



### CHARITY MENTOR FEEDBACK FORM (for mentees)

The purpose of this form is to provide feedback to Charity Mentors on whether our provision of a mentor was helpful to you. Please complete these questions and return them to Charity Mentors by email. We welcome your suggestions and your response will assist us in improving the service we give to others.

**There is an important statement regarding confidentiality at the bottom of the form.**

(You can use your “tab” key to move from question to question.)

#### 1. BACKGROUND INFORMATION:

Name of charity:

Your name and job title:

Name of mentor:

How long did the mentoring last?

How many meetings took place?

**2. ISSUES AND OUTCOMES:** *[The check boxes at the beginning of each question concern whether or not you would allow us to quote your response. Please see the “confidentiality” section at the end of the form. Please **check the box** if your comment is **confidential** and it will not be shared and will be kept as feedback for Charity Mentors only. If a box remains unchecked Charity Mentors may use your feedback to help illustrate our service. However, we will always contact you beforehand to ask for your permission and advise which quote we would like to use.*

Why did you decide to approach Charity Mentors? What motivated you to get in touch?  
*[write answer here]:*

What were the main issues that were a concern? *[write answer here]:*

To what extent have the issues raised in the sessions been resolved? *[write answer here]:*

What would have happened if you did not have a mentor? *[write answer here]:*

**3. CHARITY MENTORS:** *[The check boxes at the beginning of each question concern whether or not you would allow us to quote your response. Please see the “confidentiality” section at the end of the form. If you check the box it means you would prefer us not to quote this particular response.]*

To what extent was the background and experience of the mentor important? *[write answer here]:*

Can you see a situation in the future where it might be useful to have more help from Charity Mentors? *[write answer here - give details if you can]:*

How satisfied with were you with the service you received? *[Please tick one box]*

Very satisfied

Reasonably satisfied

Some parts were helpful

I don't think it has made that much difference

Do you have any suggestions for how we might improve our service? *[write answer here]:*

#### 4. IMPACT OF CHARITY MENTORS ON YOU AND ON YOUR ORGANISATION:

What did participation in the Charity Mentor scheme do for you?

Please tick one box for each line.

	<i>Yes, absolutely</i>	<i>Yes, to some extent</i>	<i>No, definitely not</i>	<i>Not applicable</i>
1. Supported me in changes I was trying to make	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Helped me to find new ways of working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Allowed me to talk openly about my role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Increased my self-confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Provided an opportunity to step back	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Supported me in my role as a leader	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Provided a sounding board to try out ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Improved my motivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Facilitated more effective prioritisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Recognition of the need to focus on planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Helped me think about the team as well as my role

**What did participation in the Charity Mentor scheme do for your organisation?**

*Please tick one box for each line.*

	<i>Yes, absolutely</i>	<i>Yes, to some extent</i>	<i>No, definitely not</i>	<i>Not applicable</i>
1. Helped the development of a focused plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Facilitated the process of strategic review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Helped develop a strong fundraising approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Enabled my organisation to move on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Helped with clearer focus on finances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Better working relationship with trustees/board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Had significant operational impact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Helped prioritise and address key challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Affirmed what we are already achieving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Helped us be a more robust organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 5. REFERRING ANOTHER ORGANISATION:

Would you recommend the service to another organisation? *[write answer here]:*

If yes, how would you describe the benefit of working with Charity Mentors to that organisation? *[write answer here]:*

If you have benefited from your mentoring, please help by giving us the name of the leader of at least one Oxfordshire based not-for-profit who might like to hear about Charity Mentors. This does NOT have to be an organisation 'in trouble'. We would then explain our service and would invite them to contact you – if you are willing – in order to hear more about its effectiveness. This helps us spread the good news of the service we are offering. Thank you so much.

1) Name and job title:

Organisation:

2) Name and job title:

Organisation:

## 6. KEEPING IN TOUCH:

As part of this mentoring project, we will contact you in 6-months to see how you are getting on. Occasionally, we organize events that might be of interest to you, or get back in touch if we feel there is something of relevance and it would interest you. We know you are busy, so we are very careful that any contact is relevant and personalized. We are also exploring the idea of a newsletter (3-times a year) with the aim of bringing together leaders of Oxfordshire charities and curating items of interest. Could you let us know your preferences by ticking one of the boxes below?:

I am happy to be contacted again by Charity Mentors after the 6-month catch-up and to receive the newsletter (there will always be an option to “unsubscribe” at any time).

I would prefer that you remove me from your mailing list after the 6-month catch-up.

Our privacy statement can be found [here](#).

**.....and, finally: just to make sure, please complete the final section which concerns confidentiality.....**

Please read the confidentiality statement below and return the form by email to Roz Warren – roz@charitymentors.co.uk

**IMPORTANT - CONFIDENTIALITY:**

Your mentoring sessions have been entirely confidential between yourself and Charity Mentors. However, we do find it very helpful in explaining and publicising what we do if we can quote feedback to prospective clients, and in general publicity (such as Twitter). Could you please read the 3 options below and tick the appropriate box?

Either,

1. I am happy for Charity Mentors to quote any of the feedback that I have provided in this form:  Or,
2. I have checked the boxes by the responses that I would prefer not to see quoted, and give you permission to quote all other responses:  Or,
3. I would prefer that all my responses remain entirely confidential between myself and Charity Mentors (including mentor). None of the statements from this feedback form should be quoted outside of Charity Mentors: