



HEALTH & SAFETY POLICY

(ONLINE PROVIDER)

Approved by: Dan Clark, Leo Worsdale

Last checked: May 2026

Next Review: May 2027

This policy outlines the commitment of MindJam to provide a safe and healthy environment for all staff (employees and independent contractors) and the young people accessing our service.

As an online only provider, MindJam's workplace is solely digital. We acknowledge that while we do not control the physical environment of our users or staff, we have a duty of care to promote safe practices and mitigate risks associated with remote work and online delivery.

MindJam's aim is to be an organisation where everyone can undertake their roles and responsibilities, and fulfil their potential free from work-related or education-related injury or ill health; this includes all organisational staff, mentors, mentees, partners, and others who may be affected by our work activities.

MindJam's Health and Safety Lead is Dan Clark - danclark@mindjam.org.uk. As lead, Dan Clark oversees MindJams compliance. Dan Clark is Level 3 trained in Health and Safety for Managers.

Policy Objectives

- To conduct all our activities safely and in compliance with legislative standards.
- To provide safe working and learning conditions.
- To ensure a systematic approach to the identification of risks and the allocation of resources to control them.
- To be an organisation that promotes a positive health and safety culture, demonstrated by open communication and a shared commitment to the importance of health, safety, and welfare.
- To promote the principles of sensible risk management, which enable innovation and learning.

Policy Statement

MindJam recognises and accepts its responsibility as an employer and provider of services, and will provide a safe and healthy workplace and environment for all staff, mentees, and other persons who may be affected by its activities.

In the case of independent contractors, the following policy contains recommended guidance which mentors are welcome to follow. If guidance is not followed, mentors do so at their own risk.

Good health and safety management will be an integral part of the way MindJam operates and will be considered across all work activities and the wide range of support delivered.

The organisation will:

- Promote health and safety to ensure competence and awareness.
- Develop and communicate information on sensible risk management and safe working practices.
- Encourage all employees and mentors, and encourage and support all mentees, to show a proper personal concern for their own safety and that of the people around them, through management, example, joint consultation, provision delivery, and care.
- Encourage all staff and mentors to exercise due care and attention, and observe safe working methods, including those inherent in their professional craft or training.

The organisation will adopt a planned, risk-based approach to health and safety management based on the principles of sensible risk management. This will involve:

- Assessment of hazards and associated risks.
- Identification and implementation of preventive and protective control measures against those risks to an acceptable/tolerable level.
- Monitoring the effectiveness of those measures, including the enforcement of proper working practices by the senior leadership team and other supervising staff members, and the review of incident statistics.
- Inclusion of health and safety requirements/responsibilities into contract conditions, which will be enforced by the Senior Leadership Team.
- Provision of information, instruction and resources to staff.
- Review of risk assessments, policies, procedures, and practices at regular intervals, and where additional information is gained through monitoring or following an incident.

It is a requirement of MindJam that this policy statement and its implications are understood and acted upon by all staff and other relevant persons within the organisation. Copies of the policy will be issued to all staff and mentors, and will be available on the website.

Responsibilities

MindJam, as the organisation, is responsible for providing clear guidance, risk assessments and safeguarding procedures.

All members of staff and independent contractors are responsible for maintaining a safe home working environment, ensuring equipment is in good condition and adhering to safeguarding procedures.

Where sessions take place in the home, parents/carers are responsible for ensuring their child has a safe, comfortable space where they can do their sessions, and equipment is checked to ensure good working conditions. Parents/carers are required to supervise sessions or at a minimum, be within the home/vicinity while sessions take place.

Where sessions take place in school, the school is responsible for the physical safety and supervision of the child.

Remote Working & Ergonomics

MindJam will not provide any equipment for the purpose of working from home. Staff and mentors must provide their own equipment. In rare circumstances we may provide equipment, staff/mentors must:

- (a) use it only for the purposes for which we have provided it;
- (b) take reasonable care of it and use it only in accordance with any operating instructions and our policies and procedures; and
- (c) make it available for collection by us or on our behalf when requested to do so.

It is the responsibility of all staff and mentors to ensure that they have sufficient and appropriate equipment for working from home. MindJam is not responsible for the provision, maintenance, replacement, or repair in the event of loss or damage to any personal equipment used by you when working with the company.

While all staff/mentors use their own equipment, MindJam will provide guidance to ensure long-term physical health. The following is recommended to all staff and mentors:

- It is recommended that all staff/mentors complete a [Display Screen Equipment \(DSE\) Self-Assessment](#) and [Home Working Self-Assessment Checklist](#).
- All staff/mentors are encouraged to work in a well-lit, ventilated space. Desks and chairs should be appropriate and comfortable, ensuring a neutral posture can be supported.
- It is recommended that staff/mentors follow the '20-20-20' rule. Every 20 minutes, look at something 20 feet away for 20 seconds to reduce eye strain. Mentors are also encouraged to make use of the 5 minute break allowance for each one hour session to ensure they have some time between sessions to move away from their desk. When scheduling sessions, mentors should ensure they are scheduling breaks and lunch hours. It is recommended that working time should be monitored and rest breaks of at least 20 minutes for every six hours of working should be taken.

