



Safeguarding Policy

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Chain of Hope is a registered charity in the UK No. 1081384 and a company limited by guarantee No. 3933420
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POLICY STATEMENT

Chain of Hope is committed to protecting people who come into contact with our charity, including children, young people and any adults at risk that we work with, their families, people who support our work, our staff and volunteers. Chain of Hope recognises its duty to safeguard and promote the welfare of the people who come into contact with our charity. This policy outlines the responsibilities of the charity and the actions that must be taken where there are any concerns relating to safeguarding.

We believe that everyone has the right to be protected from all forms of abuse, discrimination, exploitation and degradation of dignity. We are committed to creating a culture where safeguarding responsibilities and procedures for raising concerns are widely understood and embedded in our core values:

Quality – we endeavour to provide the highest level of service through our experienced and world class medical professional volunteers.

Impartiality – we must always act in a non-discriminatory way and ensure that all patients are given equal rights to treatment irrespective of race, religion, gender or creed.

Accountability – we strive to provide accountability throughout our organisation, implementing and reviewing good governance structures to ensure fair and transparent decision making processes are in place.

Compassion – we always aim to treat all with the care and respect that we would want to be shown.

Everyone who works with or on behalf of Chain of Hope needs to be aware of this policy and must act in accordance with it. All staff have a duty to safeguard the wellbeing of people who come into contact with our charity (in particular children and adults at risk) and must have an appropriate knowledge of these safeguarding procedures, including how to escalate concerns within Chain of Hope.

This policy does not form part of any contract of employment or contract for services and we may amend it at any time. This policy should be read alongside the following policies and procedures:

- Code of conduct for staff and office-based volunteers
- Code of conduct for trustees
- Code of conduct for mission volunteers
- Equality, diversity and inclusion policy
- Anti-Bullying and Harassment Policy
- Whistleblowing Policy
- Health & Safety Policy
- IT Acceptable Use Policy
- Disciplinary and Grievance Policies

Chain of Hope's **Board of Trustees** is ultimately responsible for safeguarding and this policy has been agreed and endorsed by the trustees of Chain of Hope. The trustees will review this Safeguarding Policy annually or (if sooner) when there are any material changes to safeguarding legislation or guidance.

The Board is responsible for ensuring that the charity's staff and volunteers are competent to carry out their safeguarding responsibilities. There is a designated Safeguarding Trustee on the Board. The trustees are committed to making sure that all safeguarding concerns and allegations are taken seriously and responded to appropriately.

The trustees have delegated responsibility to the **Chief Executive** for implementing this safeguarding policy. The Chief Executive will be supported by a **Safeguarding Group**. Members of the Safeguarding Group will include the Overseas Operations Manager, the Patient Follow Up Manager, the Governance and HR Officer and the Lead Trustee for safeguarding. Others may be asked to attend meetings of the Safeguarding Group if particular skills or expertise is required. The Chief Executive, together with the Safeguarding Group, will be responsible for:

- auditing and reviewing compliance with this safeguarding policy;
- ensuring that safeguarding concerns are investigated appropriately and in line with this policy;
- maintaining a record of all safeguarding incidents, concerns, reports and referrals;
- maintaining contact details of relevant local safeguarding, police and health services in the countries where Chain of Hope operates and transit countries for ICRP patients.
- liaising with partners and external stakeholders on safeguarding issues.

All Chain of Hope **senior managers** are responsible for:

- ensuring that anyone working on behalf of Chain of Hope is made aware of this safeguarding policy and associated policies;
- ensuring that Chain of Hope follows safe recruitment practices appropriate to the role and the level of risk;
- arranging safeguarding training for staff and volunteers on induction and at regular intervals; and
- promoting a culture of listening to people and encouraging people to speak up.

All **Chain of Hope staff, volunteers and partners** share responsibility for protecting people who come into contact with our charity from harm. You must:

- familiarise yourself with this safeguarding policy and apply it at all times in your work for or on behalf of Chain of Hope;
- report any safeguarding concerns or suspicions using the relevant procedure in this policy; and
- co-operate with any safeguarding investigation.

SAFEGUARDING

We use the term safeguarding to refer to the steps that we take to protect people from the risk of harm or abuse that might arise when they come into contact with Chain of Hope.

Safeguarding is a proactive approach to prevent harm and promote the welfare of children. It refers to the steps that we take to protect people from the risk of harm or abuse that may arise when they come into contact with Chain of Hope.

Child protection is part of safeguarding and is the reactive measure that addresses where a child or young adult is already at risk or experiencing significant harm

Safeguarding risks can take many different forms and we have listed some examples below. This list is not exhaustive and it is important to recognise that any action or inaction by another person that causes a violation of a person's human and civil rights is a safeguarding issue, whether deliberate or unknowing, and whether contained in a single act or repeated acts.

Safeguarding risks you must be alert to:

- **Sexual harassment, abuse and exploitation** – including indecent exposure, Exposure to pornographic material, sexual teasing or innuendo, inappropriate touching
- **Physical abuse** – including hitting, slapping, shaking, throwing, pushing, restraining, burning or scalding or otherwise causing physical harm
- **Emotional or psychological abuse** – including threatening to hurt or abandon, humiliating, blaming, controlling, overprotecting, isolating, intimidating, harassing
- **Grooming** – developing a relationship with and the trust of an individual, and sometimes their family, to exploit, abuse or traffic them. Grooming can happen both online and in person.
- **Extremism and radicalisation** – the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Anybody from any background can become radicalised.
- **Bullying or harassment** – including cyber bullying, harassment, abuse
- **Discriminatory abuse** – abuse that is related to a person's age, disability, gender reassignment, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex, or sexual orientation
- **Abuse of position or culture** – e.g. people who target Chain of Hope or abuse a position of trust they hold within Chain of Hope
- **Neglect and negligent treatment** – including withholding medication, food or shelter, ignoring medical, physical or emotional needs
- **Commercial or financial exploitation** – including stealing, fraud, misuse or misappropriation of property, possessions or benefits
- **Human trafficking and modern slavery** – including servitude, forced and compulsory labour
- **Female genital mutilation** – procedures that intentionally alter or injure female genital organs for non-medical reasons. The Female Genital Mutilation Act makes it illegal to practise FGM in the UK.
- **Forced marriage**

We talk about **children** or **young people** to mean anyone who has not yet reached their 18th birthday.

