



Combined Safeguarding Policy 2024

Overall Responsibility for Policy: Board of Trustees

Person Responsible for Implementation of the Policy: CEO

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Signature:

A photograph of a handwritten signature in blue ink on a light-colored surface. The signature is written in a cursive style and appears to read 'Miles Geldard'.

Chair of Trustees: Miles Geldard

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If you have any questions about this policy, please contact a member of the Safeguarding Team:

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Section I: Safeguarding Policy

All CHASE Africa Staff are required to read this policy and complete the declaration section on page 10 and page 24.

1.1 Preamble

The purpose of this policy is to protect people, particularly children, at-risk adults and beneficiaries of assistance, from any harm that may be caused as a result of Community Health and Sustainable Environment (CHASE) Africa's operations. This includes harm arising from:

- The conduct of Staff or Personnel contracted to work for CHASE Africa, or part of governance structure.
- The design and implementation of CHASE Africa's programmes and activities.

The policy lays out the commitments made by CHASE Africa and informs Staff and associated Personnel of their responsibilities in relation to safeguarding.

In the UK, safeguarding means protecting people's health, well-being and human rights, and enabling them to live free from harm, abuse and neglect¹.

In the International Development sector, we understand it to mean protecting people, including children and vulnerable adults, from harm that arises as a result of coming into contact with our Staff or as a result of our operations.

Safeguarding is not about preventing violence and abuse that occurs within society, e.g. gender-based violence or violence against children. However, concerns of this nature can be reported or referred to authorities and services as part of the organisation's safeguarding work.

Such harm and abuses caused by Civil Society Organisations (CSOs) can include:

- Sexual exploitation, abuse and sexual harassment.
- Other harms and abuses (e.g. neglect, physical or emotional harm).
- Bullying and harassment in the workplace.

CHASE Africa definitions:

- **Safeguarding:** protecting people's health, wellbeing and human rights, enabling them to live free from harm, abuse and neglect.
- **A child:** a person below the age of eighteen years, as defined by the UK Convention of the Rights of a Child.
- **A vulnerable adult:** a person aged 18 years or over who either: Identify themselves as unable to take care of themselves or protect themselves from harm or exploitation or, due to their gender, age or frailty, mental health problems, learning or physical disabilities, and disasters and conflicts, may be unable or unwilling to identify themselves as vulnerable or subject to abuse, but are deemed to be at risk.

CHASE Africa's Combined Safeguarding Policy is available on our website.

<https://www.chaseafrica.org.uk/whistleblowing>

Further definitions relating to safeguarding are provided in the Glossary of Safeguarding Terms.

¹ NHS 'What is Safeguarding? Easy Read' 2011
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I.2 Scope

This policy applies to all Staff (paid and unpaid), Trustees, Ambassadors, Advisors, Patrons, Contractors, Students, Interns, Volunteers or anyone working on behalf of CHASE Africa, including Consultants as well as any external party who wishes to raise a concern about malpractice in the organisation hereinafter called 'Personnel.'

All visitors, including but not limited to donors, photographers, event guest speakers who are likely to come into contact with children or vulnerable adults, must be made aware of this Policy and should agree to abide by its content whilst visiting or engaging with CHASE Africa and its work.

Partner organisation Staff, volunteer and associated Personnel will follow their own Safeguarding policies, but CHASE Africa will work closely with partners to ensure policies and procedures are workable and appropriate, and request that any reports, complaints and policy violations be reported to CHASE Africa for appropriate action.

I.3 Purpose

The purpose of this policy is to protect people, particularly children, vulnerable adults and beneficiaries of assistance, from any harm that may be caused as a result of CHASE Africa's operations. This includes harm arising from:

- The conduct of Personnel associated with CHASE Africa.
- The design and implementation of CHASE Africa's programmes and activities.
- The ways we gather and use data for communications and media.

The policy lays out the commitments made by CHASE Africa and informs Staff and Personnel of their responsibilities in relation to safeguarding.

I.4 Policy Statement

CHASE Africa believes that everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. CHASE Africa will not tolerate abuse and exploitation by Staff or associated Personnel.

We expect our employees and our partners to be committed to the protection of the rights of children and vulnerable adults. We will take positive action to prevent abusers from becoming involved with CHASE Africa and take stringent measures if abuse is committed or suspected.

Safeguarding applies without exception across our programmes, partners, Staff and associated Personnel. We recognise that it requires the proactive identification, prevention and guarding against all risks of harm, exploitation and abuse for everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin. Safeguarding necessitates appropriate and transparent systems for response, including reporting and learning when risks materialise. Those systems must be child and vulnerable adult-centred and also protect whistleblowers. They should also protect the subject of the complaint until substantiated.

CHASE Africa commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Prevention

CHASE Africa's responsibilities

Organisational Culture

CHASE Africa will:

- Make every effort to promote, create and maintain a safe organisational culture.
- Develop organisation-specific safeguarding strategies.

People Management

CHASE Africa will:

- Employ Staff aligned with our vision, mission and values and in compliance with applicable laws, to prevent perpetrators of sexual harassment, exploitation and abuse from being hired.
- Implement stringent safeguarding procedures when recruiting, managing and deploying Staff and associated Personnel who will come into contact with beneficiaries or children. This should include references from previous employers.
- Ensure Staff and related Personnel receive training on safeguarding at a level commensurate with their role in the organisation.
- Ensure all Staff have access to, are familiar with, and know their responsibilities within this policy.

Partners

CHASE Africa will:

- Work with Partner organisations to develop appropriate and workable safeguarding policies and monitor and review to ensure that Partners are putting the practices and procedures into practice (see also CHASE Africa's Risk Register).
- Support Partner organisations to design and implement programmes in a way that protects people from any risk of harm that may arise from their coming into contact with CHASE Africa and its associated Partner organisations.
- Work with Partner organisations to ensure appropriate feedback and reporting mechanisms are in place to receive feedback, complaints and reports from beneficiaries, Partner Staff, Volunteers and all associated Personnel.

Embedding safeguarding in our work

CHASE Africa will:

- Undertake risk assessments to identify areas of safeguarding risks and document steps that are being taken to remove or reduce these risks.
- Undertake all its marketing and communication activities in a way that protects people's privacy and dignity. This includes the way in which information about individuals in our Partners' programmes is gathered and communicated (e.g. getting consent from individuals for photos and stories, removing/changing names of minors, and using photos, stories and other information in a respectful way).
- Ensure mechanisms for reporting harassment, exploitation and abuse are accessible and sensitive to the different needs of anyone wishing to report. Follow up on reports of safeguarding concerns promptly and according to due process, providing support and assistance to complainants and to anyone who has experienced harassment, exploitation or abuse, which may include medical treatment, legal assistance and psycho-social support.
- Take appropriate actions to the best of CHASE Africa's ability to protect persons from retaliation where allegations involve CHASE Africa employee(s) or related Personnel in good faith.
- Ensure all allegations are thoroughly examined, risk-assessed and where needed investigated or referred to another agency for investigation.

Staff responsibilities

Child safeguarding

CHASE Africa Staff and associated Personnel must not:

- Engage in sexual activity with anyone under the age of 18.
- Sexually abuse or exploit children.
- Subject a child to physical, emotional or psychological abuse, or neglect.
- Engage in any commercially exploitative activities with children including child labour or trafficking.

Adult safeguarding

CHASE Africa Staff and associated Personnel must not:

- Sexually abuse or exploit any adult.
- Subject any adult to physical, emotional or psychological abuse, or neglect.