Electrical Safety

As staff/mentors and service users use their own equipment, the following should be followed:

- All staff/mentors and parents/carers/schools should conduct regular visual inspections of equipment to ensure cables are not fraying or damaged.
- All staff/mentors and parents/carers/schools should avoid overloading socket adapters.

- It is recommended that devices, such as laptops, be used on hard surfaces to prevent overheating

If there are any concerns around the safety or condition of any equipment, the user should immediately stop using the equipment.

Data Security and Confidentiality

All equipment and information must be kept securely. All staff members and mentors should take all necessary steps to ensure that private and confidential material is kept secure at all times. The Senior Leadership Team must be satisfied that all reasonable precautions are being taken to maintain confidentiality of material in accordance with our requirements.

All staff and mentors must confirm that they have read and understood MindJams policies relating to computer use, electronic communications and data security, and that they will regularly keep themselves informed of the most current version of these policies.

If any staff member or mentors discovers or suspects that there has been an incident involving the security of information relating to the company, clients, customers or anyone working with or for the company, it must be reported immediately to Dan Clark on danclark@mindjam.org.uk

Further information on data breaches can be found in MindJams [Data Protection Policy](#)

Digital Safeguarding & Online Safety

As MindJam is online only, protection from online harm is paramount and plays a central role in our support. The following is imperative to ensure digital safeguarding and online safety is supported to the best of our ability:

- Sessions should only be conducted on the platform agreed between MindJam, parents/carers and the commissioner. MindJam recommends Google Meets. Meeting links will be sent to parents/carers or the school only. Parents/carers or schools are responsible for ensuring the young person can access the meeting with the mentor, and should ensure the young person is not able to access any platforms or sites beyond what has been agreed
- All staff/mentors should refer to the [Games Rating Authority](#) guidance and MindJams [Age Appropriate Games Policy](#) when agreeing suitable games for young people to access during session. Permission should always be sought from parents/carers and commissioners. All staff and mentors should conduct dynamic risk assessments to assess the impact a game may have on a young person. Any concerns should be addressed with parents/carers, commissioners and MindJams Safeguarding Team.

- All staff/mentors should ensure ongoing support is provided to increase online safety awareness for both mentees and parents/carers. Staff/mentors should signpost families to the [MindJam website](#) and the private [MindJam Parent Facebook Group](#), where further guidance and resources can be provided
- All staff/mentors must ensure their background is professional. While staff/mentors can have relevant items in their background (for example, figures and artwork), these should be appropriate to the role and under no circumstances be explicit. If any staff/mentors are unsure of the appropriateness of their background, in all instances they should use an appropriate virtual background or remove the items in question.
- MindJam does not record any sessions. In the exceptional circumstance that a session needs to be recorded, explicit consent should be sought from the young person, parent/carer and MindJams Head of Safeguarding. Any recordings should be stored in compliance with GDPR and Data Protection laws.
- While external observations can be supported, consent should be sought from young people and parents/carers before these take place. The observer should ensure that observations are not disruptive to sessions. Where an observation would be detrimental to the young person and may impact their ability to attend and engage with their sessions, alternative options should be considered.
- All staff and mentors should make themselves familiar with the [Session Risk Assessment](#) which has been created for online sessions. Any concerns or incidents should be reported to MindJams Safeguarding Team via the [Safeguarding Webform](#). Please see MindJams [Safeguarding Policy](#) for further information.

Mental Health and Wellbeing

MindJam acknowledges that remote working can lead to isolation. We mitigate this through:

- Regular check-ins by Consultant Mentors
- Bi-weekly meetings and bi-weekly watercooler meetings
- Staff/mentors are not expected to respond to communication outside of their working hours. Staff/mentors are encouraged to add a wellbeing statement to their email signature, and set an out of office when they are on leave
- Two Mental Health First Aiders who mentors can contact for professional and personal support and guidance
- Social evenings/work events
- An open-door policy that encourages all staff/mentors to reach out if they need any support or guidance. Avenues for support include:
 - Senior Leadership Team
 - Mental Health First Aiders including mental health resources
 - Consultant Mentors

- In-house private discussion channels
- Bi-weekly mentor meetings
- Bi-weekly watercooler meetings

Lone Working

For the purpose of this policy, lone working refers to any staff member or independent contractor who performs work duties in an environment where they do not have direct, face-to-face contact with other colleagues. This includes all staff/mentors working from home or remote locations.

While the physical environment of the home is the responsibility of the individual, MindJam implements the following to ensure the safety of our staff and mentors:

- All staff and mentors are required to keep their status updated on Discord during their working hours. If a member of staff or mentor is scheduled for a session or meeting, and does not log in or respond to communications, then a safety check-in will be initiated by a member of the Senior Leadership Team
- All staff and mentors must provide a secondary emergency contact number. This will only be used if the individual cannot be reached during their working hours and there is a concern for their safety
- All staff and mentors should remain aware of their own health. If a member of staff/mentor feels unwell and this impacts their ability to work as normal, they must notify the Senior Leadership Team as soon as possible

Protection from Abuse

MindJam acknowledges that lone workers can be more vulnerable to the psychological impact of challenging behaviour. While MindJam's initial approach is restorative, we have a zero tolerance for the continuation of any aggression, harassment or inappropriate behaviour from service users or parents/carers. Should our initial restorative approach be unsuccessful, MindJam reserves the right to terminate sessions. Following any such incidents, regardless of the outcome, staff and mentors are entitled to a formal debrief with a member of the Senior Leadership Team or their Consultant Mentor. Please see MindJam's [Behaviour Policy](#) for further information.

