



## **Safeguarding**

BGC Wales is committed to creating and maintaining an enjoyable and safe environment for all the young people and adults involved in our activities. We accept a responsibility to help safeguard the welfare of young people and adults and protect them from any poor practice, abuse or bullying, while providing them with the highest possible standard of care.

Our full Safeguarding Policy & Procedures ([LINK](#)) outlines our responsibilities in prevention, supporting young people who may have suffered abuse or neglect, and procedures for identifying and reporting concerns.

Confidentiality is essential to building and maintaining positive relationships between youth workers and young people based on trust. Under normal circumstances, information about a young person should remain confidential unless the young person requests otherwise or they give their permission for you to disclose it. However, it is important that young people are aware that there are certain situations in which confidentiality cannot be maintained. This means that if there is suspicion or evidence that any young person is being harmed or is at risk of being harmed, normal rules of confidentiality do not apply, and a worker must disclose it in line with the safeguarding policy.

## **Policy Principles**

BGC Wales is dedicated to the following:

- the welfare of the young person is paramount and should be the first consideration
- all children and young people, regardless of age, ability, gender, ethnic origin, religious belief, race or sexual identity have a right to participate in a fun and safe environment with the maximum protection from abuse
- the rights, wishes and feelings of young people should always be respected
- all reasonable steps to protect children and young people from harm, discrimination and degrading treatment will be taken
- the safeguarding of adults
- all members of BGC Wales have a responsibility to safeguarding, failure to comply may lead to disciplinary action
- all worries and allegations of poor practice will be taken seriously and the appropriate action will be made promptly
- all BGC Wales employees who work with children and young people will be

recruited with careful consideration to their suitability, and will be provided with the proper guidance and training in safeguarding procedures and good practice

- working in partnership with parents and carers is essential for the safeguarding and protection of young people
- confidentiality should be upheld in line with legislation and government guidance.

### **Anti-Bullying Statement**

Bullying is any behaviour that is intended to hurt, is repeated and where it's hard for the person on the receiving end to defend themselves (Kidscape). BGC Wales believes all children and young people have a right to a 'safe place' and to be treated equally. BGC Wales is committed to the following to address bullying behaviour:-

1. No Tolerance for Bullying or Harassment:

We take bullying or harassment seriously. It's not allowed and we're committed to providing a healthy and fair environment for everyone.

2. Speak Up:

If you see or experience any behaviour that feels like bullying or harassment, don't hesitate to report it. You can talk to your youth worker, another staff member, or even the Chief Executive Officer if needed.

**Grant Poiner, Chief Executive Officer**

**Pencoed Technology Park, Pencoed, Bridgend, CF35 5HZ [grant@bgc.wales](mailto:grant@bgc.wales)**

3. Confidentiality:

Your complaints will be handled confidentially and sensitively. We'll investigate every report thoroughly and take appropriate action.

4. Supportive Environment:

We offer support for both the person making the complaint and the accused. You have the right to be accompanied throughout the process.

5. Prevention is Key:

We're committed to preventing bullying and harassment. All youth workers are encouraged to take equality and diversity training, and receive training on identifying and resolving incidents.

6. Fair Process

Whether it's informal action or a formal grievance, we'll address your concerns objectively and fairly. Our aim is to resolve issues promptly and effectively.

### **Complaints**

At BGC Wales we want young people to have an amazing experience with us. If, for any reason, you're not satisfied, we're here to listen!

1. Talk to us directly

If something's bothering you, chat with the youth workers. We're here to help and make things right.

2. Prefer writing?

No problem! If you'd rather write it down, shoot us a letter addressed to the Chief Executive Officer. For complaints about the CEO, address it to the Chairperson. Have confidence, all written complaints are taken thoughtfully and should be acknowledged within three working days if personal details are provided with the complaint.

**Grant Poiner, Chief Executive Officer**

**Pencoed Technology Park, Pencoed, Bridgend, CF35 5HZ** [grant@bgc.wales](mailto:grant@bgc.wales)

3. Expect a timely response

We aim to look into and respond to your complaint within ten working days. If it's complex, we'll at least give you an initial response within five working days. If there's any delay, we'll keep you in the loop.

4. Not happy with the BGC response?

If our first response doesn't hit the mark, feel free to escalate it to the Chair, who will bring it up at the Trustees' meeting. We're committed to finding a resolution that satisfies you.

**Andrew Borsden, Chair of BGC Wales**

**Pencoed Technology Park, Pencoed, Bridgend, CF35 5HZ**

5. Happy with us?

Let us know! We love to hear what we are doing well! If you're happy with our services, please share your thoughts with us- verbally or in written format.