

Terms and Conditions of the Mentoring Service

1. Our Mentors are bound by the Dads Unlimited Mentoring Standards. A copy of these standards is available upon request, or may be viewed on the Dads Unlimited website.
2. Subject to us being satisfied that your situation is one that can be alleviated by mentoring, we agree to offer you ongoing mentoring support via email and telephone, with a possibility of face-to-face interaction, depending on staffing levels and availability. We cannot guarantee we will be able to meet face to face, and is to be discussed with your mentor. You are not contracted to any set number of mentoring sessions/ You may terminate support without cost at any time you wish.
3. There is no set duration of support as this is individual to your situation. If for any reason you cease contact with us for a period of 3 weeks or more without reason, we will email you to advise we have not been able to contact you, and may decide to close your case with us at that time, but that support may continue should you re-establish contact with us.
4. Mentoring support requires engagement from yourself as well as us, as we are not able to fully support by us if you are not actively engaging in our services and making contact as required. This may result in your case being temporarily closed.
5. There are no direct costs to make use of our mentoring service, but there are costs for using our associated counselling and BRS services. These services are optional. There may also be third party costs such as mediation and court fees which we have no control over, as they are external to our mentoring service.
6. As part of our standards of practice we are required to carry out continuing professional development, and to engage in regular on-going clinical supervision. This is to ensure an ethical and professional service to clients is maintained. We may discuss your case in supervision, but would not disclose any identifying details.
7. Confidentiality will be maintained within the standards of ethics and legal requirements. Confidentiality does not apply where it would mean that we, and your mentor, might break the law or where with-holding information mean we would breach ethical standards. Confidentiality may be breached if we consider there is a risk you may harm yourself or others. In such exceptional circumstances, where there is concern for your wellbeing or that of others, it may be necessary to seek help outside of the mentoring relationship. In such an event where we are considering breaching confidentiality, you will normally, but not always, be consulted first.

Patrons:

**The Lord-Lieutenant of Kent, The Lady Colgrain CStJ
Nadra Ahmed CBE DL, Exec Co-Chairman of National Care Association**

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8. In the case of a disclosure concerning acts of terrorism, vulnerable adult or child protection issues, or drug trafficking – confidentiality will be breached and such disclosures will be passed on to the relevant authorities without delay. Due consideration should be exercised before disclosing anything of a previously unreported criminal nature, as we are obligated to contact relevant authorities.
9. Our mentoring relationship will remain a professional one at all times, the boundaries of which (such as contact outside of these sessions), can be agreed between us during our sessions.
10. Notes will be taken during and after each session, which will be kept in accordance with the relevant GDPR legislation. These notes are securely stored. I will discuss the disposal, retention and otherwise of any such notes at the end of our engagement. They are disclosed to no-one other than our clinical supervisor, unless required under a court of law subpoena. You have the right to inspect your records should you so wish.
11. We do not record our telephone conversations and you agree to not record our conversations.
12. Our emails are recorded and stored within a secure case management system. Our records retention policy states that we can retain this data for a maximum of 16 years. You can obtain a copy of your records under GDPR laws.
13. When our support is no longer needed – Mentoring can be at times demanding, frustrating and emotional. You may at times find this process very difficult and feel the need to end the process. Your feedback will be asked for at the end of the mentoring support but if you feel unhappy with any aspects of the service being offered, please do try and communicate this verbally during the mentoring conversations. This gives us all the chance to address and resolve engagement issues. In the normal course of events, you will probably know when you are ready to finish being mentored, and we will agree together on the work we need to do to prepare you for this.
14. We will not suddenly or without warning terminate this service, except in exceptional circumstances, which would become clear in the course of our work together. This would be fully discussed at the time. Please note that any acts of violence, aggressive behaviour, or verbal abuse will not be tolerated, invalidate this agreement and mentoring support will cease. Mentoring will not take place if you are under the influence of alcohol or non-prescribed medication/illegal substances.
15. As part of our mentoring service, we are required to go through a mental well-being survey with you. This will be completed every couple of months, and is a requirement for our service that this is completed. If this is not completed,

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depending on the reason as to why, we may have to cease our support. This will be discussed with your mentor at the time.

16. During our mentoring support, we will at times request certain court documentation, which will enable us to fully understand your situation and allow us to offer the most appropriate support. Dads Unlimited operates as Lay Advisors under Practise Direction 14E, which states that a party may communicate to a Lay Advisor any information related to the proceedings to enable the party to obtain advise or assistance in relation to the proceedings.
17. Dads Unlimited offer a Barrister Representation Service. This allows us to instruct Barristers for our clients. This is only available to clients who have been assigned a mentor. We reserve the right to withdraw this should we feel this is no longer suitable for you, in accordance with Paragraph 14 of the mentoring agreement. This will be discussed with you at the time in this instance.
18. Should you be supported through a Fact-Finding Hearing, and Facts are found in which you have perpetrated abuse, support will be withdrawn and you will be signposted to other support services. This is in accordance with our Assistance Criteria.
19. We will do our best to notify you of any holidays to be taken by your mentor well in advance. However, there may also be occasions when mentoring may be unavailable due to staff illness, or staff training and meetings. We will try to give you as much notice as possible of any times in which we will be unavailable again.
20. We will check that we have up to date records of your contact and address details, but it is your responsibility to notify us of any changes made so we can keep accurate record of this.
21. If you have been referred by an outside agency, for example a solicitor or social services and there is pending court case, I draw your attention to the fact that under the relevant Data Protection legislation, we may be obliged to supply copies of our mentoring records to a requesting appropriate party.
22. In the event of you being unhappy with our service, please discuss this with your mentor. If you feel unable to do so, or do not receive a satisfactory resolution, then you will have the right to escalate this and discuss this with our Head of Mentoring. If you are still not satisfied with this outcome, you have the right to request your issue be raised to our Chief Executive. If your issue still cannot be resolved, then this can finally be escalated to the Chair of the Board of Trustees.
23. Please note that Dads Unlimited work with an assistance criteria, which is detailed on our website. By entering our mentoring support, you understand that we reserve the

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right to withdraw our services in accordance with our assistance criteria. A copy of this can be found on the Dads Unlimited Website.

Signed: Head of Mentoring and Co-Parenting

Date: 15.04.2024



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