

ReachOut 1:1 Meeting step by step process

The next step of your mentoring journey is book onto and attend a 1:1 meeting with a member of the ReachOut team. The 1:1 meeting is a chance for us to get to know you a little better, so that we can make sure you have everything you need to be a fantastic mentor. It is also a great opportunity for you to ask us any questions that you might have or discuss any concerns.

Ahead of booking your 1:1, you should have already:

- Submitted your DBS application during **Stage 1** (if you do not already have an existing, valid DBS certificate)
- Have **chosen a project** from your Missions that suits your availability
- **Note:** Please only progress to book your 1:1 once you have requested a project that suits your availability, not if you are waiting on the priority list. Once a project becomes available that suits you, you can then continue with the next steps in Stage 3 to book onto your 1:1.

Documents needed for your 1:1

This will depend on if you already have a valid, in-date enhanced DBS.

- **If you already have a valid DBS certificate**, you can check if ReachOut are able to accept your DBS certificate by [following the guidance on this page](#)
- **If you don't have a valid DBS certificate** and have applied for your DBS, you must show us the 3 forms of ID you were asked to submit when filling out your DBS application. [Please see the DBS page on our website for guidance on documents.](#)

We cannot approve your DBS application without verifying your ID documents so please make sure you have your documents on hand at the meeting. We will need to reschedule your 1:1 if you do not have the correct documents so email us at volunteer@reachoutuk.org if you are not sure.

Attend your 1:1 meeting

Your 1:1 meeting will take place with a member of the ReachOut Team online and will last around 15 - 20 minutes. **Please aim to arrive on time.** If you fail to arrive on time or have not completed the necessary preparation, we will have to cancel your meeting and ask you to rebook so that we can stay on time with other mentors who have booked meetings that day.

In the meeting, we will ask you some scenario-based questions, check your ID documents and have a chat about your mentoring project and how you are feeling about mentoring.

Receiving your DBS certificate in the post

After your 1:1 meeting, we will progress you to the final stage, Stage 4 where you are waiting to receive your DBS through the post.

Most people receive their certificate within 1-2 weeks of their 1:1 meeting but this can be quicker or slower depending on the backlog that DBS and your local police station have to get through.

If your certificate hasn't arrived after two weeks, please get in contact with us and we can check its progress in the system.

Please hold onto your certificate as you will need to bring it with you to your mentoring sessions. It is up to you to keep your DBS certificate safe as ReachOut does not receive a copy of it. It is valid for 3 years and if you lose your certificate, we will ask you to make a donation to ReachOut to cover the cost of a new DBS application.