



Inspired by children; challenging injustice

Safeguarding Policy

ChildHope, The Green House, 244-254 Cambridge Heath Road, London E2 9DA

Tel: (+44) (0)20 7065 0950 Fax: (+44) (0)20 7065 0951

Email: info@ChildHope.org.uk

Web: www.ChildHope.org.uk

Registered Charity 328434

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SECTION 1) Introduction and Key Background Information

ChildHope supports children and young people who face the worst forms of injustice, violence and abuse in Africa, Asia and South America. We recognise that safeguarding the welfare of children and adults is both an individual and organisational responsibility that extends to both our work in the UK and our overseas programmes. Through our work, we aim to ensure that all those who come into contact with children and adults are aware of the duty of care to protect children and adults and know how to do this more effectively. ChildHope also recognises that in the course of delivering its work, it may come into contact with adults in high risk situations which may make them more vulnerable to harm. ChildHope will ensure that every reasonable step is taken to also protect adults from bullying, harassment, sexual exploitation and abuse when it undertakes its work.

ChildHope's Safeguarding Policy is a statement of intent that outlines the organisation's commitment to safeguard children and adults from harm and makes clear to all what is required in relation to their protection. For simplicity this policy uses the term "children and adults" but the principles, policies and procedures aim to be inclusive and apply equally to the protection of all the people it comes into contact with while discharging its business.

Through the implementation of this Safeguarding Policy, ChildHope is committed to ensuring that its staff, volunteers, interns and others working on behalf of the organisation prioritise children's and adult's protection and the best interests of the child at all times, while making the environment we work in safe for everyone.

This policy does not extend to child protection mechanisms in communities where ChildHope works as we recognise that our partners are best placed to address the risks of harm that exist within children's own communities. However, ChildHope works closely with partners and has a duty of care to ensure that they develop safe organisations and deliver programmes which protect and promote the well-being of the children and adults they work with.

We would like to acknowledge the following organisations from which we have drawn material from their Child Protection Policies: CREATE, Sense International, Setting the Standard/ Keeping Children Safe Coalition, Hope and Homes for Children, Learning for Life, Tearfund, World Vision, SCF UK, Anti-Slavery, War Child, ECPAT Australia, 3rd World Liaison Committee of Development NGOs to the EU.

1.1) Definitions

Child

Although we recognise that the legal definition of a child varies in different countries, for the purpose of this policy children are defined as all those under 18 years of age in accordance with the UN Convention on the Rights of the Child.

Safeguarding

Safeguarding in this policy is a broader concept that makes clear the commitment and responsibility of ChildHope to the protection of children and adults and that ChildHope has a zero-tolerance for all forms of abuse, sexual abuse and exploitation, sexual harassment and bullying.

Child safeguarding is defined as actions aimed at:

- Protecting children from all forms of abuse and maltreatment
- Proactive actions to prevent harm
- Promotion of wellbeing by ensuring safe environments

At an organisational level this encompasses the philosophies, policies, standards, guidelines and procedures designed to protect children from both intentional and unintentional harm and steps taken to promote their welfare.

Child Protection

Child protection is a specific element of safeguarding relating to the actions taken to protect a child from all forms of abuse and maltreatment.

Child Abuse

According to the World Health Organisation “child abuse” or “maltreatment” constitutes “all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power.’ (WHO, 1999 Report of the Consultation on Child Abuse Prevention)

Child Harm

Safeguarding children demands attention to all actions which may cause harm to children. This extends beyond actual abuse, to include all action which may cause harm to a child, either intentionally or unintentionally, directly or indirectly.

Harm to children is a complex phenomenon and does not fit easily into set parameters. However, there are a number of agreed categories of harm that form the basis of this policy and the procedures therein. These are:

- **Physical Harm** - Actual or attempted physical injury of a child, inflicted intentionally or knowingly not prevented. This includes, but is not restricted to, punching, slapping, biting, burning, strangling, poisoning, drowning and smothering.
- **Sexual Harm** - The involvement of a child in sexual activity that he or she does not fully comprehend, or for which the child is not developmentally prepared for and is unable to give informed consent to. This includes direct sexual contact through kissing, touching and penetration as well as encouraging children to witness pornography or intercourse. It also includes the sexual exploitation of children through prostitution, trafficking and grooming with harmful intentions.
- **Emotional Harm** - The persistent failure to provide for the child’s basic emotional needs to such a severe extent that it is harmful to the emotional development of the child. This includes repeatedly ignoring or rejecting a child, causing the child to feel frightened and in danger, isolating the child from social contact and degrading and humiliating treatment.
- **Neglect** - The persistent failure to provide for the child’s essential needs, where there is the means to do so, to the extent that impairment to the child’s physical health and development is likely. This includes the failure to provide appropriate clothing, food or shelter; failure to adequately supervise a child and protect them from harm; failure to access appropriate medical care or treatment.
- **Exploitation** - The physical, mental or emotional abuse or neglect of a child for financial or other benefit. This includes commercial sexual exploitation, child trafficking and child labour.

Peer-to-Peer Abuse

Historically, definitions of abuse have been restricted to harm inflicted by an adult. There is increasing recognition, however, that abuse can and does occur within peer to peer relationships. Bullying is well-recognised internationally but peer on peer abuse can include every type of harm described above, including serious physical and sexual harm.

Direct Contact with Children

Being in the physical presence of a child or children in the context of the organisation’s work, whether contact is occasional or regular, short or long term.

Indirect Contact with Children

Includes, but is not limited to, having access to information on children in the context of the organisation's work, such as children's names, locations (addresses of individuals or projects), photographs and case studies. It also includes organisations which fund direct work with children as this also has an impact on children, and therefore confers a safeguarding responsibility upon donor organisations.

Best Interests of Children

Article 3 of the UN Convention on the Rights of the Child establishes the best interests of a child as a primary consideration in all actions affecting children. Decisions that affect children should be made based on consideration of their physical, emotional and psychological well-being and the need to prevent harm to them or other children. In assessing what is a child's best interests, the child's views must be given due consideration in accordance with their age and understanding. (See Appendix 6 for guidance on how to assess best interests).

Informed Consent

Ensuring informed consent involves providing children with the facts, implications and future consequences of any action affecting them. This should be done in a manner appropriate to the child's age and understanding. This includes, but is not restricted to, ensuring that children understand the ways that their personal information and/or photographs will be used and that they give consent to be involved in project activities (See page 21 for more information on gaining informed consent). Particular care needs to be taken when obtaining consent from children with disabilities to ensure their full understanding.

Adult/Vulnerable Adult

means any person aged 18 or over who is or may be in need of care and support (e.g. health care, relevant personal care or social care) and is experiencing or is at risk of abuse or neglect and, as a result of this, is unable to protect themselves from either the risk or experience of neglect or abuse

Adult Safeguarding

is defined in the Care Act 2014 (UK) statutory guidance.¹ It means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect by an adult. Sexual abuse rape, sexual assault, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual act to which the adult has not consented or was pressured into consenting

Psychological and Emotional Abuse

Threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.

Modern Slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude.

1.2) Core Principles and Values

The following principles underlie all ChildHope's policies and procedures in relation to safeguarding:

Child Rights Based Approach

All actions should take into account and respect the right of the child, as set out in the UN Convention on the Rights of the Child

¹ Available at: <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

Non-Discrimination

All children and adults have an equal right to protection irrespective of gender, age, culture, ethnicity religion, sexual orientation, disability, language or social background. They also have the right to participate in a safe society without any violence, fear, sexual harassment, abuse, bullying and discrimination.

Participation

ChildHope views all children as principal actors in their own development and pro-actively seeks to create spaces where children can voice their opinions and make choices. We recognise the resilience and creativity of children and believe that empowering children also promotes their protection. ChildHope supports the participation of children in protection issues whilst recognising that this does not absolve adults of their duty of care towards all children.

Ownership

Everyone has a responsibility to prevent harm and promote the well-being of children and adults, even though overseeing policy implementation may be assigned to particular individuals.

Confidentiality

Children and adults have the right to privacy and, where there are concerns, only those who need to know are informed

Transparency

Creation of an aware culture where concerns can be raised openly is critical to preventing abuse and protecting children and adults from harm.

Sensitivity

Harm to children and adults can provoke feelings of discomfort, embarrassment and distress. All issues must be dealt with sensitively, with both staff, children and adults receiving adequate support in the management of concerns.

Systemic

Every child and adult exist within a wider ecological system which includes their family, peers, community, teachers, NGOs, police and other state agencies. Children and adults are best protected by recognising and increasing the strengths and capabilities at every layer of this system rather than working with the child or adult in isolation of their context.

1.3) Why we need a Safeguarding Policy

- **The Legal Basis** - UN Convention of the Rights of the Child provides a comprehensive framework for the protection, provision and participation of all children. In the UK and in most other countries, this convention has been converted into law and places a legal obligation on individuals and organisations to take proactive measures to protect and promote the welfare of children. While this safeguarding policy embraces both children and adults, it is important to remember that there are some very specific laws designed to protect children under 18.
 - Adults are also protected by different international legal frameworks such as the Care Acts 2014, human rights laws, The Convention on The Elimination of All Forms of Discrimination Against Women, United Nations Convention on the Rights of Persons with Disabilities among others. These laws along with the moral and professional imperatives underscore the importance of safeguarding adults in all spheres.
- **The Moral Basis** - The children and some adults with whom we work are especially vulnerable to abuse and exploitation. Any organisation or individual working for the benefit of these children must pay particular attention to the safeguards that are in place to make sure that they do not put any child or adult at risk or cause them harm.

- **Prevention** – Child abusers seek out organisations with weak communication structures and thrive where secrecy and shame prevail. This can be averted by creating an aware culture where staff, volunteers, contractors and visitors clearly understand the risks that exist to children, are provided with training and support to identify and raise safeguarding concerns and where the potential for abuse can be discussed openly and transparently.
- **Professional Reputation:** Organisations without safeguarding policies and procedures are more vulnerable to false or malicious accusations of abuse. Such allegations, whether founded or unfounded, can destroy an organisation’s reputation and could undermine our entire portfolio of work as well as damaging the reputation of the sector as a whole. For this reason, the Charity Commission require all organisations working with children to implement safeguards and include a child protection or safeguarding policy.

It is important to note that the existence of a Safeguarding Policy is not sufficient to keep children and adults safe. The implementation of the procedures and practices contained in this document must be constantly monitored and the organisation must constantly review and develop its practice in this area. ChildHope is committed to constantly reviewing its practice and details of the standards and indicators that are used can be found in Section 3.

1.4) Who is bound by the policy?

ChildHope’s SP applies to:

- All staff
- All trustees
- All volunteers and interns
- All those acting on behalf of ChildHope, such as consultants and trainers
- All those who visit partners’ programmes in the name of ChildHope, such as patrons, donors, corporate sponsors, journalists, supporters.

All the individuals cited above will be expected to read ChildHope’s Safeguarding Policy and sign a commitment to adhere to its principles and procedures. In the case of employed staff, this is contained within their contract of employment.

Whenever any of the individuals cited above visit our partner’s programmes, they will also be expected to familiarise themselves with and comply with the partner organisation’s child protection/safeguarding policies and procedures. This may be achieved through reading the local child protection/safeguarding policies which ChildHope will maintain on file or via a briefing from the Programme Manager or local staff upon arrival.

1.5) Work with Local Partner Organisations

ChildHope’s Safeguarding Policy does **not** apply to partner organisations as we expect all partners to have their own safeguarding policies and procedures which reflect the local context and legal framework. We do have, however, expect, partners to be aware of our policy and to collaborate closely with ChildHope in all aspects of safeguarding.

The promotion of safe organisations and adequate safeguarding procedures is one of the main pillars of ChildHope’s development approach. We expect all partners to develop their own child protection and safeguarding policies and procedures and this is a requirement within ChildHope’s Partnership Agreements. Where new partners do not have their own procedures, ChildHope will expect new partners to develop a safeguarding policy within 1 year of becoming a partner and ChildHope will support them to do this.

