



Enhancing children's
quality of life
through mentoring

Personal Safety Guidelines for Volunteer Mentors

When lone working it is essential that you follow a few basic principles to ensure that you stay safe. The Island will never link you with a young person who we feel may be a risk to you when working alone with them. We will also disclose to you any information we have about that young person's background to help ensure your safety.

The following guidelines should also be considered when meeting with your mentee. Please be aware that The Island understands each young person's circumstance and need are very different. If there are any incidents where these guidelines need to be adapted, please inform your supervisor so possible risks can be monitored and dealt with appropriately.

Only work within the hours the duty phone is contactable – the duty phone (01904 628449 Option 3) will be on from 12– 9pm Monday and 9am – 9pm Tuesday – Friday. This line is CALLS only there is no text service available. If you are aware your activity will exceed this time, for example an evening theatre performance please inform your supervisor and contact methods can be re assessed.

Make sure someone knows your whereabouts - Tell a family member or a friend where you are going and what time you are expected back. This would work best if it is someone you live with as they will know when to expect you back. Ensure that this person also has the Island office number 01904 628449 Option 3 so they can inform us if you are not home when expected. In exceptional circumstances, such as not having direct contact with anybody suitable to be aware of your whereabouts please feel free to make the person using the Island duty phone aware of your session plans on the number above.

Make sure we have your correct emergency contact details - This is to ensure that if you are hurt or injured when out with your young person, we can inform someone who may be expecting you home. Also, if your details change for any reason please inform us so we can update the system.

Have your mobile phone on you at all times and that it is fully charged - Ensure you have the office number and the duty phone number stored in it. Please also keep your contacts list (at the back of your I.D badge) and I.D with you at all times when working with a young person as this may come in useful. This will be your first points of contact if you have a concern when working with your mentee,

unless it is an emergency that requires 999 to be called. For example, if you are **immediately** concerned about the safety or well-being of yourself or your mentee.

Familiarise yourself with the area in which you will be working - If you take your mentee to a place you have not been before, find out from the venue and other people who have been there before of any possible risks.

Think transport - Make sure you are not putting yourself or your young person in danger by ensuring that you make provisions to get to and from your session safely, this may include checking bus timetables or making sure you are parked in a well lit car park

Do not go into the young person's house - Although we know that it is safe to work with your young person and there are no concerns regarding the family, we can never guarantee who is visiting the house.

Let us know if you plan to go out of York - If you are planning to take your mentee on a trip out of York then please let us know at least 1 month in advance. This is to ensure that we have time to complete the necessary consent forms and risk assessments.

Listen to your instincts - If your instincts tell you that something is not right, end the session immediately and inform your supervisor at the earliest opportunity.

Wear your ID badge - The Island will provide you with an ID badge for your sessions - please have this with you at all times as an identifying tool. It also assists with discounts and access to premises and has appropriate contact details on that may be required during your mentoring

PLEASE remember The Island team are here to support you at all times do not hesitate to contact if you wish to discuss anything

Please also refer to your notes from training on 'Child Protection and Safeguarding' and boundaries for further guidelines about ensuring your safety within your Mentoring Relationships.