



Group Sessions - FAQs

What is the purpose of MindJam Group sessions?

MindJam Group Sessions are intended to be the next stage of a young person's development in growing their confidence, self-esteem and social interactions.

The aim is to build upon the confidence your young person has built with their mentor and build social cues, establish connections and possibly even friendships with other MindJam mentees.

I think my Child or Young Person (CYP) will benefit from group sessions but I haven't spoken to them about it. Can I still apply?

We recommend that you speak to your CYP about groups prior to signing up for them. If a young person has been signed up for group sessions without their knowledge it could potentially lead them being matched to a group that is not able to go ahead due to a number of CYP not being ready to start/not wanting to do group sessions.

How long will it take to assign my young person a group?

The timeline for forming a group depends on several factors, such as finding children or young people (CYP) of similar ages, availability, interests, and preferred games. By streamlining game choices, we aim to match groups more quickly than before.

Can I request a specific game?

Currently, there are four games to choose from: Roblox, Fortnite, Minecraft Java, and Minecraft Bedrock. We selected these games because they are the most popular among CYP using our service and are cross-play compatible, which helps us find suitable matches for your CYP more quickly. There's also an additional question asking about any other games your CYP enjoys. If your CYP lists a specific game, we'll do our best to match them with others who play it. However, in some cases, we may not be able to accommodate every request. Our apologies in advance for any inconvenience.

Can I get an update as to when I will be assigned a group?

Unfortunately not, as mentioned previously, matching a group together is reliant on a number of factors. For this reason, we are unable to provide you with an update.

Can I get an update on when I will be assigned a group?

While we aren't able to provide exact updates on group assignment timing, we are working to create groups as quickly as possible. Once your group is ready, our amazing Group Lead Libby, who will reach out with further details.

Can we move the session time?

When your CYP is matched with a group, Libby will contact you with a session time based on the availability you provided on the Groups Referral Form. These times are set according to the mentor's schedule and cannot be changed. If your CYP cannot attend the assigned time, please let us know, and we will try to find a new group that better matches your updated availability.

Once you confirm a time with Libby, your CYP will be assigned to a Group Mentor, who will then confirm the start date. Please note that session times cannot be changed after this point. If your CYP is no longer available at the scheduled time, please contact groups@mindjam.org.uk, and we will explore options for assigning a new group.

What should I do if my child or young person's availability changes?

Please let us know as soon as your availability changes and we will update our system. If your availability changes after you have been assigned a group, please email groups@mindjam.org.uk as we may need to look into matching your young person to another group. Due to mentor's and the other attendee's schedules we are unable to move the groups' time slot.

My young person has been assigned a group and is not ready to start, what do I do?

If this is the case, please let your Group Mentor know. The group may start without them, however your CYP can join when they feel ready. We will keep their group slot open for X weeks.

If you feel that your CYP is not to join the group at all, please let the Group Mentor know so the space can be offered to another CYP.

If your CYP is ready and you would like them to be reassigned to another group. Please contact groups@mindjam.org.uk

How are the MindJam Group sessions structured? What can I expect during a typical MindJam Group session?

Group sessions are structured very similarly to one-to-one sessions - they are an hour, child-led session, in which the main aim is to play games and have fun! With the main difference being there will be other young people present. An experienced mentor will be present to help organise the group and facilitate conversation.

Can I meet the MindJam Group mentor before sessions start?

Unfortunately due to time constraints you will be unable to have an initial meeting with your group session mentor. However we can reassure you that all MindJam Groups mentors are experienced in providing 1-1 sessions and their profile is available on the website for you to get to know them.

You are free to email them to ask any questions, but please be aware that due to their schedules, they may be slow to reply - groups@mindjam.org.uk may be able to answer your question in the meantime.

What happens if my CYP wants to change groups?

If a parent emails to ask to change groups, reply and copy in groups@mindjam.org.uk, we will try to prioritise them when finding a new group.

What happens when I/my CYP wants to end Group Sessions

You can either email your group mentor or groups@mindjam.org.uk to let us know. Please note, there is a 2 week notice period that is applied to the ending of group sessions 4 weeks after your CYP starts group sessions.

Any other questions

If you have any other questions regarding Group Sessions please contact groups@mindjam.org.uk