

JIGSAWPLUS COVID-19 SAFEGUARDING ADULTS AT RISK POLICY ADDENDUM

Prepared By:	Lee Jackson	Date Adopted:	April 2020
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1. Context

- 1.1 JigsawPlus recognises the significant impact the COVID-19 pandemic may have on learners and their families and will continue services in order to provide help and support.
- 1.2 Where possible and appropriate learners have been asked to stay at home to reduce numbers onsite in order to follow guidance on social distancing. JigsawPlus will continue to provide support services to learners who are most vulnerable or whose parents are critical to the COVID-19 response and cannot safely stay at home.
- 1.3 The roles, responsibilities and procedures outlined in the Safeguarding Adults at Risk policy have not changed during these exceptional circumstances, and JigsawPlus' legal duties to safeguard learners remain in place whether learners are accessing services or staying at home.

2. Designated Safeguarding Lead / Deputies

- 2.1 JigsawPlus has a safeguarding team comprised of a Designated Safeguarding Lead and two Deputy Designated Safeguarding Leads, who are named in Section 3 of the Safeguarding Adults at Risk policy.
- 2.2 When learners are present, JigsawPlus will endeavour to have a member of the safeguarding team onsite at all times. Where this is not the case, for example, when working from home, a member of the safeguarding team will be available to contact via phone, video call or email. There is also a direct mailbox for the safeguarding team where anyone can raise concerns, ask questions and seek advice.
- 2.3 In addition to the above, when members of the safeguarding team are not onsite, the Support Services Director and Team Leaders will assume responsibility for co-ordinating safeguarding onsite.
- 2.4 This might include liaising with the offsite DSL (or deputy) and, if required, liaising with the adult's social workers.
- 2.5 Staff have been advised that if they have a concern about a learner, they should act immediately, without delay and continue to follow the procedures outlined in the Safeguarding Adults at Risk policy.

3. Safeguarding training and induction

- 3.1 Training for the designated safeguarding lead and deputies is unlikely to take place during this period and therefore, providing they have received training previously, will continue to be classed as trained even if they miss their refresher training.
- 3.2 All existing JigsawPlus staff have had safeguarding training. The Designated Safeguarding Lead should communicate with staff any new local arrangements, so they know what to do if they are worried about an adult.
- 3.3 Where new staff are recruited, or new volunteers enter JigsawPlus, they will continue to be provided with a safeguarding induction.
- 3.4 JigsawPlus is aware that staff training is vital and should be maintained during the COVID-19 pandemic, and as such has implemented virtual training sessions via video call.

4. Safer recruitment/volunteers and movement of staff

- 4.1 It remains essential that people who are unsuitable are not allowed to enter the workforce or gain access to vulnerable adults. When recruiting new staff, JigsawPlus will continue to follow the relevant safer recruitment processes for their setting.
- 4.2 In response to COVID-19, the Disclosure and Barring Service (DBS) has made changes to its guidance on standard and enhanced DBS ID checking to minimise the need for face-to-face contact – see <https://www.gov.uk/government/news/covid-19-changes-to-dbs-id-checking-guidelines>

5. Online safety at JigsawPlus

- 5.1 JigsawPlus will continue to provide a safe environment, including online. This includes the use of an online monitoring and filtering system.
- 5.2 Where adult learners are using computers in JigsawPlus, appropriate supervision will be in place.

6. Online safety away from JigsawPlus

- 6.1 It is important that all staff who interact with adult learners, including online, continue to look out for signs an adult learner may be at risk. Any such concerns should be dealt with as per the safeguarding adults at risk policy and where appropriate referrals should still be made to social care services and as required the police.
- 6.2 Online teaching should follow the same principles as set out in JigsawPlus' staff code of conduct.
- 6.3 JigsawPlus will ensure any use of online learning tools and systems is in line with privacy and data protection/GDPR requirements.

7. Supporting adult learners who are unable to access JigsawPlus in person

- 7.1 JigsawPlus is committed to ensuring the safety and wellbeing of all its adult learners.
- 7.2 The Designated Safeguarding Lead and Support Services Director will support Team Leaders to ensure that communication is maintained for each adult learner, their parent(s) / carers and, where required, the allocated social worker or relevant authority.
- 7.3 Details of this communication must be recorded, and where concerns arise, the Designated Safeguarding Lead will consider any referrals as appropriate, considering the local criteria for action.
- 7.4 In addition, JigsawPlus will share safeguarding messages with parents and guardians.
- 7.5 JigsawPlus recognises that JigsawPlus is a protective factor for adult learners, and the current circumstances have a significant potential to affect the mental health of adult learners and their parents.

- 7.6 Staff at JigsawPlus will be aware of this in setting expectations of adult learners' work where they are at home.
- 7.7 JigsawPlus will ensure that if they are unable to care for the children of critical workers, and vulnerable adults on site, JigsawPlus will liaise with the relevant local authority and the parent / carer to find a suitable alternative.

8. Supporting adult in JigsawPlus

- 8.1 JigsawPlus is committed to ensuring the safety and wellbeing of all its adult learners.
- 8.2 JigsawPlus will continue to be a safe place for all learners. The Support Services Director and Operations Manager will ensure that appropriate staff are onsite and that staffing ratios are maintained to maximise safety. All non-essential personnel and visitors will also be cancelled until further notice to further reduce risk.
- 8.3 JigsawPlus will ensure that it follows and implements government guidance on social distancing and continues to maintain hygiene measures provided by Public Health England, in order to limit the risk and spread of COVID-19.
- 8.4 JigsawPlus will ensure that where the charity cares for children of critical workers, appropriate support is in place for them.