



Backing Young Britain

Mentoring Service Delivery Requirement

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Mentoring

- Many young people, particularly those who have not been in employment before, can lack confidence and the 'know-how' to get employment – we plan to use mentoring to help to address this.
- Key will be using the expertise of the private sector in addition to existing capacity – many organisations already volunteering their staff, and they need to be trained to deliver effective mentoring
- A clear and successful brokering service will also be important – want to link young people with mentors who have the relevant skills to help them develop and learn

How we got here

- July 2009 – DWP Secretary of State announces a number of commitments as part of the Backing Young Britain Campaign.
- Mentoring – Provide 10,000 mentoring opportunities to Jobseekers aged 18-24.
- All BYB measures are voluntary and additional to other JCP services.
- Mentoring available to JSA customers from day 1 and will last up to 26 weeks.

What we need our contracted supplier to do

- Co-ordinate a ready-to-go national network of mentors.
- Provide a recruiting and training programme for new mentors.
- Vet and carry out necessary checks on new mentors.
- Provide a brokering service to match customers to a relevant mentor.
- Support Mentors to enable delivery of effective mentoring.
- Gather and provide relevant management information to DWP.

What the customer journey would look like

- Provision available voluntary from day 1 – customers referred on LMS
- Providers receive necessary info through secure PRaP system and contact customer.
- Provider matches a customer to a Mentor within 10 working days.
- Customer and Mentor meet for first time and relevant evidence is returned to provider.
- There must be at least 1 Mentoring session every 4 weeks and each session should last 1-2 hours.

What the Mentoring process would look like

Phase 1: Introductions – Getting to know each other and planning future meetings

• **Phase 2:** Planning a successful approach to Jobsearch - Building on basic information, talking through the customer's 'next moves' (focus depends on customer need).

• **Phase 3:** Successful Jobsearch techniques – Main Body of programme, Mentor shares experiences, talks through disappointments, discusses employer feedback

• **Phase 4:** Moving into Work – Optional, Mentoring relationship may continue into first weeks of work if six months has not expired.

Any questions?