In this policy we also talk about **adults at risk** to mean any person aged 18 or over who has need for care and support (whether or not the state is meeting any of those needs) and is experiencing, or at risk of, abuse or neglect and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. This may include people with learning disabilities, sensory impairments, mental health needs, older people and people with a physical disability or impairment. It may also include people who are affected by the circumstances that they are living in, for example, experiencing domestic violence. An individual's level of vulnerability to harm may vary over time depending on the circumstances they are in and their needs at that time.

SAFER RECRUITMENT

Staff and office-based volunteers

Chain of Hope is committed to the safe recruitment, selection and vetting of staff and volunteers. Recruitment procedures are undertaken in accordance with employment legislation and guidance which includes Safeguarding Vulnerable Groups.

The Chief Executive is responsible for ensuring that the recruitment measures set out below are applied rigorously and consistently.

As part of the recruitment process for all staff and volunteers, Chain of Hope will:

- question gaps in employment;
- seek to have an open and measured discussion with applicants at interview about any offences or other matters that become known to Chain of Hope and which may be deemed relevant to the position applied for;
- undertake checks to confirm that the individual has the right to work or volunteer in the UK; and
- take up two references for all successful candidates.

Failure to reveal information (including information about convictions and cautions) directly relevant to a position could lead to withdrawal of an offer of employment, termination where employment has already commenced, or immediate termination of a volunteering arrangement.

Chain of Hope will ensure that it obtains appropriate Disclosure and Barring Service (DBS) checks for anyone working with children and/or adults at risk. When staff or volunteers will be working with children overseas, Chain of Hope:

- will follow the UK Home Office guidance for police checks for overseas applicants and may apply to the ACRO Criminal Records Office for an International Child Protection Certificate (ICPC).

Appropriate checks will be carried out before a new senior manager is appointed and senior managers must sign a declaration to confirm that the person is not disqualified under the Charity Commission's automatic disqualification rules. Senior managers in post will be asked to sign a fresh declaration every year.

Trustees

As a charity that works with children and adults at risk, Chain of Hope will carry out criminal record checks on all new trustees before they are appointed.

In line with our charity law obligations, Chain of Hope will also require all trustees to sign a declaration to confirm that the person is not disqualified under the automatic disqualification rules. Serving trustees will be asked to sign a fresh declaration every year.

The Chief Executive is responsible for ensuring that these measures are applied rigorously and consistently for all new and continuing trustees.

Trustee contact with children or adults at risk

Trustees serve as the governing body of the Chain of Hope and are responsible for its management and administration. As such they have an important influence over the services provided to, and impact on the lives of the charity's beneficiaries.

To reassure themselves that they are effectively fulfilling their role, trustees may at times wish to directly observe the charity's work with children or adults at risk. Trustees should always arrange any such visits through the Chief Executive.

Where possible and practicable, these requests will be agreed and arrangements made for the Trustee to visit the child or adult at risk, accompanied by a member of staff or volunteer designated by the Chief Executive or ICRP Manager.

Mission Team members

Mission teams are, for the most part, chosen from a pool of known and respected colleagues. The mix of people for any mission is dictated by the expected needs of the mission and by the availability of individuals able to meet those needs. We also attempt to introduce new individuals alongside those more experienced, to ensure we are able to meet future needs.

Chain of Hope will always ensure that those participating in our missions are appropriately qualified. All volunteers participating on a medical mission will have been approved through the Chain of Hope medical registration process by providing the following documentation:

- CV
- Licence to practice – for example, with the General Medical Council or Nursing and Midwifery Council
- 2 x professional references – referees will be asked to provide their opinion of the person's suitability to work with children and/or adults at risk

This registration is in addition to any documents or checks that may be required by the host country as part of their own registration process.

