sfG MentorNet
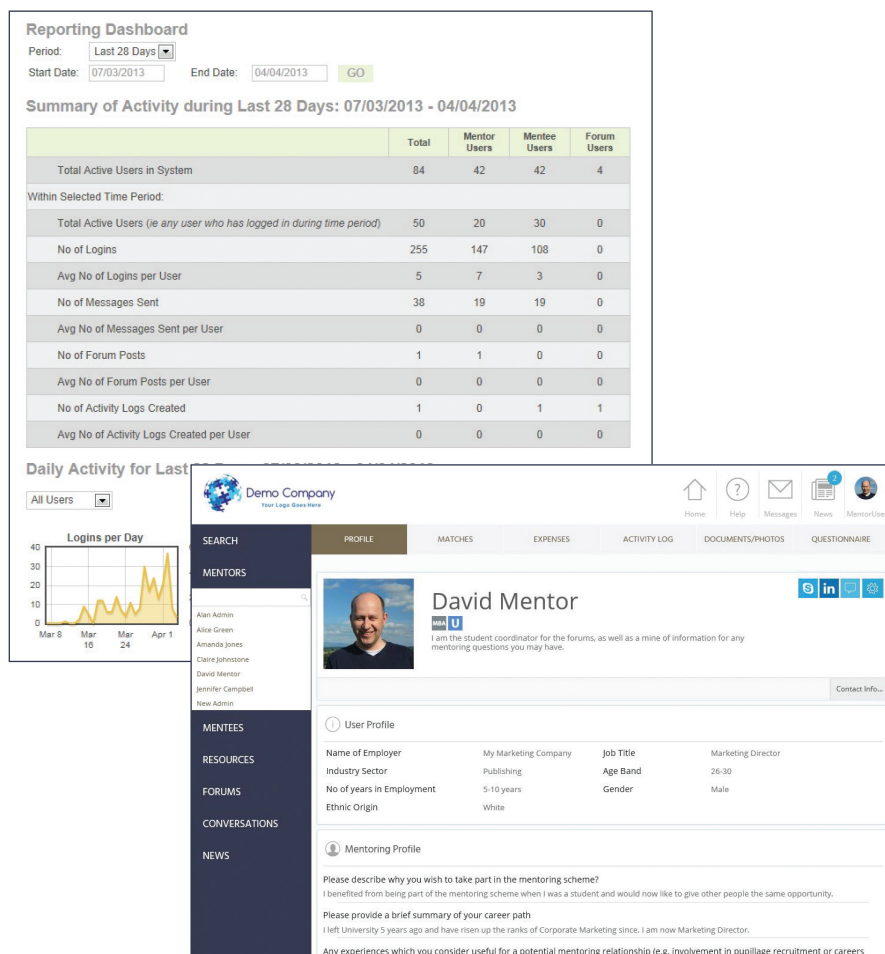## Supported Mentoring Software

DAY1

DAY1 IMPROVES MENTORING COMMUNICATIONS AND PROVIDES CLEAR EVIDENCE OF PROGRAMME IMPROVING

OVERVIEW

Day1 is a registered charity, established to help young people get back on track to thinking more positively about their future. It runs mentoring programmes to help young people make the right decisions about employment and to encourage disadvantaged individuals to re-think their futures and aspire towards a positive future.

Their mentoring programmes include one-to-one mentoring relationships, where a volunteer mentor is matched with a mentee through a year-long programme. They meet regularly and take part in different activities and discussions throughout that time.

SOLUTION OVERVIEW
- Online mentoring solution, MentorNet

CHALLENGES
- Paper-based solution
- Labour intensive to maintain
- Difficult to extract key information for stakeholders
- Difficult to assess mentor relationships at a glance

BENEFITS
- Improved communications between mentors and charity
- Improved efficiencies – reduced time of administrative tasks by 10-15%
- Estimated savings of £4,500 per year per 25 young people mentored
- Ability to demonstrate charity value

MENTORNET BENEFITS
- Improves communication
- Reduces administration
- Ensures regulatory compliance
- Encourages networking & peer learning
- Increases ownership of the mentoring process
- Allows advanced reporting & analysis

CHALLENGES

Corrin Henderson is the Coordinator at Day1. He coordinates the service between schools, parents, young people and mentors. Day1 used to have a paper-based system and reports would be posted or emailed to him, expenses submitted, meeting information provided - all stored manually.

They needed to streamline communications between mentor and administrator and so they started by looking for a database solution. This helped in some way, but their needs grew and

they needed a proper mentoring solution. As such they decided to work with sfG, to provide a web-based software solution that would give people confidence in the system and be able to provide evidence of the benefits the mentees get through the mentoring relationships.

They also needed this solution to help them scale, as they doubled the number of young people they were supporting.

> *"There is no way that if you are a big charity or one that is growing, that you could do this manually. Things can get lost, so you need something that you and your mentors and mentees trust. What we had before was stone aged in comparison!"*
>
> *Corrin Henderson, Coordinator*

IMPROVING COMMUNICATIONS THROUGH THE POWERFUL SIMPLICITY OF MENTORNET

Relationships and communication are crucial to Day1's success. The charity board members need to be aware of activities and to keep connected to day-to-day events. The mentors working with mentees need support and contact in an easy way - with Corrin, as their key contact and supporter.