Protection from sexual exploitation and abuse

CHASE Africa Staff and associated Personnel must not:

- Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance.
- Engage in any sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics.

Additionally, CHASE Africa Staff and associated Personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy.
- Report any concerns or suspicions regarding safeguarding violations by CHASE Africa Staff member or associated Personnel.

Reporting

Receiving feedback and responding to reports is an important part of improving CHASE Africa's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Whilst we cannot assume responsibility for the behaviour and actions of our Partners, consultants, suppliers and other associated Personnel who are not directly employed by CHASE Africa, we commit to investigate and address any complaints made to us concerning such Personnel as far as we are able. We will work with Partners and associated Personnel to change behaviours and improve practices where possible, and if necessary, review or terminate the relationship between CHASE Africa and the Partner/organisation/individual as appropriate. We will also raise any complaints made about our Partners and/or associated Personnel with the relevant authorities, funders and/or other bodies as appropriate.

A report is an expression of dissatisfaction about the standards of service, actions or lack of action, by CHASE Africa or its Staff, Trustees, Contractors, Volunteers, or other associated Personnel such as Partner Staff, suppliers or programme visitors. It is a criticism that expects a reply and would like things to be changed. Reports could include the following (these are examples, not an exhaustive list):

- Concern from someone we work with (e.g. Partner Staff, Partner contractors, MOH Staff, suppliers) about the quality of programme delivery.
- Concern from a beneficiary, or member of the community, about the way they were treated, or about the quality of programme delivery.
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action.
- Concern about the behaviour of CHASE Africa or Partner Staff or associated Personnel.

CHASE Africa Staff and all associated Personnel, as detailed above, are obliged to bring to the attention of the relevant manager any potential incident, misconduct, abuse or concern that they witness, are made aware of, or suspect which appears to breach the Standards contained in this Code. CHASE Africa Staff and Personnel reporting concerns are protected by the Whistleblowing Policy.

Staff and associated Personnel who have a complaint or concern relating to breach of the Code of Conduct must report it immediately to the Safeguarding Focal Point or CEO. If the Staff member does not feel comfortable reporting to the Staff member (for example if that person is implicated in the concern) they may report to the Chair of the Board of Trustees or the Secretary, who are obliged to action or refer the report immediately as per the appropriate policies and procedures. All contact details are below.

CHASE Africa will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to Staff and the communities we work with (via Partner organisations).

Any Staff reporting concerns or complaints through formal whistleblowing channels will be protected by CHASE Africa's Whistleblowing Policy.

CHASE Africa will also accept complaints from external sources such as members of the public, Partners and official bodies.

Response

CHASE Africa will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations.

CHASE Africa will apply appropriate disciplinary measures with a zero-tolerance approach to Staff found in breach of this policy, including dismissal from CHASE Africa or withdrawal from a position involving contact with children, young people, vulnerable adults, or other beneficiaries, as appropriate. Reports will be made to funders, and/or the Charity Commission as appropriate.

CHASE Africa will offer support to survivors of harm caused by Staff or associated Personnel, regardless of whether a formal response is carried out (such as an internal enquiry or external investigation). Decisions regarding support will be led by the survivor and may be coordinated by a Partner organisation if appropriate.

Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need-to-know basis only, and should be kept secure at all times.

1.5 Safeguarding Code of Conduct

Introduction

In keeping with its vision and values, Community Health and Sustainable Environment (CHASE Africa) is committed to maintaining the highest degree of ethical conduct amongst all its Staff and associated Personnel. To help increase understanding, this Code of Conduct details CHASE Africa's expectations of employees in key areas.

Scope and purpose

This Code of Conduct applies to all contracted Staff, Volunteers, Trustees and contractors employed by CHASE Africa. The purpose of this Code of Conduct is to set out the conduct expected of CHASE Africa Staff and Volunteers whilst under contract to the organisation, and forms part of all contracts of employment. The Code is applicable at all times. Breaches of the Code of Conduct are grounds for disciplinary action, up to and including dismissal. CHASE Africa Staff, Volunteers and Trustees are expected to uphold local law wherever they operate, except where the Code of Conduct is more stringent, in which case the Code applies.

Code of Conduct Standards

As a CHASE Africa Employee/Volunteer/Trustee/Contractor I will commit to the following:

Uphold the integrity and reputation of CHASE Africa by ensuring that my professional and personal conduct is consistent with CHASE Africa's values and standards

- I will treat all people fairly with respect and dignity.
- I will seek to ensure that my conduct does not bring CHASE Africa into disrepute and does not impact on or undermine my ability to undertake the role for which I am employed/have volunteered.
- I will not work under the influence of alcohol or use, or be in possession of, illegal substances on CHASE Africa premises or accommodation, or whilst conducting CHASE Africa duties.

Not engage in abusive or exploitative conduct

- I will not engage in sexual activity with children (persons under the age of 18). Mistaken belief in the age of a child is not a defence.
- I will not exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes any exchange of assistance that is due to beneficiaries of assistance.
- I will not engage in sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics and they may be unable to take care of themselves or protect themselves from harm or exploitation.
- I will not engage in any commercially exploitative activities with children or vulnerable adults including child labour, trafficking or child pornography.
- I will not allow or engage in any form of inappropriate touching, nor will I physically assault anybody.
- I will not make sexually suggestive comments to children, vulnerable adults or any other project beneficiaries or colleagues, not engage in any form of emotional or psychological abuse.

Ensure the safety, health and welfare of all CHASE Africa Staff members and associated Personnel

- I will adhere to all legal and organisational health and safety requirements in force at my location of work.
- I will comply with any local security guidelines and be pro-active in informing management of any necessary changes to such guidelines.
- I will behave in a manner such as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including Partner organisations and communities with whom we work.

Be responsible for the use of information, assets and resources to which I have access by reason of my employment with CHASE Africa

- I will ensure that I use CHASE Africa assets and resources entrusted to me in a responsible manner and will account for all money and property.
- I will not use CHASE Africa IT equipment, software or e-mail and social media platforms to engage in activity that is illegal under local or international law or that encourages conduct that would constitute a criminal offence. This includes any material that intimidates or harasses any group based on protected characteristics or encourages extremism.
- I will not use CHASE Africa IT equipment to view, download, create, distribute or save in any format inappropriate or abusive material including but not limited to pornography or depictions of child abuse.

Perform my duties and conduct my private life in a manner that avoids conflicts of interest

- I will declare any financial, personal or family (or close intimate relationship) interest in matters of official business which may impact on the work of CHASE Africa.
- I will not be involved in awarding benefits, contracts for goods or services, employment or promotion within CHASE Africa, to any person with whom I have a financial, personal, family (or close intimate relationship) interests.
- I will seek permission before agreeing to being nominated as a prospective candidate or another official role for any political party.
- I will not accept significant gifts or any remuneration from governments, communities with whom we work, donors, suppliers and other persons which have been offered to me as a result of my employment with CHASE Africa.

Do no harm to other Staff Personnel in accordance with bullying and harassment policies

- I will not conduct myself in a way that risks harassing a person through violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them through unwelcome physical or verbal conduct. This also includes unwanted, offensive jokes and messages or the display of offensive materials.
- I will not conduct myself in a way that risks bullying a person through offensive, malicious or insulting behaviour by abusing or misusing power through means that undermine, humiliate, denigrate or injure the recipient.