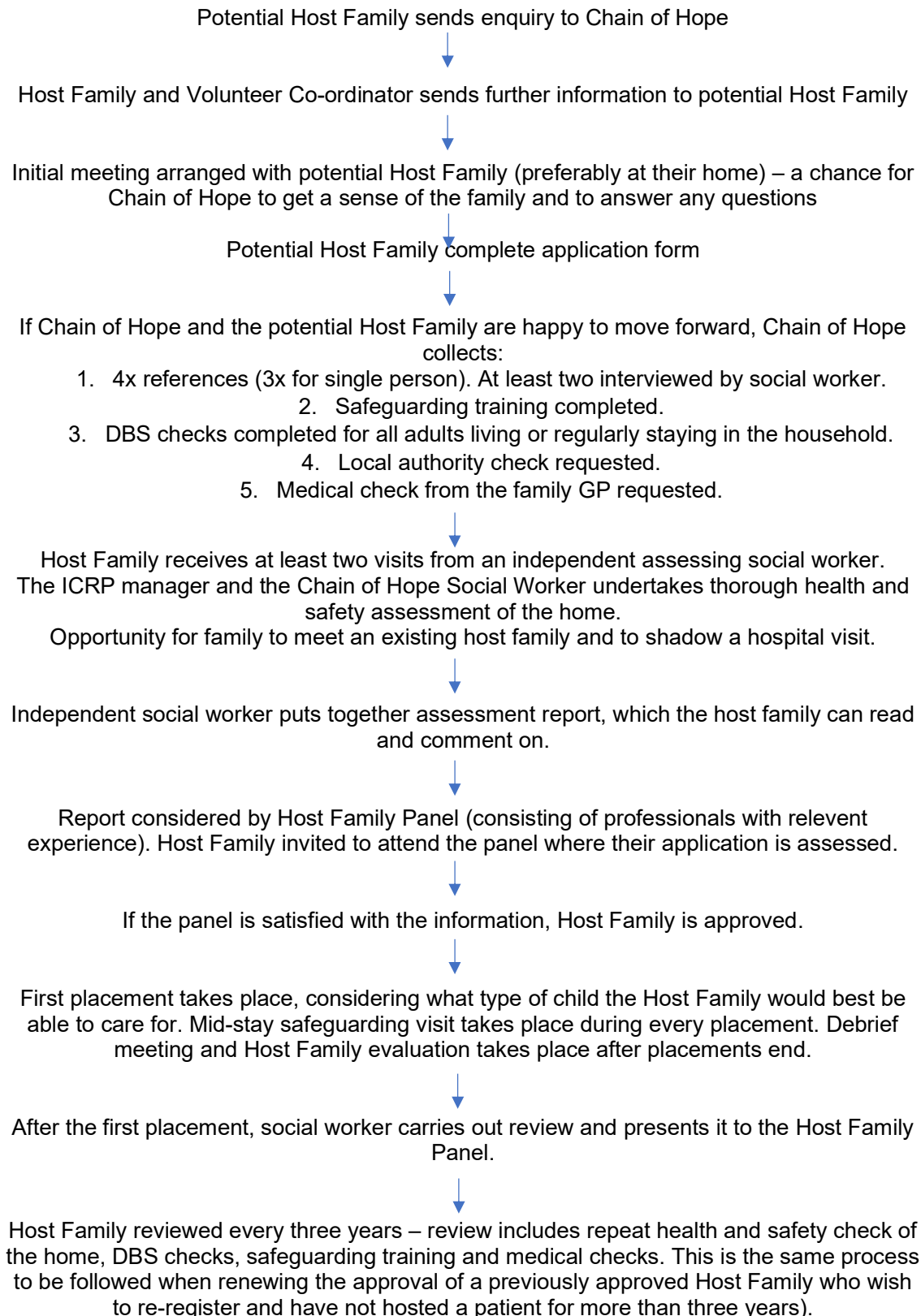
No one should be authorised by Chain of Hope to participate on a medical mission without their having obtained satisfactory criminal record checks either via Disclosure and Barring Service (DBS) or their equivalent from the volunteer's normal country of residence.

The Chief Executive is responsible for ensuring that these measures are applied rigorously and consistently for all mission volunteers.

Host families

Chain of Hope assesses all potential host families to determine whether they are able to provide a safe environment for the children, adults at risk and their families. In attempting to ensure this safety, the assessment process explored many aspects.

Recruitment and Assessment Process:



SAFER WORKING

Working with hospitals, treatment centres and other partners

Before partnering with any hospital or treatment centre, Chain of Hope carries out a detailed risk assessment. If the risk assessment is satisfied, Chain of Hope enters into a Memorandum of Understanding (MoU) with the hospital or treatment centre.

Chain of Hope ensures that all formal or contractual relationships with partners, individuals, groups or organisations which involve contact with children or adults at risk include:

- a clause within the MOU that COH will share their safeguarding policies, that the partner has read and understands the policy and that they will inform COH immediately of any concerns so that a joint decision can be made. If required, Chain of Hope will work with partners to ensure safeguarding policies and procedures are in place and where needed work with the partner to improve their procedures.
- a clause within the MOU that if COH raise a concern, the partner organisation will respond to COH within 24 hours to acknowledge the concern and to confirm the safety of the child and/or guardian. The partner organisation will update COH on the incident and investigation within the following 48 hours.
- a requirement for the partner to comply with any relevant statutory and regulatory safeguarding obligations.

Written agreement with partner organisations will clearly outline safeguarding procedures and standards including:

- who has overall responsibility for safeguarding concerns;
- who is responsible for reporting and investigating safeguarding concerns; and
- the procedure to be following for dealing with safeguarding concerns.

Chain of Hope will refer to the Charity Commission guidance 'Charities: due diligence, monitoring and verifying the end use of charitable funds' to carry out due diligence checks on any organisations that we provide grant funding to and organisations that we work with to deliver projects. Failure of partners to comply with minimum requirements for safeguarding will result in termination of the partnership, including Chain of Hope ceasing to fund that organisation.

If a safeguarding report is made to Chain of Hope about a partner organisation, we will contact the partner and will expect them to respond appropriately. We will provide reasonable assistance to the partner. Chain of Hope will require partner organisations to provide information on the outcome of safeguarding investigations (as permitted under data protection laws). If we have reason to believe that an allegation has not been dealt with appropriately by the partner organisation and/or if the investigation uncovers serious issues relating to the governance or management of the organisation, Chain of Hope will end the partnership and/or cease to fund the organisation.

Operating online

Chain of Hope recognises that operating online carries specific safeguarding risks connected to protecting children from abuse and protecting sensitive information. We have in place measures to manage these risks, including:

- ensuring that all content on our website and/or social media accounts is suitable for our charity;
- limiting the number of people who are authorised to edit or post information on our website and social media accounts and changing passwords regularly;
- requiring two factor authentication on all social media accounts to prevent hacking and ensure only authorised persons can access the accounts;
- monitoring what people do, say and share when using our online services and
- removing inappropriate comments;
- having in place IT policies which staff are required to adhere to; and
- clearly explaining how users can report online concerns.
- adhering to data protection and General Data Protection Regulation (GDPR)

Modern slavery

Modern slavery is a crime and a violation of fundamental human rights. All forms of modern slavery involve the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. Chain of Hope is committed to acting ethically and with integrity in all our dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own organisation or in any of our partner relationships.