ChildHope will remain in dialogue with partners regarding their child protection and safeguarding procedures and practice. This will allow ChildHope and the partner to identify areas in which ChildHope can offer support and capacity building. Progress will be documented in the Partner Development Journey completed during ChildHope's monitoring visits. In addition, all partners will be asked to provide ChildHope with copies of their latest Child Protection and Safeguarding Policies and an annual report regarding safeguarding cases that have been dealt with during the year.

In the event of persistent poor practice or abuse within a particular organisation, ChildHope may decide to terminate the partnership relationship. However, we will always aim to work alongside partners to improve practice and address concerns before considering a termination of the partnership relationship.

SECTION 2) Recruitment, Training and Support of Personnel

2.1) Recruitment of Staff

ChildHope is committed to good practice in recruitment. We seek to recruit staff who respect and value children and adults and who are committed to the highest standard of personal and professional conduct. This goes beyond simply complying with protocols and legislation but extends to attempts to ensure that individuals have an appropriate set of personal and professional values and are committed to promoting the safety and well-being of children and adults.

Prior to Interview

- All posts have job descriptions and key selection criteria to improve the likelihood of attracting the right person for the job
- A person specification accompanies each job description and applicants are judged against these criteria to ensure the best candidate for the job is selected
- When advertising vacancies, we inform candidates of our Safeguarding Policy and that commitment to this policy is a condition of employment
- All candidates must fully declare on the application form whether they have any criminal convictions, spent or unspent. A false declaration that results in employment will render the person liable for dismissal without notice.
- Candidates must explain any gaps in employment history

During the Interview:

- Specific questions on safeguarding and child protection will be included in the interview

Offers of Employment:

- A conditional offer of employment will only be made upon receipt of two satisfactory written references. In most cases one of the references should come from the most recent employee/line manager. If this is not possible, extra measures should be taken to verify the good conduct of the prospective employee. Acceptable references exclude family members and those who have known the applicant personally for under 2 years. Referees will be made aware that employees may have contact with children and will be asked to draw attention to any child protection concerns they may have. Where concerns are indicated ChildHope may also contact referees by telephone for further clarification.
- Once the offer of employment has been accepted and references received, a DBS check will be initiated. Only the Executive Director and Human Resources Manager will know the findings of the DBS and only relevant convictions will be taken into account.
- Staff will not be allowed to visit partner's programmes until a satisfactory DBS is received
- Signing a commitment to the ChildHope's Safeguarding Policy is a contractual obligation.
- In the case of non-UK citizens where DBS checks cannot be obtained, ChildHope reserves the right to call referees to seek further information in relation to the candidate's practice in relation to children

2.2) Recruitment of Volunteers & Interns

- All vacancies have descriptions of the tasks and responsibilities for which a placement is advertised
- A person specification will accompany each role and all candidates have to complete an application form to explain their interest in the post
- When advertising vacancies, we inform candidates of our Safeguarding Policy and that commitment to this policy is a condition of employment
- In general, DBS checks will not be conducted for volunteers and interns as they do not have direct contact with children or have access to any sensitive details about children. If a volunteer or intern were to have direct contact with children (through a partner visit or event in the UK) a DBS check would be completed

- All candidates must fully declare on the application form whether they have any criminal convictions, spent or unspent. A false declaration will result in the offer of a placement being withdrawn or in the termination of a placement if the person has already started
- All potential volunteers and interns are subject to an interview with at least two members of ChildHope staff.
- A conditional offer of placement will only be made upon receipt of two satisfactory written references. Acceptable references exclude family members and those who have known the applicant personally for under 2 years. If volunteers/interns are unable to provide employment references due to limited work history, they will be asked to provide academic references or references from other volunteer placements.

2.3) Education and Training

ChildHope promotes an environment which encourages opportunities for questioning and learning about safeguarding issues. This includes:

- Within 1 week of taking up their position, all staff, volunteers and interns will receive a brief introduction to ChildHope's Safeguarding Policy and procedures from a member of the management team
- Safeguarding and whistle blowing training will be given to all staff, volunteers and interns within 1 month of taking up their position.
- Safeguarding and whistle blowing issues will be discussed in staff appraisals to gauge whether further training, support or supervision is needed
- Trustees and staff should receive update on safeguarding and whistle blowing at least once a year.
- It is recognised that the topic of abuse and exploitation is sensitive and may raise personal issues. ChildHope will provide information on a confidential telephone support service that staff can access for support
- Staff training needs will be monitored and evaluated regularly by the Designated Safeguarding Officer (DSO) and the Safeguarding Working Group

2.4) Management Structure

Ensuring a safe organisation requires openness and a constant monitoring and oversight of practice. The management structure within ChildHope will support this by:

- All staff appraisals will include feedback from staff on whether they feel they need training, support or advice on child protection and safeguarding issues.
- Safeguarding is monitored by the SMT via feedback from the Designated Safeguarding Officer and the Partner Heat Map which monitors level of risk within individual partnerships
- Safeguarding will be included within the development of projects and included in the monitoring visits conducted by ChildHope's programme managers

In addition, a Designated Safeguarding Officer (DSO) will be appointed who will be responsible for:

- Promoting awareness and implementation of the policy throughout the organisation.
- Monitoring implementation of the policy and reporting on developments at SMT and Staff Meetings.
- The development of safeguarding and child protection training resources as required.
- Maintaining knowledge of best practice and statutory requirements.
- Acting as a source of support and information for staff on safeguarding issues

The name and contact details of the DSO will clearly be displayed in the ChildHope office and new staff will be made aware of the role.

The DSO will be supported by the Safeguarding Working Group (SWG). This group will meet quarterly and there will be at least one representative of the Senior Management Team (SMT) on the SWG. The group will be responsible for:

- Promoting awareness and implementation of the policy and procedures throughout the organisation
- Monitoring implementation of safeguarding policy and procedures
- Reporting on developments at SMT and at staff meetings
- Conducting an annual review of safeguarding issues and including findings in the annual report

A Nominated Trustee for Safeguarding will be identified who will be the main point of contact for the Safeguarding Officer and Executive Director in relation to safeguarding issues. The key functions of the Nominated Trustee for Safeguarding will be:

- To receive and respond to any concerns which relate to the Executive Director
- To support the Executive Director in any investigation and decision making in regard to allegations against staff
- In collaboration with the Executive Director, to ensure that the Board of Trustees are made aware of any safeguarding concerns/investigations which may affect the reputation and standing of the organisation and provide advice on how these are managed
- To report any serious safeguarding incidents involving ChildHope staff to the Charity Commission

2.5) Safeguards for external personnel not employed by ChildHope

Consultants/ Trainers / Journalists / Corporate Sponsors/ Other Visitors

ChildHope does not have its own programme offices or permanent staff based overseas. Although ChildHope may request that a partner receive a visit from an external representative, it is the partner who will ultimately determine whether the visit may take place, when this may happen and what contact with children is appropriate. ChildHope cannot and will not seek to influence our partners in this matter.

Where visits are agreed by individuals who are not employed by ChildHope but are representing or working on behalf of the organisation, the following safeguards will be put in place:

- Compliance with ChildHope safeguarding procedures is a contractual requirement
- A DBS check would be completed prior to any visit
- Individuals will be asked to read and sign a statement of commitment to ChildHope's SP.
- Receive a briefing by a member of the ChildHope team prior to departure regarding ChildHope's safeguarding procedures and those of the partner organisation.
- Where photographs, filming, interviews or case studies may be requested, the briefing will thoroughly cover the Guideline for Communications
- During the visit, any individual not employed by ChildHope will always be accompanied by a representative of ChildHope or the partner organisation when in direct contact with children or when having access to personal information on children
- They will also be expected to comply with any requests made by the partner organisation in regards to safeguarding and child protection
- Any failure to comply with the above will result in an immediate termination of the visit. This will be included in any contract between a Consultant/Trainer and ChildHope and will also be stipulated in the statement of commitment to the SP.

Chaperones for Children within the UK

ChildHope actively promotes the participation of children and young people but believes that, in general, children's participation is best developed by working with children within their own environments where they have their own social support structures rather than being confined to

one-off events and consultations. Any decision to invite children to attend events in the UK must be based on the best interests of the child with serious consideration given to the impact (both positive and negative) on the child. A risk assessment should be completed prior to any visit to ensure that the child's needs are adequately prepared for

If ChildHope undertakes any initiative (whether in a funding or facilitating role) to bring children from overseas to the UK, or together within the UK, ChildHope as well as the individuals entrusted with the direct care of the children will be responsible for ensuring their welfare.

The child / children will be accompanied by a designated chaperone at all times. This individual must:

- Be an employee of the partner organisation and have undergone the relevant recruitment checks (references, police checks etc.). It is ChildHope's responsibility to check this with the partner organisation prior to the visit
- Sign a Statement of Commitment to ChildHope's safeguarding policy
- Receive a specific briefing - in relation to the exact circumstances of the project - from ChildHope's DSO or relevant Partnerships and Programme Manager
- Discuss any additional support they may need during the visit (taking in to account factors such as language, familiarity with the UK etc.) and the relevant Partnerships and Programme Manager must ensure that this support is provided as far as reasonably possible
- Be provided with contact details for 24 hours emergency support within the organisation for the duration of the child / children's visit, as well as external emergency contact details (e.g. medical).

SECTION 3) Code of Conduct

A key element of our SP is ChildHope's Behaviour Code of Conduct. This applies to ChildHope staff and anyone acting on behalf of ChildHope. The guidelines are to be interpreted in the spirit of common sense, with the best interest of the child and duty of care to prevent harm to everyone as the primary consideration. In addition this Code of Conduct prioritises the wellbeing and care of all people including staff and all people ChildHope comes into contact with either directly or indirectly.

This Code of Conduct will be prominently displayed in ChildHope's office, shared with all organisation representatives and ChildHope's partners. Any breach of the Code of Conduct could result in disciplinary action.

Note: ChildHope is aware and respects the right of staff, partners, associates, visitors and contractors to private life and does not wish to dictate how individuals should live their lives. However, ChildHope wishes to make it clear that it does not expect staff, partners, associates, visitors and contractor's behaviour and conduct to violate the safeguarding policy and procedures inside or outside of the work place. It is imperative to make it clear that ChildHope has a duty of care to all of those it comes into contact with either directly or indirectly and expects its staff and associates to also behave responsibly in upholding the values and principles of ChildHope and not to abuse, exploit, harass or harm a child or adult. **Therefore this Code of Conduct is to be upheld inside and outside of the work place.**

Be Prepared

DO:

- Read the Child Protection or Safeguarding Protocol of the local partner organisation before arriving on a visit
- Ensure that you know who the Designated Safeguarding Officer is within the partner organisation and if this role does not exist, who you should go to with any concerns
- Make an attempt to understand local norms, particularly those around contact between children and adults
- Discuss activity plans with the partner organisation and take their advice about where, when and how to conduct the activities in a safe manner and in a way that puts the children at ease.
- Ensure that you take clothing that is appropriate to the local culture and respects local norms

Interactions with Children

DO:

- Be aware of the power balance between adult and child and avoid actions which exploit this
- Explain clearly what you intend to do at the start of any activity and explain exactly what you plan to do with any information shared
- Give children the opportunity to talk at their own pace.
- Treat all children equally without discrimination on the basis of age, gender, disability, faith, sexuality etc.
- Ensure that children are aware of their right NOT to participate or to withdraw from the activity at any time

AVOID:

- Encouraging close attachments with individual children - your visit is temporary and you cannot maintain contact beyond the visit
- Show favouritism or spend excessive time with one child
- Offer gifts to individual children. If providing a gift is appropriate, it should be given to the group and with the prior agreement of the partner organisation

DO:

- Be aware of the power imbalance between staff and many of the adults we come across in the course of our work and avoid exploiting this difference
- Treat every adult with respect, integrity and dignity and explain what you intend to do to those adults, who need to know about our activities
- Be prepared to listen respectfully to the views of adults and act upon those that make the visit safe and productive

AVOID:

- Any behaviour that suggest disrespect for the opinion and position of anyone we come into contact with in our work
- Exploitation of any kind; including sexual, harassment or bullying as a result of power difference and life opportunities

Avoid being in a risky situation

DO:

- Plan and organize your work, taking in to account and minimizing potential risks
- Ensure that a second adult is present when you are with children, especially if the children are not known to you

AVOID:

- Condoning or participating in behaviour that is illegal and/or unsafe
- Believing “it could never happen to me”
- Being alone with a child where no-one else can see what you are doing
- Taking a child to your home, hotel or to other private spaces
- Acting in a way that is, or could be interpreted as inappropriate or would suggest sexual exploitation, abuse and harassment of an adult

Your Behaviour

DO:

- Wait for the child to initiate any type of physical contact. This should be in a safe way and where other people are around
- If you are taking notes or recording the session, explain to the group what you are doing and how the information will be used
- Obtain permission before taking photographs
- Wear clothes that are appropriate and respect local norms and culture
- Always provide an example of the good conduct which you wish others to follow

AVOID:

- Acting in a way that is, or could be interpreted as, inappropriate or sexually provocative
- Giving assistance in aspects of personal care that a child could do for themselves (e.g. dressing, bathing etc.)
- NEVER hit or physically chastise a child (including using physical restraint to contain behaviour)
- NEVER engage in or allow sexually provocative games with children or adults
- NEVER act or use language which could in any way shame, humiliate or degrade a child or adult
- NEVER engage in any activity that would suggest abuse, sexual exploitation, harassment or discrimination of any kind to children or adults

Personal Use of Social Networks

DO

- Remember that you are personally responsible for the content that you share. **Always** think twice about what you post/share and what implications this will have for ChildHope.

