

What you can expect from us:

- ✓ Your local Shine service will contact you within five working days of them receiving your referral.
- ✓ Your Shine mentor will support you both practically and emotionally for around six months.
- ✓ In partnership with your supervising social worker, you and your mentor will agree the things you want/need to change and agree on a plan.
- ✓ Your mentor will stay in touch with you, usually on a weekly basis, to get to know you better and encourage progress.
- ✓ You and your mentor will regularly review and update the plan while advising your supervising social worker of your progress.
- ✓ Together with your mentor, you will agree a plan for when you leave the service.
- ✓ You will be invited to give us feedback about the service you have received which will be used to improve the service.

What we would want from you:

- ✓ To keep in touch with your mentor while working with Shine and let your mentor know if your circumstances change.
- ✓ Once goals are agreed, you and your mentor will work together to make these happen.

 **Freephone 0800 587 7263**
 **www.shinementoring.org**



"I was recently offered my own tenancy and – with the support of Shine – got help to turn this house into a home.

"For the first time in a long time, I am now able to think about the future. The support I received from Shine has helped me to get to this good place in my life."

Service User - Shine Women's Mentoring Service



What is mentoring?

Mentoring is a way of helping and supporting you with many of the issues you might be facing both practically and emotionally; helping you build your self-esteem and confidence.

Your mentor can help you develop your independence and quality of life, improve motivation and work towards achieving a life, free of offending. Shine can help you to deal with important things in your life:

- ✓ Benefits
- ✓ Accommodation
- ✓ Family contact
- ✓ Further education/employment
- ✓ Drug or alcohol issues
- ✓ Health issues.

How is this service accessed?

If you are subject to a Community Payback Order, ask your supervising social worker if they can refer you to the service.

The Shine Women's Mentoring Service is completely voluntary.

What happens when you are referred to Shine?



1 Referral made to Shine.

2

You will be matched with a Shine mentor.



3 You, your mentor and your supervising social worker will discuss what it is you want/need to change, and agree a plan to achieve this.

4

Once goals are identified, you and your mentor will work together to make these happen.



5 You will have regular contact with your mentor who will support you to work on your agreed plan.

6

After eight weeks, you and your mentor will review your plan and consider next steps. Then up to 12 weeks later, you will both review your plan again, discuss progress and issues and again consider next steps. We will also provide regular updates to your social worker.

