

Service Delivery & Quality Assurance Statement

1. About Xpact

Xpact provides safe, structured, and inclusive mentoring to children, young people, and vulnerable adults using gaming platforms and digital tools. We use gaming as a medium to build trust, engagement, and communication — supported by trained mentors who work within safeguarding-led frameworks.

We are committed to delivering services that are:

- Safe
- Effective
- Person-centred
- Outcome-focused
- Consistently monitored and improved

2. Purpose of this Statement

This statement outlines how Xpact:

- Ensures the consistent quality and safety of mentoring delivery
- Measures and improves outcomes for service users
- Responds to feedback, complaints, and concerns
- Complies with commissioning standards and statutory frameworks

3. Safeguarding at the Heart of Delivery

We operate in full compliance with:

- KCSIE 2025
- Working Together to Safeguard Children (2023)
- The Children Act 1989/2004
- Local safeguarding partnerships and national digital safety guidance

Every mentor is trained in:

- Safeguarding & child protection

- Safer online working
- Trauma-informed practice
- Code of Conduct and boundaries
- Reporting and whistleblowing procedures

Each session is designed with a safeguarding-first mindset — we use secure systems, defined communication boundaries, and session logging for accountability.

4. Our Delivery Model

Xpact mentoring includes:

- Structured sessions delivered via approved gaming platforms
- One-to-one or small group engagement, depending on the young person's needs
- Outcome-focused mentoring, working on goals such as confidence, resilience, emotional regulation, or re-engagement
- Flexible but consistent scheduling, agreed with referrers, families, or schools
- Professional, trained mentors, matched carefully with mentees based on needs and interests

5. Matching, Onboarding & Induction

- Young people are matched with a mentor based on risk profile, preferences, and mentor experience
- A structured onboarding process involves an initial conversation with the referrer and/or parent/carer (as appropriate)
- Mentors receive a profile or risk summary for each mentee (if provided), and work to agreed safeguarding arrangements
- Each mentor completes a probationary period with supervision and support

6. Monitoring and Supervision

We ensure mentoring quality through:

- Regular supervision sessions for mentors

- Session records/logs that include attendance, engagement, and any concerns
- Ongoing safeguarding case reviews with the DSL when needed
- Peer support opportunities for mentors (e.g. forums, check-ins)
- Use of structured reflective tools in mentor training and support

7. Outcome Measurement

We use the following methods to monitor outcomes and impact:

- Session logs and mentor reports
- Mentee progress against individual goals (where applicable)
- Qualitative feedback from mentees, families, schools or services
- Referral feedback and closing reports (if required)
- Optional wellbeing/engagement tracking tools
- Termly or end-of-programme reviews where relevant

We work flexibly with commissioners to meet local reporting needs.

8. Feedback and Complaints

We actively encourage:

- Mentee feedback (via safe, age-appropriate channels)
- Parent/carer feedback, where appropriate
- Commissioner/school feedback
- Reporting of complaints or concerns, via our Complaints Policy and Whistleblowing Policy

All feedback is logged and reviewed to improve our services.

9. Continuous Improvement

Xpact has a culture of reflection and learning. We regularly review:

- Safeguarding incidents and near misses
- Referral and closure data
- Mentor training needs

- Platform suitability and safety
- Trends in engagement and outcomes

We update our delivery approach in response to:

- Feedback and complaints
- Policy or legislation changes
- Platform developments or risks
- Emerging best practice

10. Compliance and Standards

We align our work with:

- Local Authority and NHS commissioning frameworks
- DfE and Ofsted safeguarding requirements
- Digital and online safety standards (e.g. SWGfL, NSPCC, CEOP guidance)
- UK GDPR and the Data Protection Act 2018
- The Equality Act 2010

11. Contact and Further Information

Commissioners or partners can request:

- Sample mentor training modules
- Session log templates
- Outcome report examples
- DBS / safeguarding documentation
- Evaluation data (where anonymised and agreed)