



Safeguarding Guidelines for Volunteers

Prevention of abuse - General guidance

1. All children must be treated with dignity and respect.
2. Inappropriate or abusive language, behaviour, or images will not be tolerated in any programme of Jacari's. These categories include but are not limited to expletives, unsolicited contact, pornographic content, threatening speech, neglect, and physical/sexual/emotional/digital abuse.
3. Volunteers must not interact with their pupils or their pupils' families on any form of social media.
4. Volunteers should not take photographs of the child they are assigned to (or any other children involved with Jacari) except when authorised by a Jacari Coordinator, for example, at an event. Volunteers should email any pictures to the Coordinator and then delete them from their own device.
5. The volunteer must inform the Coordinator by email or phone within one week if they have stopped visiting their allocated family or wish to cease to volunteer with Jacari.
6. Once the volunteer and/or the child has moved on from Jacari, the Jacari relationship ceases and the volunteer should not maintain any contact with the family unless they have consent from the parent/carer(s) to do so. At the end of the arrangement, the volunteer should at this point delete the initial match email which was sent to them with the pupil's personal details and family's contact details, plus remove any contact details from their phone/computer.

Guidelines for In-Home Tuition

7. Jacari staff ensures that schools do not make referrals for pupils with live child protection cases. This is because volunteers should not be placed in situations which compromise their safety or for which they do not have the appropriate Safeguarding training or expertise.

8. If there is no adult related to the child present on the premises, then volunteers shall **NOT** enter the child's home and shall not teach the lesson. In this situation the volunteer ought to contact the Coordinator to report the situation.
9. If an adult is not in the same room as the Jacari tutor and pupil during the lesson, the tutor should make sure that the door is left open during the lesson. The volunteer must also 'check in' and 'check out' with the responsible adult in the house before and after the lesson.

Guidelines for In-School Tuition

10. Volunteers must comply with the individual school's requests in terms of Safeguarding: this will usually mean providing their DBS check and photo ID and reading the school's Safeguarding guidelines for visitors.
11. The volunteer must ensure they sign in and sign out at the school reception before and after the lesson.
12. If a member of school staff is not in the same room as the Jacari tutor and pupil during the lesson, the tutor should make sure that the door is left open during the lesson.

Guidelines for Online Tuition

13. Parental consent must have been received for Jacari online tutoring to occur.
14. Video chat functions are permitted between tutors and pupils but must be conducted for Jacari online tutoring purposes only.
15. Both tutors and pupils/their families should be mindful of what is displayed in their video frames and should remove any offensive or private items from the frame at all times. Only approved Jacari tutors, pupils, and parents/family members of pupils may be present in any video frames.
16. At least one adult relative of pupils must be present in the house whenever Jacari online tutoring sessions are being held and should be greeted by the tutor before each online tutoring session begins. If the pupil is in a room by him/herself during the online tutoring session, a door to the room should be kept open at all times as it would in face-to-face tutoring sessions.
17. Documents can be shared by tutors with pupils during online tutoring sessions, but must only be educational resources. Sensitive or personal images or data are not permitted to be shared between tutors and pupils through online tutoring. Screenshots may not be taken during online tutoring sessions by any party.

18. Inappropriate or abusive language, behaviour, or images will not be tolerated in any mode of Jacari tutoring, including the online tutoring mode. These categories include but are not limited to expletives, unsolicited contact, pornographic content, threatening speech, neglect, and physical/sexual/emotional/digital abuse. All concerns, disclosures, or incidents must be immediately reported to a Jacari Designated Safeguarding lead and/or local authorities in cases where someone is at immediate risk of harm and online tutoring between the tutor(s) and pupil(s) involved must cease immediately.

Guidelines for Events and Trips

19. A parental or carer's consent form must be completed and signed for each occasion on which a child is to be taken on any trip or outing outside of the child's home.
20. No Jacari outing can go ahead unless an adult-to-child ratio of at least 1:5 can be guaranteed.
21. Whether during home tuition or at a Jacari outing, children should not be taken to the toilet or have their clothes changed by a volunteer or Jacari staff member. In exceptional circumstances, if required, a Jacari member of staff may assist a child, but parental permission must be sought first and the staff member must be accompanied by an additional staff member.

Responding to Safeguarding Concerns, Incidents and Disclosures

Identification of Abuse

Concerns may arise through observations, or through information or disclosures from others or from the child. Aspects that give cause for concern may include:

- Changes to or unusual behaviour in the child, including any comments the child makes which give cause for concern
- Unexplained or recurring health problems, especially any unexplained bruising or marks
- Deterioration in progress, educational or otherwise
- Anxieties expressed or inferred by carers over the child's welfare
- Poor attendance in lessons - signs of uncharacteristic withdrawal or nervousness
- Changes in personal relationships with peers or adults

It is worth remembering that individual factors or indicators of abuse may not be particularly worrying in isolation, but in combination they can suggest that there is serious cause for concern.

For more detailed descriptions of indicators of abuse, please see Appendix A or refer to your Jacari Volunteer Safeguarding booklet.

In identifying possible abuse:

- Always listen to the child or young person, particularly to what is communicated spontaneously
- Beware of any delay by the parent/carer(s) in seeking medical assistance, or failure to seek medical assistance
- Beware of vague explanations which are lacking in detail
- Beware of explanations which are inconsistent with what you observe or know, especially in relation to the child's development and mobility
- Take note of any inappropriate responses from parent/carer(s)
- Note if there is any history or pattern of unexplained injury or illness

Procedure if you have a cause for concern:

If you witness something that causes you concern, or if a child discloses a concern to you, it's vital that you take the following steps:

1. Listen to what the child communicates and keep calm

- o Do not ask questions, unless you need to clarify something
- o If the child asks you to promise not to tell, you must tell them you cannot do this. You are obliged to pass on the information to get help.
- o It is good practice to tell the child you will be passing on the information, regardless of whether they ask.

2. Make a written record

- o Do this as soon as possible
- o Write down as many specifics as possible including date and time
- o Use the child's words wherever possible
- o Keep your record factual and avoid emotive language
- o Use form A1 or A2 in the Appendix if possible

3. Contact the Coordinator / Jacari Safeguarding team

- Do this as soon as possible
- Do this if you have any concern
- If it is out-of-office hours, contact the Jacari Safeguarding team on 0117 990 2190 (Bristol) / 01865 570110 (Oxford) / safeguarding@jacari.org
- If you cannot contact any of Jacari's Safeguarding team and you believe your concern is of a serious nature, contact your local safeguarding authority (0117 903 6444 - Bristol / 0800 833 408 - Oxford)

Things to remember

- It is **NOT** the duty of Jacari volunteers to investigate suspected abuse, but it is important to listen to what a child is saying and to pass on all necessary information
- Do not carry out any physical examination of the child
- You do not need to tell the parent/carer(s) that you are raising a concern
- Do not discuss the concern with anyone except the Jacari Coordinator / Safeguarding team

In the event of a disclosure or a Safeguarding concern being raised, you may be removed from the tutoring arrangement for the safety of both yourself and the child. This will be decided on a case-by-case basis. You will be advised what next steps to take by the Coordinator, including whether or not cease communicating with the family.