

Social Value Statement

The JGA Group is committed to delivering social value and combating climate change through our delivery of apprenticeships and training. This statement sets out our approach to making and delivering social value commitments.

Fighting Climate Change

Our commitment to Net Zero by 2040 is outlined in our [Carbon Reduction Plan](#).

We'll decrease carbon emissions by 5% per learner per year from our 2018/19 baseline, through the actions explained in the Carbon Reduction Plan and are presently well ahead of schedule.

Wellbeing

JGA staff are supported with physical, mental and financial wellbeing through:

- A staff intranet site containing a dedicated Wellbeing section, updated regularly by our HR Lead.
- A quarterly Safeguarding and Wellbeing newsletter, which highlights upcoming events staff can take part in and resources to boost wellbeing (e.g. the Jan 2024 newsletter highlighted Mind's Time to Talk Day in February).
- Specialist coaching from Genius Within, a neurodiversity support organisation, for neurodiverse staff.
- Regular tips and resources at our weekly Team Briefing event.

Our approach to wellbeing has been validated by external standards: we are a Disability Confident Employer, Mindful Employer and accredited by The Mayor of London's Good Work Standard.

Equal Opportunity

We are a female-led organisation. We believe in promoting opportunity for all: at senior management level the team is 67% female, 44% disabled and 22% BAME.

Supporting local communities experiencing inequality is part of our core values. In 2021, we received the Queen's Award for Enterprise for Promoting Opportunity through Social Mobility for work to increase employability in the Somali community (particularly women and lone parents) in south London – a community that historically suffers from a lack of resources, low English-speaking abilities and low levels of employability skills. We supported this community through intensive English language preparation, working towards a Functional Skills qualification, as well as employability training focused on local employers who had live vacancies. The project was highly successful, with over 40% of participants securing a job (at target), and 20% still in employment after six months (above target).

We make available and promote within local communities and educational institutions resources about careers and apprenticeships in our focus areas, including public professions, marketing, and creative industry. This includes highlighting learners through case studies and LinkedIn posts, and videos of employers explaining the differences training programmes have made to their business.

Our short course provision provides communities across the UK with opportunities for training and skills development, while our free podcast series on Storytelling and

Presentation Skills by Hari Patience-Davies (former Storytelling Coach, Accenture UK) and the Personal Development series by Liz Batalla (Founder, Institute of Achievement & Excellence) offer easily-accessed additional learning opportunities.

All staff receive equality, diversity and inclusion training as part of their onboarding and full refresher at least every two years thereafter. Equality, diversity and inclusion are often included at our biannual Team Forums: day-long full company learning and sharing events. Last year, we introduced *Deeper Thinking and Stronger Action*, a toolkit published by the Education and Training Foundation that aims to build understanding and action on equality, diversity and inclusion. Director of Quality Lisa McCormac was a key contributor.

While we are exempt from the Modern Slavery Act 2015 due to company size, we have a published Modern Slavery Statement and Policy (<https://www.jga-group.com/wp-content/uploads/HR-20-Modern-Slavery-Statement-and-Policy.pdf>) and risk assess our subcontractors to ascertain and mitigate against the presence of modern slavery in our supply chain.

Tackling Economic Inequality

JGA takes its responsibility to tackle economic inequality seriously. We are a certified Living Wage Employer, with all staff receiving more than the Real Living Wage. All staff have flexible working conditions.

Staff with disabilities and long-term health conditions are supported through specialist coaching (e.g. neurodiverse staff can receive coaching from Genius Within, a neurodiversity support organisation), assistive technology (e.g. screen readers) and our WCAG 2.1 compliant data systems (working towards Level AA conformance).

We support effectively learners with disabilities and long-term health conditions through individual support plans created at enrolment that contain personalised learning support actions. Actions can include

- Training and coaching tailored to meet learning styles.
- Online training with optional closed captioning or live subtitling.
- Resource compatibility with immersive and screen readers, large/adjustable print, and coloured overlays.
- Additional 1:1 coaching.
- Practice sessions for apprentices who lack confidence.
- Liaising with End Point Assessment organisations to secure reasonable adjustments for assessment, including additional time and scribes.

Our delivered training results in learners who progress within their roles, taking on new responsibilities and often higher pay, and on to new and more senior roles.

Measuring and Monitoring

Delivery managers are responsible for monitoring individual and team performance against specific contract key performance indicators. They report to our Human Resources department, which is responsible for keeping track of performance against the Social Value commitments and for transparently reporting progress against the Social Value Statement. All data and reporting will be fully transparent through collaboration tools and open communication to nominated staff in organisations we supply to.

Delivery managers and HR will encourage every staff and supply chain member to look for continuous improvement and suggest ideas at weekly team meetings or through an online suggestion board. HR will take new ideas to contract review meetings and will be empowered to make tactical changes to improve our service. Social value will be reviewed by our senior team biannually, to ensure our performance meets requirements and identify areas for improvement.

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Policy Owner	Richard Goodwin, Managing Director