



Global Safeguarding Policy and Procedures

Last updated December 2019



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Associated documents – Appendix folder

This policy is accompanied by an Appendix folder of implementation policies and procedures which includes the following:

Document ref	Document name
SGA19.1	Safe Recruitment Procedure
SGA19.2	Code of Conduct – Staff
SGA19.3	Code of Conduct – Non Staff
SGA19.4	Safeguarding Training Plan
SGA19.5	How to report a Safeguarding Concern
SGA19.6	Safeguarding Concern Form
SGA19.7	How to handle a Safeguarding Concern (guidelines for staff)
SGA19.8	Safe Project Design
SGA19.9	Safe Positive Culture
SGA19.10	Safeguarding in Communications (SiC) Policy
SGA19.11	Disclosure of Malpractice in the Workplace (whistleblowing) Policy
SGA19.12	AfriKids Anti-bullying and harassment in the workplace policy
SGA19.13	Disciplinary Procedure
SGA19.14	Safeguarding roles and structure
SGA19.15	Third Party Organisation Safeguarding Commitment
SGA19.16	Risk Assessment Template

You can request the Appendix folder from any member of the Safeguarding Team or HR.

Report a safeguarding concern

AfriKids encourages any individual or organisation with a safeguarding concern about AfriKids' work or people to report it immediately and provides a range of systems by which to do this. Information received will be handled on a need-to-know basis and reports can be made anonymously.

Whenever possible, anyone reporting a concern will be informed that a record will be made, what actions will be taken and the timeframe in which they will get a response.

Ways a safeguarding concern can be reported:

- In person:
 - to any staff member or associated personnel (representative) of AfriKids
 - In Ghana:
 - AfriKids Ghana Head Office – Bolgatanga-Tamale Road (near the Farmer Training Centre), Pusu Namongo, Upper East Region, Ghana
 - any AfriKids office/project site
 - In the UK at AfriKids (UK) Head Office – 21 Southampton Row, London WC1B 5HA United Kingdom
- By telephone:
 - AfriKids Ghana Head Office: (00233/0) 382 023 829
 - AfriKids (UK) Head Office: (0044/0) 207 269 0740
- In writing:
 - AfriKids Ghana, PO Box 166, Bolgatanga, Upper East Region, Ghana
 - AfriKids (UK), 21 Southampton Row, London WC1B 5HA United Kingdom
- By email: safeguarding@afrikids.org
- Online: www.afrikids.org/reportconcern (submissions are monitored by whoever is responsible for safeguarding@afrikids.org)

If you wish to report a complaint anonymously, please do so in **writing** or **online**.

Staff members are obligated to immediately report any safeguarding concerns they have or are made aware of. Staff members who have a concern relating to safeguarding should report it immediately to their Safeguarding Focal Point. If the staff member does not feel comfortable reporting to their Safeguarding Focal Point (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern), they may report to another Safeguarding Focal Point or member of the Safeguarding Team (see Appendix for Safeguarding Roles and Structure).

Key contacts

Lead Safeguarding Focal Point, AfriKids (UK):

Charlie Hay, CEO | charlie@afrikids.org | (+44/0) 7845 212 464

Lead Safeguarding Focal Point, AfriKids Ghana:

Linda Marfoh, HR Manager | lindamarfoh@afrikids.org | (+233/0) 203 296 488

STAGE Project Safeguarding Focal Point, AfriKids Ghana:

Lena Naaso | lenanaaso@afrikids.org | (+233/0) 207 090 001

Context

Our Vision

A prosperous and thriving world without poverty, where the rights of every child are valued, protected and met by all.

Our Mission

To ensure that every child in Ghana is afforded his/her rights as outlined in the United Nations Convention on the Rights of the Child, and to do this by building the capacity and resources of local people, organisations and initiatives in such a way that they will be able to continue their efforts independently and sustainably in the future.

What is safeguarding?

AfriKids subscribes to the UK Government Department for International Development (DFID)'s definition of safeguarding:

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially children and vulnerable adults, from that harm; and to respond appropriately when harm does occur or is at risk of occurring.

This definition draws from our values, principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.

