



2021

IMPACT

*Report*

# BELEVE IN HER SUCCESS

A mentoring programme for  
young women aged 18-22







*Who we are...*

## BELEVE IN HER SUCCESS

BelEve in Her Success is a professional mentoring programme. The programme:

- Matches young women aged 18-22 with professionals to gain insights into careers and the world of work.
- Gives young women an opportunity to develop personally as they explore their career options with their mentors support.
- Supports mentees to improve key leadership skills, including their leadership confidence, planning and problem solving, resilience, creativity, professional well-being, and professional relationships.



*Our Impact*

## WHAT WE ASKED...

"How did BelEve UK mentees use their mentoring sessions? In what ways did they benefit, and what were the challenges, for them and their mentors?"

**Two surveys (mentor and mentee) exploring the mentoring relationship, and how it worked.**



*Our Impact***WHAT WE DID**

In 2021 BelEve in Her Success was run with the **UK Civil Service**. Two evaluation surveys were used to collect feedback from the Civil Service mentors, and BelEve mentees. Questions asked about activities undertaken, challenges encountered, and overall satisfaction with the mentoring pairing.

**Administered to 52 young people aged 18-22 and 52 mentors between September and December 2021 (44% mentees responded)**



*Our Impact***WHY WE DID IT**

We wanted to learn more about mentoring as a supportive space for young women to explore their career pathways. To find out more we asked questions about mentoring **activities**; overall **thoughts** on the relationship; **expectations**; **challenges**; and about mentors development in key areas of **leadership development**.





## 2021 was a busy year for mentoring! Here's what happened...

- We worked with 52 mentoring pairs
- 65% of mentor pairs met **Monthly**, with 5% depending on 'availability'
- 82% of mentor pairs met **online**
- The majority of **sessions** (70%) lasted between 1-2 hours, with 30% lasting under an hour





*What we've achieved*

## 2021 IN NUMBERS

**2021 was a busy year for mentoring!  
Here's what our Mentees did...**

- 58% of mentoring focussed on **interview** preparation and **applications**.
- 21% explored their **career development**
- 5% focussed on **research**
- 5% worked on their **planning**
- 5% worked on their **communication skills**
- 5% asked for **general support**





**2021 was a difficult year to meet face to face!**

**Here's how our mentees coped...**

- **82%** of our mentoring sessions were held remotely (by video link), with email being used for 7% of sessions, and phone 4%.
- Only **7%** of sessions were in person.
- Difficulties meeting over 2021 were reflected in some of the challenges our mentees faced, with **30%** reporting IT related issues during their mentoring sessions.



*What we've achieved*

## RESULTS

### Mentoring supports personal and professional development. This is what they said...

- 70% said their ability to manage relationships had improved slightly, significantly, or a lot!
- 61% reported that their **confidence** had improved slightly, significantly, or a lot!
- 61% reported that their **resilience** had improved slightly, significantly, or a lot!
- 61% told us that their **planning** and **problem solving** had improved slightly, significantly, or a lot!
- 39% said that their **creativity** had improved slightly, significantly, or a lot!
- 57% saw improvements in their **well-being** telling us this has improved slightly, significantly, or a lot!
- 61% said that their ability to **manage feelings** had improved slightly, significantly, or a lot!

*What we've achieved*

## RESULTS

**Our Mentee Experience is generally very good. This is what we were told...**

- 78% told us that they **got the support** they needed
- 17% needed a bit more...

**This is what Mentees said:**

"...I felt reassured as she helped me step by step and never looked down on me if I was struggling".

"I leaned more about the processes within the civil service and what the assessors are looking for"

"My goal was met and I was able to talk to my mentor like a friend".

"I really did enjoy my mentoring sessions... it's a shame they ended so abruptly"

..."speaking with other students in my age group proved useful as I was exposed to different perspectives and ways of working. I [also] found the interview session held by a recruitment specialist very useful... "



*What we've achieved*

## RESULTS

**We also asked what mentees wanted from mentoring, what support mentees needed, and what challenges they encountered.**

- 56% wanted insight into the civil service application process
- 19% wanted to develop key skills
- 19% wanted to develop greater confidence
- 7% wanted to enter the civil service

**Several challenges were encountered which we fixed along the way.**

- 30% of those experiencing difficulties reported challenges connecting remotely
- 25% reported scheduling difficulties
- 45% reported personal difficulties

**Overall, however...**

- 96% of our mentees reported a broadly positive experience!

*What we've achieved*

## RESULTS



**Our Mentees used their mentoring experience in a practical way to build a better understanding of the Civil Service (our partner for this round of mentoring). Of the mentees reporting a positive experience...**

- ... 56% of responses indicated that mentoring gave them a practical insight into a career
- ... 39% reported it being very helpful to them
- ... 6% liked the fact mentoring was tailored to their specific interests.



*What we've achieved*

## WE ASKED FOR OUR MENTEES THOUGHTS ON THE PROGRAMME...

**... and this is what we were told...**

"It was an amazing experience. [My mentor] is really supportive and has provided me with ample advice to prepare for a career in the Civil Service"

"I've found it really helpful and have enjoyed all the sessions a lot. My mentor has been a huge help in breaking down the civil service behaviours and in helping me see the behaviours in my own actions"

"... this programme has been incredible for me to gain insightful knowledge and awareness about the civil service and its expectations. ... I am very grateful to BelEve for giving me a chance and to have me be selected for this programme"

"The mentoring has been a very useful insight into the civil service Fast Stream. The events helped to develop my networking skills with the other mentees on the programme..."

*What we've achieved*

## WE ASKED FOR OUR MENTEES THOUGHTS ON THE PROGRAMME...

**... and this is what we were told...**

"Extremely helpful and educational for me. I have learnt so much from my mentor that will help me with my future plans"

"Very helpful and insightful"

"Amazing! My mentor was extremely helpful and knowledgeable about both the civil service and everything else in general"

"Amazing! So helpful"

"I thought it was very helpful and educational"

"My mentor has been incredibly helpful. She has helped me in so many different fields such as application processes, interview processes, career prospects, networks and interpersonal skills. With her help I have managed to secure a paralegal officer position with the Crown Prosecution Service"



*What we've achieved*

## RESULTS

**We also asked Mentors for their thoughts on how the programme has benefited them too. This is what they told us about their skills development...**

"Being a mentor has enhanced my organisational skills due to filling out the form following each meeting and has provided me with a better understanding of how to respond with resilience to stressful situations such as interviews"

"Coaching and development skills, improved knowledge of assessment processes and improved ability to participate in recruitment (application/interview assessment), presentation skills"

"Active listening, self-reflection, developing others"

"...increased confidence, especially in my ability to be a task manager. Better understanding of different learning styles."



# Methodology





## HOW WE DID THIS RESEARCH

**Data collection was carried out using a single feedback survey administered at the close of the project.**

- Mentees and Mentors each completed a separate survey. (the mentor survey was administered in-house by the Civil Service)
- The Mentees survey explored three areas: **engagement** with their mentor (the mentoring experience); the **delivery** of the mentoring sessions; and mentoring **impact**.
- Impact was measured using BelEve's outcomes framework of 9 impact measures, reflecting core **leadership** skills and abilities.

# About the report authors

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**Community Impact** supports charities to move beyond simply collecting and reporting data to using this to build organisational and community capacity. We do this by:

- Showing organisations how to use evaluation data operationally to support service/programme delivery
- Supporting performance and programme improvement
- Using data to support business development and fundraising
- Undertaking longer term studies to show how service users go on to play active roles in their communities.

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