- If you use social networks or blogs for personal use and you have indicated in any way your place of work you must add a disclaimer stating that your opinions on this site are your own. i.e. *'My tweets are my own and not of the organisation I am connected with.'*
- Share information that has been posted on ChildHope social media platforms and shared/retweeted by individuals.
- Inform the Designated Safeguarding Officer or Executive Director if you observe or read uploaded content from another staff member /volunteer which breaches the safeguarding policy

AVOID

- Staff and volunteers will **never** post images or stories about beneficiaries via personal social media accounts. Consent is given to ChildHope as an organisation and not to any individual for personal use
- **Never** upload or post any defamatory, obscene, abusive or harmful content.

SECTION 4) Reporting and Reaction Protocol

ChildHope works through partner organisations and, consequently, the specific reporting and reaction protocols will depend on the particular situation in which the concern arises. Effective response and reaction protocols will depend on the collaboration and shared understanding between ChildHope and their partner organisations. For this reason, it is important that local procedures are reviewed prior to visits so reporting protocols are clear and that action can be taken promptly.

Taking action promptly does **not** always mean direct intervention, it is important that you assess the risk and the situation. We encourage you take a **do no harm** approach which means you do not put the child or adult at further risk through your actions and intervention. ChildHope strongly encourages you to **not act alone** and collaborate with DSO's.

Irrespective of the location in which the concerns arise, ChildHope's representatives are obligated to report any concerns about alleged or suspected harm to the DSO or Executive Director immediately, depending on the nature of the concern (see procedure below). In the event that the concerns relate to the Executive Director, the report must be made to the Nominated Trustee for Safeguarding and the Chair of the Board. Reporting of concerns should take place within 24 hours, allowing for time differences in different countries. ***Failure to report any observations / reports you have received, however uncertain, could result in disciplinary action.***

All allegations should be recorded using the safeguarding reporting forms and e-mailed to ChildHope's Safeguarding mailbox. These records will be stored securely with access limited to the DSO, HR & Office Manager and the Executive Director. General safeguarding queries can also be sent to this address and a record will be kept of issues raised and action taken. Further Guidance can be found in the reporting flowcharts in the appendix and the step by step reporting and reaction guidance below.

4.1 If an allegation of harm or abuse to a child by a partner organisation's representative is reported to a ChildHope representative or ii) a ChildHope representative observes or is suspicious of harm or abuse caused to a child by a partner organisation's representative

Note that the principle of Do No Harm should guide the reaction and response of all parties regarding alleged harm caused to a child; including ChildHope representative. It is also expected that from the outset, every ChildHope's representative undertaking any visit would be briefed on partner organisation's local safeguarding procedure (including local reporting procedures). Furthermore, it is expected that All ChildHope's representatives will always be accompanied by a partner's staff or designated adult when they go out for visits.

If you observe or receive reports that a representative of a partner organisation is behaving in a way that is or is likely to cause harm to a child, this must be reported immediately to the local partner organisation's Designated Safeguarding Officer. If this post does not exist, your concerns must be reported to the Executive Director or the highest available representative of the organisation.

In such instances, it is not appropriate for ChildHope to respond directly. Suspected harm caused by local staff or representatives must be investigated in the context of local laws, customs and knowledge of the individual. However, ChildHope retains a responsibility to promote effective handling of child protection and safeguarding issues within our partner organisations and as such concerns should also be reported to the DSO in ChildHope to inform our work with partners. Details of follow up actions and final outcomes must be monitored by the Programme Manager to ensure an appropriate conclusion.

If it is a child that reports concerns to you, you should:

- I. Reassure the child that they were right to report the behaviour.
- II. Follow the local reporting procedure as earlier explained in section 4.1 paragraph one.

- III. Provide a written and verbal report to the partner organisation's Safeguarding Officer/Executive Director.
- IV. Provide a written and verbal report to ChildHope's Designated Safeguarding Officer, using the Safeguarding Incident Report form (See Appendix 2)
- V. ChildHope will liaise with partner organisation in regards to whether there is the need to conduct a formal investigation and will provide support and advice throughout the process to ensure that the response is in line with best practice guidance on the management of safeguarding allegations.
- VI. If ChildHope is concerned that the partner organisation is failing or refusing to address a child protection or safeguarding concern, ChildHope's Executive Director will raise this with the Partner's Executive Director of Board of Trustees, where appropriate. If this is insufficient to resolve the issue, ChildHope may reconsider the appropriateness of continuing the partnership.

4.2 If an allegation of abuse caused by a ChildHope representative whilst overseas is observed or reported to partner organisation

If an allegation of abuse caused to a child by a ChildHope representative whilst overseas is observed or reported to a ChildHope representative, you should report this to ChildHope's Executive Director who will provide guidance as to the action to be taken.

It is important to remember that the responsibility for safeguarding lies with the organisation and should not be the decision of one individual.

In deciding how to respond, the ChildHope's Executive Director will:

- I. First establish what steps have been taken to ensure the physical and psychological safety of the child and protect the child and others from further harm. This must be the paramount consideration.
- II. Discuss the concerns with the partner organisation to agree next steps. Any actions must take into account the local procedures and protocols as well as the mechanisms they have available for ensuring the safety of the child. Legal obligations to inform the police and other agencies in-country must be considered depending on the nature of the concerns.
- III. The Executive Director must contact the ChildHope representative immediately to discuss the allegations against them.
- IV. If the ChildHope representative is still overseas, the Executive Director will normally instruct the individual to terminate their visit to protect themselves and any others involved. Arrangements will be made for their return to the UK. The ChildHope Executive Director will conduct a debriefing immediately when the ChildHope's representative has returned (within 1 working day).
- V. If a criminal act has been alleged, the police may require the member of staff to remain in country while a full investigation is completed. In this instance, agreements must be made with the Executive Director of the partner organisation in regards to liaising and supporting the staff member whilst in country.
- VI. The Nominated Trustee for Safeguarding within ChildHope must be made aware of the allegations and the actions being taken to safeguard the welfare of the child and conduct appropriate investigations.
- VII. The Chair of Trustees should also be informed that an investigation is taking place but they will not be provided with detailed information in order that they can remain independent should an appeal process be necessary.
- VIII. All the relevant information and actions must be recorded using ChildHope's Safeguarding Incident Report form.
- IX. If the incident is considered to be a serious breach of safeguarding protocols, the member of staff will be suspended on full pay pending an investigation. It will be clearly explained that this is not a presumption of guilt but a measure to protect the individual and all others involved.
- X. The Executive Director from ChildHope will collaborate with the partner organisation to decide the nature and scope of any investigation into the allegations. Given that the incident

occurred outside of the UK, it is likely that the partner organisation will take the lead in organising any investigation but this will depend on the capacity and expertise of the organisation in managing safeguarding allegations.

- XI. The nature of the investigation will depend on the nature of the concerns, local procedures and legal obligations. Decisions regarding the scope of the investigation and whether this is to be conducted internally or referred to an external agency will be taken within a strategy discussion involving ChildHope, the partner organisation and any other relevant stakeholder.
- XII. If the incident is particularly serious, the ChildHope Executive Director should consider visiting the local partner organisation in order to participate more fully in the process and provide support to the partner during the investigation.
- XIII. It is imperative that investigations are conducted promptly although the exact duration of the investigation process will depend on the nature of the concerns and the different stakeholders who are involved. ChildHope will monitor the progress of any investigation to try and ensure it is concluded in a timely manner.
- XIV. ChildHope's Executive Director will keep the Nominated Trustee updated in regards to progress and will provide them with a copy of the investigation report that has been produced along with recommendations for actions from ChildHope.
- XV. Parallel to the in- country investigation, Children and Families Across Borders (CFAB) should be contacted on 0207 735 8941 to get their advice regarding what actions should be taken in the UK. Where the individual is suspected of abuse of children, CFAB may include contacting Children's Services and the police in the area where the staff member lives to assess what risk they may pose to children in their area. CFAB will continue to liaise with the relevant organisations and with ChildHope while any investigation or follow up actions are being taken in the UK.
- XVI. The ChildHope HR Manager will act as the point of contact for the suspended individual. Contact with other staff or those associated with the organisation will not be permitted and they will not be allowed access to organisational data whilst suspended.
- XVII. The Nominated Trustee, in conjunction with the Executive Director will decide any further action to be taken by ChildHope and will ensure that the Chair of the Board of Trustees is informed of all decisions (Refer to Ramifications of Misconduct below)

4.3 If an allegation of harm or abuse caused to a child by a ChildHope representative whilst in the UK is observed or reported to a ChildHope representative

In most cases, ChildHope does not work directly with children in the UK, but we do come into contact with children in the UK (fund raising and/or awareness raising activity) and there can be instances where children or young people visit the UK with partners.

In the case of concerns arising in the UK, these should be reported to the Executive Director and the following steps adhered to.

- I. First establish what steps have been taken to ensure the physical and psychological safety of the child and protect the child, and others from further harm. This must be the paramount consideration.
- II. The Executive Director must contact the ChildHope representative immediately to discuss the allegations against the individual.
- III. The Executive Director will instruct the individual to terminate any work they are doing with children to protect themselves and any others involved.
- IV. If the incident is considered to be a serious breach of safeguarding protocols, the member of staff will be suspended on full pay pending an investigation. It will be clearly explained that this is not a presumption of guilt but a measure to protect the individual and all others involved.
- V. The Executive Director will conduct an initial assessment to clarify the facts and establish the level of concern in order to inform decisions about what actions need to be taken. All the relevant information and actions must be recorded using ChildHope's Incident Report form.
- VI. The Executive Director will make the Nominated Trustee for Safeguarding aware of the allegations and actions being taken to safeguard the welfare of the child. They will make an

- initial decision about the appropriate level of investigation and whether this can be conducted internally or requires referral to an external agency.
- VII. Where there are concerns that the individual may have abused a child or is a risk to children, the Safeguarding Team within the Local Authority where the incident took place must be contacted to report the incident and the Incident Report Form forwarded to them. They will advise whether the police will be contacted and whether Children's Services or the police will conduct their own investigation. If a criminal or Children's Services investigation is to be conducted, ChildHope will participate fully in this process and will not conduct its own investigation.
 - VIII. Where the breach of safeguarding procedures is not deemed sufficiently serious to warrant a referral to Children's Services or where Children's Services decide that they will not intervene, or the police involved, ChildHope will conduct their own investigation into the incident. This will be conducted by the ChildHope Executive Director.
 - IX. The Chair of Trustees should be informed that an investigation is taking place but they will not be provided with detailed information in order that they can remain independent should an appeal process be necessary
 - X. It is imperative that the investigation is conducted promptly although the exact duration of the investigation process will depend on the nature of the concerns and the different stakeholders who are involved.
 - XI. The ChildHope HR Manager will act as the point of contact for the suspended individual. Contact with other staff or those associated with the organisation will not be permitted.
 - XII. The report will be submitted to the Nominated Trustee who will decide any further action to be taken (Refer to Ramifications of Misconduct below)

If the alleged harm is related to actions or behaviour towards an adult rather than a child, the Executive Director will, in consultation with the safeguarding Trustee and/or HR manager as appropriate, adapt the above procedures in a way that is commensurate with the severity of allegation, level of risk or vulnerability of the adult in question and context of the alleged harm.

