

The Wise Group

What is the Relational Mentoring Programme?

Our service provides dedicated **1-to-1 mentoring** for individuals who are **economically inactive and face barriers to employment**. By utilising our Relational Mentoring model – and our skilled mentors' ability to build **trusting, compassionate relationships** – we help participants build confidence, develop skills, and take positive steps toward sustainable change in their lives. Delivered in partnership by **The Wise Group** and **JET** our Relational Mentors are experienced, empathetic and empower those individuals they work alongside each day.

Who is Eligible?

We are looking to support individuals who:

- Are **aged 16+** and living in either **North Tyneside or Newcastle**
- Are **economically inactive** (not currently in paid work, and not expected to be actively looking for work)
- Have a genuine intention to engage and progress into **education, training, volunteering, or employment**

What Support is Available?

Our Relational Mentoring model addresses 15 key areas of need, including stability, motivation, and employability. On this service, we are focused on providing:

- **Regular 1-to-1 mentoring** with a local community-based mentor, focused on growing confidence, motivation, and overcoming employment barriers
- **Functional Skills tutoring** (1:1 and small group delivery available) in Maths, English, and Employability
- **Support to retrain** and access relevant funded training courses and qualifications, as well as digital devices and equipment
- **Access to specialist partners**, including wellbeing and personal development support via our online life skills platform [Connect](#), fuel poverty assistance and advocacy from our [HEAT](#) team, and debt and financial guidance from [PayPlan](#)
- **Access to counselling** for those in need of mental health support with local provider, Anxious Minds
- **Preparation for work**, including help with CVs, applications, job searching, pre-interview coaching, and in-work support
- **Signposting** to other suitable services in the community

How to Refer

Referrals can be made via our [online referral form](#). In the 'Referral Partner' section, click the magnifying glass icon to search for your organisation. **Tip:** Type an asterisk (*) before your search term to make it easier to find your organisation in the list.

Last updated: March 18, 2026

Telephone: 0191 242 4898

Telephone 2: 0800 092 9002

Telephone 2 note: HEAT (Home Energy Advice Team)

Website: <http://thewisegroup.co.uk>

Email: wisesteps@thewisegroup.co.uk

Website 2: <https://www.heat-thewisegroup.co.uk/>

Twitter: https://twitter.com/wisegroup_se

Facebook: <https://www.facebook.com/thewisegroup.se/>

Youtube: <https://www.youtube.com/user/theWisegroupUK>

Opening Hours: 9-5 Monday to Friday

Cost: Free

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