The mentees also need to meet regularly with mentors, to improve their aspirations for the future. So the remote monitoring of

communication and the building of relationships is a fundamental benefit provided by MentorNet.

MentorNet allows the coordinator to monitor the contact between mentors and mentees in a non-intrusive manner. He or she can create a report to show how mentees benefit from the contact and that it is taking place. "That is an amazingly powerful benefit in terms of a charity," confirms Corrin.
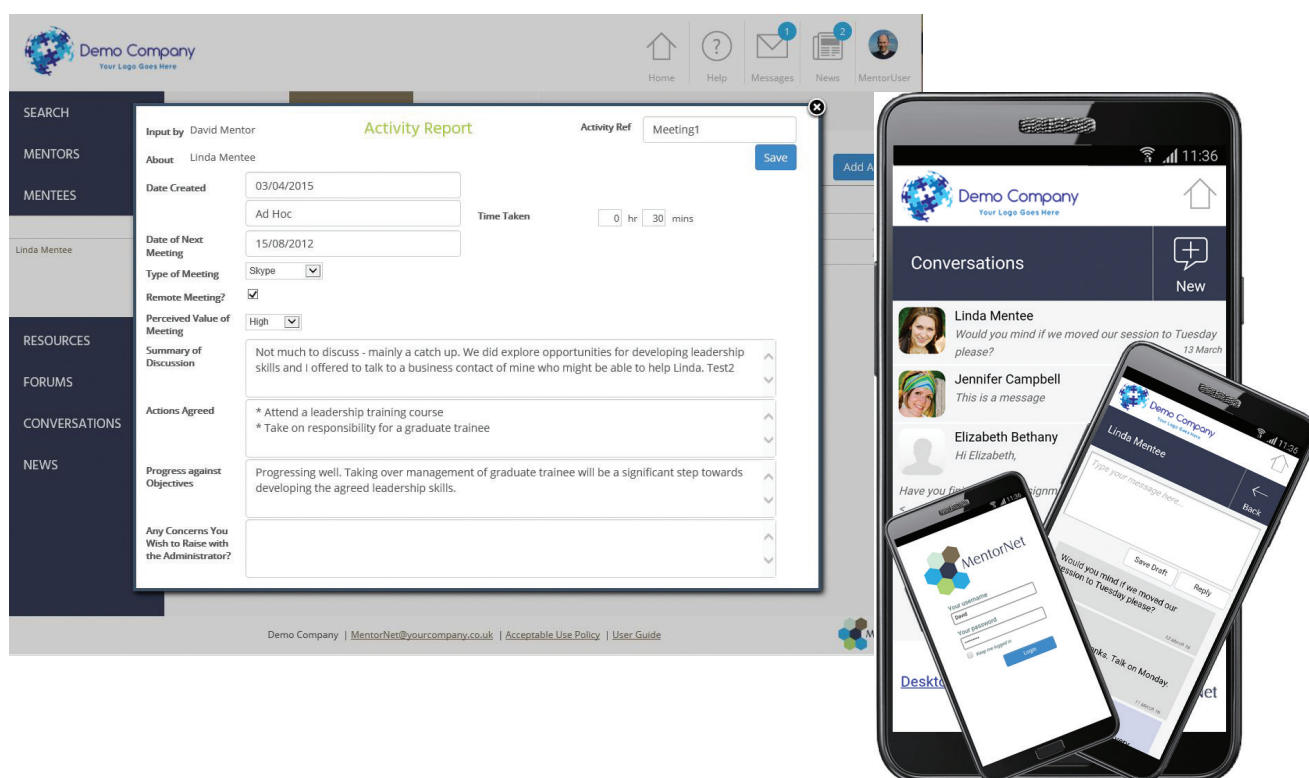
DRIVING EFFICIENCIES AND DEMONSTRATING THE VALUE THE CHARITY PROVIDES

"MentorNet helps me show the benefits of what our charity does," comments Corrin. "So if I ever need to ask for funding, or show at fundraising events how the charity works and, how regularly our mentors and mentees meet, I have the information to hand and can pull from it straight away. This simply would not have been possible in a paper-based system."

The other major benefit for Day1 is the improved efficiencies internally and therefore the service they can provide to young people. It saves time and reduces administrative burdens. This means that Corrin does not spend time every day calling mentors for updates. The information is there and as and when issues arise, he can call the relevant party and discuss it. Corrin estimates this saves him about 10-15% of time spent on administrative activity.

The costs he estimates to save per year are about £4,500 per 25 young people mentored.

Features of MentorNet that are particularly helpful in improving efficiencies for Day1 include processing expenses, messaging in the system rather than externally, and posting information to mentees and mentors, such as useful links on college courses or useful mentoring websites.

> "MentorNet helps me show the benefits of what our charity does,"
>
> *Corrin Henderson, Coordinator*

To find out more about how sfG Software's MentorNet can streamline your mentoring process, phone us on **+44 (0)1463 630200** or email **info@sfgmentornet.com**

![sfG MentorNet logo]