4.4 If an allegation of harm or abuse cause to an adult by a ChildHope staff member or representative whilst overseas or in the UK is observed or reported by a partner, ChildHope staff member or representative

If an allegation of harm or abuse caused to an adult by a ChildHope staff member or representative whilst overseas or in the UK is observed or reported by a partner, ChildHope Staff member or representative you should report to ChildHope's Executive Director who will provide guidance as to the action to be taken.

In deciding how to respond, the ChildHope's Executive Director will:

- I. First establish what steps have been taken to ensure the physical and psychological safety of the adult and also protect others from harm. This must be the paramount consideration.
- II. The Executive Director must contact the ChildHope staff or representative immediately to discuss the allegations against the individual.
- III. The Executive Director will instruct the individual to terminate any work they are doing immediately to protect themselves and others involved.
- IV. If the incident is considered to be a serious breach of safeguarding protocols, the member of staff will be suspended on full pay pending investigation. It will be clearly explained that this is not a presumption of guilt but a measure to protect the individual and others involved
- V. The Executive Director will conduct an initial assessment to clarify the facts and establish the level of concern in order to inform decisions about what actions need to be taken. All the relevant information and actions must be recorded using ChildHope's Incident Report form.
- VI. The Executive Director will make the Nominated Trustee for Safeguarding aware of the allegations and actions being taken to safeguard the welfare of the vulnerable adult. They will make an initial decision about the appropriate level of investigation and whether this can be conducted internally or requires referral to an external agency.

- VII. Where there are concerns that the individual may have abused an adult or is a risk to adults, the appropriate step will be taken according to the local safeguarding procedures already established. In the UK the Safeguarding Team within the Local Authority where the incident took place must be contacted to report the incident and the Incident Report Form forwarded to them. They will advise whether the police will be will conduct their own investigation. If a criminal investigation is to be conducted, ChildHope will participate fully in this process and will not conduct its own investigation.
- VIII. If a criminal act has been alleged overseas, the police may require the member of staff to remain in country while a full investigation is completed. In this instance, agreements must be made with the Executive Director of the partner organisation in regards to liaising and supporting the staff member whilst in country. If the incident is particularly serious, the ChildHope Executive Director should consider visiting the local partner organisation in order to participate more fully in the process and provide support to the partner during the investigation.
- IX. It is imperative that investigations are conducted promptly although the exact duration of the investigation process will depend on the nature of the concerns and the different stakeholders who are involved. ChildHope will monitor the progress of any investigation to try and ensure it is concluded in a timely manner.
- X. ChildHope's Executive Director will keep the Nominated Trustee updated in regards to progress and will provide them with a copy of the investigation report that has been produced along with recommendations for actions from ChildHope.
- XI. The ChildHope HR Manager will act as the point of contact for the suspended individual. Contact with other staff or those associated with the organisation will not be permitted and they will not be allowed access to organisational data whilst suspended.
- XII. The Nominated Trustee, in conjunction with the Executive Director will decide any further action to be taken by ChildHope and will ensure that the Chair of the Board of Trustees is informed of all decisions (Refer to Ramifications of Misconduct below)

4.5 Reporting to the Charity Commission

The Charity Commission must be informed of:

- Any incident where the beneficiaries of the charity have been or are being abused or mistreated while under the care of your charity or by someone connected with the charity such as a trustee, member of staff or volunteer
- Any incident where someone has been abused or mistreated and this is connected with the activities of the charity
- Any allegations have been made that such an incident may have happened, regardless of when the alleged abuse or mistreatment took place
- Where there are grounds to suspect that such an incident may have occurred

These requirements relate to ChildHope staff, volunteers, trustees or other representatives (e.g. contractors) and apply irrespective of the location of the incident. They do not apply to concerns raised about the conduct of partner organisations.

The role of the Charity Commission is very limited and focuses on the conduct of the trustees and the steps they take to protect the charity and its beneficiaries now and in the future. They are unlikely to take action as lead responsibility will be assumed by the police and Children's Services.

The Nominated Trustee for Safeguarding will be responsible for notifying the Charity Commission and will do so in liaison with the Executive Director within 24-48 hours.

4.6 Support to staff

Arrangements will be made to provide counselling support to those ChildHope representatives who witnessed alleged abuse, are handling the investigation or are the subject of the allegations. All ChildHope staff who have passed their probationary period are automatically signed up to the ChildHope Employee Assistance Programme and are able to make contact on a confidential basis.

4.7 Anonymous allegations

Anonymous allegations are very difficult to act upon as there may be little or no corroborating evidence. ChildHope does not encourage anonymous reporting and will not investigate anonymous allegations that relate to minor breaches of the Safeguarding policy.

However, where the concerns raised are of a serious nature, ChildHope has a legal and moral obligation to act. ChildHope will try to respond to the person making the allegation to encourage them to come forward and provide reassurance about the confidentiality measures that will be in place whilst investigating the matter. If the person fails to come forward, ChildHope will undertake initial enquiries to ascertain the seriousness and veracity of the allegations. Based on the information gathered, the Executive Director in collaboration with the Nominated Trustee for Safeguarding will decide what further action should be taken.

4.8 Ramifications of Misconduct

If an allegation of harm to a child or adult of a serious violation of safeguarding procedures is received in relation to an employee or representative of ChildHope, the member of staff will be suspended on full pay (staff member) or suspended from all activity / association with ChildHope (trustee, intern, volunteer) pending the outcome of the investigation by the Executive Director. The decision to suspend must be taken by the Executive Director or Nominated Trustee for Safeguarding and is not open to challenge.

Suspension is not a presumption of guilt and as such the matter should remain confidential whilst an investigation is conducted. If a staff member is suspended, personnel within ChildHope will simply be informed that the member of staff is unable to attend work without giving any further details. If the investigation results in dismissal, staff will be informed that a breach of safeguarding protocols occurred but no further details will be given to protect the confidentiality of the child children or adults concerned.

The investigation completed by the Executive Director will be submitted to the Nominated Trustee for Safeguarding who will come to a decision about action to be taken. Decisions from any investigation will be confirmed in writing to the individual concerned.

If it comes to light that acts were committed - whether within or outside the context of ChildHope's work - which grossly infringes children's or adults rights, or seriously breaches Safeguarding protocols ChildHope will take immediate disciplinary action which may include:

- Staff - disciplinary action
- Trustees - termination of Board membership
- Volunteers and interns - ending the relationship with ChildHope
- Consultants/ Contractors - termination of contract
- Partners - withdrawal of funding/support and ending of the relationship

Acts of a criminal nature will be referred to the police and/or Children's/Adults Services and may result in a criminal investigation and conviction. Where this occurs the police will also notify the DBS and the individual may be barred from future work with children or adults.

When investigating concerns or complaints, the process should always be fair and, where complaints are upheld, the individual will have the right to appeal this decision. In such instances, the individual must write to the Chair of Trustees within 10 days of receiving written confirmation of the complaint outcome, explaining their grounds for appeal. The Chair of Trustees will consider the appeal which will include re-examining the evidence and reports and may include talking directly to staff and others involved. The Chair of Trustees will come to a final decision which will be confirmed in writing within 2 weeks of receiving the appeal. The decision from the appeals process is final.

SECTION 5) Monitoring of Safeguarding Policy & Practice

The monitoring of the SP will be coordinated by the DSO with the support of the Safeguarding Working Group, guided by the monitoring framework below. Learning from monitoring of Safeguarding practice will be shared internally and, where appropriate, with partners and external agencies.

Elements of SP	Objectives	Indicator	Who is responsible?	Source of Evidence
Overall	Written Safeguarding policy publicised, promoted and widely distributed	Policy is visible in ChildHope All partners have a copy of the Safeguarding Policy in the appropriate language	DSO	Observation Annual staff training of updates to policy
	Safeguarding Policy reviewed every year	Review process written up Evidence of consultation amongst staff and others	DSO /SWG	Meeting with staff, feedback in staff annual appraisals
Recruitment	DBS/ other reference checks have been conducted satisfactorily before post has been offered and are maintained/up to date.	Completed documents are on file	HR Manager	Review of personnel files DBS is completed before post and updated every 3 years
	Job adverts include a statement informing applicants of Safeguarding Policy	Job advert	HR Manager	Review job Ad
	Relevant JDs contain specific reference to the responsibilities of the post holder for implementing and safeguarding policy and procedures	JD	HR Manager & DSO	Review JDs
	Every Staff member has signed a commitment to the SP in their contract	Contract	HR Manager	Review Contracts annually with updated policy
Education and Training	Staff, interns, volunteers and trustees receive an induction covering safeguarding issues within 1 week of joining CH.	Training Log Staff can explain the reporting procedure & understand their responsibilities in regards to safeguarding	HR Manager & DSO, all line managers	Feedback from staff, staff appraisals
	Staff are acting in accordance with behaviour and communication guidelines	Staff are clear on Safeguarding Policy and feel confident in its implementation Observation & feedback regarding staff	HoF, DSO, HR Manager	Staff Evaluations Feedback is given in an ad hoc basis and annually with policy review/update
	Consultants are given briefings on CH's SP in advance of overseas visits within one week of taking up post	Consultants are clear about what behaviour is appropriate and inappropriate and how to report any concerns	DSO, PPMs	Feedback from Consultant, partners
	Programme budgets include costs for training and mentoring on safeguarding	Project budgets reflect costs	DSO, PPMs	Review Budgets
Management Structure	There is a designated DSO in the organisation responsible for implementing the policy	All staff and children know who is the DSO	HR Manager	Staff survey
	Safeguarding Working Group is coordinating Policy implementation	Group meets quarterly and reports back on action plan &	DSO	Notes from SWG meetings, action plan

		incorporates new actions/ decisions		(Quarterly)
	Staff training and awareness is incorporated into project and organisational evaluation and review and staff appraisals	Evaluation reports, staff appraisal records	DSO, PMs, HR Manager	Evaluation TOR, Staff appraisal document (Annually)
	Safeguarding considered within SMT meetings where issues arise		DSO	SMT minutes
	Safeguarding issues are collated and reviewed annually by CEO & Trustees		DSO, ED, Trustees	Annual Report, Trustee Meeting Minutes
Behaviour protocols	Staff abide by ChildHope's Behaviour code of conduct which is displayed openly	Staff are clear about appropriate behaviour and have attended training. BCC on office wall.	DSO	Feedback in staff appraisals annually, feedback from partners
	Staff and children understand the consequences of breaching the code	Staff are able to explain about the organisation's disciplinary procedures.	HR Manager	Feedback from staff annually
Communication	Children's 'informed consent' is obtained when being asked for information about them or their photos are taken	Informed consent forms. Children are able to say "No"	All staff, overseen by DSO	Forms collected as an when a picture is going to be used
	The organisation's publications, written materials, website does not label, degrade or victimise children and does not enable them to be easily identified	Publications, printed material, website follow communications guidelines	Comms Manager & DSO	Review of materials before every publication
	Signed Statement of Commitment for Journalists and other project visitors visiting a CH project are obtained	Statements of Commitment	All staff coordinating such visits, overseen by DSO	Forms collected within a week of joining
Reporting and Reaction	Reporting and reaction processes are available to all representatives and include reporting and storing information	These processes are clearly documented and understood by all staff, trustees, interns, volunteers, consultants etc.	DSO, HR Manager, ED	Annual questions to different groups of staff
	All reporting and investigation procedures are clearly documented	Relevant documentation	DSO, HR Manager	Reporting flow chart and format displayed in the office Reviewed annually, updated quarterly
Ramifications of misconduct	The organisation has clear disciplinary guidelines	Disciplinary guidelines	HR Manager	Review Disciplinary guidelines annually
	Investigations are prompt and follow standardised procedures	Investigation notes are recorded	HR Manager, DSO, ED	Review investigation notes annually
	HR Manager documents disciplinary action	HR documentation	HR Manager	Review of HR documentation annually

SECTION 6) ChildHope Communications Guidelines

This document sets out the principles ChildHope UK employs when communicating externally about our work and the work of our partners. It contains general principles for ensuring girls and boys are kept safe at all times, as well as specific guidelines which must be followed by ChildHope staff as well as photographers, film crews and journalists visiting programmes through ChildHope. Different countries may have specific laws, protocols or cultural norms which should be understood and adhered to as appropriate.

