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### **A. Purpose of the Policy**

Seeds4Success recognises that the mentors' role requires them to work alone with young people and therefore face particular problems. We will not require mentors to work alone where this results in unacceptable risks. Seeds4Success will ensure that all mentors are instructed in all matters relating to procedures, their health and safety, confidentiality and boundaries, and safeguarding through the mentor training course, *Mentors' Handbook*, mentors' area of the Seeds4Success website and ongoing support.

Seeds4Success recognises that the mentors may be working 1:1 in the following situations:

- Mentoring sessions in outdoor public places such as parks, sports and activity centres.
- Mentoring sessions in indoor public places such as cafes, museums, sports centres and attractions.
- Mentoring sessions at Mere Youth Centre or other local community venues.
- Transport in their own vehicle to enable young people to access youth work sessions, course and activities.
- Sessions outside normal office hours, during evenings and weekends.

Mentors have a responsibility to act in such a way as not to put themselves or the young people at risk. As our mentors work alone, Seeds4Success places great trust in them to act responsibly and safely. Any breaches of that trust or a failure to follow the guidance in this policy and the *Mentor's Handbook* will be viewed very seriously and may result in disciplinary action being taken.

For the purposes of this policy, Mentoring and Support Manager will be abbreviated to MS Manager.

This policy covers volunteer mentors but not those mentors employed by Seeds4Success.

## **B. Seeds4Success**

### **Charities Aims and Objects:**

To act as a resource for young people aged 5 to 25 years living in Wiltshire and the surrounding counties by providing advice and assistance and organising programs of physical, educational and other activities by means of:

- a. advancing in life and helping young people by developing their skills, capacities and capabilities to enable them to participate in society as independent, mature and responsible individuals;
- b. advancing education;
- c. relieving unemployment;
- d. providing recreational and leisure time activity in the interests of social welfare for people living in the area of benefit who have need by reason of the youth, age, infirmity or disability, poverty or social and economic circumstances with a view to improving the conditions of life of such persons;
- e. conserving and enhancing their natural environment.

### **Mission Statement:**

“Through inclusive engagement of young people in social action and a range of positive activities, our aim is to develop confident, healthy, skilful, valued and empowered members of our local community, providing targeted support to those facing additional barriers”

### **Seeds4Success and mentoring:**

Mentoring is a one-to-one, non-judgemental relationship in which the mentor is a positive role model who gives time to support, encourage, guide and advise the young person. A mentor uses their skills and experience to help the young person to set and meet goals, challenge the young person’s views, and help them to achieve their potential.

### C. General guidance

1. Seeds4Success will ensure safe and effective systems of work for our mentors at all times.
2. Mentors will read, follow and act on the guidance given in the Confidentiality and Boundaries, and Concerns for the young person and Safeguarding sections of the *Mentors' Handbook*.
3. Mentors will inform the MS Manager of any medical conditions that may impact on their ability to provide safe mentoring for themselves and the young person. The MS Manager can then put in place any additional measures required.
4. All mentors should have access to a first aid kit and any appropriate PPE during all sessions. Mentors will be provided with a first-aid kit and PPE and have sufficient training in basic first aid.
5. All mentors should have a smart mobile telephone for contacting the young person and Seeds4Success, as well as accessing the *Mentors' Handbook*.
6. Mentors must have the mobile telephone fully charged, working properly and switched on but on silent during sessions.
7. Mentors will be provided with a pay-as-you-go smart mobile telephone if they do not own one or do not wish to use their own. Mentors using a Seeds4Success mobile telephone will be required to sign and abide by the Seeds4Success Mobile Telephone Agreement.
8. Any mobile telephones provided to mentors remain the property of Seeds4Success and may only be used for communication and other activities involved with their role as a Seeds4Success mentor.
9. Mentors should have their Seeds4Success ID card on their person during sessions.
10. Mentors will receive a young person's profile at the start of the mentoring process which includes appropriate background information.
11. A risk assessment specific to the young person's needs will be carried out before the start of the mentoring process and details shared with the mentor.
12. The details and information contained within the young person's profile is confidential between the mentor and staff of Seeds4Success and the mentor must not disclose its contents to any third party.
13. If, after completing a risk assessment, it is considered 1:1 working with a young person is not appropriate, then a Seeds4Success staff member can be present (at an appropriate distance) during sessions.
14. Mentors must support the young person to complete Strength and Challenges Questionnaires and goal setting forms as detailed in the *Mentors' Handbook*.
15. Mentors should try to hold their mentoring sessions at an appropriate public venue. All venues for sessions must be agreed prior to any session by the MS Manager.
16. If Mere Youth Centre is required to be used as a venue for a session, then a member of MS Manager or other member of Seeds4Success staff will need to be present in the building but separate from the session in a different room.