Safeguarding applies consistently and without exception across our programmes, partners and staff. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation, abuse, and having established accountable and transparent systems for response, reporting and learning when risks materialise. Those systems must be survivor-centered and to protect those accused until proven guilty.

In other words, for the purposes of this policy, safeguarding is protecting all people from harm caused by AfriKids.

Policy

Purpose of this policy

AfriKids' Global Safeguarding Policy exists to protect people, particularly children and vulnerable adults, from any harm* that may be caused by AfriKids' work or people involved with it.

This policy lays out the commitments AfriKids makes to safeguard people from harm and informs staff and associated personnel of their responsibilities under this commitment.

Specifically, this policy:

- Identifies and acknowledges safeguarding risks inherent in the nature of AfriKids' work
- Outlines AfriKids' commitment to **prevent, report** and **respond** to safeguarding concerns or incidents in a robust and appropriate manner
- Provides detailed processes and procedures to ensure this commitment is fully implemented and maintained

** For the purposes of this policy, harm refers to neglect, abuse or exploitation, as defined in more detail under the Definitions section in the Appendix.*

Scope of this policy

This policy applies to all AfriKids staff and Associated Personnel, including (but not limited to) non-executive directors/trustees; consultants; volunteers; contractors; agency workers; programme visitors including journalists/media, celebrities and politicians.

This policy applies at all times, including in both the professional and personal lives of all people, while they are engaged with work or visits officially relating to AfriKids.

Review

This policy would be reviewed every two years from the date of sign-off, so as to incorporate lessons learned and maintain compliance with applicable law, regulation and best practice.

The risks

Examples of safeguarding risks, which are covered by this Policy include, but not limited to (in no particular order):

- Child is subject to child abuse/maltreatment as a result of AfriKids Staff/Associated Personnel
- Consent/meaningful consent is not obtained for AfriKids content/communications detailing sensitive issues and Survivor can be identified and suffers abuse/maltreatment
- Beneficiaries are put at risk of abuse/maltreatment as a result of employment of someone with previous record of abusing children/vulnerable adults
- Harm caused to a beneficiary as a result of not receiving timely/adequate support from the Charity
- AfriKids Representative exploits/causes harm child as a result of indirect and/or direct contact
- AfriKids Staff/Associated Personnel are not able to whistleblow behaviour within the Charity
- AfriKids Staff/Associated Personnel are falsely accused and unable to continue working for the Charity

Guiding principles

AfriKids' Global Safeguarding Policy is underpinned by the following principles. These are informed by the UN Conventions on Human Rights and the Rights of the Child, Keeping Children Safe's industry-recognised safeguarding principles and the local context of AfriKids' work.

- All persons (notably children and vulnerable adults) have equal rights to protection from harm
- While safeguarding risks cannot be fully eliminated, AfriKids has a duty of care to people with whom it works, are in contact with, or who are affected by its work and operations, including staff, associated personnel, beneficiaries and stakeholders. This duty must ensure every effort is made to mitigate safeguarding risks from materialising, and their impact should they do so.
- All actions on child safeguarding are taken in the best interests of the child, which are paramount.
- As far as does not contravene human rights and AfriKids' Global Safeguarding Policy, safeguarding efforts should be culturally sensitive and appropriate to local context to be most effective
- Ensuring confidentiality in safeguarding procedures is imperative to protecting people's privacy, dignity and safety

Policy statement

AfriKids exists to be a positive force for change to protect and promote fundamental human rights.

No person who meets AfriKids should ever face harm because of our staff, representatives or operations and as such we take a zero-tolerance approach to abuse of any kind.

AfriKids recognises the potential risks inherent in the nature of our work providing benefit to vulnerable people and therefore we apply robust procedures to ensure that we are doing everything we can to **prevent, report and respond** to any incidents or concerns of harm.