Uphold confidentiality

- I will exercise due care in all matters of official business, and not divulge any confidential information relating to colleagues, work-related matters or any sensitive information unless legally required to do so.

Complaints and Reports relating to the Code of Conduct

CHASE Africa Staff and all associated Personnel as detailed above are obligated to bring to the attention of the relevant manager any potential incident, abuse or concern that they witness, are made aware of, or suspect which appears to breach the Standards contained in this Code. CHASE Africa Staff/Volunteers reporting concerns are protected by the Whistleblowing Policy.

Staff and associated Personnel who have a complaint or concern relating to breach of the Code should report it immediately to the CEO, Harriet Gordon-Brown. If the Staff member does not feel comfortable reporting to the CEO (for example if that person is implicated in the concern) they may report to the Chair of the Board of Trustees or the Secretary (contact details below), who are obliged to action or refer the report immediately as per the appropriate policies and procedures.

Declaration

I understand and agree to abide by the above Code of Conduct. I understand that any breaches of the above will be responded to in accordance with the policies and procedures in place and may result in my position being terminated and my being reported to the relevant authorities.

Name:

Role:

Organisation:

I.6 Anti-Bullying and Harassment

CHASE Africa is committed to providing a working environment free from bullying and harassment. We aim to ensure that all Staff, Trustees and Volunteers are treated, and treat others, with dignity and respect.

This policy covers bullying and harassment which occurs at work and out of the workplace, including on work trips or at work-related events or social functions. This policy applies to all Staff, Volunteers, Trustees and contractors at all levels, whether working directly or indirectly for the charity, and in addition, as far as the charity can enforce and influence it, to all those working for Partner organisations.

This policy document aims to define what bullying and harassment is and to specify how the charity will respond to infractions. CHASE Africa takes a zero-tolerance approach to bullying and harassment.

What is harassment?

CHASE Africa is committed to having a working environment where everyone is treated with dignity and respect. We do not tolerate bullying, harassment and/or victimisation and we expect everyone working at or with CHASE Africa to behave respectfully towards others and never act in a way that could be regarded as bullying, harassment (including sexual harassment) and/or victimisation.

Harassment is any unwanted conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. It can be physical, verbal or sexual.

A single incident can amount to harassment. A person may be harassed even if they were not the intended "target". Harassment also includes treating someone less favourably because they have submitted, or refused to submit to such behaviour, in the past.

It is unlawful under the Equality Act 2010 to harass a person because of their age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. It also includes conduct of a sexual nature (sexual harassment). Harassment is unacceptable even if it does not fall within any of these categories.

Examples of harassment include, but are not limited to:

- Unwanted physical conduct including touching, pinching, pushing and grabbing.
- Unwelcome sexual advances or suggestive behaviour or messages.
- Verbal Intimidating or offensive comments based on stereotypes.
- Offensive notes, e-mails, text messages or social media content or the display of offensive materials.
- Unwanted jokes, teasing, banter, mocking, mimicking, insults, remarks or belittling a person.

What is bullying?

Bullying is offensive, intimidating, malicious or insulting behaviour, abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Bullying can include the use of personal strength or the power to coerce through fear or intimidation, not necessarily from someone in a position of authority.

Examples of bullying include:

- Physical or psychological threats.
- Overbearing and intimidating levels of supervision.
- Inappropriate derogatory remarks about a person or their performance.
- Shouting at Staff or associated Personnel.
- Persistently picking on people in front of others or in private.
- Blocking promotion and training opportunities.
- Regularly and deliberately ignoring or excluding Staff from work activities or work-related social events.
- Setting a person up to fail by overloading them with work or setting impossible deadlines.
- Regularly making the same person the butt of jokes.

Legitimate and reasonable feedback relating to a Staff member's performance or behaviour, or reasonable management instructions, do not amount to bullying.

Bullying or harassment may be written, verbal, photographic, physical or a combination of these whether conveyed directly or by electronic means. It is the impact of the behaviour rather than the intent of the perpetrator that is the determinant as to whether harassment or bullying has occurred.

Dealing with Bullying or Harassment

If you believe you are being harassed or bullied, you may wish to raise the problem informally with the person responsible. Explain the situation and how it has made you feel. It can be helpful to describe the event so the other person is clear about your concerns. Use the opportunity to ask the person to change or stop their behaviour.

Alternatively, you may speak to your manager who can provide confidential advice and assistance in resolving the issue formally or informally. If you do not feel that informal steps are appropriate, or they have been unsuccessful, you should raise the matter formally with the CEO, Chair of the Board of Trustees, or the Secretary, who will proceed using the 'Dealing with Safeguarding Reports' guidelines.

In all cases a full record of the allegation, the subsequent meetings with the complainant and the alleged harasser and any meetings between senior management or CEO shall be recorded and retained. In all such cases confidentiality shall be maintained as a priority.

In the case of Partner organisations, where the charity has little direct control of employees or volunteers, the Partner organisation should be made aware of this policy and the Partner organisation should confirm their agreement with the policy and agree to implement such a policy within their own organisation. Failure to do so shall jeopardise any future partnership or funding from the charity.

Response

1. Following a thorough enquiry into the allegations, the individual concerned should be made aware, if appropriate, that their behaviour is unacceptable. The individual shall be made aware that the complaint has been made and that in future they must understand and acknowledge that the other person's reaction or perception of such behaviour is important and that such behaviour should cease immediately. It is the responsibility of the CEO to monitor such behaviour thereafter to ensure that such behaviour has ceased.
2. In more serious cases or where the behaviour of the alleged individual fails to change, the CEO (or Board of Trustees) should consider the case for an instant dismissal. Where necessary, the CEO (or Board of Trustees) shall seek the advice of external professionals to reach their conclusion.
3. In severe cases, where the CEO (or Board of Trustees) consider it appropriate, the matter shall be referred to external authorities for their further investigation and action as required.

1.7 Disclosure of Malpractice in the Workplace (Whistleblowing)

Purpose

At CHASE Africa, it is vital that everyone who works for us maintains the highest standards of conduct, integrity and ethics, and complies with local legislation. If an Employee, Trustee, Volunteer, Partner, Consultant or Contractor has any genuine concerns about malpractice in the workplace, we wish to encourage them to communicate these without fear of reprisals and in the knowledge that they will be **protected from victimisation and dismissal**.

If an external party to CHASE Africa wishes to raise a concern about malpractice in CHASE Africa, they may also do so through this policy, without fear of reprisal.

This policy does not form part of an employees' terms and conditions of employment and may be subject to change at the discretion of management.

Malpractice includes (but is not limited to) the issues listed below:

- Financial wrongdoing including theft, bribery, fraud, money laundering and aid diversion.
- A failure to comply with any legal obligations.
- Sexual misconduct, including sexual abuse, harassment or exploitation (see CHASE Africa's Safeguarding Policy).
- Abuse or exploitation of children, vulnerable adults or beneficiaries (see CHASE Africa's Safeguarding Policy as above).
- Breach of any of CHASE Africa's policies.
- Abuse of position.
- Danger to the health and safety of individuals or serious damage to the environment.
- Improper conduct or unethical behaviour.
- Activity which would bring the organisation into serious disrepute.
- The deliberate concealment of information relating to any of the matters listed above.

If you have a genuine concern and have a reasonable belief it is in the public interest, even if it is later discovered that you are mistaken, under this policy you will not be at risk of losing your job or from suffering any form of retribution as a result. This assurance will not be extended to an individual who maliciously raises a matter they know to be untrue or who is involved in any way in the malpractice. Those found to be making false allegations maliciously will have disciplinary action taken against them.

