



# MINDJAM GROUP SESSIONS

## TERMS OF SERVICE

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With MindJam Groups, the aim is that your child or young person (CYP) makes a further step in their development by making social connections with other CYP's within MindJam. We hope that through MindJam groups your CYP grows in confidence, develops social skills through peers and ultimately makes lasting friendships.

We kindly ask that you read through this document. By continuing with your young person's **MindJam Groups** sessions, you are agreeing with these terms of service. If you have any queries please contact your mentor directly or email [groups@mindjam.org.uk](mailto:groups@mindjam.org.uk).

## **Responsibilities**

### **MindJam Responsibilities**

We will:

- Create an environment in which your young person can have fun.
- Endeavour to create a safe space for your young person in which they feel valued and heard.
- Encourage the young person to express themselves in a small group.
- Encourage your young person to work collaboratively as a team; reason, deduce and problem solve.
- Start sessions promptly and inform parents/carers if there are delays, technical issues, cancellations, holidays or illness that could affect the session.

### **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.
- 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.

## **Group Formation**

Groups of no more than four will be carefully selected based on the information you have provided in your referral form. We will aim to place your CYP with other young people of a similar age and with similar interests.

Please be aware that finding a matching group may take time as we want to ensure the groups are well matched. As such we are unable to provide a time frame as to when a match will be found. However a member of the MindJam groups team will be in touch if we have any queries about a matching group.

Group sessions will continue if any of the CYP are unable to attend. Sessions may be paused if only one CYP is in regular attendance. However, if this is the case we will look to reassign your CYP to a different group.

If you or your young person are not comfortable with the group they are in, please contact [groups@mindjam.org.uk](mailto:groups@mindjam.org.uk).

## **Costings**

**Privately funded** group sessions are £24 (including VAT) for 1 hour. 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](mailto: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** group sessions are £25 (excluding VAT) for 1 hour. 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](mailto: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

## **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.

Unfortunately, due to the nature of group sessions we are unable to rearrange a session if your CYP is unable to attend. However, group sessions run weekly so you are welcome to join the following week's session as normal.

## **Non-Payment Policy**

We believe that the continuation of sessions is important to the young people we work with and we value the relationship they build with their mentor. However sessions cannot continue if we do not receive payment for them.

If payment is not received after 14 days, sessions may stop and mentor availability may be subject to change.

If you are having issues regarding payment, please contact [finance@mindjam.org.uk](mailto:finance@mindjam.org.uk)

## **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 without funding confirmation from the school/ council/ local authority, you will be invoiced for these sessions if the school/ council/local authority informs us there is no agreement in place.

## **Access to Questionnaires**

By taking part in MindJam Groups sessions, you are agreeing to allow the Group's Mentor access to your young person's MindJam questionnaire. This will only be shared with the Group's Mentor and no other party, and will only be shared for the duration of the session or sessions.

## **Age Restricted Games**

We want to remove as many potential barriers to engagement as we possibly can. This includes playing games with young people that may have an age restriction.

MindJam Groups will be partly formed on the games that are listed in your Group Referral Form. If you do not wish your CYP to play age restricted games in group sessions, please do not add them to your CYP's referral form. For more information please see our [Games Policy](#).

## **Updates**

Your young person's Groups MindJam mentor will be your first point of contact regarding any queries, correspondence about sessions.

Updates about how your CYP is getting on in group sessions are available. However, due to group sessions involving more than one CYP, updates will be short.

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

## **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 the MindJam Senior Leadership Team 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, please visit [mindjam.org.uk](https://mindjam.org.uk) or [click here](#).

## **Sharing Usernames**

Due to the nature of group sessions, your young person's username/gamertag will be shared with the other members of the group. We kindly ask that your young person does not share someone else's username/gamertag without permission from that young person's parent/carer.

If you have any concerns about this, please contact [safeguarding@mindjam.org.uk](mailto:safeguarding@mindjam.org.uk)

## **Ending Time of Sessions**

Mentors will end sessions within a 2-5 minute window at the end of the group session. This is to allow them an opportunity for a comfort break and to set up for their next session.

It is the parents/carers responsibility to ensure their CYP logs off at the end of a session, if they do not wish them to remain online.

## **Contact Outside of Sessions**

It is the parent/carers' discretion to allow contact between mentees that take part in MindJam Group Sessions outside of the allocated Group Session. If you have any concerns or issues that arise from contact outside of the allocated Group Session, please inform MindJam Head of Safeguarding, Vikki Hearst, at [safeguarding@mindjam.org.uk](mailto:safeguarding@mindjam.org.uk)

If you do wish for your CYP to be able to contact another CYP in their group, please contact [groups@mindjam.org.uk](mailto:groups@mindjam.org.uk) who will contact the other parties for permission to exchange contact details.

## **Use of Video Calls**

MindJam Group Sessions will use a private Google Meets call to communicate in the session. This will allow your CYP to communicate in the way that they feel most comfortable - via text, voice or video.

If your CYP would like to communicate via video call, and you are happy for this to take place, we kindly ask that your CYP is aware that there will be other young people on the call and to ensure anything in view of the camera is suitable.

## **Technical Issues**

In the event of a technical issue, a mentor will contact you to inform you of the issue. Mentors will try to help with any technical issues where they can, however due other CYP being involved, the session will still continue.

## **Safeguarding Policy**

All mentors have been hired following strict safe recruitment guidelines, have had extensive DBS checks (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 - [safeguarding@mindjam.org.uk](mailto:safeguarding@mindjam.org.uk)

MindJam's Deputy Safeguarding leads are Sam Hollandt - [samhollandt@mindjam.org.uk](mailto:samhollandt@mindjam.org.uk) - and Leo Worsdale - [leoworsdale@mindjam.org.uk](mailto: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. For more information please click on the respective policy or visit [mindjam.org.uk](http://mindjam.org.uk).

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.

## **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 behavioural concerns with a careful hand and will liaise with parents/ carers to find a resolution.

If your young person has any behaviour needs that need to be taken into account please let your Group's MindJam Mentor know.

For more information on MindJam's Behaviour Policy visit [mindjam.org.uk](http://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](mailto:hello@mindjam.org.uk).

If your complaint is about the Business Owner, please write to Leo Worsdale ([leoworsdale@mindjam.org.uk](mailto: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 please visit [mindjam.org.uk](http://mindjam.org.uk) or [click here](#).

## **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 your Group Mentor and/ or [groups@mindjam.org.uk](mailto:groups@mindjam.org.uk) in the first instance. If you require further support or would like to speak with a member of the Senior Leadership Team, please contact [hello@mindjam.org.uk](mailto:hello@mindjam.org.uk).

## **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 Groups again at a later date, please contact [hello@mindjam.org.uk](mailto:hello@mindjam.org.uk), you will not need to rejoin the waiting list.

Please do get in touch with [groups@mindjam.org.uk](mailto:groups@mindjam.org.uk) or [hello@mindjam.org.uk](mailto:hello@mindjam.org.uk) if your young person is struggling to attend sessions. We have many strategies that may help engagement.