

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, availability and your location. We cannot guarantee we will be able to meet face to face, and this 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 so 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 you that 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 you, 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 reflective practice / supervision. This is to ensure an ethical and professional service to clients is maintained. We may discuss your case in supervision, but we 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, Co-Chairman of National Care Association and Kent High Sheriff 23/24**

Metford Units 5-7, Evegata Business Park, Smeeth, Ashford, Kent TN25 6SX

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Registered Charity Number: 1174832

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, 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.** The mentoring process can be at times demanding, frustrating and emotional. You may at times find this 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, and will invalidate this agreement and our mentoring support will cease. Mentoring will not take place if you are under the influence of alcohol or non-prescribed medication/illegal substances.
15. 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.

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16. 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 an accurate record of this.
17. 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.
18. 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 Senior Management Team (SMT); a member of which will look in to the matter and whose decision is final.
19. 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 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: 10/01/2024.



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