Case studies and photos are very important tool for raising awareness and help us convey the impact of our work. It must be recognised, however, that harm may be caused to children through the use of words, images and stories, although unintentionally. The rights and dignity of the child must be respected at all times and the best interest of the child maintained as the paramount concern.

6.1 General Guidelines

In communications about children, the following principles apply:

Dignity

The child's dignity must be preserved at all times. Language must not degrade, victimise or shame the child. In images, children should always be dressed appropriately and should never be depicted in any poses that could be interpreted as sexually provocative.

Accuracy

The portrayal of children must not be manipulated or sensationalised in any way. Images and stories should provide a balanced depiction of the child's life and circumstances, balancing negatives with empowering images or showing the progress that children are making.

Communications should avoid making generalisations which do not accurately reflect the nature of the situation and pictures should not be taken and used out of context. Wherever possible, individuals including children, should be able to give their own accounts allowing them to take control of the information and details that are highlighted.

Privacy

Information should not be shared that could be used to identify a child or might put them at risk in any way.

Children's real names will never be used and limited information provided about location to protect children's privacy. External materials must state "*Names of the children have been changed and photographs are not those of the children written about. All children have given permission for ChildHope to use and share their images and stories*".

Where anonymity is needed to protect the rights and dignity of the child (for example, in demonstrating work with commercially sexually exploited children), faces and all identifying information will be omitted.

Information about a child/children's life and photographs of children (including information stored on the PC) will be kept in secure files. Access to these should be limited to those that need to use them during the course of their work.

Equality and Diversity

Whenever possible we will seek to gather images that show an equal number of boys and girls, within a spread of ages, abilities and backgrounds. When taking images of children, we will be aware of the stereotypes and issues affecting them and will ensure we do not reinforce or contribute to stereotypes associated with gender, age, ability or background.

Best Interest of the Child

In all decisions about the use of images and other media, the best interests of the child will be the paramount consideration.

6.2 Informed Consent

Verbal Consent when taking a Photo

Informed consent must always be sought before taking any photos or requesting personal information about children's lives that may then be used in ChildHope materials etc. Informed consent means that children are told how ChildHope may use the information or image and that they are under no obligation to agree to its use. They should also be re-assured that the names, locations and other identifying information will be changed.

When visiting partner programmes, verbal consent will be sought from children and families before taking any photos, videos or case study information. Ideally, local staff should lead on asking for consent as children and families may feel more comfortable to refuse consent when asked by someone that they already know and trust. Informed consent requires that clear information is given about how the image or information may be used - this must always be given even if prior written consent has been obtained.

In all cases, written consent will be required before images or stories can be used. Normally this will be obtained at a later date once images have been selected. This prevents multiple consent forms being completed only for the images not to be used. It also provides time for the child to reflect and gives them an additional opportunity to withdraw their consent should they wish to do so. However, if obtaining consent at a later date is likely to be difficult (e.g. due to the distant location or limited contact with the child/caregiver), the Programme Manager should organise for written consent to be obtained at the time of taking the images.

Selection of Photos

On returning from any trips or events, staff must review all photos and delete any unsuitable images e.g. 'holiday snaps', blurry images, situation shots that do not provide background to the project/event etc. The chosen images will then be shared with the Fundraising and Communications team who will conduct a second review to check photos comply with the visual identity and are of a good standard for use in publications. Any inappropriate images will be deleted. Where images have been deleted because they show inappropriate images of children, the staff member's line manager and DSO will be informed so that appropriate action may be taken to address this.

Written Consent before Use of Images

Obtaining informed verbal consent is adequate before an image/case study is taken but this must always be supported by signed written consent. ChildHope requires consent to be obtained from ALL children irrespective of age. Consent is also required from the child's parent, legal guardian who must countersign the consent form or, where this is not possible, from the local organisation working with them.

Partners can either use the ChildHope consent form (Appendix 3) translated in to the local language or they can use their own consent form but it must explicitly state that the photos/information may be used by ChildHope as the child should understand that the photos may be used by an organisation they do not know and who works at an international level. ChildHope suggests that partner consent forms state:

"Someone has explained to me that my photos might be used by ChildHope. ChildHope tries to help children all over the world and they may use my photos or my story to help people in other countries understand the problems children face and to ask for their help to make things better"

Where partners are using their own consent forms, ChildHope must have a pro forma copy of the form on file and the Programme Manager should check that the form contains consent for use of images and information by ChildHope. The pro forma copy should be in English but all other signed consent forms can be provided in the local language only.

Once photos have been selected, the image will be sent to the partner organisation who will be asked to scan and send a copy of the written consent form for ChildHope's records. The image may not be used until the written consent has been received.

Duration of Consent

Any photos will be saved in a secure folder for use by ChildHope staff for; marketing, publications, social media, reports and other literature. Photos will be kept in this folder for a period of 4 years. After 4 years, photos will be archived, in order to maintain a realistic view of our projects and the children we support and to ensure the ChildHope brand is maintained.

Sharing of Photos

The best images from those provided will be selected and shared with both the Programme Manager and the partner organisation. Only those photos with written consent will be shared.

The Programme Manager will print copies of the photos before their next visit and give a copy to the children included in the images. This provides an additional opportunity to confirm how the photos will be used and thank the child for allowing ChildHope to use their images. If it is not possible for the Programme Manager to do this directly, the Partner Organisation should be asked to do this.

ChildHope is happy for partner organisations to use images that have consent for their fundraising and communications purposes. Third party organisations are expected to ask ChildHope and Partners for consent forms before using any content.

6.3 Case studies

Case studies play an important role in illustrating the challenges faced by children and the impact of ChildHope's work. Equally, many beneficiaries are keen to share stories about the positive changes that have taken place in their lives and it is important to share these successes whilst also protecting the best interests of the child.

Whenever ChildHope wishes to use case studies, the following safeguards will be in place:

General

- Written consent will be obtained from the child and their parent/caregiver for the use of their stories and/or any images. If it is not possible to gain consent from the parent/caregiver (e.g. for separated or orphaned children), a representative from the partner organisation may counter-sign the consent for,
- Where the case study details sensitive information about abuse, violence or trauma - whether in the past or in the present - the content of the case study will be discussed with the DSO to ensure all necessary safeguards are in place

Narrative Information

- Names of children and their families will always be changed. The only exception to the above would be if the story is already in the public domain with the child's consent (e.g. a child nominated for an award)
- Only limited information about the location will be provided in the case study e.g. the region or city but without mentioning the specific village or district

Images

- It is important that any images accompanying the case study accurately reflect the context but should not put children at risk by identifying their location. Any images used alongside a case study will not contain any landmarks or other detail that may be used to identify the location.
- The child's image may accompany the case story where consent is obtained and the story illustrates positive success and achievements in the child's life
- Where the case study details sensitive information about abuse, violence or trauma - whether in the past or in the present - images will be back shots or hands etc. to ensure the person is not distinguishable.

6.4 Interviewing Children

Interviewing children requires skills and certain basic principles should be followed to ensure their dignity and their rights of the individual are respected.

Before Interview:

- **Informed Consent:** In relation to interviews, informed consent extends beyond how the information may be used. It includes explaining what subjects are likely to be covered in the interview and clarifying the child's right to withdraw their consent at any point. It is preferable that initial consent is gained before the interview and is requested by a member of staff who is known to the child without the interviewer being present. This will enable the child to feel more confident to say no. The interviewer should review the child's understanding of consent at the start of the interview and a consent form must be completed.
- **Provision of support:** There should be someone else present during the interview who the child is familiar with. Wherever possible, the child should be given a choice regarding who supports them during the interview.
- **Respecting the right to say NO:** Be clear before you start the interview that the child only has to talk if they are comfortable doing so, and they can stop and withdraw their consent at any point.
- **Sensitivity:** If you are likely to talk about potentially unsettling or emotional issues, the child must be aware of and consent given for these subjects being raised. The interviewer needs to pay close attention to the child's body language and responses and offer to stop the interview if the child appears to be uncomfortable or upset at any point.
- **Gender:** Consider the different needs of boys and girls and whether they would be more comfortable to talk to a man or a woman. Gender must also be considered when deciding what topics may be discussed.
- **Respecting the right to information:** If you are going to take notes, or record the interview in another way, you must explain this to the child and verbally ask their permission to do so.

During the interview:

- **Respect Agreements:** It is not appropriate to delve into new areas that the child has not agreed to talk about. This is a breach of trust and may be harmful to the child.
- **Body language:** Try and ensure that your body language helps to put the child at ease - position yourself on the same level to address power imbalances; make eye contact but don't stare; smile. Also be aware of the child's body language and acknowledge that they may be finding things a little difficult or strange - this shows that you are listening and are sensitive to their needs.
- **Style of questioning:** Ask non-leading open ended questions, do not make assumptions or fill in words, or finish sentences. Clarify your understanding if you are not clear and don't make assumptions.
- **Non Judgemental:** Do not make value judgements regarding children's responses or impose your values and understanding of the world on children. Be aware that judgements can be conveyed non-verbally and attempt to manage your reactions carefully.

6.4 Visits by photographers, film crews, journalists and others

Additional care must be taken when organising visits for external photographers, filming crews, journalists or visitors. In addition to adhering to the above guidelines, the following also applies:

- Journalists, photographers/film crews must be fully briefed before their departure, be given CH's Safeguarding policy and sign their commitment to adhere to the policy
- Photographers/film crews will be accompanied by a local staff member at all times - the partner will be informed in writing that this is ChildHope's policy and the written agreement to follow this policy will be secured from the partner
- Children, parents and guardians must be informed about how the film, photograph or story will be used and consent for this obtained. It should be made clear that this is distinct to the consent they have given for use of materials by the local NGO or by ChildHope
- Copies of images, film and story should be sent to the partner organisation to be passed on to the children and community.
- In order to protect the confidentiality and privacy of our beneficiaries, ChildHope must be notified as to how the photographer intends to use the images or stories. ChildHope reserves the right to refuse use if it is felt that, in doing so, we are in breach of our or our partner's child safeguarding policy.
- If an image is to be used by another organisation, approval must be sought from ChildHope prior to use and where possible the image must be credited to ChildHope/ Photographer's Name with an appropriate caption.

6.5 Use of personal social networks

ChildHope understands that increasingly, individuals use social networks in their personal lives and that individuals may feel a desire to share their experiences on social media, especially when visiting a project. Social networks refer to any personal online platform including but not restricted to; Facebook, Twitter, Instagram, personal blog, YouTube, Flickr etc.

Sharing photos or stories online can have an impact on how ChildHope is viewed externally and for the children in the images and safeguards need to be put in place, to ensure that any social networking activity reflects our commitment to Safeguarding and ChildHope's core values.

- Staff and volunteers will **never** post images or stories about beneficiaries via personal social media accounts. Consent is given to ChildHope as an organisation and not to any individual for personal use
- Staff and volunteers may share any information that has been posted on ChildHope social media platforms
- If you use social networks or blogs for personal use and you have indicated in any way your place of work you must add a disclaimer stating that your opinions on this site are your own. i.e. *'My tweets are my own and not of the organisation I am connected with.'*
- Individuals are personally responsible for the content that they share. **Always** think twice about what you post and share and how it what implications this will have for ChildHope. **Never** upload or post any defamatory, obscene, abusive or harmful content.
- Staff and volunteers must inform the Designated Safeguarding Officer or Executive Director if they observe or read uploaded content from another ChildHope representative which breaches the safeguarding policy

APPENDIX 1: Recognising Signs of Abuse

Recognising indications of potential abuse is complex and there is no simple checklist which allows easy recognition. There are potential warning signs that you can be alert to but they should be assessed with care. It should not be automatically assumed that abuse is occurring. Equally, however, it is important not to dismiss your concerns or ignore any signs of abuse - these should be discussed with the DSO as soon as possible to help decide the most appropriate course of action.

