



MINDJAM TERMS OF SERVICE

Approved by: Dan Clark, Leo Worsdale

Updated: 27/11/23

Changes

1. Half-Termly Reports have been changed to updates and are now done at the request of parents/carers
2. Neurodivergent Mentor statement added
3. Mentor Mental Health statement added
4. FAQ regarding not hearing from mentor added

We kindly ask that you read through this document. By continuing with your young person's MindJam session, you are agreeing with these terms of service. If you have any queries please contact your mentor directly or email hello@mindjam.org.uk

At MindJam it is our goal to make every child we work with feel comfortable, safe and respected. Above all else, we aim to make sure every child we work with feels supported with their emotional needs. Whether it's playing Minecraft, coding or music editing, we aim to engage young people in an area they feel safe and with activities that spark their curiosity.

Responsibilities

MindJam Responsibilities

We will:

- Endeavour to create a safe space for your young person in which they feel valued and heard.
- Create an atmosphere of low demand and allow the young person to lead the session.
- Encourage the young person to express themselves and be comfortable with who they are.
- Start sessions promptly and inform parents/carers if there are delays, technical issues, cancellation, holidays or illness that could affect the session.
- Provide opportunities for your young person to expand their digital skills if they wish to.

Parental Responsibilities

Please:

- Ensure the young person is available for their session at the agreed time and date.
- Have a suitable method of communication, either typing, voice chat or video chat available.
- Inform mentor of any new games/programs a young person wishes to use at least 24 hours prior to the session to allow them time to acquire it, or discuss an alternative if not possible.
- Contact your MindJam mentor with any information that you feel could impact a session, including any changes of circumstances.
- Inform mentors to any cancellations, holidays, illnesses or technical issues that could affect a session taking place.

Point of Contact

Your young person's mentor is your primary point of contact. If you have any questions or queries, please contact them.

Session Length

Sessions occur within a 30 minute or 1 hour slot. Sessions occurring within a 1 hour slot will be a minimum of 55 minutes, whilst sessions within a 30 minute slot will be a minimum of 28 mins. Sessions may still go up to the full amount of time depending on the activity. However, the leeway is

to allow time for mentors to write up notes from the session, catch up on correspondence to parents/carers and transition between sessions. If you have a young person that has concerns or anxiety regarding time, please contact your mentor to make them aware.

Payment

Privately funded 1 hour sessions are £48 including VAT. 30 minute sessions are £24. Itemised invoices are sent to the payment recipient at the end of each month and include payment details. If you have any queries regarding the payment recipient, please contact finance@mindjam.org.uk.

Please pay within 14 days of receiving your invoice. If payment is not received in 14 days then sessions may be paused until payment is received.

School/Council funded 1 hour sessions are £50 excluding VAT. 30 minute sessions are £25 excluding VAT. Itemised invoices are sent to the payment recipient at the end of each month and include payment details. If you have any queries regarding the payment recipient, please contact finance@mindjam.org.uk.

Please pay within 30 days of receiving your invoice. If payment is not received in 30 days then sessions may be paused until payment is received.

Funding

It is the parents/carers' responsibility to ensure that funding is in place for sessions.

Please ensure that funding is in place, or confirm if you wish to self-fund, for sessions taking place in school holidays.

If sessions take place with confirmation from parent/carers but without funding from the school/council/local authority, you will be invoiced for these sessions.

Attendance and Cancellation Policy

Once sessions are confirmed, attendance is assumed unless otherwise noted.

Please provide 24 hours notice if you wish to cancel a session, otherwise you will still be charged for the session.

We understand the needs of the young person we work with. As such, we will endeavour to rearrange any cancelled sessions subject to mentor availability.

Running Late

Running late? Join as soon as you can. Please try to inform your mentor if you are running late to a session where possible. Mentors will attempt to make contact with you and will check their emails regularly if you are running late.

Mentors may be able to continue the session or reschedule, however this is dependent on their availability.

Ending of Session Policy

We have a two week (14 days) notice period for the ending of sessions. This is applied after the first four weeks of sessions.

If you wish to end sessions, please inform your mentor. The two week notice period will apply from when you first informed your mentor that you wish to end sessions.

If you do not provide notification, you will be charged for unattended sessions up to a maximum of two weeks. In addition, your session slot may be reassigned.

The two week notice period does not apply for sessions that end before the first four weeks. If you would like to try MindJam again at a later date, please contact hello@mindjam.org.uk, you will not need to rejoin the waiting list.

