Safeguarding Statement and Policies

June, 2019

1. Safeguarding Statement

Emmanuel Development Association (EDA) is an Ethiopian-based aid organization that is committed to improving the lives of children, youth, women and families. EDA has been providing care and support to Ethiopian communities since 1996. Over the last two decades, our programs have touched directly the lives of over 4 million Ethiopians.

EDA takes a holistic approach to improving the lives of disadvantaged Ethiopians. Our organization attains this goal by caring for the most vulnerable and empowering women and families to achieve improved health, wellbeing, financial growth and stability. We believe that the changes we make should be community-led and community based and sustainable. Individuals, families, communities and government agencies all play a role in our projects.

Emmanuel Development Association (EDA) is committed to safeguarding all children, young people and vulnerable adults that come into contact with our work. We believe that all children, young people and vulnerable adults have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the welfare of the child/ young person / vulnerable adult is paramount.

We will take every reasonable step to ensure that children, young people and vulnerable adults are protected where our staff and associates are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

We enable all our staff and those who work with us to make informed and confident decisions regarding safeguarding. We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the EDA to have read, understood and adhere to this policy and related procedures.

2. Aims of the Safeguarding policy

The Organization will take every reasonable step to ensure that children, young people and vulnerable adults are protected where:

- our own staff are directly involved in a project or programme.
- we broker the relationship between a school/ young person's setting/community venue and an associate/ organisation.
- we contract an associate/ organisation to work with a school/ young people's/ community setting.
- we work in partnership with another organisation or agency.

We will endeavour to safeguard children, young people and vulnerable adults by:

- valuing them, listening to and respecting them.
- adopting this policy and adhering to our associated procedures and code of conduct for staff.
- recruiting all staff, volunteers and associates safely by ensuring that all the necessary checks are made.
- sharing information about safeguarding and child protection with children, parents, school staff, community workers, carers, associates and staff.
- sharing concerns with agencies who need to know involving children, school staff, community workers, carers and parents appropriately.
- providing effective management of staff and associates through supervision, support and training.

3. Roles and responsibilities

The Designated person within the organization responsible for Safeguarding and Child Protection is the Director. In the Director's absence the role will be undertaken by his delegate of the Chair of the Board of Directors.

The role of the Designated Person is to:

- assume overall responsibility for safeguarding and child protection for the EDA.
- help the rest of the Organization understand the key issues in relation to safeguarding and the cultural / education sectors.
- establish contact with the senior member of social services responsible for child protection in the local area.
- Be a point of contact within the organisation for staff, board, partners and associates in relation to safeguarding and child protection.
- Be aware of local statutory safeguarding procedures and networks.
- Make decisions about safeguarding and child protection.
- receive and assess information from staff and associates who have a child protection concern.
- report the issue to the Safeguarding Officer/ within the school/ organisation where the events were taking place.
- make a formal referral to a statutory child protection agency or the police without delay.
- record the concern and action in the child protection log.

It is not the role of the Designated Person or the Organization to decide whether abuse has taken place or not. The responsibility of the Designated Person or the Organization is to ensure that concerns are shared and appropriate action taken.

4. Recruitment and training of staff, associates and volunteers.

1. Job Description/Person Specification and Advertising.

- A detailed job description and person specification will be drawn up. This will clearly define the role of the position, the tasks and skills needed and the type of person most suited to the role.
- An appropriate length of time will be required to place advertisements in local newspapers, to give applicants time to prepare for interview, to conduct background checks and to take up references.
- As part of the application process, all applicants must complete an application form where they are asked about previous experience of working with children, young people and vulnerable adults. Included in this form is a declaration stating that there is no reason why they should not be considered suitable for working with children, young people and vulnerable adults.
- All information is treated with total confidentiality and fairness.

2. Pre-selection checks.

- Consent must be obtained from an applicant to seek reference check from police or appropriate authorities to access information.
- Two confidential referees. These referees must be taken up and confirmed through telephone contact.
- Evidence of identity (passport or driving licence photograph), supported by original birth/marriage certificate, utility bill to confirm address and documents with National Insurance number for verifications.