Chain of Hope strives to protect its beneficiaries from the risks of modern slavery and human trafficking through its policy on the safe transfer of patients and accompanying guardians, as well as adherence to a strict visitor policy within hospitals and during their stay in Chain of Hope accommodation. Chain of Hope pays particular attention to vulnerable adults and children crossing borders through the International Child Referral programme, airport arrivals and transit arrangements.

We expect the same high standards from all of our partners, referral and mission hospitals, and as part of our contracting processes, we include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our partners will adhere to the same high standards.

If you have questions or concerns about any issue relating to modern slavery in any parts of our work or the work of any supplier or partner, you should speak to your manager without delay. If you become aware that modern slavery (including human trafficking) is taking place you should make a report at the earliest possible opportunity using the relevant procedure in this policy.

RECOGNISING AND RESPONDING TO SAFEGUARDING CONCERNS

Abuse is not always easy to recognise. A sick child or an adult in an unfamiliar environment or culture may display signs and indicators associated with abuse, e.g. appearing withdrawn and/or nervous, having a poor appetite, being distressed. You are not expected to be an 'expert' on abuse, but you are expected to use the experience you have gained and the training you have been given to speak up if you have concerns that someone is, or may be, at risk.

You may become aware of a safeguarding issue through any number of means, including telephone calls, text messages, social media, face-to-face discussions, or rumours. All concerns must be taken seriously.

If someone raises a safeguarding concern with you, you should:

- listen and empathise
- ask who, when, where, what but not why
- use the guidance in the Annex to this policy to gather as much information as you can
- repeat what you have been told to check your understanding
- do not promise to keep the matter secret, but reassure the person making the report that Chain of Hope treats all safeguarding reports as confidential and that information will only be shared on a strictly 'need to know' basis
- follow the relevant reporting procedure in this policy. You must not wait to see whether there is a problem. You must record the details listed in the Annex sheet, however you must not carry out your own investigation.

You must keep all safeguarding reports confidential within the charity. A breach of confidentiality will be treated as a disciplinary matter.

If you have a concern that someone may be experiencing, has experienced, or is at risk of experiencing, abuse or exploitation you should follow the relevant reporting procedure in this policy. You should report all safeguarding concerns, even if your concern relates to an incident that occurred some time ago. Use the guidance in the Annex to provide as much information as you can.

If you witness a safeguarding incident, or if an incident has just taken place, and you believe someone is at imminent risk of significant harm, you should call the emergency services by ringing 999 and then report the matter following the relevant reporting procedure in this policy.

Remember it is not your responsibility to decide whether someone is being, or has been abused or exploited. It is your responsibility to speak up if something doesn't feel right.

We know that speaking up about safeguarding concerns can be daunting but **staying silent or doing nothing is not an option**. Chain of Hope will support anyone who, in good faith, reports a safeguarding concern, even if those concerns prove to be unfounded.

REPORTING SAFEGUARDING CONCERNS

Contact telephone numbers

All safeguarding reports by telephone should be made by ringing +44 20 7351 1978 and asking for the Chief Executive. If the Chief Executive is not available, ask to speak to the Overseas Operations Manager.

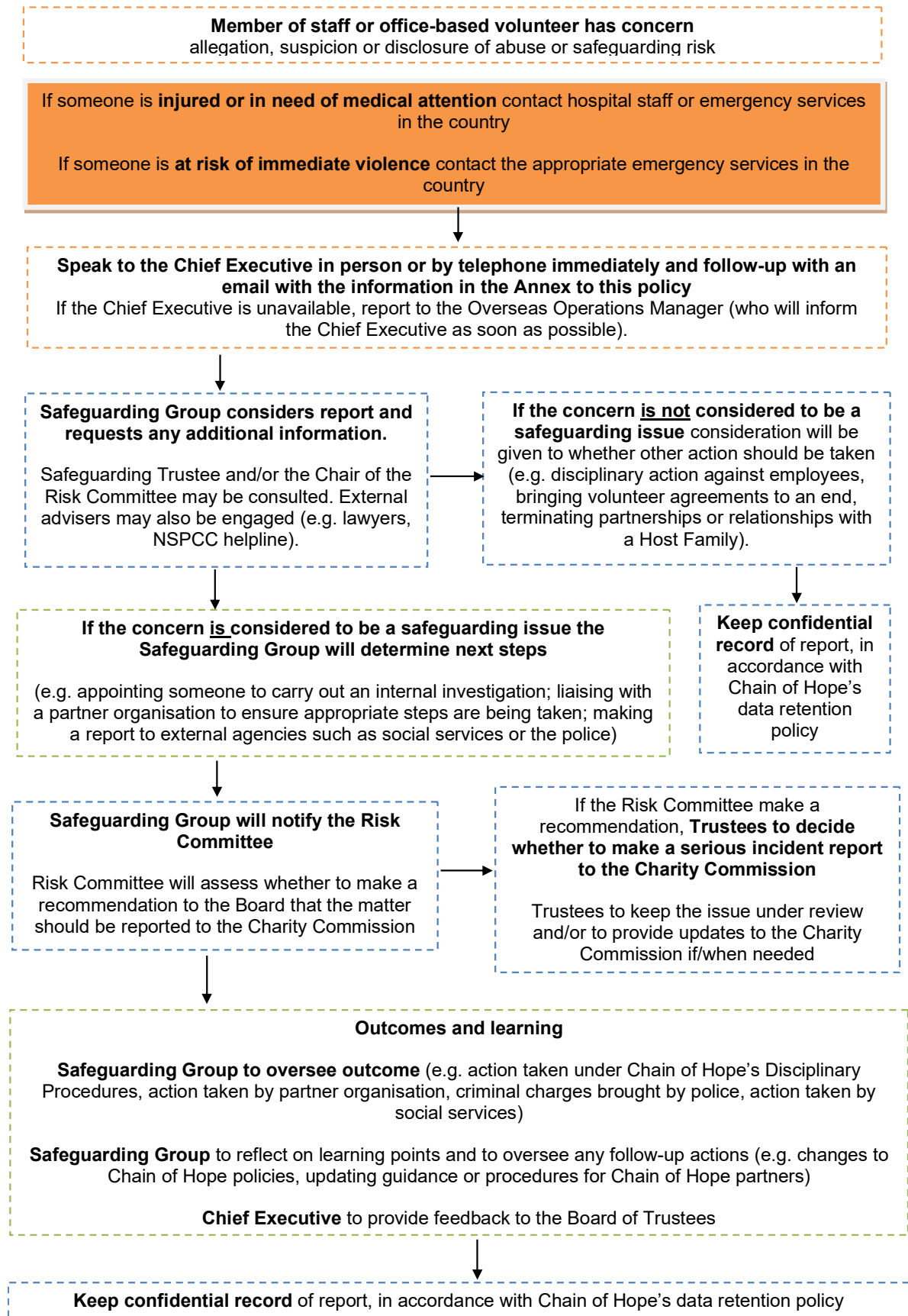
Out of hours please contact the above on their mobile phones or contact 'safeguarding@chainofhope.org'

