



Virtual Youth Hubs and Elevate Parent / Carer Information

Overview

Matrix run several Youth Hubs and other evening / after-school activities for young people across Guildford Borough. Our aim is to provide safe spaces where young people can let off steam, have fun and make and meet friends, thus reducing social isolation and improving social and emotional wellbeing.

During the Covid-19 crisis, we are creating virtual safe spaces where this can happen:

[**Virtual Youth Hub**](#) for Years 7-9 (Thursdays at 3pm)

[**Elevate**](#) for Years 10-11 (Mondays at 3pm)

How does it work?

The sessions will take place through a secure invitation-only portal via ZOOM and are only open to those who have booked and given consent.

Parents / carers give consent for their child to take part by following this link to book a place. Then, each week, you will receive a link to the Zoom Virtual Youth Hub via email, so you can join the social session. For safeguarding purposes it is important to note that your child will require the ability to join this call using video.

Each session will last no longer than an hour and will be hosted by Matrix youth workers. All our Youth Workers have been safely recruited, including completing an enhanced DBS check and sessions will be monitored by our Designated Safeguarding Lead (Misty Bower).

What do I need to do?

All you need to do is give your consent for the session you would like your child to take part in:

[Virtual Youth Hub](#) for Years 7-9 (Thursdays at 3pm)

[Elevate](#) for Years 10-11 (Mondays at 3pm)

You will receive a link to the Zoom via email, so you can join the social session each week. You will need to make sure you have downloaded the free Zoom app beforehand, so in the day you can just click on the link and take part.

Is there a cost?

The sessions are currently free of charge. This work is funded by grants and [charitable donations](#) from individuals. We will continue to provide these sessions at no cost for as long as we can in this crisis.

Is it safe?

All our Youth Workers have been safely recruited, DBS checked and trained in safeguarding and child protection.

We will maintain the usual ratio of Youth Worker to young person for all these sessions, with a minimum of 2 Youth Workers at any time and a maximum of 10 young people per Youth Worker.

We have also put additional safeguards around these sessions, such as:

- Sessions will be monitored virtually by our Designated Safeguarding Lead (Misty Bower)
- Neither the young people nor Youth Workers will be able to record the sessions
- Our safeguarding policy has been updated to ensure strict protocols around how, when and with whom the sessions can take place
- Any inappropriate behaviour will result in the young person being immediately removed from the online session

What if I still have questions?

If you still have questions about the Virtual Youth Hubs or Elevate, then please call 01483 574900 and the team will be happy to answer them.