17. Mentors must never enter the young person's home unless given prior approval by the MS Manager.
18. Mentors must never enter any private residence or venue with the young person without prior approval of the MS Manager.
19. Mentoring sessions should be 1:1 with the mentor and young person. No other persons, including friends and family of the young person, should be invited to or be present at sessions without prior approval of the MS Manager.
20. If others attend, the mentor should ask them to leave. If they do not, end the session and contact the MS Manager immediately.
21. There must be no smoking or vaping during sessions. Let the MS Manager know via the Session Report if this occurs.
22. If the young person appears to be under the influence of any substance such as drugs or alcohol, end the session and contact the MS Manager immediately.
23. If a mentor is found to be under the influence of any substance such as drugs or alcohol during a session, they will be removed from the mentoring programme immediately.
24. If a young person's behaviour puts them, the mentor or others at risk of harm, and the young person does not respond to requests to behave safely, then the mentor should end the session and contact the MS Manager immediately.
25. Mentors should avoid openly taking large quantities of cash or other valuables to sessions to avoid possible assault or theft.
26. During periods of mentor absence due to holiday, illness or other reasons, contact with the young person will be maintained by the most appropriate key worker where the young person has or is accessing other S4S projects or the MS Manager when accessing mentoring only.
27. In the event of an accident causing injury you must ensure that the injured person is being cared for and send immediately for help. DO NOT MOVE THE INJURED PERSON. Record full details of the incident contact the MS Manager as soon as possible. Any 'near miss' incident which occurs should also be reported to the MS Manager. In both cases the MS Manager will forward an Incident Report Form for the mentor to complete. The MS Manager will be responsible for making a report to the Health and Safety Officer.

**D. Meetings, support and guidance:**

1. All mentors are required to attend a three-session training course where the mentoring process, safeguarding, concerns for the young person, confidentiality, boundaries, procedures, goal setting, and lone working will be covered.
2. All mentors are required to have attended a course and achieved a certificate in basic first aid appropriate for young people. Seeds4Success will arrange a basic first aid course at our Mere Youth Centre or local training venue and mentors without an up to date certificate should attend.

3. The MS Manager will contact mentors weekly via email, messaging service, telephone call, or face to face to provide immediate support and update the mentor on any issues or procedures.
4. Mentors will have monthly support meetings and quarterly progress meetings with the MS Manager, where any issues relating to safeguarding, concerns for the young person, confidentiality, boundaries, procedures, progress and lone working can be discussed.
5. Monthly support meetings can be in person or via online video conferencing such as Zoom or Skype.
6. Quarterly progress meetings should be face to face at Mere Youth Centre or another appropriate local venue.
7. The mentor will be invited to a review meeting with the MS Manager at the end of the mentoring process.
8. Mentors are required to attend a safeguarding refresher course every twelve months.
9. Mentors will be offered additional training if required and when policies and procedures are updated.
10. Mentors will be invited to attend informal mentor get togethers, organised by the MS Manager at least four times a year.
11. Mentors will be invited to join a WhatsApp group chat for informal chat with other mentors.
12. The MS Manager will be available by phone, email or messaging service during sessions and for an appropriate amount of time before and after.
13. If for any reason the MS Manager cannot be available, the Charity Director or other member of Seeds4Success staff will be made available. Mentors will be made aware of the change.

**E. Procedures:**

1. Mentors must ensure that the date, time, location, planned activities and venue are submitted to the MS Manager using the Mentor Session Plan at least 48 hours prior to the session wherever possible.
2. If a session is arranged within 48 hours the mentor must call or message the MS Manager with details as soon as possible.
3. The MS Manager will contact the young person's parent/carer(s) to confirm the time, date, venue and any planned activities for all sessions.
4. Mentors must not meet the young person without the approval of the MS Manager or Charity Director.
5. Mentors must have contact details for the MS Manager, Charity Director and Trustee with responsibility for safeguarding with them or on their mobile telephone when attending sessions.

6. Mentors must follow the start and end of session procedure:
  - a. Mentor will message “session” and mentoring number to the MS Manager when leaving to meet the young person.
  - b. When young person arrives to the session, the mentor will message MS Manager “start OK” and mentoring number.
  - c. When young person leaves the session, the mentor will message MS Manager “finish OK” and mentoring number.
7. If a mentor cannot attend an arranged session the mentor must contact the young person and the MS Manager as soon as possible. The MS Manager will contact the young person’s parent/care(s) to confirm the session has been postponed.
8. If the young person has already left to attend a cancelled session the MS Manager will liaise with the young person’s parent/carer(s) to ensure the young person is safe.
9. If a mentor has not messaged to say they are leaving for a session within 15 minutes of the planned session start time, the MS Manager will follow this procedure:
  - a. The MS Manager will message the mentor.
  - b. If after a further 5 minutes there is no response the MS Manager will call the mentor.
  - c. If no reply the MS Manager will call the mentor’s nominated emergency contact.
  - d. If no resolution, the MS Manager will contact the young person and the young person’s parent/carer(s).
  - e. If no resolution, the MS Manager will contact the Police using 101.
10. If a young person does not arrive at a planned session the mentor will follow the procedure detailed in the *Mentors’ Handbook*.
11. If a young person goes missing during a session the mentor will follow the procedure detailed in the *Mentors’ Handbook*.
12. If a mentor does not message that the session has finished safely, then the MS Manager will follow this procedure:
  - a. If no contact from the mentor 20 minutes after the planned session end time, the MS Manager will message the mentor.
  - b. If after a further 5 minutes there is no response the MS Manager will call the mentor.
  - c. If no reply the MS Manager will call the mentor’s nominated emergency contact.
  - d. If no resolution, the MS Manager will contact young person’s parent/carer(s).
  - e. If no resolution, the MS Manager will contact the Police using 101.

