

J-GO MEDIA: Safeguarding/Protection of Adults at Risk Policy & Procedures.

J-GO Media is an agency involved in providing care and support to vulnerable people and we have developed our Adults at Risk Protection/Safeguarding Policy designed to recognise the unique status of Adults at Risk, and the special need to respect them as individuals and protect them in their vulnerability.

Our expectation is to not only achieve full legal and safeguarding protection for the vulnerable adults we come into contact within our work, but also embed a wider consideration into our approach to ensure that we treat people with respect and with equitable social and cultural consideration.

We also recognise that safeguarding goes both ways. We have an equal responsibility towards our project participants and our staff and volunteers/interns. To ensure that these legal, policy, cultural and civil obligations are fully met, all staff, volunteers and interns have a mandatory induction process prior to undertaking any work within the Team.

This Induction process is recorded, and records kept, it is reviewed in regular performance management meetings with individuals and also at the start of any new project, to ensure that any unique project circumstances and risks have been identified and mitigated.

Mandatory Procedures:

All J-GO Media staff, including administrative staff must hold a current Enhanced Disclosure & Barring Service/Criminal Records Bureau approved status and registration number. Checking this is part of the J-GO Media Recruitment and Induction process. Offers of employment are subject to an acceptable check.

Any volunteer/intern or other informal position in which direct contact with vulnerable people is likely, must also hold a current Enhanced Disclosure & Barring Service/Criminal Records Bureau approved status and registration number.

In both cases it is J-GO Media's responsibility to ensure that all checks are up to date and to pay the associated fees.

As an additional safeguard, all staff members will be checked against the 'Barred Lists' held under The Safeguarding Vulnerable Groups Act 2006.

At the inception stage of each new project a review is held to identify any new or unique risks involved in the new work.

J-GO Media is committed to maintaining a safe and secure environment for people at risk and will ensure that the office premises are supervised at all times by at least one fully trained member of staff to ensure that members of the public cannot gain access at will. The existing layout with controlled Door Entry system, visual and closed-circuit

TV surveillance and secure overlooking Office ensures customer and staff safety at all times.

Incident and Disclosure Reporting

J-GO Media Staff, Volunteers and Interns are trained in the Induction process to recognise and respond to any incident or reporting of a safeguarding issue based on three principles.

1/ We recognise that it may be very difficult for an individual to make their concerns known. Our first principle is to listen, carefully and with respect to all concerns raised and then consider how to take the issue forward with calmness and clarity.

2/ The next principle is to maintain confidentiality for both the reporter and any accused of inappropriate behaviour.

3/ The third principle is to immediately seek advice from a recognised safeguarding agency or appropriate qualified professional.

At or before this stage it is essential that a J-GO Media Director is briefed and involved from thereon, in deciding who to respond, with the advice received.

Depending on the seriousness of the allegation it may be necessary to involve the police, local CCGs and to local Adults Health & Wellbeing Directorates.

Quality and Research.

J-GO Media works with local Third Sector Networks including local Councils for Voluntary Service to develop nationally accredited Media and Development Programmes to ensure that all staff and volunteers are alert to the signs of vulnerable adult abuse, which can take many forms. However, we recognise that it is not the responsibility of staff, trainees or volunteers to diagnose abuse and will therefore refer any allegations or disclosures of abuse to the appropriate qualified professionals such as the police, local CCGs and to local Adults Health & Wellbeing Directorates. We will collaborate fully with the statutory and voluntary agencies concerned with abuse of Adults at Risk and will not conduct any investigations on our own.

J-GO Media is committed to developing a safe and welcoming environment for Adults at Risk, and consults extensively with and involves Service Users, their Carers and Local Level Networks through our established partner networks such as the Concordia and e3 Partnerships, local Councils for Voluntary Service such as the BDCVS and local community forums such as Media & Employment Forum.

J-GO Media will ensure that user feedback informs and shapes all aspects of service planning, development and delivery, so that our services are responsive to the needs of local community and are inclusive and appropriate to their differing needs.

Linked Policies on Safe Computer and Internet Use to Keep Beneficiaries, Staff and Volunteers Safe Online:

Computer Misuse

Beneficiaries, Staff and Volunteers now have access to computers in the workplace and at home for the use by them in connection with the Company's business. Abuse of the Company's computers is prohibited. Beneficiaries, Staff and Volunteers who are discovered unreasonably using the Company's computers for personal and private purposes will be dealt with under the Company's disciplinary procedure. Vandalism of the Company's computer network constitutes a gross misconduct offence and could render the employee liable to summary dismissal under the Company's disciplinary procedure.

Email and Internet:

Beneficiaries, Staff and Volunteers also have access to internal and external e-mail and the internet for the exclusive use by them in connection with the Company's business. Only duly authorised personnel have the authority to use e-mail and the internet at work. Any employee including volunteers/interns/participants found to be contravening this may face serious disciplinary action under the Company's disciplinary procedure or be removed from the project. A list of authorised personnel may be obtained from the Operations Director – Jan Bros.

The purpose of these rules is to protect the Company's legal interests. Unregulated access increases the risk of Beneficiaries, Staff and Volunteers inadvertently forming contracts through e-mail and increases the opportunity for wrongful disclosure of trade secrets and other confidential information. In addition, carelessly worded e-mail can expose the Company to an action for defamation for libel. As such, e-mail to clients and customers must follow the Company's designated house style, which will be supplied to authorised users. Failure to follow house style is a disciplinary matter and will be dealt with under the Company's disciplinary procedure.