- Chief Executive Officer - Emma Scanlan - +44 7956 638 161
 - Overseas Operations Manager – Jilliane Lewis - +44 7939 248 772
- (If neither are available, please contact safeguarding@chainofhope.org)

If you are unable to speak to someone from Chain of Hope **within 12 hours** you must contact the local safeguarding authority in the country where the concern has arisen (or, outside normal working hours, that department's Emergency Duty Team). You should then send an email to safeguarding@chainofhope.org to provide the information in the Annex to this policy.

Reporting procedure for Chain of Hope office-based staff and volunteers

Chain of Hope's office-based staff and volunteers are likely to be the first point of contact for many safeguarding concerns. If you become aware of a safeguarding issue or concern you must always follow this procedure.



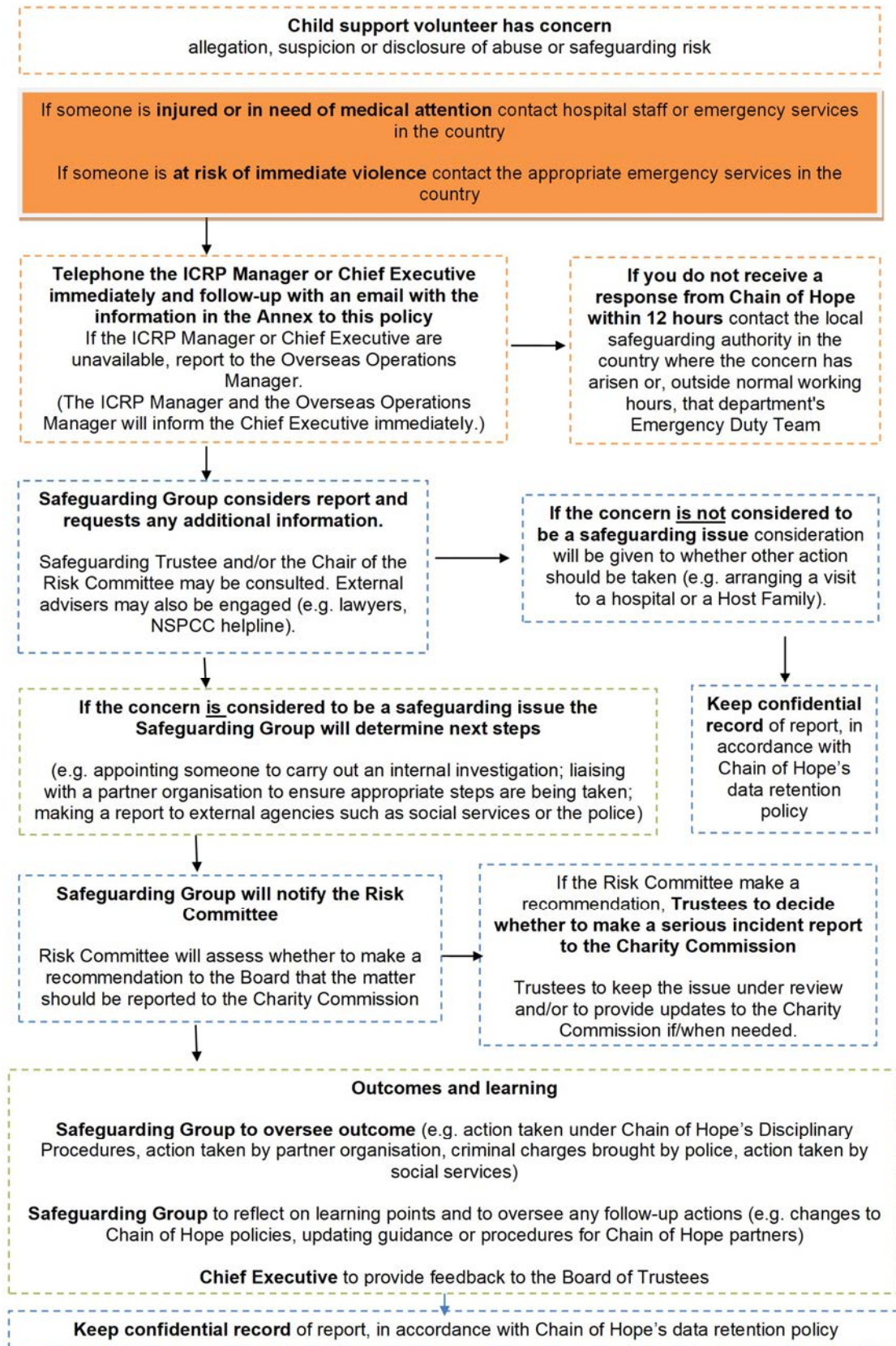
Reporting procedure for Child Support Volunteers

If you become aware of a safeguarding concern you must contact the International Child Referral Programme (ICRP) Manager and follow the flowchart in this section.