Please do get in touch with your mentor or parentsupport@mindjam.org.uk if your young person is struggling to attend sessions. We have many strategies that may help engagement.

Changing Mentors

We always strive to match your young person with the perfect MindJam mentor. If you have any concerns regarding your young person's engagement with the session, please contact your mentor first. They will be more than happy to adapt their approach in order to best support your young person.

However, we are aware that occasionally it doesn't always work out. If you have spoken to your young person's mentor and still feel a change of mentor is needed, please contact parentsupport@mindjam.org.uk.

Updates

Your young person's MindJam mentor will be your first point of contact regarding any queries, correspondence about sessions and discussing progress and session focuses.

If you require an update about the sessions please contact your mentor, who will be happy to provide you with one.

Please note;

- The format, style and length of updates will vary from mentor to mentor.
- The turn around for updates will vary from mentor to mentor
- If you request more than one update in a single term, this may result in the updates being shorter.

Please contact your mentor if you have any questions about updates on sessions.

Reports

We can provide long format reports on sessions if and when required. These are charged at a flat rate of £48. Turnaround on reports varies from mentor to mentor, however please try to give at least two weeks notice if you require one.

In addition your mentor may also be able to attend meetings in support of your young person. This is charged at the hourly rate and subject to your mentor's availability.

Neurodivergent Mentors

Many of our mentors are neurodivergent. This means they may require more time to answer correspondence. We kindly ask that all parents/carers and school/local authorities are mindful of this when contacting and waiting on a response from mentors.

Mentor Wellbeing Statement

Mental Health is a priority at MindJam, for both the young people we work with and our mentors. Mentoring can be a very mentally demanding job. As such we advise all our mentors to look after their mental health in a way they see fit to ensure they are able to give their all for sessions. This may be responding to correspondence at a later date or taking a mental health day. We kindly ask that parents/carers and local authorities/schools respect any decision a mentor makes in order to look after their mental health.

If you have any questions or concerns please contact parentsupport@mindjam.org.uk.

Safeguarding Policy

All mentors have been hired following strict safe recruitment guidelines, have had an extensive DBS check (which can be made available upon request) and have received training in safeguarding, online safety, autism, ADHD and PDA.

MindJam's Designated Safeguarding Lead is Vikki Hearst - vikkihearst@mindjam.org.uk.

MindJam's Deputy Safeguarding leads are Sam Hollandt - samhollandt@mindjam.org.uk and Leo Worsdale - leoworsdale@mindjam.org.uk.

MindJam and all its staff are committed to safeguarding and promoting the welfare of young people.

We have a number of policies and procedures in place that contribute to our safeguarding commitment, including our Safeguarding and Online Safety policies which can be viewed in the policies section on our website.

We have a legal responsibility to ensure the welfare of the children and young people we work with. This means we may need to share information and work in partnership with other agencies should we need to escalate a concern about a young person's welfare.

Data Protection and Privacy

MindJam is GDPR compliant. Any data you share with us is handled with the strictest of confidence and is not shared with any other individual other than MindJam senior leadership and your assigned mentor.

We are required by law to keep some data for 2 years after a young person has left MindJam. We have a review plan in place and ensure that any data is disposed of appropriately and securely.

For more information on MindJam's data protection and privacy policy visit mindjam.org.uk or click [here](#).

Behaviour Policy

MindJam has a flexible approach to behaviour, and we understand that every young person's needs are different. We treat every young person with respect but understand that not every young person will reciprocate that in the same way. We believe in a restorative approach and all mentors will approach any behaviour concerns with a careful hand and will liaise with parents/guardians to find a resolution.

For more information on MindJam's behaviour policy visit mindjam.org.uk or [click here](#).

Complaints Procedure

MindJam aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Business Owner, Dan Clark via hello@mindjam.org.uk.

If your complaint is about the Business Owner, please write to Leo Worsdale (leoworsdale@mindjam.org.uk).

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

For more information on MindJam's complaints procedure mindjam.org.uk or [click here](#).

FAQs

How much do sessions cost? Privately funded sessions start at £24 (including VAT) for 30 mins. 1 hour sessions are £48 (including VAT). School/Council Funded sessions are £25 (excluding VAT) for 30 mins. 1 hour sessions are £50 (excluding VAT).

How long do sessions last? Sessions occur within 30 minutes and 1 hour slots.

The minimum time provided in a 30 minute time slot is 28 mins.

The minimum time slot provided in an hour slot is 55 mins.