Malpractice is not a complaint about the performance and behaviour of a manager or other work colleague towards you. Such complaints should be directed for action to CHASE Africa's Anti-bullying and Harassment Policy, or raised with your manager, the CEO or a member of the Board of Trustees as appropriate.

If you genuinely believe that the actions of someone who works for CHASE Africa could lead to or has resulted in malpractice, please follow the procedure below.

1. If you are a CHASE Africa Employee, Trustee, Volunteer, Partner, Consultant or Contractor, raise the matter with your line-manager or the CEO, who will consult with the appropriate contact point. If you feel that you are unable to raise the matter with your line-manager or the CEO, then please raise with the Chair of the Board of Trustees, or the Secretary.

If you are an external party to CHASE Africa, raise the matter with the CEO, Harriet Gordon-Brown, or with the Chair of the Board of Trustees, or the Secretary (contact details at the bottom of this policy).

At the point of raising a concern it would be useful for you to share information describing:

- Whether anyone is at immediate risk of harm?
- What happened? If possible, make a note of dates, times, places, people.
- Who is involved?
- How do you know about it?
- When were you first concerned about it?
- Have you told anybody about it?
- Was any action taken?

All managers should:

- Report incidents of theft, fraud, or corruption immediately to CHASE Africa's CEO (or to the Chair of the Board of Trustees, or the Secretary, if the CEO is involved).
- Report Safeguarding concerns relating to sexual abuse or exploitation of children, vulnerable adults, beneficiaries or any CHASE Africa representative to CHASE Africa's CEO (or to the Chair of the Board of Trustees, or the Secretary, if the CEO is involved).
- Report any other incidents of malpractice in the workplace to CHASE Africa's CEO (or to the Chair of the Board of Trustees, or the Secretary, if the CEO is involved).

2. A decision will be made on whether it is appropriate to handle such complaints under this policy. Where not appropriate, the complainant will be informed and their permission sought to divert the issue to the appropriate HR procedure (e.g. the Anti-bullying and Harassment Policy/arranging a meeting with the individual's manager/senior management as appropriate).

3. If it decided that the complaint should be handled under this policy, the individual appointed to carry out the enquiry will arrange a meeting with you as soon as possible, preferably face-to-face, or otherwise by phone or online meeting (such as Zoom or MSTeams), to discuss your concern. We commit to arrange a meeting within a maximum of two weeks from your complaint being made, provided you are available and willing to meet within that time. You may bring a colleague to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

4. If the matter reported involves bribery, fraud or corruption, CHASE Africa's Anti-bribery, Fraud and Corruption Policy will be followed. If an investigation is conducted, the outcome may involve taking disciplinary action if misconduct has been proved, which may include dismissal.

5. If the matter reported involves safeguarding concerns, CHASE Africa's Safeguarding Policies will be followed. If an investigation is conducted, the outcome may involve taking disciplinary action if misconduct has been proved, which may include dismissal.

You will be notified once the matter has been resolved, but outcomes are subject to confidentiality and may not be communicated.

CHASE Africa will take appropriate action, which may end in dismissal, against any Employee, Volunteer or Consultant who:

- Has been found to be victimising another individual for using this procedure or deterring them from reporting genuine concerns under it. In some cases, a whistleblower could have a right to sue such an individual for compensation in an employment tribunal.
- Made a disclosure maliciously that is known to be untrue or without reasonable grounds for believing that the information supplied was accurate.

Trustees should raise any concerns they may have at the next Trustees meeting, or in confidence to the Chair of Trustees or the Secretary, who will then raise the issue with the appropriate contact point and follow the procedure above.

Frequently asked questions

- **What if your manager is involved in the alleged malpractice in some way?**

If your manager is involved in the alleged malpractice in some way, the matter should be raised with the next senior manager in the management line. Concerns regarding financial wrongdoing or relating to sexual abuse or exploitation of children, vulnerable adults, beneficiaries or any CHASE Africa representative, should be raised directly with the CEO (or the Chair of the Board of Trustees, or the Secretary should the CEO be involved or if the Whistleblower does not feel comfortable informing the CEO for any reason).

- **Can the disclosure be made anonymously?**

You are strongly encouraged not to make anonymous disclosures as details and further concerns cannot then be checked with you, and this may seriously limit the ability of investigators to pursue your concerns. Nonetheless, all disclosures, made anonymously or otherwise, will be reviewed but lack of information may limit the nature, extent and outcome of the enquiry/investigation. If you want to raise your concern confidentially, we will make every effort to keep your identity secret and only reveal it where necessary to those involved in investigating your concern.

- **Who will conduct the enquiry?**

Normally a member of senior management from within CHASE Africa will be appointed to conduct the enquiry. The Board of Trustees be informed of the incident, and if it is not appropriate for a member of the Senior Management Team to investigate the issue, then the Board of Trustees will conduct the enquiry. On rare occasions, or for complex cases such as safeguarding, external investigation support may be sought.

- **What if the matter involves a criminal offence?**

The issue may also be reported to the police if a criminal offence, such as fraud or theft, or sexual assault has been committed.

- **Should I disclose my concerns to an external body?**

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. We strongly encourage you to seek advice before reporting a concern to anyone external. Protect operates a confidential helpline. Their contact details are listed below:

Protect

Helpline: (020) 3117 2520

E-mail: whistle@protect-advice.org.uk

Website: www.pcaw.co.uk

- **What if the matter is a complaint about the performance or behaviour of a manager or colleague against me?**

Such complaints will be directed for action to the appropriate HR policy e.g. Anti-Bullying and Harassment Policy, unless the concerns relate to concerns of sexual misconduct or other forms of malpractice listed in this policy.

- **What if I feel I have been treated unfairly or suffered detrimental treatment as a result of raising a genuine concern?**

Whistleblowers must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe you have been treated unfairly, inform the CEO (or the Chair of the Board of Trustees, or the Secretary) immediately.

I.8 Complaints (and Safeguarding Concerns) Policy

We are using the term “concern” to cover both complaints and safeguarding concerns.

Policy statement

Receiving feedback and responding to complaints is an important part of improving Community Health and Sustainable Environment (CHASE Africa)’s accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Whilst we cannot assume responsibility for the behaviour and actions of our Partners, consultants, suppliers and other associated Personnel who are not directly employed by CHASE Africa, we commit to investigate and address any complaints made to us concerning such Personnel as far as we are able. We will work with Partners and associated Personnel to change behaviours and improve practices where possible, and if necessary, review or terminate the relationship between CHASE and the Partner/organisation/individual as appropriate. We will also raise any complaints made about our Partners and/or associated Personnel with the relevant authorities, funders and/or other bodies as appropriate. A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by CHASE Africa or its Staff, Trustees, Contractors, Volunteers, or other associated Personnel such as Partner Staff, suppliers or programme visitors. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with (e.g. Partner Staff, Partner contractors, MOH Staff, suppliers) about the quality of programme delivery.
- Concern from a beneficiary, or member of the community, about the way they were treated, or about the quality of programme delivery.
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action.
- Concern about the behaviour of CHASE Africa or Partner Staff or associated Personnel.

A complaint/concern, for CHASE Africa, has to be about some action for which CHASE Africa is responsible for.