Specific Safeguarding Commitments

<p>1. Prevent</p> <p>In order to prevent safeguarding risks, AfriKids will ensure:</p> <ol style="list-style-type: none"> 1.1. Safe recruitment and HR 1.2. Staff knowledge and training 1.3. Policy publication and accessibility 1.4. Safe project design 1.5. Safe-positive culture 1.6. Safe public communications 1.7. Fast response to concerns 	<p>2. Report</p> <p>To encourage reporting of any safeguarding concerns, AfriKids will ensure:</p> <ol style="list-style-type: none"> 2.1. Staff knowledge and training 2.2. Safe, appropriate and accessible reporting systems 2.3. Public information and accessibility 2.4. Whistleblower protection 2.5. Robust and appropriate report handling 2.6. Feedback and accountability 	<p>3. Respond</p> <p>In responding to reports of safeguarding concerns, AfriKids will ensure:</p> <ol style="list-style-type: none"> 3.1. Robust and appropriate response 3.2. Disciplinary action 3.3. Unconditional support 3.4. Confidentiality 3.5. Feedback and accountability
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Implementation Plan

This section details the policies and procedures in place to implement AfriKids' Safeguarding Commitments.

The implementation policies and procedures are available in an Appendix folder that accompanies this policy, you can request it from any member of the Safeguarding Team or HR.

Ref	Safeguarding commitment	Objective (to ensure):	Implementation Policies and Procedures: (see Appendix)
1	Prevention		
1.1	Safe recruitment and HR	<ul style="list-style-type: none"> stringent safeguarding procedures are applied when recruiting, managing and deploying staff and associated personnel 	SGA19.1 Safe Recruitment Procedure SGA19.2 Code of Conduct (Staff) SGA19.3 Code of Conduct (Non Staff ie Associated Personnel)
1.2	Staff knowledge and training	<ul style="list-style-type: none"> all staff and associated personnel know, understand and commit to their safeguarding responsibilities all staff and associated personnel receive training on safeguarding at a level that is appropriate to their role with the organisation 	SGA19.4 Safeguarding Training Plan
1.3	Public information and accessibility	<ul style="list-style-type: none"> people who come into contact with AfriKids' work know and understand this safeguarding policy; what they can expect from AfriKids (and what they should not) and how they can report concerns or incidents 	SGA19.7 Safe Project Design SGA19.5 How to report a safeguarding concern SGA19.6 How to handle a safeguarding concern SGA19.14 Safeguarding Report Form
1.4	Safe project design	<ul style="list-style-type: none"> risks of harm are carefully considered and mitigated in the design and delivery of every AfriKids project and initiative (including how information about individuals will be gathered and processed) 	SGA19.7 Safe Project Design
1.5	Safe-positive culture	<ul style="list-style-type: none"> positive attitudes and behaviour to safeguarding are promoted and the safeguarding policy and procedure is visible to all 	SGA19.8 Safe Positive Culture
1.6	Safe public communications	<ul style="list-style-type: none"> risks of harm are carefully considered and mitigated in the design and delivery of AfriKids' communications (including the disclosure of people's identities in public materials) 	SGA19.13 Safeguarding in Communications Policy
1.7	Fast response to concerns	<ul style="list-style-type: none"> reports of safeguarding concerns are responded to promptly and in line with due process 	SGA19.5 How to report a safeguarding concern <i>includes</i>