Beneficiaries, Staff and Volunteers who are authorised users are not permitted to surf the internet or to spend excessive time "chatting" by e-mail for personal and private purposes. Beneficiaries, Staff and Volunteers are also prohibited from using e-mail to circulate any non-business material. Not only does excessive time spent online lead to loss of productivity and constitute an unauthorised use of the Company's time, sexist, racist or other offensive remarks or jokes sent by e-mail are capable of amounting to harassment under the terms of the Company's Anti-Harassment Policy and will be dealt with accordingly. Beneficiaries, Staff and Volunteers who are discovered contravening these rules may face serious disciplinary action under the Company's disciplinary procedure or be removed from the project.

Logging on to sexually explicit websites or the downloading and/or circulation of pornography constitutes gross misconduct and could render the employee or

volunteer/intern liable to summary dismissal under the Company's disciplinary procedure. Participants will be removed from the project.

The Company reserves the right to read Staff and Volunteers'/Interns' e-mails and to monitor Beneficiaries, Staff and Volunteers' use of the internet, both during routine audits of the computer system and in specific cases where a problem relating to excessive and/or unauthorised use is suspected. The purposes for such monitoring are:

- To promote productivity and efficiency.
- To ensure there is no unauthorised use of the Company's time.
- To ensure that all Beneficiaries, Staff and Volunteers' are treated with respect and dignity at work, by discovering and eliminating any material that is capable of amounting to harassment under the terms of the Company's Anti-Harassment Policy.

Computer Software:

The Company licences the use of computer software from a variety of outside companies. The Company does not own this software or its related documentation and, unless authorised by the software developer, neither the Company nor any of its Beneficiaries, Staff and Volunteers have the right to reproduce it. To do so constitutes an infringement of copyright. Any employee/volunteer/intern found to be contravening this may face disciplinary action under the Company's disciplinary procedure and project participants will be removed from the project.

Computer games

There are computer games on the network. Staff and Volunteers may only access these outside their normal working hours.

Computer viruses

The Company's computer network makes it vulnerable to viruses. Therefore, only duly authorised personnel have the authority to load program software onto the network system. Data compatible with the Company's system may be loaded only after being checked for viruses by authorised personnel. Any employee found to be contravening this may face disciplinary action under the Company's disciplinary procedure. A list of authorised personnel may be obtained from Operations Director – Jan Bros.

Telephone misuse

The Company's telephone lines are for the exclusive use by Beneficiaries, Staff and Volunteers in connection with the Company's business. Whilst the Company will

tolerate essential personal telephone calls concerning an employee's domestic arrangements, excessive use of the telephone for personal calls is prohibited. This includes lengthy, casual chats and calls at premium rates. Not only does excessive time engaged on personal telephone calls lead to loss of productivity, it also constitutes an unauthorised use of the Company's time. If the Company discovers that the telephone has been used excessively for personal calls, this will be dealt with under the Company's disciplinary procedure and the employee will be required to pay to the Company the cost of personal calls made.

Acceptable telephone use should be no more than 15 minutes of personal calls in each working day. Personal telephone calls should be timed so as to cause minimum disruption to the employee's work and should, as a general rule, only be made during breaks except in the case of a genuine emergency.

Beneficiaries, Staff and Volunteers should be aware that telephone calls made and received on the Company's telephone network will routinely be monitored and recorded to assess employee performance, to ensure customer satisfaction and to check that the use of the telephone system is not being abused. If Beneficiaries, Staff and Volunteers wish to make or take a particularly sensitive, private or confidential personal telephone call, they are advised that they can use one of the organisations' stand-alone training telephones. These telephones are not subject to any form of monitoring or recording by the Company.

Linked Policies and Supporting Staff, Volunteers and Beneficiaries to Keep Safe during Covid-19

J-GO Media already has in place a Health & Safety Policy to ensure that all statutory Health & Safety requirements are met, and our Recruitment and Induction Programme also ensures that staff, trainees, volunteers and project participants receive adequate training in all aspects of health and safety, including safe lifting, an employee's own duty of care and Covid-19 Prevention and Social Distancing, Cleaning, Handwashing and Hygiene Procedures including taking an inclusive approach to Covid-19.

All necessary third party and public liability insurances are in place and kept up to date. Currently, J-GO Media holds Public Liability Insurance to the limit of £5,000,000 and Employee Liability insurance to the limit of £10,000,000.

J-GO Media is continuing to deliver its community support and training projects like SuperSisters, Hani and Clean Slate online. We are still working – but with reduced workplace numbers to ensure that participants and staff are protected during the coronavirus outbreak.

With so much misinformation and disinformation currently doing the rounds we're also advising participants, contributors and colleagues to follow advice on how to

prevent or minimise the spread of coronavirus from authenticated sources of information only, like the Government's website, NHS and Public Health England.

You can also sign up to Government's coronavirus WhatsApp service to provide an additional source of information and advice. Find out more about the service and how to access it.

USEFUL LINKS

[GOV.UK](https://www.gov.uk)

[NHS.UK](https://www.nhs.uk)

[PHE.UK](https://www.phe.uk)

[GOV WHATSAPP](https://www.gov.uk/whatsapp)

This policy was adopted and has been reviewed by the board of J-GO Media on 7th May 2020 to take account of new Covid-19 requirements.

The policy is reviewed annually: It was last updated on 12/08/2021 to take account of Safe Computer and Internet Use relating to our increased use of Digital Technology following on from the Covid pandemic



12/08/2021