Reports are welcome concerning the programmes or behaviour of our Partner organisations and associated Personnel such as suppliers, consultants and programme visitors. Whilst we are not directly responsible for the actions of external organisations and individuals not directly employed by CHASE Africa, and do not take responsibility for misconduct or breach of policy on their behalf, we commit to investigate and address any complaints made to us relating to such organisations and Personnel as far as we are able. This may include working with the organisation/individual to improve their behaviour, policies, procedures and programmes, alerting any relevant bodies and authorities as appropriate, and reviewing our relationship with the individual/organisation where necessary.

A complaint (or safeguarding concern) is **not**:

- A general inquiry about CHASE Africa’s work.
- A request for information.
- A contractual dispute.
- A request to amend records e.g. to correct an address, cancel a donation.
- A request to unsubscribe from a CHASE Africa service e.g. a campaign newsletter or email.

We will work with our Partners to ensure feedback mechanisms are in place which enable complaints and reports to be made and received from beneficiaries and Partner Staff, Volunteers and all associated Partner Personnel.

Reporting procedures do not apply to concerns that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

Procedures for raising a concern

It is hoped that most complaints or concerns about CHASE Africa's work or behaviour can and will be dealt with informally by Staff or Volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

How to report a concern

All formal complaints should be made either orally or in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about to whom to address a complaint.

Who can report a concern

A concern can be made by:

- Supporters.
- Partner organisations.
- Associated Personnel such as suppliers, consultants or programme visitors.
- Communities or individuals with whom we or our Partners work.
- Any member of the public, whether an individual, company or other entity, in either the UK or any part of the world.

Who is not covered by this policy?

Complaints by Staff are governed by CHASE Africa's policies and procedures for dealing with problems in the workplace e.g. Anti-bullying and Harassment Policy, Anti-bribery, Fraud and Corruption Policy, and Whistleblowing Policy.

Reporting a concern

A concern should be reported to the CEO, Harriet Gordon-Brown. Concerns can be made orally (in person, or on the phone) or in writing (via e-mail or letter).

Should your concern involve the CEO, you may wish to raise your complaint with our Board of Trustees. You may contact the Chair of Trustees or the Secretary who will raise the complaint with the Board of Trustees (contact details at the bottom of this policy).

Information you need to provide

By providing the following information you can help to speed up the investigation of your complaint:

- The name and address of the individual affected.
- If the complaint is being made by a parent/guardian or other adult, the name and address of the parent/guardian or other adult.
- Exactly what you are dissatisfied with.
- If applicable, the name of the Staff member(s) who dealt with you.
- If your complaint is complicated, you may find it best to put it in writing so that no important detail is overlooked. Remember to send us copies of all relevant documentation/correspondence that you may have.
- If you have special needs that may affect your ability to make a complaint, please let us know at the earliest opportunity. We will make every effort to assist you.

Our standards for dealing with concerns

- If the concern relates to the safety and welfare of an individual, it will be examined in accordance with the Safeguarding Policy and Dealing with Safeguarding Reports procedure.
- We will treat your concern properly, fairly and impartially.
- We promise that reporting a concern will have no implications for your dealings with CHASE Africa.
- A Staff member other than those originally involved will examine your complaint.

- We will examine and review your complaint and send a reply to you within 30 working days of the receipt of your complaint. Where it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved.
- Where appropriate, and where expert advice is required, we will seek external guidance and/or investigation.
- Where relevant and appropriate, we will apologise for any mistreatment, explain what happened and put it right wherever possible.
- We will change the way we do things to avoid making the same mistake in future.
- We will discipline, suspend or dismiss the Staff member in question if appropriate, both during and/or following the investigation.
- We will report serious cases of misconduct to the police authorities for further investigation.
- We will report complaints and allegations to our Partners and funders, as well as the UK Charity Commission.
- We will work with our Partners and associated Personnel to address any problems related to their programmes, Staff and organisation as appropriate, including reviewing our partnership and suspending or dismissing Staff as appropriate.
- We will document the complaint, any investigation undertaken, and the outcome, and store this electronically on our server.

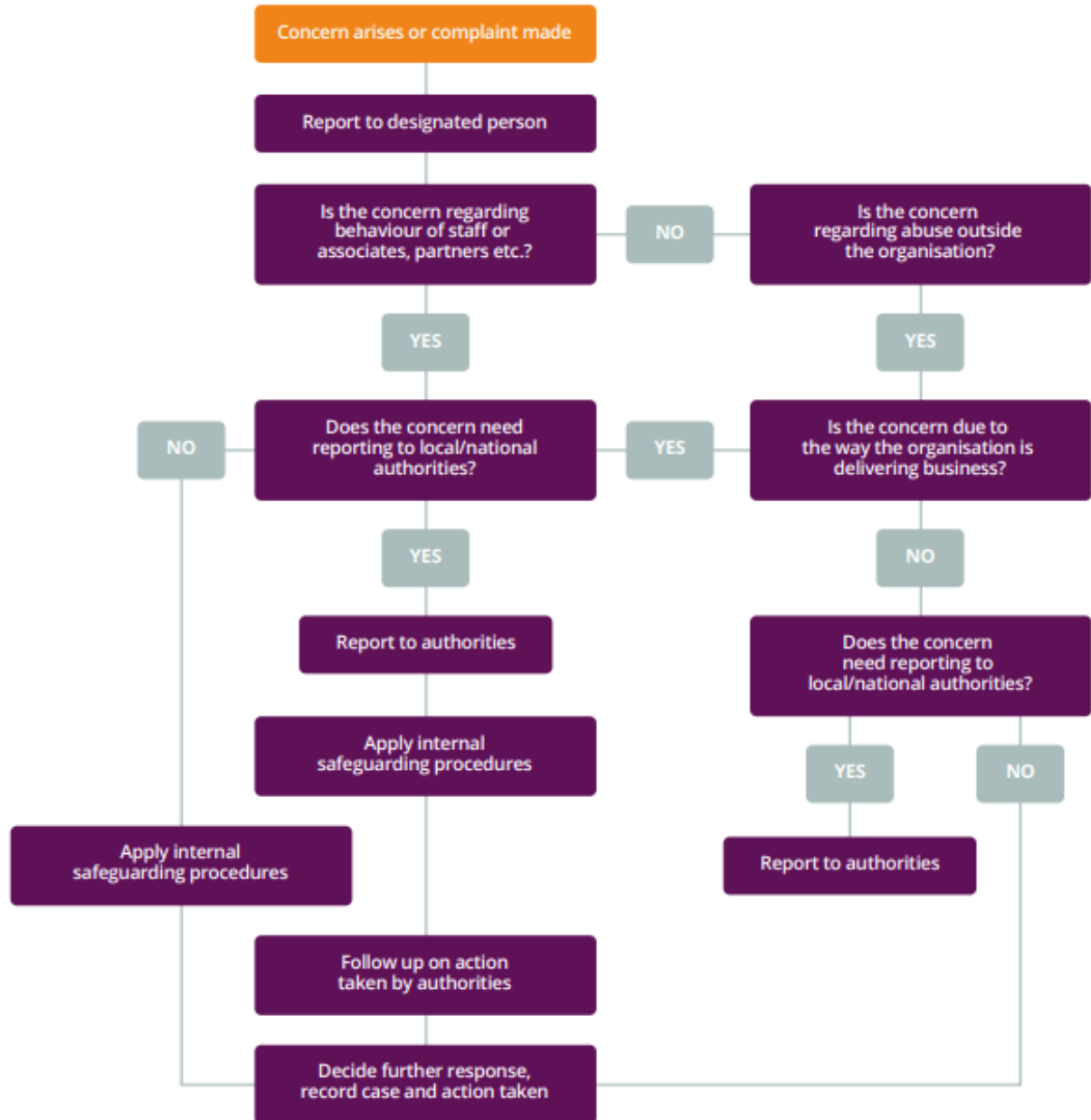
Can you appeal?