<p>Possible signs of physical abuse:</p> <ul style="list-style-type: none"> • Bruises, burns, sprains, dislocations, bites, cuts • Improbable excuses given to explain injuries • Refusal to discuss injuries • Withdrawal from physical contact • Arms and legs kept covered in hot weather • Unwillingness to participate in physical activities that may involve undressing, e.g. sports • Fear of returning home or of parents being contacted • Showing wariness or distrust of adults • Self-destructive tendencies • Being aggressive towards others • Being very passive and compliant • Chronic running away 	<p>Possible signs of neglect:</p> <ul style="list-style-type: none"> • Frequent hunger • Taking scraps of food from bins or plates, or stealing food • Poor personal hygiene • Constant tiredness • Inappropriate clothing, e.g. summer clothes in winter • Frequent lateness or non-attendance at school • Untreated medical problems • Low self-esteem • Poor social relationships • Compulsive stealing • Drug or alcohol abuse
<p>Possible signs of emotional abuse:</p> <ul style="list-style-type: none"> • Physical, cognitive or emotional development is delayed • Highly anxious • Showing delayed speech or sudden speech disorder • Fear of new situations • Low self-esteem • Inappropriate emotional responses to situations • Extreme passivity or aggression • Drug or alcohol abuse • Chronic running away • Compulsive stealing 	<p>Possible signs of sexual abuse:</p> <ul style="list-style-type: none"> • Age inappropriate sexualised behaviour or highly sexualised language • Bed wetting or soiling • Anal or genital soreness • Sleep problems • Fear of being with adults • Promiscuity • Extreme risk taking in adolescents

Possible signs of concern regarding adult behaviour:

- A person in whose presence the behaviour of a child significantly changes such as becoming withdrawn, fearful, distressed or agitated
- Asking a child to lie or keep secrets
- Breaches of the organisation's Code of Conduct / behavioural protocols
- Initiating private contact with a child, in person or by e-mail or telephone

APPENDIX 2: Safeguarding Report Form

If you have knowledge that a child might be at risk of harm, please complete this form to the best of your knowledge. Please note that child protection concerns must be reported directly to the DSO immediately (preferably within the same working day) - depending on the urgency, you may wish to complete this form *before* contacting the DSO *or* you may wish to complete the report *afterwards*. For confidentiality reasons, the report should be written and signed solely by you. It should only be sent *only* to the DSO. It will be held in a safe and secure place and treated in the strictest confidence.

1. About You

Your name: _____

Your job title: _____

Workplace: _____

Nature of your contact with the child: _____

Contact details:

Tel: _____

E-mail: _____

2. About the Child

Child's name: _____

Child's gender: _____

Child's age: _____

Child's address: _____

Child's guardians: _____

3. About your Concern

Was the abuse:

Observed by you Suspected Disclosed by someone else

If the concern was shared by someone else, please state who and their relationship to the child:

Date of the alleged incident: _____

Time of the alleged incident: _____

Location of the alleged incident: _____

Name of alleged perpetrator: _____

Nature of the allegation: _____

Your personal observations (*visible injuries, child's emotional state, etc.*) [N.B. Make a clear distinction between what is fact and what is opinion or hearsay]

Exactly what the child or other source said to you [if relevant] and how you responded to him or her: [Do not lead the child. Record actual details]

Any other information not previously covered:

Were there any other children/people involved in the alleged incident? _____

Are any other children at risk of harm? _____

Action Taken by You:

Signed: _____

Date: _____

APPENDIX 3: Consent Forms for use of information and photos



ChildHope Consent Form

My name is.....

Someone has explained to me that ChildHope tries to help children all over world. They work with (name of partner) to help children here in (name of country).



I understand that ChildHope listens to children's stories about their lives. They may take photos & videos to help people in other countries understand the problems children face and to ask for their help to make things better

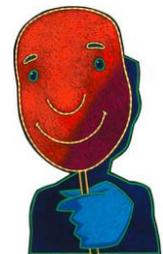


I am happy for ChildHope to take my photo and share my story



I understand that this might appear on their website or in reports and materials they might create

I know that ChildHope will change my name and other details so no-one knows it is about me



I know I can change my mind at any time and ask them to stop and not use my photos or any information about me. After 4 years, ChildHope will stop using the images they have taken of me.

If you decide to use a photo with me in it, you will provide me with a copy of that photo.

Signed:.....(Child) Date:.....

Signed:.....(Parent/Guardian) Date:.....

ONE COPY TO BE KEPT BY GUARDIAN / PARENT/ CHILD
ONE COPY TO BE KEPT BY PARTNER ORGANISATION & SHARED WITH CHILDSHOPE UPON REQUEST

APPENDIX 4: Statement of Commitment to Safeguarding

ChildHope Statement of Commitment to Safeguarding

"I, _____ [name] _____, have read and understood the standards and guidelines outlined in this Safeguarding Policy. I agree with the principles contained therein and agree to implement and promote the procedures and practices contained within this document while working or associated with ChildHope.

(Print name)

(Job title / role)

(Signature)

(Date)

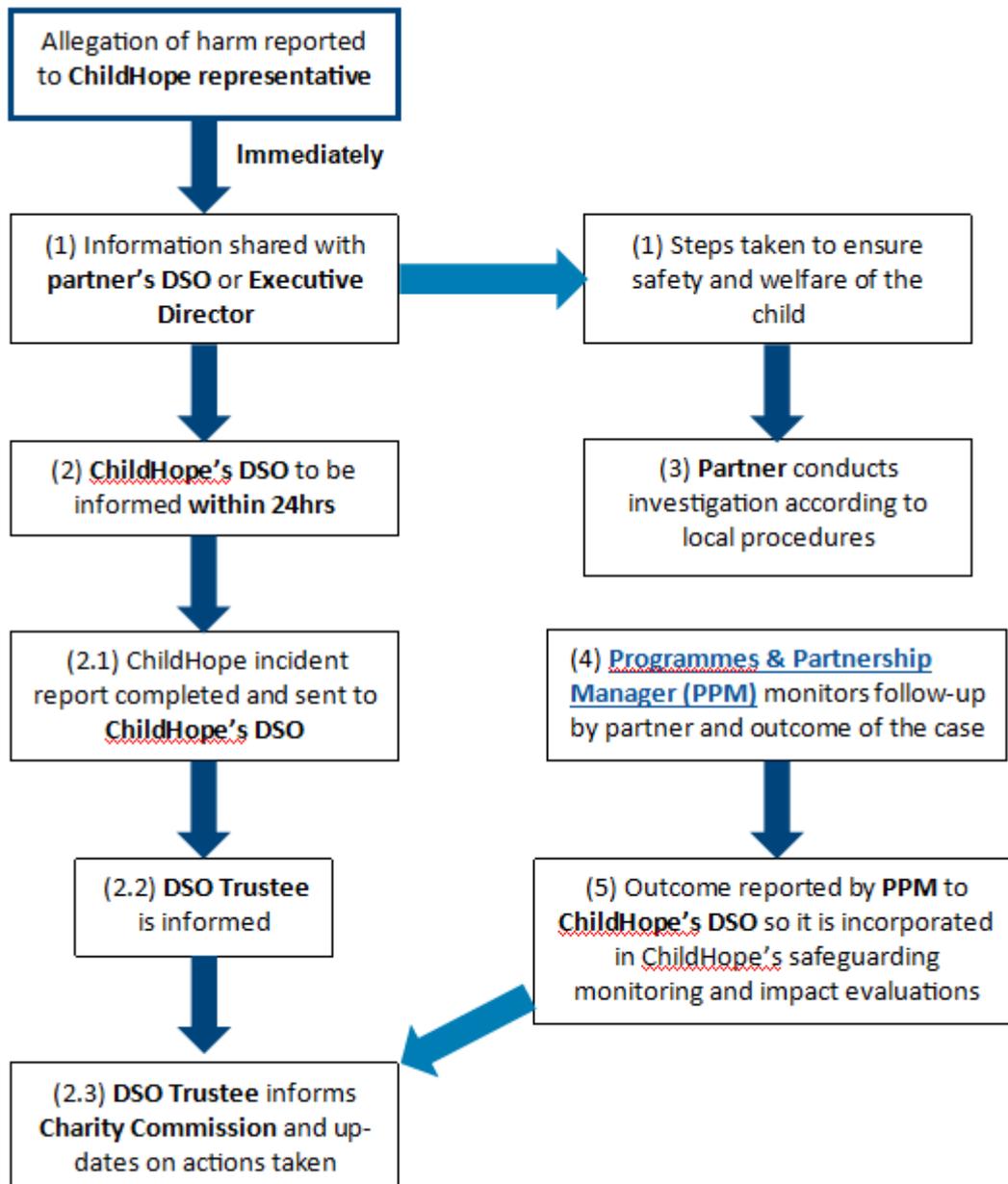
APPENDIX 5: Guiding Questions for determining the Best Interests of Children

- **What immediate actions should be taken to prevent further harm?**
 - If the child is left in the same environment, will they be exposed to risk of further harm? (e.g. further abuse or harm, persecution by staff or children who feel loyal to the alleged abuser, condemned by parents who think it has brought shame / will lead to loss of benefits, potential for child to self-harm without adequate supervision)
 - Can additional safeguards be put in place to maintain the child in the current environment whilst protecting their safety and wellbeing? (e.g. increased supervision, removal of abuser, creation of emergency action plans. Police protection)
 - How can the child be protected from contact with the alleged abuser
 - What harm may be caused to the child through removing them from their current environment? (e.g. emotional distress, damage to relationships, stigma within the family or community, safety/potential risks in alternative environments being considered)
 - What capacity is there to provide alternative accommodation or additional services (e.g. temporary shelter to a street child, increased supervision within a centre, more frequent visits to child living in the community)?
 - Should one named person be designated to support the child where there are concerns for their welfare?
- **To what extent should actions be determined by the wishes of the child, based on the concept of evolving capacities?**
 - Does the child currently have the ability to fully understand what has happened and the risks to their safety that may exist?
 - Can the child understand alternatives choices of action, express a preference, articulate concerns and ask relevant questions?
 - Does the child currently have the ability to assess the potential for benefit, risk and harm of different courses of action, in the short and long term?
 - Is the child able to think through the issues for themselves and make choices without coercion or manipulation from others?
- **Who else should be notified?**
 - If the incident is reported to the police, will the child be exposed to risk of further harm? (This depends on the context e.g. stigmatised, exploited because heightened vulnerability, undignified treatment by police who may lack knowledge and attitude to respond appropriately to sexual and gender -based violence cases, loss of control over child's wellbeing once police involved etc.)
 - What are the legal requirements regarding reporting and reaction to this form of abuse? If the organisation does not report to the police, does this put at risk their other operations which aim to protect children?
 - Is the child under the care of a parent or guardian in the community? Can this person offer protection and support to the child or would their reaction present greater risk to the child? How can these risks be minimised?
 - Are there members of the extended family who can provide support/protection?
 - What referrals should be made to additional support services to ensure that the child receives appropriate medical treatment, including counselling?
- **What actions should be taken to prevent future harm?**
 - What can be done to maintain normal healthy routines for the child? (e.g. continue to be among peers and family, continue to access education, continue to play)
 - What steps need to be taken to keep the information confidential and maintain the child's anonymity as far as possible?
 - What support does the child, their parents, family or other concerned adults (e.g. teachers) need in order to ensure the child's safety and well-being?
 - Do other representatives of the organisation need training / re-training on safeguarding and appropriate conduct?
 - Do children need sensitising on how to protect themselves and how to report concerns?

