

18 December 2020

Information Rights & Compliance Team
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Our Ref: FOI/03740

Thank you for your request concerning Reverse Mentoring.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. Do you carry out reverse mentoring at your trust?

Yes.

2. Please choose from the following protected characteristics that you include in your reverse mentoring programme. Please include any other if it is not on the list provided.

- a. age
- b. gender reassignment
- c. disability
- d. race including colour, nationality, ethnic or national origin
- e. religion or belief
- f. sex
- g. sexual orientation

All of the above.

3. Please describe your reverse mentoring programme:

Our reverse mentoring programme has been baselined and researched on best practice by other successful NHS reverse mentoring programmes. Our programme is based on the gRACES model and the GROW model and each cohort is based around a main protected characteristic with elements of intersectionality.

a. Have you designed the programme yourself or have you brought in an outside expert?

We designed the programme in-house based on best practice and successful reverse mentoring model of gRACES and added the GROW model to bridge the empathy gap.

b. Please give a brief description of your programme.

Hertfordshire Partnership NHS Foundation Trust set up a Reverse Mentoring programme across the Trust starting with the Senior Leadership team. Reverse mentors are trained and "matched" and enter into a reverse mentoring relationship. Enabling each participant to learn from one another with the aim of improving the reverse mentees understanding of the organisation and working relationships through the eyes of the



reverse mentor (a more junior colleague). Whilst this programme has been instigated to support Trust work on the Workforce Race Equality and Disability Equality Standards, the Trust recognises there will be other groups who will benefit from entering a mutually beneficial mentoring relationship so our cohorts cover all the protected characteristics in different cohorts. For example cohorts 1 and 2 focus on BAME Reverse Mentors. Each mentor and mentee has six sessions and have the opportunity to meet with the facilitators of the community of practice to have pre-meet and debrief sessions.

c. How long does your reverse mentoring last (eg, 6 months)?

Each cohort lasts for 6 months (with exception to cohorts affected by the Covid-19 pandemic)

d. What job levels are paired on the programme?

Staff in the reverse mentoring programme are junior staff mainly from bands 2-6, we also have some mentors at bands 7 and 8b but these are a minority.

e. How do you evaluate the reverse mentoring?

We evaluate the reverse mentoring programme for each cohort through a community of practice for mentors and a separate community of practice for mentees. We then hold focus groups and have survey feedback and set actions from these.

4. Have you continued with reverse mentoring during COVID-19? How have you done this?

We tried to continue with our reverse mentoring programme but had to pause the programme and re-established the work in September 2020.

5. For how many years have you been running the reverse mentoring programme?

For less than a year (10 months).

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