If you are unhappy about the outcome of the review you can appeal the matter to the CEO or the Board of Trustees within a month of the review.

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Sample

The following is an example of a reporting procedure that can be adapted for organisations.



I.9 Responding to Safeguarding Concerns

Purpose and scope

The purpose of this document is to provide procedures for dealing with reports of breach of the Community Health and Sustainable Environment (CHASE Africa) Safeguarding Policy, where the safeguarding violation is:

- Against Staff, associated Personnel, beneficiaries or members of the public.
- Perpetrated by Staff, Trustees, Volunteers and Contractors of CHASE Africa or associated Personnel including (but not limited to) Partners, Consultants, suppliers and programme visitors including journalists, celebrities and politicians.

Whilst we do not assume responsibility for the behaviour and actions of our Partners, Consultants, suppliers and other associated Personnel who are not directly employed by CHASE Africa, we commit to investigate and address any reports made to us concerning such Personnel as far as we are able. We will work with Partners and associated Personnel to change behaviours and improve practices where possible, and if necessary, review or terminate the relationship between CHASE and the Partner/organisation/individual as appropriate. We will also raise any reports made about our Partners and/or associated Personnel with the relevant authorities, funders and/or other bodies as appropriate.

Procedure

1. Report is received

- 1.1 Reports can reach the organisation through various routes. This may be in a structured format such as a letter, e-mail, text or message on social media. It may also be in the form of informal discussion or rumour. If a Staff member hears something in an informal discussion or chat that they think is a safeguarding concern, they should report this to the appropriate member of Staff in their organisation.
- 1.2 If a safeguarding concern is disclosed directly to a member of Staff or Trustee, the person receiving the report should bear the following in mind:
 - Listen.
 - Empathise with the person.
 - Ask who, when, where, what but not why.
 - Repeat/check your understanding of the situation.
 - Report to the appropriate Staff member (see below).
- 1.3 The person receiving the report should then document the following information:
 - Name of person making report.
 - Name(s) of alleged recipient(s) of safeguarding incident(s) if different from above.
 - Name(s) of alleged perpetrator(s).
 - Description of incident(s).
 - Dates(s), times(s) and location(s) of incident.
- 1.4 The person receiving the report should then forward this information to the CEO (Harriet Gordon-Brown) or, if for any reason the CEO should not, or cannot be involved, to the Chair of Trustees or the Secretary (contact details at the bottom of this document), within 24 hours.
- 1.5 Due to the sensitive nature of safeguarding concerns, confidentiality must be maintained during all stages of the reporting process, and information shared on a limited 'need to know' basis only. This includes senior management who might otherwise be appraised of a serious incident.
- 1.6 If the reporting Staff member is not satisfied that the organisation is appropriately addressing the report, they have a right to escalate the report, either to the Board of Trustees (contact details at the bottom of this document) or to an external statutory body. The Staff member will be protected against any negative repercussions as a result of this report. See CHASE Africa Complaints Policy and Whistleblowing Policy.

2. Assess how to proceed with the report

- 2.1 The person/people made aware of the report should appoint a Decision Maker to handle this report (the Decision Maker **can be** the person to whom the report has been made or escalated), plus a support member of Staff, for consultation and to review the decisions made.
- 2.2 Determine whether it is possible to take this report forward.
 - Does the reported incident(s) represent a breach of safeguarding policy?
 - Is there sufficient information to follow up this report?
- 2.3 If the reported incident does not represent a breach of CHASE Africa Safeguarding Policy but represents a safeguarding risk to others (such as a child safeguarding incident), the report should be referred through the appropriate channels (e.g. local authorities) if it is safe to do so.
- 2.4 If there is insufficient information to follow up the report, and no way to ascertain this information (for example if the person making the report did not leave contact details), the report should be filed in case it can be of use in the future and look at any wider lesson learning we can take forward.
- 2.5 If the report raises any concerns relating to children under the age of 18, **seek external expert advice immediately**. If at any point in the process of responding to the report (for example during an investigation) it becomes apparent that anyone involved is a child under the age of 18, the Decision Maker should be immediately informed and should seek expert advice before proceeding.
- 2.6 If the decision is made to take the report forward, ensure that you have the relevant expertise and capacity to manage a safeguarding case. **If you do not have this expertise in-house, seek immediate assistance**, through an external capacity if necessary (contact details at the bottom of this policy).
- 2.7 Clarify what, how and with whom information will be shared relating to this case. Confidentiality should be maintained at all times, and information shared on a need-to-know basis only. Decide which information needs to be shared with which stakeholder – information needs may be different.
- 2.8 Check your obligations to inform relevant bodies when you receive a safeguarding report. These include (but are not limited to):
 - Funding organisations.
 - Partners.
 - Umbrella bodies/networks.
 - Statutory bodies (such as, the Charity Commission in the UK and relevant organisations in country where issue taken place).

Some of these may require you to inform them when you receive a report, others may require information on completion of the case, or annual top-line information on cases. When submitting information to any of these bodies, think through the confidentiality implications very carefully.

3. Appoint roles and responsibilities for case management

- 3.1 If not already done so (see above), appoint a Decision Maker for the case, plus a support member of Staff, for consultation and to review the decisions made. The Decision Maker and support member should both be senior Staff members, or the Chair of the Board of Trustees, or the Secretary and should not be implicated or involved in the case in any way.
- 3.2 If the report alleges a serious safeguarding violation, you may wish to hold a case conference. This should include:
 - Decision Maker.
 - Support members of Staff.
 - Person who received the report.

The case conference should decide the next steps to take, including any protection concerns and support needs for the recipient of the safeguarding incident and other stakeholders (see below).

4. Provide support to the recipient of safeguarding incidents where needed/requested

4.1 Provide appropriate support to recipient(s) of safeguarding incidents. NB. This should be provided as a duty of care even if the report has not yet been investigated. Support could include (but is not limited to):

- Psychosocial care or counselling.
- Medical assistance.
- Protection or security assistance (for example being moved to a safe location).

CHASE Africa assumes responsibility for providing support only to recipients of safeguarding incidents which take place within its direct sphere of control (e.g. Incidents concerning CHASE Africa Staff, Volunteers or Trustees; workplace incidents). Funds should be made available from CHASE Africa's reserves to cover support costs as required.

Responsibility for providing support to beneficiaries of Partner programmes lies with the individual Partner organisations, who must take responsibility for following their own safeguarding policies.

4.2 All decision-making on support should involve consultation with the recipient.

5. Assess any protection or security risks to stakeholders

5.1 For reports relating to serious incidents: undertake an immediate risk assessment to determine whether there are any current or potential risks to any stakeholders involved in the case and develop a mitigation plan if required.

5.2 Continue to update the risk assessment and plan on a regular basis throughout and after the case as required.

6. Decide on next steps

6.1 The Decision Maker decides the next steps. These could be (but are not limited to):

- No further action (for example if there is insufficient information to follow up, or the report refers to incidents outside the organisation's remit).
- Investigation is required to gather further information.
- Immediate disciplinary action if no further information needed.
- Referral to relevant authorities.