APPENDIX 6: Reporting Flowchart

6.1 - Procedure: Alleged harm caused, or likely to be caused to a child by a partner organisation's representative, observed by or reported to a ChildHope representative

(Note: Numbers within the flow chart correspond with steps below)



Reporting Steps: Alleged harm caused, or likely to be caused to a child by a partner organisation's representative, observed by or reported to a ChildHope representative

1. If you observe or receive reports that a **representative of a partner organisation** is behaving in a way that is or is likely to cause harm to a child, **your first responsibility** is to **ensure the safety of the child**. This **does not** imply a responsibility to **intervene directly** as this could **cause more harm** and may also put you at risk. Rather, it implies a responsibility to consider the **safety of the child before** all other actions and take all reasonable action possible to ensure their well-being.

The concern must be reported **immediately** to **Designated Safeguarding (DSO) Officer** at the partner organisation

- If your Partner Designated Safeguarding Officer is unavailable, the matter should be reported to the **Executive Director** of the partner organisation
- If the Executive Director of the partner organisation is unavailable, the matter should be raised with **ChildHope's DSO**
- If ChildHope's DSO is unavailable, the matter should be raised to **ChildHope's Executive Director**.

Where necessary, the Executive Director may choose to consult with an External Safeguarding Advisor for guidance on how to manage and respond to the situation.

2. **ChildHope's DSO** should be informed within 24 hours.
 - 2.1. Complete and send the **Safeguarding Incident Report** form to ChildHope's DSO.
 - 2.2. The **DSO Trustee** must be **informed**.
 - 2.3. The **DSO Trustee** will be responsible for informing the **Charity Commission** and providing updates on actions taken.
3. The Partner and ChildHope will work collaboratively. The **Partner** organisation conducts an investigation according to **local procedures**. **ChildHope** will provide support and advice throughout the process to ensure that the response is in line with best practice guidance on management of safeguarding allegations.
4. **Programmes & Partnership Manager (PPM)** monitors details of **follow-up** actions by partner, and **outcome** of the case to ensure an appropriate conclusion.
5. **Programmes & Partnership Manager (PPM)** will report the outcome to:
 - **ChildHope's DSO** so that it is incorporated in ChildHope's safeguarding monitoring and impact evaluations
 - **DSO Trustee** who in turn will update the **Charity Commission**

6.2 - Procedure: Alleged harm caused, or likely to be caused to a child by a ChildHope representative whilst overseas, observed by/reported to a partner organisation

(Note: Numbers within the flow chart correspond with steps below)

Reporting Steps: Alleged harm caused, or likely to be caused, to a child by a ChildHope representative whilst overseas, observed by/reported to a partner organisation

1. The concern must be reported immediately to **ChildHope's Executive Director** who will provide guidance as to the action to be taken and establish what steps have been taken to ensure the physical and psychological safety of the child and protect the child and others from further harm.

The concern must also be immediately reported to the **Designated Safeguarding Officer** at the **Partner** organisation

➤ If the Partner Designated Safeguarding Officer is unavailable, the matter should be reported to the **Executive Director** of the partner organisation

2. After **ChildHope's Executive Director** has been made aware of the alleged harm caused:

- i. The **staff member** receiving the allegation will complete the **Safeguarding Incident Report** and send it to the **Executive Director**.

➤ **ChildHope's Executive Director** is responsible for updating the form with all relevant information and subsequent actions

- ii. The **Executive Director** will inform the **Nominated Trustee for Safeguarding** and the **Chair of Trustees**. The **Nominated Trustee** will be informed of the allegations and actions taken in regards to safeguarding the welfare of the child and to conducting the appropriate investigations. The **Chair of the Board of Trustees** will be made aware that there is an investigation but will not be provided with detailed information so that they can remain independent should an appeal process be necessary.

- iii. The **DSO Trustee** will inform the **Charity Commission** and keep them updated on actions taken.

3. A decision regarding **who leads the investigation** must be taken. All actions must take into account the local procedures and protocols as well as the mechanisms they have available for ensuring the safety of the child. Legal obligations to inform the police and other agencies in-country must be considered depending on the nature of the concerns. Given that the incident occurred outside the UK, it is likely that the partner organisation will take the lead in organising any investigation, but all actions will be planned and executed in close collaboration with ChildHope. This will also depend on the capacity and expertise of the organisation in managing safeguarding allegations.

4. If **ChildHope leads**, the **Executive Director** investigates the complaint within **10 days**. The nature of the investigation will depend on the nature of the concerns, local procedures and legal obligations. Decisions regarding the scope of the investigation and whether this is to be conducted internally or referred to an external agency will be taken within a strategy discussion involving ChildHope, the partner organisation and any other relevant stakeholder.

- i. Report submitted to Nominated Trustee

5. If **Partner leads**, the investigation is conducted in line with **local procedures**. The **Executive Director** from **ChildHope** will collaborate with the **partner organisation** to decide the nature and scope of any investigation into the allegations. **ChildHope** is to be kept informed.

- i. The outcome of the investigation is shared with the Nominated Trustee.

It is imperative that investigations are conducted promptly although the exact duration of the investigation process will depend on the nature of the concerns and the different

stakeholders who are involved. **ChildHope** will **monitor the progress** of any investigation to try and ensure it is concluded in a timely manner.

6. Where allegations are of a serious nature and a criminal act may have been committed, the following steps must be followed in the **UK**:
 - i. **Member of staff** is suspended pending the investigation. In most cases, it is expected that the individual will be suspended on full pay pending an investigation. This is not a presumption of guilt but a measure to protect the individual and all others involved. The ChildHope HR Manager will act as the point of contact for the suspended individual. Contact with other staff or those associated with the organisation will not be permitted and they will not be allowed access to organisational data whilst suspended.
 - ii. Parallel to the in-country investigation, **Children and Families Across Borders (CFAB)** should be contacted on 0207 735 8941 to discuss the case and what actions should be taken in the UK.
 - iii. Liaison with **Children's Service** and **UK Police** depending on seriousness of allegation. Where the individual is suspected of abuse of children, CFAB may include contacting Children's Services and the police in the area where the staff member lives to assess what risk they may pose to children in their area. CFAB will continue to liaise with the relevant organisations and with ChildHope while any investigation or follow up actions are being taken in the UK.
 - iv. The **Nominated Trustee** notifies the **Charity Commission** of actions taken. Although the Charity Commission is unlikely to take action, they will expect evidence that the matter has been dealt with responsibly and all relevant agencies informed.

Also, the **Nominated Trustee**, in conjunction with the **Executive Director** will decide any further action to be taken by ChildHope and will ensure that the **Chair of the Board of Trustees** is informed of all decisions.

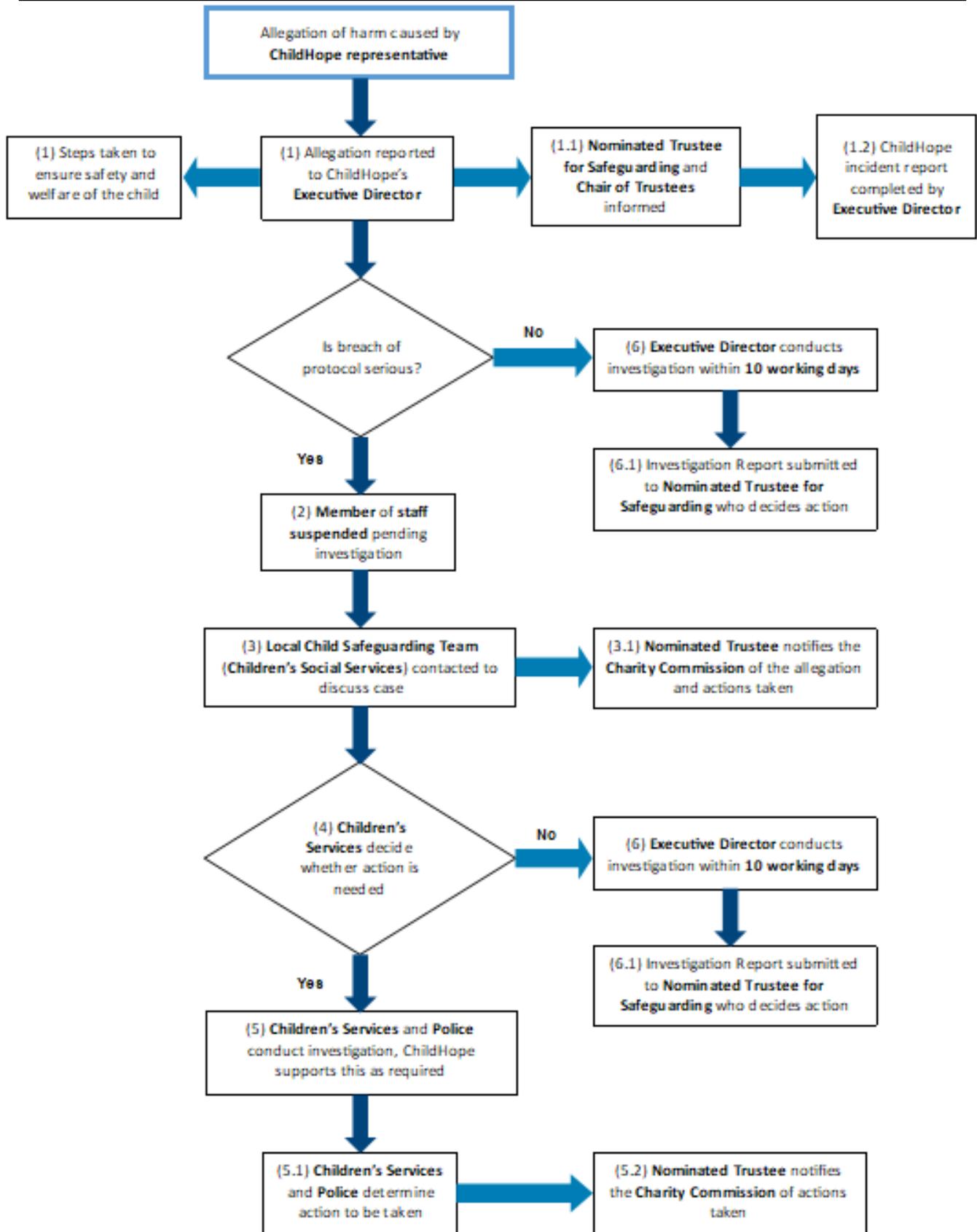
7. Where allegations are of a serious nature and a criminal act may have been committed, **locally**:
 - i. The **local police** must be informed, and **local procedures** are followed. If a criminal act has been alleged, the police may require the member of staff to remain in country while a full investigation is completed. In this instance, agreements must be made with the **Executive Director** of the **partner organisation** in regards to liaising and supporting the **staff member** whilst in country.

Note:

In addition to maintaining the confidentiality of the child, the confidentiality of the individual who is subject to the allegation must also be maintained. Staff will not be informed that the individual is suspended but will simply be told that they are unavailable for work. This aims to prevent any difficulties should the allegation be proven to be unfounded.

Although it is important that the DSO is able to maintain an overview of protection cases and safeguarding issues within the organisation, sharing details of allegations against colleagues or managers could place the DSO and the individual concern in a difficult or compromising situation. For these reasons, the DSO will not be party to discussions regarding employed members of staff, interns or trustees.

