



Hope and Aid Direct
Safeguarding and Vulnerable
Beneficiaries' Policy

Change & Approval Record

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15/7/21	Steve Walsh	Initial Version
30/11/21	Trustees	Version 2
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30/11/21	Steve Walsh	Version 2
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Glossary of Terms

Beneficiary of Assistance

Someone who directly receives goods or services from Hope and Aid Direct's programme. Note that misuse of power can also apply to the wider community that the NGO serves, and also can include exploitation by giving the perception of being in a position of power.

Child

A person below the age of 18

Harm

Psychological, physical and any other infringement of an individual's rights

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

Protection from Sexual Exploitation and Abuse (PSEA)

The term is used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse of affected populations by Volunteers or associated personnel. The term derives from the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13)

Safeguarding

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect

In our sector, we understand it to mean protecting people, including children and at risk adults, from harm that arises from coming into contact with our volunteers or programmes. One donor definition is as follows:

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

This definition draws from our values and 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 volunteers. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation and abuse and having mature, accountable and transparent systems for response, reporting and learning when risks materialise.

Those systems must be survivor-centred and also protect those accused until proven guilty.

Safeguarding puts beneficiaries and affected persons at the centre of all we do.

Sexual abuse

The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual exploitation

The term 'sexual exploitation' means 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.

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.

At risk adult

Sometimes also referred to as a vulnerable adult. A person who is or 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 care of him or herself, or unable to protect him or herself against significant harm or exploitation.

Introduction

The purpose of this policy is to protect people, children, at-risk adults and beneficiaries of assistance, from any harm that may be caused due to their coming into contact with Hope and Aid Direct. This includes harm arising from:

- The conduct of volunteers and any personnel associated with Hope and Aid Direct
- The design and implementation of Hope and Aid Direct programmes and activities

The policy lays out the commitments made by Hope and Aid Direct, and informs volunteers and associated personnel of their responsibilities in relation to safeguarding.

This policy does not cover:

- Sexual harassment in the workplace – this is dealt with under “Hope and Aid Direct’s Bullying and Harassment Policy”
- Safeguarding concerns in the wider community not perpetrated by Hope and Aid Direct or associated personnel

What is safeguarding?

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect

In our sector, we understand it to mean protecting people, including children and at-risk adults, from harm that arises from coming into contact with our volunteers and our activities or programmes.

Further definitions relating to safeguarding are provided in the glossary above.

Scope

- All volunteers working with Hope and Aid Direct
- Associated personnel whilst engaged with work or visits related to Hope and Aid Direct, including but not limited to the following: consultants; volunteers; contractors; programme visitors including journalists, celebrities and politicians

Policy Statement

Hope and Aid Direct 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. Hope and Aid Direct will not tolerate abuse and exploitation by volunteers or associated personnel.

This policy will address the following areas of safeguarding: child safeguarding, adult safeguarding, and protection from sexual exploitation and abuse. These key areas of safeguarding may have different policies and procedures associated with them (see Related Policies).

Hope and Aid Direct commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Prevention

Hope and Aid Direct responsibilities.

Hope and Aid Direct will:

- Ensure all volunteers have access to, are familiar with, and know their responsibilities within this policy
- Design and undertake all its programmes and activities in a way that protects people from any risk of harm that may arise from their coming into contact with Hope and Aid Direct. This includes the way in which information about individuals in our programmes is gathered and communicated.
- Implement stringent procedures when recruiting, managing and deploying volunteers and associated personnel
- Ensure volunteers receive training on safeguarding at a level commensurate with their role in the organization
- Follow up on reports of safeguarding concerns promptly and according to due process

Volunteers responsibilities

Child safeguarding

Hope and Aid Direct volunteers 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

Hope and Aid Direct volunteers and associated personnel must not:

- Sexually abuse or exploit at-risk adults
- Subject any at-risk adult to physical, emotional or psychological abuse, or neglect

Protection from sexual exploitation and abuse

Hope and Aid Direct volunteers 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
- Engage in any sexual relationships with beneficiaries, since they are based on inherently unequal power dynamics

Additionally, Hope and Aid Direct volunteers 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 any Hope and Aid Direct volunteers or associated personnel to the appropriate trustee or senior volunteers member

Enabling reports

Hope and Aid Direct will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to volunteers and the communities we work with.

Any volunteers reporting concerns or complaints through formal whistleblowing channels will be protected by Hope and Aid Direct's "Serious Incident Reporting and Whistleblowing Policy".

Hope and Aid Direct will also accept complaints from external sources such as members of the public, partners, other NGO's and official bodies.

How to report a safeguarding concern

Volunteers members who have a complaint or concern relating to safeguarding should report it immediately to the volunteer coordinator who is the Safeguarding Focal Point or a Trustee. If the volunteer member does not feel comfortable reporting to their

Safeguarding Focal Point or Trustee (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 any other appropriate senior volunteer member (for example a member of the core management team).

Response

Hope and Aid Direct will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations (see Procedures for reporting and response to safeguarding concerns in Related Policies).

Hope and Aid Direct will apply appropriate disciplinary measures to volunteers found in breach of policy.

Hope and Aid Direct will offer support to ‘individuals’ of harm caused by volunteers or associated personnel, regardless of whether a formal internal response is carried out (such as an internal investigation). Decisions regarding support will be led by the ‘individual’ concerned where 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 will be kept secure at all times.

Related policies

1. Serious Incident Reporting and Whistleblowing Policy
2. Bullying and Harassment Policy
3. Complaints Handling and Code of Conduct Policy
4. Photography Code of Conduct Policy