3. Interview and induction.

All employees and volunteers are required to undergo an interview carried out to acceptable protocol and recommendations. All employees and volunteers should receive formal or informal induction, during which:

- Their qualifications should be substantiated.
- the job requirements and responsibilities should be clarified.
- they are made aware of the EDA's safeguarding policy and procedures
- training needs (if any) are identified
- all staff must be signed protocol with the organization or EDA before they are confirmed in the position (if they will be working with children, young people and vulnerable adults on a weekly basis).

4. Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help staff to:

- Ensure their good practise is likely to protect them from false allegations.
- Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse.
- Respond to concerns expressed by a child, young person or vulnerable adult.
- Work safely and effectively with children, young people and vulnerable adults.

5. Responding to allegations or suspicions

If a member of staff / associate has any reason to suspect that a child, young person or vulnerable adult is being subjected to physical, emotional or sexual abuse, then these steps must be followed:

- report the matter to the Designated Officer
- The Designated Officer will assess the nature of the suspicions or the disclosure.
- The Designated Officer will consult the relevant Officer at the venue (ie. School, theatre, community centre etc) involved, or contact social services.
- Organization staff must not attempt to investigate the matter themselves. This is the responsibility of social services and / or the police.
- If an allegation is made against a member of the Organization staff / associates, the Organization will act swiftly and there will either be a criminal investigation, a child protection investigation and / or a disciplinary or misconduct investigation.

6. Whistle blowing policy

All staff, associates and volunteers are assured that they can disclose confidential information relating to unacceptable behaviour by other members of staff/associates.

7. Images and Documentation

The collection of images for promotional purposes by the organization employees, or those authorised to do so on the EDA's behalf, is acceptable providing permission has been granted by the individuals who will be photographed/videoed.
Adults (including parents / guardians of children below the age of consent) and young people (over the age of consent) should be aware of:

- the purpose for which the images will be used.
- the length of time that they will be used for or that the use may be for an indefinite period.
- good practice is that permission is not requested for any period longer than two years.

Images should not be stored on the hard drive of PCs or laptops beyond the duration of the project. Even during this period, it is recommended that they are stored on removable storage devices such as pen drives / CDs.

Once the project has been completed, then the images should be dated and archived. They should be stored in a locked cabinet or drawer. They should be erased / destroyed as soon as there is no further use for them.

5. Regulated activity, roles and circumstances

A **regulated activity provider** is an organisation or individual that is responsible for the management or control of regulated activity, paid or unpaid, and makes arrangements for people to work in that activity. This will usually be an employer or a voluntary organisation.

The following are regulated roles within the organisation, as stipulated by the Independent Safeguarding Authority.

- Teaching, training or instruction, care or supervision of children or provided wholly or mainly to vulnerable adults.
- Providing advice or guidance for children.
- Providing advice, guidance or assistance wholly or mainly to vulnerable adults.
- Any form of healthcare treatment or therapy provided to children or vulnerable adults.
- Driving a vehicle that is being used for the specific purpose of conveying children or vulnerable adults.
- Working in a specified place including:
    - schools (educational institutions exclusively or mainly for the provision of full-time education to under-18s)
    - childcare premises (including nurseries)

Regulated activity includes:

- specified activities such as teaching, instructing, supervising, caring for or providing children/vulnerable adults with guidance or treatment
- fostering and childcare
- specified positions such as school governor or director of children's or adult
- social services
- all activity undertaken within the specified settings where there is the opportunity for
- Contact with children or vulnerable adults. Activities include teaching, training and instruction, as well as catering, cleaning, administrative and maintenance workers or contractors, and
- Roles that involve managing, on a regular basis, the day-to-day work of those carrying out specified activities or working in specified settings.

Code of Behaviour

Emmanuel Development Association (EDA) expects everyone who works with us (staff, associates, and partners, volunteers) to follow the guidelines that follow in all aspects of their activities connected with the work of the organization.

- Treat everyone with respect
- Provide an example you wish others to follow
- Respect people's right to personal privacy
- Provide access for people to talk about any concerns they may have
- Support children, young people and vulnerable adults to create a safe environment where they feel comfortable to talk about attitudes or behaviours they do not like
- Avoid situations that compromise your relationship with children, young people and vulnerable adults, which are unacceptable within a relationship of trust.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Recognise that caution is required even in sensitive moments of listening such as when dealing with bullying, bereavement or abuse.
- Do not have any inappropriate physical or verbal contact with others.
- Do not jump to conclusions about others without checking the facts.
- Do not show favouritism to any individual
- Do not make suggestive remarks or gestures, even in fun.
- Do not let suspicion, disclosure or allegation of abuse, go unrecorded or unreported.