			<i>target timeframes for critical actions to be taken in order to ensure every effort is made to stop or prevent harm, as soon as the charity is aware of it.</i>
2	Reporting		
2.1	Staff knowledge and training	<ul style="list-style-type: none"> all staff and associated personnel are trained on how to receive reports 	SGA19.4 Safeguarding Training Plan
2.2	Safe reporting systems	<ul style="list-style-type: none"> safe, appropriate and accessible means of reporting safeguarding concerns are available to all staff, associated personnel and anyone that comes into contact with our work and people. AfriKids will also accept reports from external sources such as members of the public and stakeholders. 	SGA19.5 How to report a safeguarding concern
2.3	Public information and accessibility	<ul style="list-style-type: none"> all staff, associated personnel and people who come into contact with our work know and understand how to report a safeguarding concern 	SGA19.4 Safeguarding Training Plan SGA19.5 How to report a safeguarding concern
2.4	Whistleblower protection	<ul style="list-style-type: none"> any staff or associated personnel reporting concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by AfriKids' Disclosure of Malpractice in the Workplace (Whistleblowing) Policy. 	SGA19.10 Disclosure of Malpractice in the Workplace (whistleblowing) Policy
2.5	Robust and appropriate report handling	<ul style="list-style-type: none"> robust and appropriate report-handling procedures are in place that include upwards accountability, reporting to authorities and regulators when required and checks and controls that prevent corruptibility. 	SGA19.5 How to report a safeguarding concern
2.6	Feedback and accountability	<ul style="list-style-type: none"> people trust that any reports will be handled appropriately by publicising our response handling procedures (including how we will uphold confidentiality and data protection) and accounting for any reports made 	SGA19.5 How to report a safeguarding concern
3	Response		
3.1	Robust and appropriate response	<ul style="list-style-type: none"> ALL safeguarding reports and concerns are responded to appropriately and in a timely manner, according to this policy, legal and statutory obligations 	SGA19.5 How to report a safeguarding concern
3.2	Disciplinary action	<ul style="list-style-type: none"> appropriate disciplinary action is applied to any staff or associated personnel found to be in breach of this policy. 	SGA19.12 Disciplinary Procedure

3.3	Unconditional support	<ul style="list-style-type: none"> support is offered to anyone reported to be affected by safeguarding concerns, regardless of whether formal action is taken (such as a full investigation). This includes alleged Survivors and Subject/s of Concern. Decisions regarding support will be led by the affected person/s or a Carer where necessary. 	<p>SGA19.5 How to report a safeguarding concern</p> <p>SGA19.6 How to handle a safeguarding concern</p>
3.4	Confidentiality	<ul style="list-style-type: none"> confidentiality is maintained at all stages of the process of dealing with safeguarding concerns. All information will be shared on a strictly need-to-know basis and will be kept secure at all times. 	<p>SGA19.5 How to report a safeguarding concern</p> <p>SGA19.6 How to handle a safeguarding concern</p>
3.5	Feedback and accountability	<ul style="list-style-type: none"> public accountability for all safeguarding reports made 	<p>SGA19.5 How to report a safeguarding concern</p>

Definitions of terms used

Term	Definition
Abuse	It is the act of violating the human and civil rights of an individual by other person or persons. This includes abuse in all forms including sexual, psychological, physical, emotional etc.
AfriKids Representative	All staff contracted by AfriKids (UK) and AfriKids Ghana; associated personnel while engaged with work or visits relating to AfriKids, including (but not limited to) non-executive directors/trustees; consultants; volunteers; contractors; agency workers; programme visitors including journalists/media, celebrities and politicians.
Associated Personnel	Any person engaged or a member of an organisation with work or visits relating to AfriKids, including (but not limited to) non-executive directors/trustees; consultants; volunteers; contractors; agency workers; programme visitors including journalists/media, celebrities and politicians. All Associated Personnel will comply with the Code of Conduct – Non Staff (Associated Personnel) and is to be signed at the point of being contracted.
At risk adult/vulnerable person	A person (adult or child) is or who may be in need of care by reason of mental or other disability, age or illness; and who is or may be unable to take reasonable care of themselves or unable to reasonably protect themselves against abuse, harm or exploitation
Beneficiary/beneficiary of assistance	Someone who directly receives a benefit (goods or services) from the Charity's programmes. Note that the misuse of power can also apply to the wider community that the Charity serves and can also include exploitation by giving the perception of being in a position of power.
Carer	A child or vulnerable adult's parent/guardian/relevant adult who is responsible and invested in protecting their welfare and best interests
Charity	Generally, refers to the partnership between AfriKids Limited (UK) and AfriKids Ghana, two legally independent organisations, run by different management teams and governed by different boards of Trustees, but who work in very close partnership towards a shared mission.
Child	Any person below 18 years of age as defined by the UN Convention on the Rights of the Child. However, for the purpose of this document and AfriKids practice, a "child" is defined as anyone within the age of 21 years.
Child abuse/maltreatment	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 wellbeing.
Child protection	A broad term to describe policies, standards, and procedures to protect children from unintentional and intentional harm due to their contact with an organisation or entity, which concerns them. In the context of this policy, it applies in particular to the responsibility and duty of organisations towards children in the Charity's care.
Content/communications	Information and marketing collateral produced by or for AfriKids in which individuals and/or their stories can be identified. Content is produced and published across various formats and media including print, web/digital and broadcast and might be shared with the public
Consent/meaningful consent	Documented* evidence of a Subject's consent to be identifiably featured in AfriKids' Content. Consent for children under 16 years of age should be given by a Carer. <i>They must fully understand what is being collected, why, how it will be used and where it will be shared. It must be made clear that Content will be used</i>