International Child Referral Programme (ICRP) Manager – Catilin Steinke - +44 7534 318 067

Safeguarding reports should be made by telephone (contact numbers can be found on page 11). If the ICRP Manager, Chief Executive or Overseas Operations Manager are unavailable email safeguarding@chainofhope.org.

If you are unable to speak to someone from Chain of Hope **within 12 hours** you must contact the local safeguarding authority in the country where the concern has arisen (or, outside normal working hours, that department's Emergency Duty Team). This **MUST** be followed up in writing by emailing safeguarding@chainofhope.org to provide the information in the Annex to this policy.



Reporting procedure for Host Families

Families entrust their loved ones to Chain of Hope to help and to provide them with the opportunity for a better life. They trust too that we will keep them safe.

If you become aware of a safeguarding concern, you must report it to International Child Referral Programme (ICRP) Manager and follow the procedure in this section.

International Child Referral Programme (ICRP) Manager – Catilin Steinke - +44 7534 318 067

Safeguarding reports should be made by telephone (contact numbers can be found on page 11). If the ICRP Manager, Chief Executive or Overseas Operations Manager are unavailable email safeguarding@chainofhope.org

If you are unable to speak to someone from Chain of Hope **within 12 hours** you must contact the local children's services authority department in the country where the concern has arisen (or, outside normal working hours, that department's Emergency Duty Team). Their telephone numbers will be provided to you. You should then send an email to safeguarding@chainofhope.org to provide the information in the Annex to this policy.

What happens if an allegation is made against you, a member of your family, or someone else in your home?

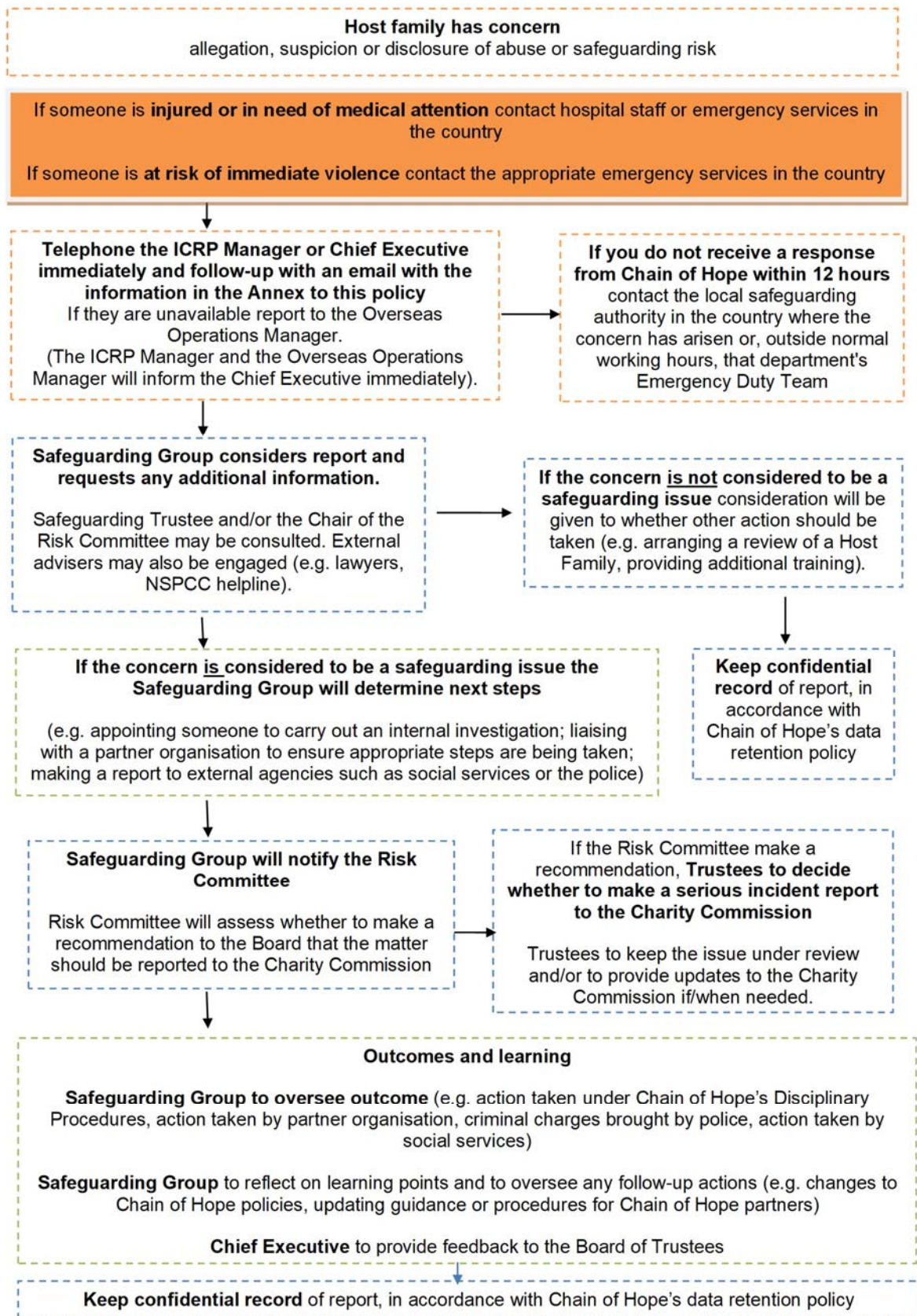
Chain of Hope's primary duty is always to ensure the safety of the children, adults at risk and families who are under our care. We will follow the above procedure if a safeguarding report or concern is raised about you or someone living in, or visiting, your home.

