

# Terms and Conditions of Mentoring

1. Our Mentors are bound by the Dads Unlimited Mentoring Standards. A copy of the Standards are available on request, or may be viewed on the Dads Unlimited website: <https://www.dadsunltd.org.uk/advice/mentoring/mentoring-standards/>
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. You are not contracted to any specific number of sessions. You may terminate support without cost at any time you wish.
3. The normal duration of support is around 26 weeks, although we reserve the right to amend the support duration. If for any reason you cease contact with us for a period of two weeks or more, we will email you to advise that we will be closing your case with us, but that support can continue if you contact us again.
4. There are no direct costs to make use of our mentoring service, but there are costs for using our associated counselling and some of our community services. These services are optional. There are also third-party costs such as mediation and court fees that we have no control over.
5. 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. We may discuss your case in supervision, but would not disclose any identifying details.
6. Confidentiality will be maintained within the standards of ethics and legal requirements. Confidentiality does not apply where it would mean that we, as your mentor, might break the law or where withholding information means 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 the mentoring relationship. In such an event where we are considering breaching confidentiality, you will normally be consulted first.
7. 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 onto the relevant authority without delay. Due consideration should be exercised before disclosing anything of a previously unreported criminal nature, as we are obligated to contact relevant authorities.
8. Our mentoring relationship will remain a professional one at all times, the boundaries of which (such as contact outside of our sessions) can be agreed between us during our sessions.
9. Notes will be taken during and after each session, which will be kept in accordance with the relevant Data Protection legislation. These notes will be securely stored. I will discuss the disposal, retention or otherwise of any such notes at the end of our engagement. They are disclosed to no one other than the clinical supervisor, unless required under a court of law subpoena. You have the right to inspect your records should you so wish.

10. We do not record our telephone conversations and you agree not to record our conversations.
11. Our emails are recorded and stored within a secure case management system. Our records retention policy states that we retain this data for a maximum of 16 years. You can obtain a copy of your records under GDPR law.
12. When our help is no longer needed - Mentoring can at times be 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 period 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 for this.
13. 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 that time. Please note any threats or acts of violence will invalidate this agreement and mentoring will cease. Mentoring will not take place if you are under the influence of alcohol or non-prescribed medication / illegal substances.
14. We will do our best to notify you of any holidays to be taken by our mentors well in advance. However, there may also be occasions when mentoring may be unavailable because of illness or because of attending training sessions or meetings. We will try to give you as much notice as possible of any times that we are unavailable and will let you know when mentoring will be available again. Therefore, please notify any change in contact details.
15. 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.
16. In the event of you being unhappy with the service you receive, please discuss this with your mentor. If you feel unable to do so or do not receive satisfactory resolution, then you have the right to discuss this with our Director of Mentoring. The next stage would be with the Director of Operations, the CEO, or finally with the Chair of the Board of Trustees.

SIGNED:



Director of Mentoring and Co-parenting

DATED:

29 June 2020