

## Safeguarding at the JGA Group

### Background

The JGA Group is a private adult learning provider delivering a variety of programmes for employed and unemployed customers aged 19 and over. JGA programmes include Skills for Life courses, where it is assessed that there is a greater likelihood of encountering vulnerable adults. For this reason, all staff delivering such courses are required to be CRB checked at enhanced level for POVA. Furthermore, JGA has assessed that the one-to-one nature of NVQ and Career Services delivery dictates that all JGA delivery staff in these areas are also CRB checked at enhanced level. Finally, where required, Head Office staff responsible for administering programmes are required to be CRB checked at enhanced level.

Whilst JGA does not train any young people below the age of 19, we are delivering NVQs in Playwork and Child Care, Learning & Development, and our staff therefore have to visit child nurseries and other such establishments. Because of the proximity of young children, all our staff must for this reason be CRB checked prior to contact taking place.

### Policy Statement

The JGA Group is strongly committed to practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm. Staff recognise and accept their responsibility to develop awareness of the risks and issues involved in safeguarding. JGA seeks to declare at every induction that we must all (staff and learners) have zero tolerance for abuse, bullying, neglect and violence.

JGA also recognises that it has a responsibility to protect staff from unfounded allegations of abuse.

JGA is committed to working with existing local safeguarding or adult safeguarding Boards and other Health & Social Care partnerships.

### Definition

For the purposes of this policy and procedure, children are defined in the Children Act of 1989 as a person under the age of 18 years. The Safeguarding Vulnerable Groups Act 2006 defines a 'vulnerable adult' as a person aged 18 and over, **and** at least one of the following:

- = Receiving a social care service.
- = Receiving a health service.
- = Living in sheltered accommodation.
- = Detained in custody or under a probation order.
- = Requiring assistance in the conduct of his/her affairs.
- = Receiving a service or participating in an activity targeted at older people, people with disabilities or physical/mental health conditions.

### Accountability and Responsibility

Lead responsibility for Safeguarding rests with the Managing Director. For day-to-day activity, a Safeguarding Coordinator will provide general advice and training, monitor and manage concerns, allegations or disclosures, and liaise with safeguarding agencies. Departmental managers will work in parallel to ensure that the reporting staff member(s) are appropriately supported, if needed.

## Training

The JGA Group has a duty to promote safeguarding issues and measures to staff in order to ensure that they:

- = Analyse their own practice against established good practice, and assess risk to ensure that their practice is likely to protect them from false allegations.
- = Recognise their responsibilities and report any concerns, suspected poor practice or possible abuse, and disclosures (Code of Behaviour).
- = Follow guidelines for staff.
- = Undertake regular internal training on safeguarding to maintain and improve awareness of current issues and legislation. To this end, safeguarding must be a permanent agenda item at all staff and learner inductions, at all staff standardisation meetings, at weekly Head Office Management Meetings, at monthly Head Office Team Briefings, and at 6-monthly company-wide Team Forums.

## Safeguarding Code of Behaviour

You must **not**:

- = Spend excessive amounts of time alone with children or vulnerable adults away from others.
- = Make unnecessary physical contact with children and vulnerable adults.
- = Take children and vulnerable adults alone in a car, however short the journey, unless absolutely unavoidable.
- = Meet children and vulnerable adults outside of the work environment
- = Start an investigation or question anyone after a concern, allegation or disclosure has been raised. This is the job of the authorities.
- = Show favouritism to any one child or vulnerable adult, nor should they issue or threaten any form of physical punishment.
- = Staff should never (even in fun) –
  - == Initiate or engage in sexually provocative conversation or activity.
  - == Allow the use of inappropriate language to go unchallenged.
  - == Do things of a personal nature for children and vulnerable adults that they can do themselves.
  - == Allow any allegations made by a child or vulnerable adult go without being reported and addressed.
  - == Trivialise or exaggerate child or vulnerable adult abuse issues.
  - == Make promises to keep any disclosure confidential from relevant authorities.

You **must**:

- = Respect children and vulnerable adults' right to privacy, and encourage children and vulnerable adults to feel comfortable enough to report attitudes or behaviour that they do not like.
- = Act with discretion with regards to their personal relationships.
- = Be aware of the procedures for reporting concerns, allegations or disclosures, and should familiarise themselves with the contact details of the Safeguarding Coordinator.
- = If a member of staff finds himself or herself the subject of inappropriate affection or attention from a child or vulnerable adult, they **should** make other members of their delivery team aware of this.
- = If a member of staff has any concerns relating to the welfare of a child or vulnerable adult in their care, be it concerns about actions/behaviours of another staff member or concerns based on any conversation with the child or vulnerable adult (particularly where the child or vulnerable adult makes an allegation), they

should report this to the Safeguarding Coordinator.

### **Procedure for Responding to a Concern, Allegation or Disclosure**

- = Do not make promises about confidentiality.
- = Explain to the person **at the outset** that you will need to report the concern, allegation or disclosure and share the information with the Safeguarding Coordinator.
- = The member of staff who has concerns about possible abuse or neglect must contact their Safeguarding Coordinator or, if not available, their Departmental Manager as soon as possible for advice and support.
- = If the complainant is the child or vulnerable adult concerned, questions should be kept to a minimum and leading questions should be avoided.

### **Reporting**

Information regarding a concern, allegation or disclosure is to be recorded on the Safeguarding Vulnerable Adults and Children Reporting Form (Annex A). Completion of this form should be initiated as soon as possible by the person who has first-hand information. Information can be progressively added as more information is gained. The report should be brought to the attention of the Safeguarding Coordinator as soon as possible. The Coordinator is responsible for advising the Managing Director and also passing information regarding the report to local or appropriate safeguarding agencies.

Immediately afterwards, if the reporter is a Delivery Team member, the reporter must inform their Departmental Manager that a "Safeguarding Report" has been made to the Coordinator and, without giving any detail of the concern or allegation, indicate whether the delivery team needs additional support or not. The words "Safeguarding Report" are all that is required by the Departmental Manager; confidentiality must be preserved wherever possible.

Jane Goodwin  
Managing Director  
17 Jul 09

Annex A: Safeguarding Children and Vulnerable Adults Reporting Form

## Safeguarding Children and Vulnerable Adults Reporting Form

Please use this form to record incidents or concerns of abuse or neglect of children and vulnerable adults. It is important that we in JGA maintain local and national records to pass to local Safeguarding agencies, such as Social Services and the Police. These records will also be used to produce a six-monthly JGA report on Safeguarding for the Managing Director.

This report form must be passed directly to the JGA Safeguarding Coordinator (who is ..... and whose contact details are .....).

In addition, you must tell your Departmental Manager that a "Safeguarding Report" has been submitted, and indicate whether additional support is needed or not.

Name of Child or Vulnerable Adult (full contact details if possible):
Concern or Incident:
Date, Time and Location:
Action Taken:
Follow Up from Safeguarding Coordinator:

Concern/Incident Reporter Name: .....

Signature: ..... Date: .....

Safeguarding Coordinator Name: .....

Signature: ..... Date; .....