Physical Safety and Security

Under no circumstances are staff or mentors permitted to meet young people or their families in person in either the service users' home or the staff/mentors' own home. Staff/mentors should avoid sharing personal information, such as their home address, with service users and their families.

All staff and mentors should ensure their workspace is secure to prevent unauthorised access to sensitive data, which could potentially lead to personal security risks such as doxing.

Reporting Lone Working Concerns

Any employee or independent contractor who feels that lone working is negatively impacting their safety or mental health should raise this with a member of the Senior Leadership Team or their Consultant Mentor.

First Aid

As staff and mentors work from private residences, they are responsible for their own immediate physical first aid. MindJam recommends that all remote workers:

- Maintain a basic first aid kit
- Identify an emergency contact, for example by ensuring a neighbour, friend or family member knows their working hours and has a means of entry to the property in an emergency
- Make MindJam aware of any pre-existing medical conditions that may require specific emergency responses

Parents/carers and schools are responsible for ensuring their young person is supervised during sessions and that first aid equipment is available as needed. Schools are also responsible for ensuring they have a first aid trained member of staff on site.

Emergency Reporting

If a member of staff or mentor becomes aware of an emergency involving a young person during an online session, the following steps must be taken:

1. **Assess the situation:** Stay on the call, do not hang up. Try to keep the young person calm and engaged
2. **Gather information:** Quickly confirm the young person's current physical location (e.g. home or school) and the nature of the emergency
3. **Intervention:** If at school, direct the young person to alert a nearby teacher or staff member immediately. If at home, direct the young person to alert their parent/carer immediately. Staff/mentors should also refer to the young person's referral form and their own mentee registers to obtain emergency contact details for the parent/carer/school. Contact should be made to highlight and address the emergency, regardless of the severity

4. **Escalation:** If a young person is alone, or they do not require supervision/live alone (e.g. they are 18+), and are in immediate danger (e.g., medical collapse, fire, or serious self-harm), the staff member or mentor must immediately call 999 and provide the emergency services with the young person's address which can be found on the referral form or mentor register
5. **Internal Notification:** Once the immediate danger is managed, the member of staff or mentor must notify MindJams Head of Safeguarding as soon as possible by completing a [Safeguarding Webform](#)

Please see MindJams [First Aid, Medication and Emergency Reporting Policy](#) for further information.

RIDDOR Compliance in a Remote Environment

Under RIDDOR, an accident is reportable only if it arises out of or in connection with work. While staff/mentors work from home, MindJam acknowledges its responsibility under RIDDOR 2013.

An accident in a home office is only reportable if it is linked to how the work was organised or executed, not the general home environment.

We will report cases of work related diseases (such as Carpal Tunnel Syndrome) if they are confirmed by a doctor and linked to prolonged DSE use for the company.

Staff must report any accident sustained during working hours to Dan Clark immediately via email – danclark@mindjam.org.uk. Dan Clark will determine if the criteria for an HSE report has been met. MindJam will report any specified injuries, work-related fatalities or incidents resulting in more than 7 days of absence that occur as a result of work activity or equipment.

Reporting by Incident

Incident Type	RIDDOR Reportable?	Action Required
Trip or fall at home	No (environmental)	Logged on internal Accident Reporting form only
Electric shock from work laptop	Yes (equipment)	Notify Dan Clark; report to HSE
Severe hand/wrist injury (DSE)	Yes (if certified by a doctor)	Notify Dan Clark; report to HSE

Aggression/threats from users	No (unless resulting in physical injury)	Follow procedures outlined in MindJam's Safeguarding and Behaviour Policy
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Clarification for Employees and Independent Contractors

To ensure a cohesive safety culture, both employees and independent contractors should report RIDDOR incidents to MindJam.

Incident Reporting

All incidents should be reported in line with MindJam's policies and procedures. This is inclusive of, but not limited to, safeguarding concerns, cyber attacks and work related injuries at home.

- **Safeguarding:** All safeguarding concerns, including low-level concerns, should be reported immediately to MindJams Safeguarding team using the [Safeguarding Webform](#). Please see MindJams [Safeguarding Policy](#) for further information.
- **GDPR/Data Protection Breaches:** Any actual or suspected GDPR or Data Protection breaches should be immediately reported in writing to MindJam's Data Protection Officer, Dan Clark – danclark@mindjam.org.uk. Please see MindJams [Data Protection Policy](#) for further information.
- **Work Related Injuries:** Any work related injuries should be reported in line with RIDDOR. Please see RIDDOR Compliance in a Remote Environment and report any injuries to Dan Clark - danclark@mindjam.org.uk

Completed by:



Dan Clark - CEO

MindJam Ltd