Sessions may still go up to the full amount of time depending on the activity. However, the leeway is to allow time for mentors to write up notes from the session, catch up on correspondence to parents/carers and transition between sessions.

We recommend at least an hour per week to allow more time for mentees to get the most from the sessions.

Can I have more than one session per week? Of course. We have some children that have two, three, even four sessions per week. Please note that this is dependent on mentor availability.

How long do I need to have sessions for? This is at the discretion of the parent/carer and the needs of the mentee. There is no minimum or maximum length of time over which to have sessions. Some mentees benefit from a few months of sessions, whilst many benefit from being with us long-term.

Can I request a specific mentor? Unfortunately not. Although please know that we always strive to place all our mentees with the best fit mentor.

You are more than welcome to suggest a mentor that you think would be a good fit in your questionnaire. However, there is no guarantee that a place with a requested mentor would be available.

Who do I talk to about my young person's session? Your primary contact for your sessions is your young person's mentor. Please contact them if you wish to discuss sessions. They will be more than happy to accommodate any changes that may be needed.

I've contacted my mentor but I haven't heard back yet, what do I do? Many of our mentors will be in sessions throughout the day, which means their time to respond to correspondence will be limited. In addition we have many neurodivergent mentors, who may require more time to respond. We kindly ask that you allow mentors a few days to reply. If you have not received a reply after that, then send a follow up email.

My young person hasn't started talking about their worries / When does the therapy start?

MindJam mentors are not therapists, we are mentors. We can support and guide your young person but we cannot force them to do anything they do not want to. The therapeutic aspect of the sessions comes through MindJam's ethos - one-to-one, child-led, low demand sessions. Providing support

through non-judgemental, enthusiastic, and positive role modelling to build understanding, confidence, self-esteem and belief in their own abilities is our top priority.

The time it takes for a young person to feel comfortable enough to open up about their worries or emotions can vary from individual to individual. Some may open up instantly, some may take time. Some may require some prompting. Please contact your young person's mentor to discuss any concerns regarding this.

I want my child to learn a skill with MindJam, is this possible? It is. All our mentors will be able to guide mentees in learning a skill, whether that is coding, game design, digital art, video editing or music editing.

We try to match mentees with mentors that have knowledge of the skill they wish to learn. However, we've also found that a peer-to-peer relationship where the mentor and mentee learns together works well if neither have prior knowledge or a limited knowledge of that skill.

My young person hasn't started learning a skill yet, why not? Please speak to your mentor about possible ways we can help engage your young person in learning a skill as we have techniques that may spark their interest. However, we can only guide, we cannot force. A skill based session cannot take place if your young person doesn't want to do it.

Is my child safe in the sessions? Absolutely. All our mentors have an enhanced DBS, received regular safeguarding training and are trained in online safety. Mentors are able to guide their mentees in how to be safe online. If you have a particular concern about online safety please do not hesitate to contact your child's mentor, who will be able to assist you.

How would my child communicate in sessions? That is entirely up to the mentee and what they would feel most comfortable with. We use video chat, voice chat or text chat. For Xbox and PlayStation we can use the in-built voice/text chat functions. For PC, Nintendo Switch and mobile/tablet gaming we use Google Meets and Discord. Other platforms can be used.

Please note that although Discord is a popular platform that many young people prefer to use, it is a social media platform that has an age restriction of 13+ and carries the same risks associated with other social media platforms. For more information [click here](#).

Who do I contact if I want feedback on the sessions or if I have a concern/problem? Your primary contact is your child's mentor. Please contact them regarding any questions you have. If they are unable to answer they will pass it onto a senior mentor.

I've messaged my young person's mentor and haven't heard back from them, what do I do? Many of our mentors have multiple sessions in a day, which limits their admin time. Also many of our mentors are ND, which means it may take a bit longer to respond to messages.

If you are waiting on a response from a mentor, please send them a reminder to get back to you as soon as they are able. While our mentors will endeavour to reply to your email as soon as they are

able please allow up to 5 working days before you send a follow up email. If your email is urgent or regarding a cancellation please put this in the email subject

When will I receive my invoice? Invoices for the month are sent at the beginning of the following month. For example, January's sessions are invoiced at the start of February. If your sessions are funded please let us know where to send the invoice.

How do I get my sessions funded? Many sessions are funded through EHCP or EOTAS plans. We are an approved provision for many Local Authorities. In our experience, it is more beneficial for the request to local authorities or school for funding to be made by parents/carers. It can be helpful to forward the following document to your point of contact when requesting funding for MindJam sessions.