Information NOW
Information for people in Newcastle upon Tyne

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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