



Mentor Review Sessions (aka “Costa Coffee Conversations”):

How do we know we are doing the right thing? Regular reviews form part of the process of trying to answer this question and are part of best practice for both charities (Charity Commission: “The hallmarks of an effective charity”. <https://www.charitycommission.gov.uk/detailed-guidance/managing-your-charity/the-hallmarks-of-an-effective-charity-cc10/#h4>) and for the private sector.

Charity Mentors’ review sessions will also give our mentors an opportunity to discuss their client feedback, and for them to make known preferences, issues or ideas. These reviews will take place once every 18-24 months between each individual mentor and the coordinator.

The meetings should last no more than an hour, and should be arranged directly between the mentor and the coordinator.

In advance of the meeting, mentors will be sent electronic copies of all their relevant referral and feedback forms, along with the following discussion questions for them to reflect on in advance of the meeting:

1. What did I do well/should do more of?
2. What did I do less well/should do less of?
3. How can CM continually improve in terms of both governance and execution?
4. What assistance can CM provide that would help me to be a better mentor?