	<p>widely and internationally. No promises about limiting usage should be made.</p> <p><i>"Meaningful" means that effort must be taken to support their full understanding, for example using a translator and giving examples of how content might be shared that are meaningful to them like "how would you feel if your story was told on a poster in your community?"</i></p> <p>* Can be documented in writing or film.</p>
Direct contact with children	Being in a position that involves being in the physical presence of a child or children in the context of the Charity's work, whether contact is occasional or regular, short or long term.
Do no harm	Do no harm is a social change tool that guides the works of social change agents as they operate in sensitive areas and issues in an effort to bring change to vulnerable persons. Some of these sensitive issues include (but not limited to) cultural norms, religious beliefs, and ethnocentric related biases.
Exploitation	The act or attempted abuse of taking advantage of someone for one's own benefit or interest including (but not limited to) profiting monetarily, socially or politically from the exploitation of another.
Harm	Psychological, physical and any other infringement of an individual's human rights
Indirect contact with children	<p>Any activity that involves children.</p> <p>This could be (but not limited to):</p> <p>EITHER having access to information on children in the context of the Charity's work, such as children's names, locations, photographs and case studies</p> <p>OR providing funding for organisations that work 'directly' with children</p>
Neglect	A persistent failure to meet a vulnerable person's basic need that is likely to result to the impairment of development of the person.
Protection from Sexual Exploitation and Abuse (PSEA)	The prevention of sexual exploitation and abuse of affected populations by the Charity's staff or associated personnel.
Psychological harm	Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation
Safeguarding	<p>AfriKids subscribes to the UK Government Department for International Development (DFID)'s definition of safeguarding:</p> <p><i>Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially children and vulnerable adults, from that harm; and to respond appropriately when harm does occur or is at risk of occurring.</i></p> <p><i>This definition draws from our values, principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.</i></p> <p><i>Safeguarding applies consistently and without exception across our programmes, partners and staff. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation, abuse, and having established accountable and transparent systems for response, reporting and learning when risks materialise. Those systems must be survivor-centered and to protect those accused until proven guilty.</i></p>
Sensitive Issues	<p>For the purposes of this policy, Sensitive Issues include the following topics and their associated beliefs and practices:</p> <ul style="list-style-type: none"> • child, early and forced marriage (CEFM);

	<ul style="list-style-type: none"> the spirit child phenomenon (SCP); gender based violence (GBV); protected characteristics where they are likely to attract prejudice or discrimination (the protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation); <p>Any human experience, condition or circumstance which should be treated with extra sensitivity, discretion and care to avoid causing harm</p>
Sexual abuse	The actual or threatened physical intrusion of sexual nature, whether by force or under unequal or coercive conditions.
Sexual exploitation	Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including (but not limited to) profiting monetarily, socially or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.
Staff	All staff contracted by AfriKids (UK) and AfriKids Ghana includes staff who have direct and indirect contact with children.
Subject/s of Concern (SoC)	Anyone alleged as a perpetrator or complicit in safeguarding concern
Survivor	The person who has been abused or exploited. The term “survivor” is often used in preference to “victim” as it implies strength, resilience and the capacity to survive, however it is the individual’s choice how they wish to identify themselves.

AfriKids Global Safeguarding Policy sign off

This Policy and its appendices have been read and approved by the Senior Safeguarding Focal Points for Ghana and the UK.

Senior Safeguarding Focal Point (Ghana)

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Lead Safeguarding Focal Point (UK)

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SG19 Global Safeguarding Policy

Final Audit Report

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