4.3 - Procedure: Alleged harm caused, or likely to be caused to a child by a ChildHope representative whilst in the UK, observed by/reported to a ChildHope representative



(Note: Numbers within the flow chart correspond with steps below)

Reporting Steps: Alleged harm caused, or likely to be caused to a child by a ChildHope representative whilst in the UK, observed by / reported to a ChildHope representative

1. The concern must be reported immediately to **ChildHope's Executive Director** who will establish what steps have been taken to ensure the physical and psychological safety of the child and protect the child and others from **further harm**. **ChildHope's Executive Director** will then:
 - a. Inform the **Nominated Trustee for Safeguarding** and the **Chair of the Board of Trustees**. The **Nominated Trustee** and the **Executive Director** will make an initial decision about the appropriate level of investigation and whether this can be conducted internally or requires referral to an external agency.
 - b. Conduct an initial assessment to clarify the facts and establish the level of concern in order to inform decisions about what actions need to be taken. All the relevant information and actions must be recorded using the **Child Safeguarding Incident Report**.
2. If the incident is considered to be a **serious breach of safeguarding protocols**, the **member of staff** will be **suspended** on full pay pending an investigation. It will be clearly explained that this is not a presumption of guilt but a measure to protect the individual and all other involved.
3. Where there are concerns that the individual may have abused a child or is a risk to children, the **Safeguarding Team (Children's Social Services)** within the **Local Authority** where the incident took place must be contacted to report the incident and the **Incident Report Form** forwarded to them.
 - a. **Nominated Trustee** notifies the **Charity Commission** of the allegation and actions taken.
4. The **Safeguarding Team (Children's Social Services)** will advise whether action is needed.
5. If **action is needed**, the police will be contacted and decision reached as to whether **Children's Services** or the **police** will conduct their own investigation. If a criminal or **Children's Services investigation** is to be conducted, **ChildHope** will participate fully in this process and will not conduct its own investigation.
 - a. **Children's Services** and **Police** determine action to be taken
 - b. **Nominated Trustee** notifies the **Charity Commission** of actions taken.
6. Where the breach of safeguarding procedures is **not** deemed **sufficiently serious** to warrant a referral to **Children's Services** or where **Children's Services** decide that they **will not intervene**, **ChildHope** will conduct their own investigation into the incident. This will be conducted by the **ChildHope Executive Director** within **10 working days**.

The **Chair of Trustees** should be informed that an investigation is taking place, but they will not be provided with detailed information in order that they can remain independent should an appeal process be necessary

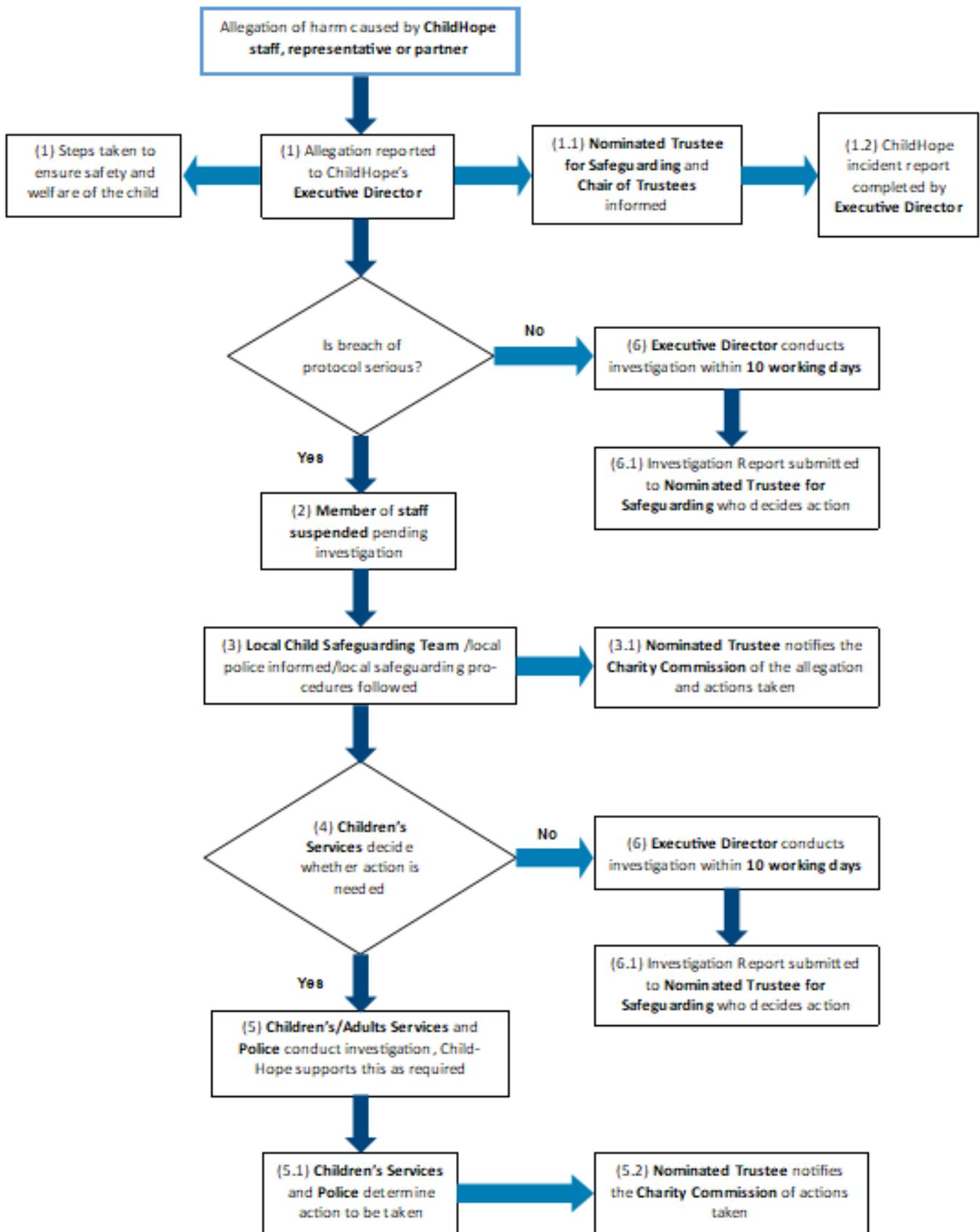
The **ChildHope HR Manager** will act as the point of contact for the **suspended individual**. Contact with other staff or those associated with the organisation will not be permitted.

- a. The report will be submitted to the **Nominated Trustee** who will decide any further action to be taken (Refer to **Ramifications of Misconduct** below)

Note: It is imperative that the investigation is conducted promptly although the exact duration of the investigation process will depend on the nature of the concerns and the different stakeholders who are involved.

4.4 Procedure: Alleged harm caused, or likely to be caused to an adult by a ChildHope staff or representative whilst overseas or in the UK, observed by/reported to a partner, ChildHope representative or ChildHope staff

(Note: Numbers within the flow chart correspond with steps below)



Reporting Steps: Alleged harm caused or likely to be caused to an adult by a ChildHope staff or representative whilst overseas or in the UK observed by / reported by a partner, ChildHope representative or ChildHope staff

If a partner organisation, representative or ChildHope staff alerts you to alleged harm caused or likely to be caused by a ChildHope staff or representative to an adult in the UK or overseas, you should report to ChildHope's Executive Director who will provide guidance as to the action to be taken.

In deciding how to respond, ChildHope's Executive Director will:

- I. First establish what steps have been taken to ensure the physical and psychological safety of the adult and also protect others from harm. This must be the paramount consideration.
- II. The Executive Director must contact the ChildHope member of staff or representative immediately to discuss the allegations against the individual.
- III. The Executive Director will instruct the individual to terminate any work they are doing immediately to protect themselves and others involved.
- IV. If the incident is considered to be a serious breach of safeguarding protocols, the member of staff will be suspended on full pay pending investigation. It will be clearly explained that this is not presumption of guilt but a measure to protect the individual and others involved
- V. The Executive Director will conduct an initial assessment to clarify the facts and establish the level of concern in order to inform decisions about what actions need to be taken. All the relevant information and actions must be recorded using ChildHope's Incident Report form.
- VI. The Executive Director will make the Nominated Trustee for Safeguarding aware of the allegations and actions being taken to safeguard the welfare of the vulnerable adult. They will make an initial decision about the appropriate level of investigation and whether this can be conducted internally or requires referral to an external agency.
- VII. Where there are concerns that the individual may have abused an adult or is a risk to adults, the appropriate step will be taken according to the local laws and safeguarding procedures established. In the UK the Safeguarding Team within the Local Authority where the incident took place must be contacted to report the incident and the Incident Report Form forwarded to them. They will advise whether the police will be contacted and will conduct their own investigation. If criminal, ChildHope will participate fully in this process and will not conduct its own investigation.
- VIII. If a criminal act has been alleged committed overseas, the police may require the member of staff to remain in country while a full investigation is completed. In this instance, agreements must be made with the Executive Director of the partner organisation in regards to liaising and supporting the staff member whilst in country. If the incident is particularly serious, the ChildHope Executive Director should consider visiting the local partner organisation in order to participate more fully in the process and provide support to the partner during the investigation.
- IX. It is imperative that investigations are conducted promptly although the exact duration of the investigation process will depend on the nature of the concerns and the different stakeholders who are involved. ChildHope will monitor the progress of any investigation to try and ensure it is concluded in a timely manner.
- X. ChildHope's Executive Director will keep the Nominated Trustee updated in regards to progress and will provide them with a copy of the investigation report that has been produced along with recommendations for actions from ChildHope.
- XI. The ChildHope HR Manager will act as the point of contact for the suspended individual. Contact with other staff or those associated with the organisation will not be permitted and they will not be allowed access to organisational data whilst suspended.
- XII. The Nominated Trustee, in conjunction with the Executive Director will decide any further action to be taken by ChildHope and will ensure that the Chair of the Board of Trustees is informed of all decisions (Refer to Ramifications of Misconduct below)

APPENDIX 7: KEY CONTACT INFORMATION

CHILDHOPE

DESIGNATED SAFEGUARDING OFFICER

Sunday Dogo

Office: 0207 065 0966 **Mobile:**44(0)7795516129

E-mail: sdogo@ChildHope.org.uk

E-mail for Confidential Safeguarding Matters: csg@ChildHope.org.uk

EXECUTIVE DIRECTOR

Jill Healey

Office: 0207 065 0960 **Mobile:** 07973 845 570

E-mail: jill@ChildHope.org.uk

NOMINATED TRUSTEE FOR SAFEGUARDING

Laverne Antrobus

Mobile: 07944 976 792

E-mail: LAntrobus@tavi-port.nhs.uk

EXTERNAL AGENCIES

EMPLOYEE ASSISTANCE PROGRAMME (WORKPLACE OPTIONS): For ChildHope Staff, Membership commences following completion of probationary period

Website www.workplaceoptions.com **Username:** ChildHopeuk **Password:** employee

Tel: 0800 243 458 (Employees will need to enter their username and password in the 'Member Login' box at the top of the page.)

KEEPING CHILDREN SAFE COALITION: ChildHope is a member of the Coalition and may contact KCS for advice over aspects of our procedures

Tel: 0207 250 8325 **Nominated Trustee:** Aneeta Williams

CHILDREN & FAMILIES ACROSS BORDERS: Free and confidential Advice and Information Helpline for enquiries concerning children and family welfare matters and cross international borders. **Tel:** 0207 735 8941 **E-mail:** info@cfab.org.uk

Website: www.cfab.org.uk

NSPCC HELPLINE: To report concerns or get advice and support regarding safeguarding based. Only works on UK based cases. Open 24hrs a day, 365 days a year

Tel: 0808 800 5000

Text: 88858

E-mail: help@nspcc.org.uk

Website: www.nspcc.org.uk/reportconcern

CHILDLINE: Confidential counselling and advice for children

Tel: 0800 11 11 **Website:** www.childline.org.uk

POLICE & AMBULANCE (EMERGENCY ONLY)

Tel: 999

NON-EMERGENCY POLICE & AMBULANCE: This is useful for cases where you do not know the child/person, their location but someone is a risk (I.e. Child Pornography)

Tel: 101

CHARITY COMMISSION

Reporting serious incidents such as safeguarding (or concerns), fraud or dismissal of a Trustee.

Helpline: 0300 0669197 (available 10am to 12pm and 1pm to 3pm, Monday to Friday)

Email: rsi@charitycommission.gsi.gov.uk

Website: www.gov.uk/government/organisations/charity-commission

CONTACT DETAILS BELOW FOR ORGANISATIONS DEALING WITH ISSUES ON OTHER VARIOUS FORMS OF ABUSE:

Disabilities

Website: <https://www.add.org.uk/about-add-international>

Domestic Violence: International Directory of Domestic Violence agencies

Website: <http://www.hotpeachpages.net/>

Rape Crisis Network:

Website: <https://www.add.org.uk/about-add-international>

Promundo: Sexual Violence towards boys and men.

Website: <https://promundoglobal.org/> Email: contact@promundoglobal.org