The Decision Maker will review the next steps to be taken with the support member of Staff who will approve or disapprove the procedure. Should the support member of Staff disapprove the next steps, the Decision Maker will work with the support member of Staff to agree on next steps together.

6.2 If the report concerns associated Personnel who are not directly under CHASE Africa's sphere of control (for example Partners, Consultants or suppliers), the decision-making process will be different. Although associated Personnel are not Staff members, we have a duty of care to protect anyone who comes into contact with any aspect of our programme from harm. We cannot follow disciplinary processes with individuals outside our organisation, however decisions may be made, for example, to terminate a contract with a supplier based on the actions of their Staff.

6.3 If the report concerns a member of one of CHASE Africa's Partner organisations, the Partner's safeguarding policies will be followed. Close communication will be maintained between CHASE and the Partner organisation in dealing with the report including decisions around terminating employment for the relevant Staff member, and potentially terminating the partnership between CHASE Africa and the Partner organisation if necessary. CHASE Africa will make reports on behalf of the Partner organisation to the relevant statutory bodies (FCDO/The Charity Commission) as appropriate.

6.4 If an investigation is required and the organisation does not have internal capacity, identify resources to conduct the investigation. Determine which budget this will be covered by.

7. Manage investigation if required

7.1 Use the CHS (Core Humanitarian Standard) Alliance Guidelines for Investigations (Chapter 3) for investigating safeguarding reports.

8. Make decision on outcome of investigation report

- 8.1 The Decision Maker makes a decision based on the information provided in the investigation report and reviews it with the support member of Staff. A decision to be made within 90 days where possible.
- 8.2 If at this or any stage in the process criminal activity is suspected, the case should be referred to the relevant authorities *unless this may pose a risk to anyone involved in the case*. In this case, the Decision Maker together with the support member of Staff and other senior Staff will need to decide how to proceed. This decision should be made bearing in mind a risk assessment of potential protection risks to all concerned, including the recipient of the safeguarding incident and the subject of concern.

9. Conclude the case

- 9.1 Document all decisions made resulting from the case clearly and confidentially.
- 9.2 Store all information relating to the case confidentially, and in accordance with CHASE Africa policy and local data protection law.
- 9.3 Record anonymised data relating to the case to feed into organisational reporting requirements (e.g. reporting to Board, safeguarding reporting to donors, Partner, FCDO and the Charity Commission), and to feed into learning for dealing with future cases.
- 9.4 Ensure appropriate support to victim or whistleblower is also completed, before closing the case.

I.10 Data Protection and Confidentiality with regard to Safeguarding

Please refer to Our Data Protection Policy for details on the way that we collect, store and manage data.

With regard to safeguarding:

Staff and volunteers:

- should not contact beneficiaries directly. Any contact should go through local partners.
- use appropriate language and behaviour online & do not share photos or videos that would make others feel uncomfortable or unsafe.

CHASE Africa to:

- Train Staff on digital safeguarding
- Include digital safeguarding in the over-arching Safeguarding Policy
- Ensure privacy and seek consent to record and take photos at online sessions
- Ensure safe live streaming webinars and online sessions are safe and supervised closely
- Identify potential instances of abuse or harm happening online (or offline in the lives of platform users)

I.11 Declaration

Please sign and date this form to confirm you have read, understood and are committed to CHASE Africa's Safeguarding Policy and Code of Conduct.

Name:

Signature:

Position:

Organisation:

Date:

2. Safeguarding Supporting Documents

2.1 Safeguarding Practices and Procedures

Safeguarding Focal Point

CHASE Africa's Safeguarding Focal Point is a UK based role who will oversee CHASE Africa's Safeguarding Practices and Procedures, as well as providing training, advice and support to others on this. The role is stated in their job description and/or evidenced by a Terms of Reference.

Recommended wording to be included in Safeguarding Focal Point Job Description:

1. Be the safeguarding focal point for CHASE Africa, ensuring our safeguarding policy and procedures documents are up to date, and being implemented appropriately (in consultation with CEO and trustees).
2. Support CHASE Africa's partners with safeguarding.

In order to fulfil their role, the safeguarding focal point will be given time and support and have adequate training prior to taking on the role as well as access to ongoing skills and knowledge development in this area.

It is recommended the safeguarding focal point is a member of the [BOND Safeguarding Group](#).

Safeguarding Procedures

This documents how CHASE Africa enacts our policies and procedures to embed safeguarding practices in order to reduce the likelihood of an incident occurring and how to report and respond to such incidents.

Such procedures will focus on:

Prevention

1. The recruitment, induction and onboarding of Personnel.
2. The management and development of Staff, including paid employees, contractors and volunteers.
3. Exit interviews.
4. Risk Management Measures including MOUs, Grant Agreements and Risk Registers.
5. Active and Regular Listening and Feedback.

Reporting and Response

6. The reporting of safeguarding concerns and allegation
7. The response mechanisms and disciplinary processes.

Prevention

I. Recruitment, Induction and Onboarding of Personnel

Advertisement

- All advertisements for new Staff (including volunteers and contractors) should include a statement outlining CHASE Africa's commitment to safeguarding.

Recommended Wording: *CHASE Africa does not tolerate the abuse of children and vulnerable adults. We expect our employees and our partners to be committed to protecting the rights of children and vulnerable adults. We will take positive action to prevent abusers becoming involved with CHASE Africa and take stringent measures if abuse is committed or suspected.*

Job Description/Role Specification

- The safeguarding policy should be made available to the public and provided to candidates.
- The job description/role specification should outline the safeguarding responsibilities of the role, CHASE Africa's expectations, and the contribution a role is expected to make to upholding safe practices and culture. The role description should set the appropriate level of due diligence checks, including criminal record checks.

Recommended wording: *The organisation has a zero-tolerance approach to the abuse of children and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with CHASE Africa’s Safeguarding Policy and CHASE Africa’s Practices and Procedures. In accordance with our Safeguarding Policy, all Staff must ensure the health and wellbeing of vulnerable adults is appropriately safeguarded.*

All Staff are required to attend training appropriate to their role in safeguarding children and adults, which includes understanding and recognising the signs of abuse and knowing how to raise concerns when those signs of abuse are noticed in a person. Failure to comply could lead to disciplinary action being taken against you.

Interview

- The candidate’s attitude and commitment to safeguarding and promoting the welfare of the community members CHASE Africa works with should be assessed. At least one member of the interview panel should assess the candidate’s safeguarding knowledge, understanding, skills and abilities to carry out the job applied for.

Possible questions for candidates:

- *Are you happy to sign our Safeguarding policy and code of conduct?*
- *What does Safeguarding mean to you especially in the context of this role?*
- *Why do you think safeguarding is important for an organisation such as ours?*
- *Have you worked with an organisation previously that has had either strong or weak safeguarding procedures in place? What impact did this have on the way in which the organisation worked and how it kept people safe?*
- *Have you ever had to report a safeguarding-related matter concerning a colleague or supervisor? Was it managed in the manner you expected?*
- *What would you do if an individual’s behaviour concerned you?*

Reference Checks/Screening

- References provide vital information from previous colleagues or supervisors about an applicant’s job performance, behaviour, and conduct. Additionally, it serves to verify the accuracy of information provided by the applicant during the application and interview stages.