We will usually make a report to the local safeguarding agency with legal responsibility for investigating safeguarding matters. In some cases, Chain of Hope may decide to undertake its own investigation. The police or other external agencies may also be involved. If there are concerns about someone's immediate safety, a decision may be made to move them from your home pending investigation.

You and your family are required to cooperate with any investigation. We ask you to understand that we may not be able to give you full details of what has been alleged to have happened and/or who the allegations have been made against you. We understand that investigations can be distressing, and Chain of Hope may be able to offer support to you or to direct you to other sources of support.

Once the investigation has concluded, Chain of Hope will review your status as an approved host family, regardless of the outcome. One outcome of this review could be the decision by Chain of Hope to terminate your status as an approved host family. Alternatively, we may identify a need for training or additional support.

If you are unhappy with the way any safeguarding investigation or review has been conducted, you have the right to make a complaint to Chain of Hope.

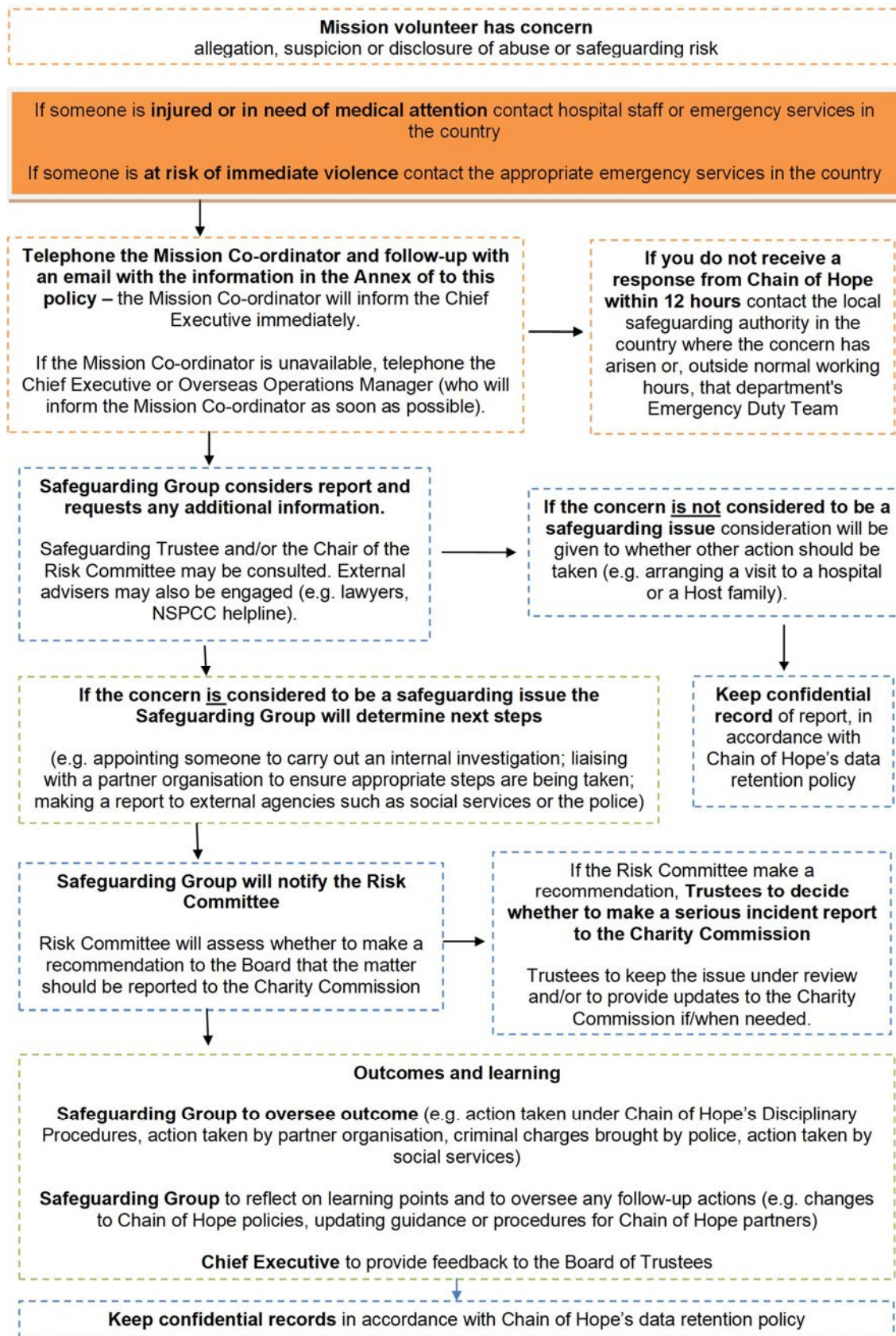


Reporting Procedure for Mission Volunteers

If you become aware of a safeguarding concern while volunteering on a Chain of Hope mission, you must follow the procedure in this section.

Safeguarding reports should be made to the Chain of Hope UK Mission Coordinator. If there is no UK representative on the ground, contact the Chief Executive or Overseas Operations Manager (contact numbers can be found on page 11) or report to the safeguarding group: safeguarding@chainofhope.org.

If you are unable to speak to someone from Chain of Hope **within 12 hours** of becoming aware of the safeguarding concern, you must contact the local children's services authority department in the country where the concern has arisen or the local hospital where the mission is taking place (or, outside normal working hours, that department's Emergency Duty Team). Their telephone numbers will be provided to you. You should then send an email to safeguarding@chainofhope.org to provide the information in the Annex to this policy.



Procedure for the Medical Team and Other Hospital Staff

Chain of Hope has agreed safeguarding procedures with each hospital or medical team that we work with.

