



Youth Support Sessions - Parent / Carer Information

Overview

As part of our school- based pastoral support for students, some students meet regularly with a Matrix Youth Worker. This provides them with a safe space to talk about things that are concerning them and find ways to help them cope and move forwards. We are pleased to say that Matrix are able to continue this support for young people even while the schools are shut, via remote working technology.

This will be conducted using Google Meet chat or phone (not video) via their school email account. All appointments will be pre-scheduled (Monday to Friday, between 10 and 4pm), and will last no longer than 30 minutes. All messages and audio will be recorded for safeguarding purposes. As with school-based appointments these are confidential between youth worker and young person so it's helpful if they can be conducted in a quiet space. School staff will be in regular contact with the Youth Workers to keep in touch with progress.

How does it work?

If your child is already receiving support from us at school you should have received a letter about how to sign up. If not, or if you feel your child needs support then speak to your school or social worker to ask them to refer you for an appointment.

Once we have received a referral and you have given your consent via the Matrix booking system, your child will be sent an email from Matrix to offer them a set appointment time, a link to join and the name of the Youth Worker they will be 'meeting'. They can choose to accept, decline or rearrange this session. They will also be sent a reminder before the appointment.

All sessions will take place via Google Meet's messaging or audio facility depending on the child's preference and as always, Matrix Youth Workers will adhere to the Matrix Safeguarding Policy which is in line with Government and Department of Education Guidelines. This can be viewed online at www.matrixtrust.com

To make the most of the session, Young people should aim to sit in a quiet space that retains their privacy, however, we understand this is not always possible for a young person at home so the priority should be that they are in a place where they are comfortable talking or sharing.

What do I need to do?

All you need to do is give your consent via the Matrix booking system and then Matrix will do the rest. If you would like to talk to Matrix about the system, then please call 01483 574900 – please note they cannot discuss the content of individual children's concerns.

Is there a cost?

The sessions are currently free of charge. This work is funded by [charitable donations](#) from schools and 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 have also put additional safeguards around these sessions, such as recording the chat and audio of each session which will be checked at regular intervals by our Designated Safeguarding Lead, updating our safeguarding policy and putting strict protocols around how, when and with whom the sessions can take place.

Are the sessions confidential?

As with all our one-to-one sessions young people can be assured that the conversation is only between them and the Youth Worker. HOWEVER, as always, if a Youth Worker is concerned that the young person may be at risk of harm or of harming themselves or someone else, this information will be passed to the Matrix and school Designated Safeguarding Leads. The safety of young people is our priority.

What if I still have questions?

If you still have questions about the service, then please call 01483 574900 and the team will be happy to answer them.