## **F. Transporting young people in the mentor's vehicle**

1. To drive as part of the mentoring programme, mentors must meet these criteria:
  - a. Hold a valid UK driving license for 2 years with no greater than 3 penalty points
  - b. Have completed a *Seeds4Success Driver Declaration Form (Appendix A)* and commit to updating this annually
  - c. Have completed a Seeds4Success medical form
  - d. Meet the 'Group 2' medical standards if aged over 70 (this can be checked with your GP if you are not sure if you meet the standards)
2. The MS Manager will check that the mentor holds a current and valid driving licence for the category of vehicle that you are required to drive. This includes having valid, in date categories and an in-date photo card.
3. The mentor is responsible for ensuring their vehicle is in good working order and have appropriate business insurance.
4. The MS Manager will check the documents to ensure that the vehicle is road worthy and has the necessary insurance.
5. Inform the MS Manager immediately of any issues which may affect your ability to drive safely.
6. Ensure you drive in accordance with the law regarding consumption of alcohol, illegal substances, drugs and medications and the use of mobile phones.
7. Mentors should Inform the MS Manager immediately of any changes to their licence such as penalty points or submission of licence to update address.
8. Mentors should check their vehicle has sufficient fuel for the planned trip.
9. In their vehicles, mentors should carry a functional torch, ordnance survey or other relevant maps and information about local garages.
10. Mentors should not go out in risky weather conditions. In winter it is advisable to keep in your car boot, a blanket, spade, boots etc in case you are caught in bad weather.
11. Mentors should have their vehicles serviced regularly and ensure that if they have a spare wheel it is fit for use.
12. Mentors must ensure that seatbelts are worn at all times the vehicle is moving forwards.
13. Mentors should not give lifts to anyone else when the young person is in the vehicle.
14. Mentors should park as near as possible to the venue building and if at night, in a lighted area.
15. It is advised that mentors join an emergency vehicle recovery scheme.
16. Should the young person's behaviour be a potential risk to safety, the mentor will stop the car as soon as safe to do so. If the behaviour persists the mentor should leave the vehicle, making sure it is safe to do so and contact the MS Manager immediately.
17. Report any accident, incident or near miss whilst driving to, from or during a mentoring session to the MS Manager.
18. Mentors who transport a young person in their own vehicle as part of the mentoring process will need to comply with the *Seeds4Success Vehicle Use and Driving for Work Policy and Procedure*. If this is the case, The MS Manager will supply a copy of this document and relevant forms to the mentor and discuss its contents.

## **G. Communication, social media, photographs and video**

1. The mentor must communicate with the young person using the messaging service app approved by Seeds4Success.
2. Mentors must not communicate with the young person through any form of social media, by any messaging service not approved by Seeds4Success, or direct communication (telephone calls, text messaging or email).
3. Mentors must not accept phone numbers, email addresses, usernames etc from the young person or offer to give theirs to the young person.
4. Mentors must report any contact from the young person not through the approved messaging service app to the MS Manager.
5. Mentors must report any contact from the young person's friends and family to the MS Manager.
6. Photographs and videos should be emailed to the MS Manager with the Session Report and then deleted from the device and the cloud within 48 hours after the session.
7. Photographs and videos of mentoring sessions must never be printed, posted, uploaded or shared on any social media or messaging service or shown or given to any individuals not employed by Seeds4Success.
8. Mentors must not have any private communication with young people who have at any time been involved with Seeds4Success unless agreed by Seeds4Success.

## **H. Implementation, monitoring and review of this policy**

The Mentoring and Support Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on an annual basis following its implementation and additionally whenever there are relevant changes in our working practices.

Any queries or comments about this policy should be addressed to the Mentoring and Support Manager or Charity Director.

Reviewed by Jon Rich, Trustee	
Next review date	

*Seeds4Success, Mere Youth Centre, The Recreation Ground, Queens Road, Mere. BA12 6EP*  
*Registered charity number 1151541*