Suggested reference check questions:

- *Would you have any concerns in relation to the applicant performing this role, including the contact s/he would have with colleagues or communities, children, young people, or other vulnerable groups?*
- *Is the applicant currently being investigated regarding an allegation of sexual exploitation, sexual abuse, or sexual harassment (SEAH)? If yes, please provide details.*
- *Based on organisational policies, was the applicant found to have committed misconduct (SEAH) during the period of employment? If yes, please provide details.*
- *Has the applicant been subject to a substantiated disciplinary process relating to their work conduct? If yes, please provide details.*
- *Would you employ the applicant again and why?*

2. The management and development of Staff, including paid employees, contractors and volunteers

Induction

All new Staff, volunteers and trustees, within one month of joining, must:

- Meet with the Safeguarding Focal Point to talk through CHASE Africa’s Safeguarding Policy and Code of Conduct, to ensure they understand, and then sign both documents.
- Complete the free online training ‘Safeguarding Essentials’ with Kaya Connect [Summary of Safeguarding Essentials \(kayaconnect.org\)](https://www.kayaconnect.org). This course takes 60-90 minutes digital badge must be downloaded and shared with the Safeguarding Focal Point.

Probation Period/Annual Performance Review

For the Safeguarding Focal Point, and for any Staff that visit programmes, at the end of the 3-month probationary period and at the employee’s annual review safeguarding focussed questions will be included as part of the review.

Suggested Questions:

- Where do you see the biggest risks for safeguarding at CHASE Africa?
- Do you know what your obliged to do as part of your code of conduct?
- Do you have any concerns/issues with what is in place?
- Do you need any additional training to fulfil the SG aspect of the role?
- Do you have any particular concerns about any partner's SG policy and processes?

Ongoing/Further Training

CHASE Africa will provide 1 hour of Safeguarding refresher training to all employed Staff each year.

3. Exit interviews

An exit interview is our last opportunity to support Staff, help them feel valued and hear their safeguarding concerns. By asking the right questions at an exit interview, we can reveal problems that have been hidden previously. This can help improve safeguarding across the organisation, even if it's too late to do anything for the person involved.

These questions are designed to help people speak up about something they may not have mentioned before, so that you can use exit interviews to improve your overall approach to safeguarding.

Suggested Question: *What recommendations do you have that would strengthen CHASE Africa's safeguarding?*

4. Programme Risk Management Measures including Risk Registers

Grant Agreement with Partner

For any Partner implementing projects on behalf of CHASE, we sign a Grant Agreement with the organisation. This grant agreement includes a statement on safeguarding.

Recommended Wording:

- *The Partner will ensure safeguarding policies and procedures, including appropriate vetting of its employees, are carried out in accordance with good industry practice and following any reasonable instructions from CHASE Africa.*
- *The Partner will take all reasonable steps to prevent the sexual exploitation, abuse and harassment of any person linked to the delivery of the project by its employees, volunteers and any other partner.*
- *The Partner involved in the delivery of the project must have a zero-tolerance approach towards sexual exploitation, abuse and harassment.*
- *The Partner will immediately contact CHASE Africa to report any credible suspicions of, or actual incidents of sexual exploitation, abuse or harassment related to this Agreement.*
- *The Partner should assess credibility based on the source of the allegation, the content, and the level of detail or evidence provided.*
- *All sexual activity with children (persons under the age of 18) is prohibited, regardless of the age of majority, or age of consent locally.*
- *The Partner will apply the IASC Six Core Principles Relating to Sexual Exploitation and Abuse and the following principles and practices when implementing the activities under this arrangement and provide evidence to demonstrate this where required:*
 - o *adherence to the IASC-Minimum Operation Standards on "Protection from sexual exploitation and abuse by own Personnel" and/or the sexual exploitation and abuse elements of the Core Humanitarian Standard on Quality and Accountability;*
 - o *a victim/survivor-centred approach to sexual exploitation, abuse and harassment issues;*
 - o *strong leadership and signalling on tackling sexual exploitation, abuse and harassment;*
 - o *make all reasonable efforts to address gender inequality and other power imbalances;*
 - o *reporting to enhance accountability and transparency.*

Organisational Safeguarding Due Diligence

Ensure all Partners have completed a safeguarding review, as part of CHASE Africa's due diligence process. This should include completing the Safeguarding Partner Checklist, including ensure they have a localised policy which reflects national and local frameworks, Code of Conduct (COC) in place, a SG focal point, ensuring

links to community mechanisms, and safe recruitment. These documents will be requested along with any proposal for CHASE Africa grants.

Annual Narrative Proposal

Recommended Wording:

Please review and update the Partner Checklist for Safeguarding.

What are the key issues and risks highlighted and how do you plan to strengthen your safeguarding at the programmatic and organisational level in (year).

Approx. 200 words

Safeguarding Risk Assessment

In all CHASE Africa funded programmes, we aspire to have adequately mapped, identified and documented programmatic risks through engagement with the community and local partner in order to better understand the context and assess the risks of doing harm.

This will be done using a CHASE Africa Safeguarding Project Risk Register template. Partners will need to adapt this for their programme/context and review it annually, with support from their CHASE Africa Programme and Partnership Manager where necessary.

CHASE Africa will ensure sufficient financial and human resources for safeguarding activities are in place for community mapping, activity implementation (including awareness raising materials for communities to understand the partner organisation's commitment to safeguarding them).

In **Partner Narrative Reports** (submitted every 6 months) – safeguarding questions are included:

- *Have there been any safeguarding issues during this reporting period?*
- *How have these been addressed?*
- *Have there been changes to your SG project level risk register?*

5. Active and Regular Listening and Feedback

CHASE Africa Staff

CHASE Africa Staff will have regular points to feedback at their probationary review and their annual review.

It is recommended that annually CHASE should conduct the organisational Safeguarding Assessment, led by the Safeguarding Focal Point and include as many Staff as possible. This should also tie in with the annual review of the Safeguarding Policy, and Procedures/Code of Conduct. Both reviews give the opportunity for Staff to reflect on what is/isn't working and ways to improve this.

Partner Organisations/Projects

Safeguarding is a priority topic at the annual CHASE Africa Partner Network Conference, where partners are given training as well as opportunities to reflect on best practices at both organisational and programmatic level.

2.2 Designated Safeguarding Focal Point & Safeguarding Team

Safeguarding Focal Point: Jo McClellan
E-mail: jomcclellan@chaseafrica.org.uk
Telephone: +44 7546752608

CEO: Harriet Gordon-Brown
E-mail: harrietgordonbrown@chaseafrica.org.uk
Telephone: +44 7775631280

Secretary: Dorothy Payne
E-mail: dossiepayne@btopenworld.com
Telephone: +44 7774434292

Board of Trustees Chair: Miles Geldard
E-mail: miles.geldard@gmail.com
Telephone: +44 7947591338

2.3 Legal Framework

† Core humanitarian standards - [The Standard | CHS 2024 \(corehumanitarianstandard.org\)](#).

[UNCRC_summary-1_1.pdf \(unicef.org.uk\)](#)

2.4 Photography/Filming Protocol and Permission Forms

CHASE Africa guidance and ethics for external communications

[Guidelines for external communications](#)

2.5 Incident Reporting Forms

[Incident Report Template](#)

[Follow-up Report Template](#)

2.6 Risk Assessment Forms

Organisational Risk Assessment – [Risk Register CA General Dec 2023](#)

Project Risk Assessment – [Project Risk Register v3.xlsx \(sharepoint.com\)](#)