Confidentiality, Complaints and Grievance Procedures

Confidentiality Policy

Emmanuel Development Association (EDA) works with many other organisations to deliver high-quality performances and other services. It is vital to share relevant information – but this must be done in the proper way.

The principle of confidentiality is followed in all the work of Sole Purpose Productions. This means that we treat all information safely and professionally.

A policy of confidentiality allows us to be open about our own work, and improve our product, while protecting those who work with us, those who see and take part in our work, and other organisations.

Complaints Procedure

Emmanuel Development Association (EDA) strives for high standards in all aspects of its work, and using the policies and procedures in place, aims to be fair at all times and provide satisfaction to anyone

using the services it provides. The staff and associates who represent the organisation are committed to high standards of conduct and service at all times. This policy will be made available to members of the public on request.
Should complaints arise it is EDA's policy to deal with these complaints quickly and efficiently.

A complaint is defined as a user of Emmanuel Development Association (EDA) or its services, being unhappy with the service they have received and the user wishing to make their unhappiness known to a representative of the Organization either verbally or in writing.

Complaints may be made verbally or in writing, and the procedures are as follows:-

Verbal Complaint
The complainant should ask to speak to the most senior member of staff available. The member of staff will take details of the complaint, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner.

Written Complaint

The complainant should write to the Director giving full details of their complaint and, if appropriate, who their complaint relates to.

Procedure

All complaints, written or verbal, are logged and the Director will formally acknowledge receipt of the complaint, and provide a written response to the complainant within 4 working days, detailing where necessary the further course of action to be taken. Where it is not possible to provide a full response within this time frame, a letter will be sent to the complainant outlining progress and indicating when a response is likely to be forthcoming.

If the complainant is satisfied with the response, the matter will be considered to have been closed. If the complainant remains dissatisfied with the explanation, or course of action, he/she can appeal to the Chair of EDA's Board of Directors.

The Chair will review the complaint and either decide that the action proposed is adequate or that a different course of action should be adopted. The outcome of this review will normally be communicated in writing to the complainant within 15 working days of the appeal being lodged.

If the matter remains unresolved, he/she has the right to consult a third party arbitrator and an agreed process will be put in place.

This complaints procedure is reviewed annually by the Board of Directors or at shorter interval should legislation of good practice require it.

Grievance Procedure

Emmanuel Development Association (EDA) has a Grievance Procedure in place to ensure all staff and associates are given a fair hearing concerning any grievance that they may wish to raise.

All staff and associates have the opportunity to state their case and to have the right to appeal against any decision or action.

Emmanuel Development Association (EDA) will aim to find an equitable solution to any grievance and will work with all parties concerned to ensure the correct action is taken.

- An employee, volunteer or associate with a grievance will raise the matter with the Director formally, in writing
- The employee, volunteer or associate will be invited to a meeting to discuss the issue, usually, where circumstances allow, within three working days of notification.
- The employee, volunteer or associate and the Director may explore the issues raised by the employee at the meeting by speaking to other employees or external contacts
- Following the meeting, the Director will respond to the grievance in writing within three working days. If it is not possible to respond within this time, the employee, volunteer or associate must be given an explanation for the delay and told when a response can be expected

- If the person raising the grievance is unhappy with the outcome of the investigation or if the grievance is against the Director, the employee can appeal by raising the grievance in writing to a more senior manager. This would be the Chair of the Board of Directors

- The employee, volunteer or associate will be invited to a meeting to discuss the issue, usually, where circumstances allow, within five working days of notification

- The Chair may explore the issues raised by speaking to other employees or external contacts

- Following the meeting the Chair will respond to the grievance in writing within three working days. If it is not possible to respond within this time, the employee must be given an explanation for the delay and told when a response can be expected

- Where the employee, volunteer or associate raising the grievance is still unhappy with the outcome they can appeal by raising their grievance in writing with an external organisation, such as a legal institution or employment specialist.

These Safeguarding statements, policies and procedures were adopted by the Board of Directors of Emmanuel Development Association (EDA) on 3rd April 2016.

Signed copies available on request.

Review

The Organization is committed to reviewing these policy and procedures considering the s, updating the action plan as appropriate.