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ROC Tele-Mentors - Briefing Note for Partners

In response to the Covid 19 crisis, ROC is looking to launch its new ROC Tele-Mentors 'on-line' support scheme for families in the Reading area.

The crisis has taken a huge toll. Apart from the physical effects of the virus itself, the impact on well – being and mental health in communities all across the UK has been enormous. It is clear that there is a real need to support families through this crisis both now and going forward and that's exactly what ROC Tele-Mentors aims to do.

Aim

The aim of ROC Tele-Mentors is to introduce a short term 'on-line' support scheme using the 'Coach' Mentoring programme. 'Coach' is a community mentoring programme that has been fully evaluated and quality assured and has been used extensively both in the UK and in Australia.

ROC Tele-Mentors aims to help families cope better with the situation they find themselves in, but also to recover more positively from it, providing a firmer foundation for the future

Objectives

Using the 'Coach' model, our volunteer mentors will seek to provide 'Early Help' tailored support for a period of 10 weeks. It is aimed primarily at 'tier two' families. The objectives of the scheme are to:

- Improve resilience & self esteem
- Encourage well being & improved mental health
- Achieve a simple goal
- Help families thrive

How will it work?

ROC Tele-Mentors offers;

- Dedicated volunteers who will support families using the 'Coach' four stage mentoring model.

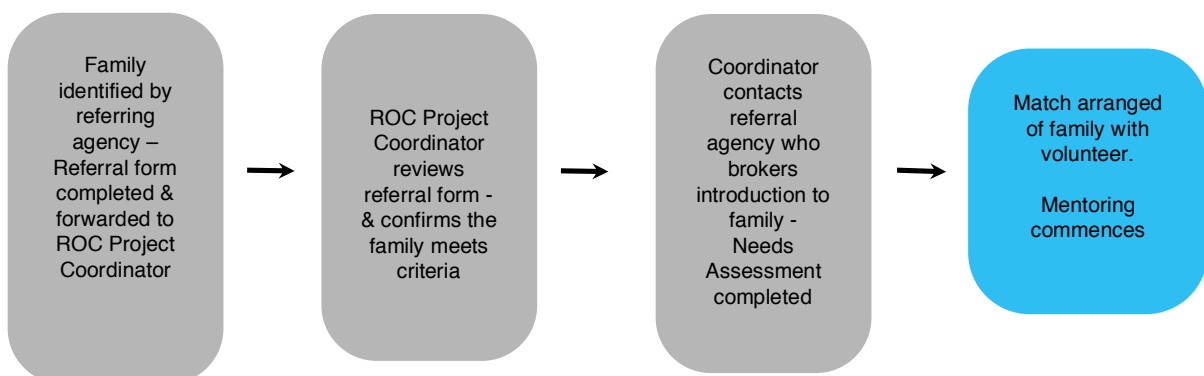
- Trained and fully screened mentors - all our mentoring volunteers are carefully selected and DBS cleared.
- Listening ear - all our volunteers are trained in active listening skills
- Structured programme of ten, '40-minute mentoring support sessions' delivered once a week for ten weeks.
- Programme delivered on line via 'Zoom, What's App or FaceTime' or indeed by telephone if the family prefers.
- 'Strength-based approach' that empowers families to make positive life choices and helps them take responsibility for their own situation and needs.
- An experienced Project Coordinator who will oversee the scheme and is responsible for supervision of our volunteers.
- Signposting to relevant local agencies
- Potential future access to the full 'ROC & Coach Community Mentoring Programme' that delivers up to a year of mentoring support.

How can families be referred?

The scheme will take referrals from local agencies who are in frontline contact with families such as schools, GP Surgeries, Health visitors Foodbanks, local charities, faith groups and other community groups. Families may also self-refer to the scheme. The ROC Tele-Mentors scheme offers support to all referred families, providing they meet the simple referral criteria (attached) and have at least one child aged 12 or under.

A ROC Tele-Mentors referral form should be completed for all referred families, once completed it can be forwarded to the local project coordinator, who will then process the referral.

Experience has shown that referrals work best when someone who knows the family is able to broker the introduction with the project coordinator. Families can sometimes be wary of new schemes, particularly when they may have had extended contact with other agencies, so having a friendly face to encourage them to take part, can be a real advantage. When a family is referred to the scheme, the Project Coordinator will carry out an initial needs assessment to ensure that they are suitable for the programme. Once their suitability is confirmed, the Coordinator will arrange the introduction to one of our volunteers and the mentoring can begin.



How will we measure success?

The overarching aim of the project is that 70% of participants will achieve a significant goal within 10 weeks.

For each family there are three simple measures which will be used to evaluate the success of the scheme. They are:

- Do clients complete the scheme – e.g. the 10 sessions
- Do they achieve their objective?
- Qualitative feedback from those involved

Conclusion

As we all acknowledge, the present crisis is both unprecedented and unparalleled in its scale and depth. Allowing families to access the support they need quickly, even whilst they are experiencing 'lockdown' within their own homes, will be critical to recovery.

ROC Tele-Mentors provides a trained volunteer who can engage and support families through this period, helping set a firm foundation for effective recovery and for a better future. We firmly believe that ROC Tele-Mentors has an important part to play in providing a timely intervention to aid this vital process.