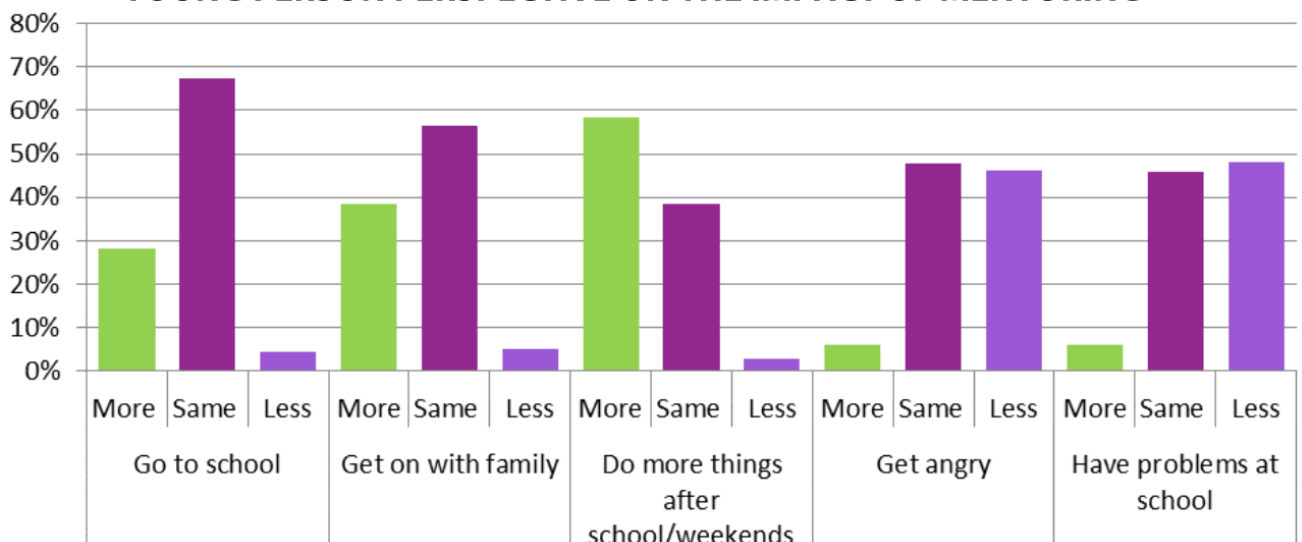
THE YOUNG PEOPLES' FAVOURITE MENTORING ACTIVITY



WOULD YOU LIKE TO KEEP SEEING YOUR MENTOR? QN.9, % OF RESPONSES, N=275



YOUNG PERSON PERSPECTIVE ON THE IMPACT OF MENTORING



The most common highlights for mentors are:

1. Seeing the young person develop
2. Having fun/laughing
3. Giving something back

Mentors say mentoring is a learning experience, the most common learnings are:

1. About themselves, their own self-awareness
2. About how resilient young people are
3. About what it is like being young

The most challenging aspects to mentoring for the mentors are:

1. Finding activities/ideas
2. Not enjoying the time/activities they are doing together
3. Managing the young persons behaviour
4. Communicating with parents
5. The young persons home situation

The aspects of Big Brothers Big Sisters which best supported the mentors the most were:

The Match Supervisors and the group events.

100% of mentors (from 206 responses) recommend being a mentor

When mentors were asked how they "could be better supported in their mentoring", the most common responses were:

- 45% - Nothing, continue as you are
- 8% - More or better communication with my supervisor
- 6% - More group activities
- 6% - More opportunities to meet other mentors
- 5% - More training

When asked "what have you learnt/gained from your young person during 2017?":

- Listening without judging
- Forced to let go of my own ego and own expectations and foster patience
- That I don't need to have all the answers, that just being there is the most important thing
- I've learnt how to guide, to help without dominating, taking over, fixing the problem.
- Realising what's important and slowing down
- Made me face vulnerability in a new way
- Keeps my life in perspective
- I've lost 10 kgs because of our activities we're doing, I've got to keep fit
- I've learnt more about Maori culture

When asked "what challenges have you experienced in your mentoring so far?"

- Conscious not to overstep the mark into a parental role
- Time and distance
- Have to push him to try new things
- Trying to keep my distance from stuff going on at home
- Feeling guilty about not seeing her, the internal struggle and the bigger picture
- Managing expectation. I've always felt she needs more than I can give feeling like it's not worthwhile when she's being negative, this is boring
- Not spending money on clothes and food etc for her
- She literally hid from me at the start
- Feeling helpless

When asked "would you recommend being a mentor and why"?

- Great for personal development for both you and the child
- We all need to be constantly bettering things, outside of our own personal bubble of existence
- Reminds you to enjoy life a bit more
- So good for us humans to help unconditionally
- It's hard but definitely I find that it is worth it
- One of the most happy and valuable things in my life
- It's enjoyable, I do struggle sometimes but I get a different perspective
- It's not an hour a week, it takes planning, it's a big commitment. Not just time as you can't just pick it up and drop it as you are responsible for someone else's emotional welfare. You could go into it feeling like a hero but it was nothing like that. Need to keep your expectations in line, you're not there to fix them or change them.
- I wouldn't recommend it to everyone, it's not as glamorous as it sounds. It's hard and it has challenges. You have to be where it's not all la-di-da but it is rewarding
- It's got the possibility of really keeping kids safe, showing them there's another way

MORE FROM THE YOUNG PEOPLE:



"If you have something you need to tell someone, you know they will be there for you."

"If I have a problem, I can talk to her about it."

"Where shall I start, awesome, amazing, fantastic, all the good words that describe someone, like Scrumdidliumptious!"

"Looking back on myself ever since he started seeing me I've changed into a more likeable person - I don't know where I'd be if he didn't come along."

"It's quite valuable to have a guiding light - I can say I wouldn't be the person I am today without him."

"My Mentor has taught me to be a better leader, to put my big girls pants on."