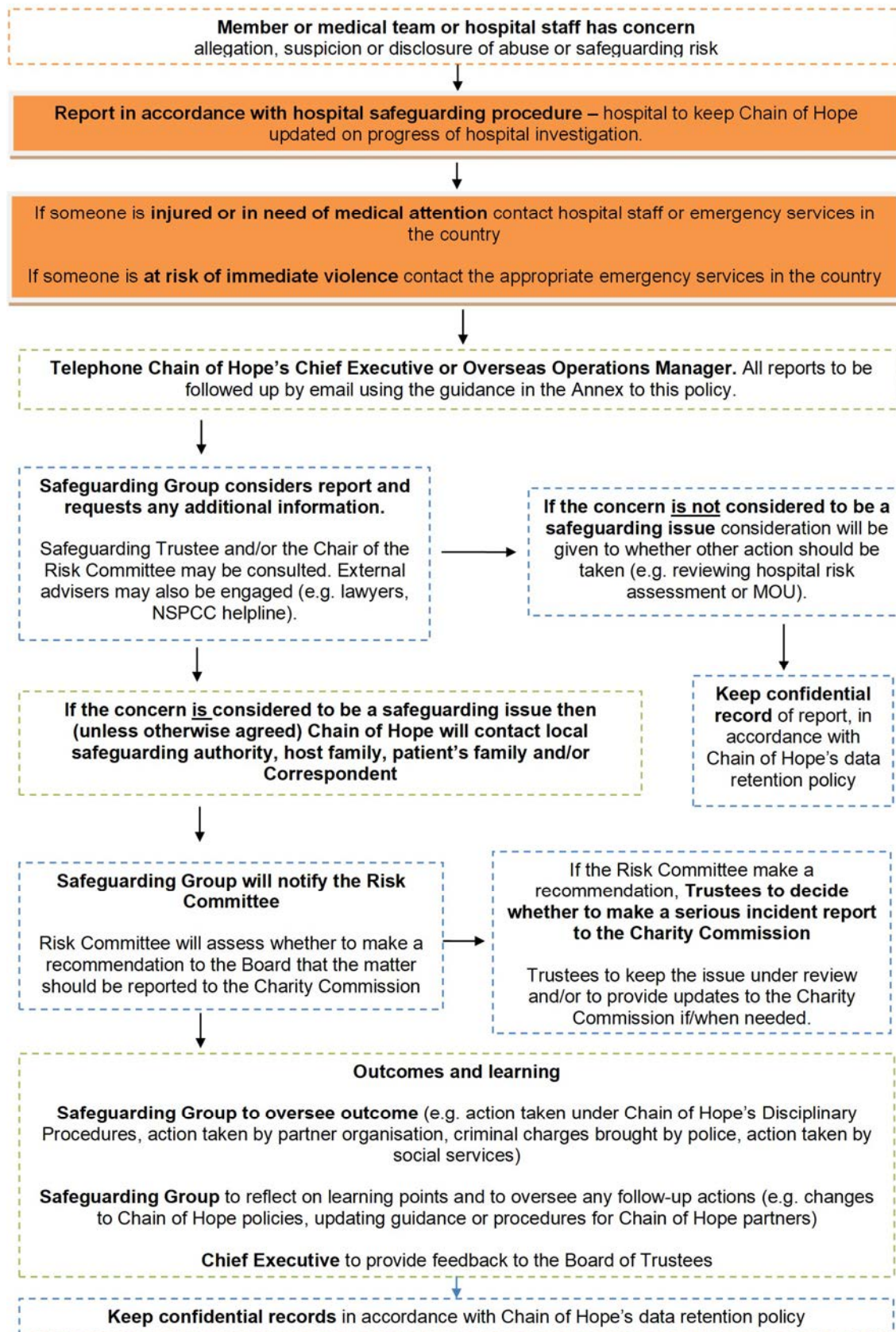
If you become aware of a safeguarding concern relating to a child or adult at risk that Chain of Hope is supporting, or a member of their family, you must report it in accordance with the hospital safeguarding procedures. You should also keep Chain of Hope informed and updated. You must follow the procedure below.

Safeguarding reports should be made by telephone. If the Chief Executive is unavailable, ask for the Overseas Operations Manager (contact numbers can be found on page 11).

You should provide as much information as possible, using the guidance in the Annex to this policy. Should they not be available, report to a member of the Safeguarding group at safeguarding@chainofhope.org, who will pass the details onto the appropriate person. Out of hours please contact the above on their mobile phones listed on page 11.

Unless otherwise agreed by the Chief Executive, **Chain of Hope will be responsible for liaising with:**

- the local authority children's services authority department - unless this has already taken place via the hospital's safeguarding and child protection procedures;
- the host family;
- the child/young person/adult's own family;
- the Medical Correspondent in the child/young person/adult's country of origin.



HOW CHAIN OF HOPE WILL RESPOND TO SAFEGUARDING REPORTS

Reports

The Chief Executive (or relevant senior manager named in the reporting procedures above) will ask you to provide as much information as you can about the safeguarding concern or incident. The form in the Annex will be used as a guide to gather information. As a minimum, Chain of Hope will record:

- the nature of the concern or issues;
- the date and time of the incident (or date range if the report relates to concerns about conduct over a period of time); and
- the source (name and designation) of the initial contact.
- Action taken by COH at this point

Chain of Hope will treat all safeguarding reports as confidential and information will only be shared on a strictly 'need to know' basis. This may include sharing information with senior managers and/or trustees, with medical teams and hospitals we work with, and/or with the police or external safeguarding agencies.

Actions

The Safeguarding Group will then make a decision about how to take the matter forward. This could include:

- Asking the hospital or medical team to investigate the concern or incident in accordance with their safeguarding policy and procedure, and to report back to Chain of Hope.
- Carrying out an internal investigation – when appointing someone to carry out the investigation, the Safeguarding Group will take account of relevant experience, skills, geographical, cultural, linguistic and legal considerations as well as potential conflicts of interest or loyalties. Support and resources from regional focal points and/or external providers may be sought.
- Contacting the safeguarding authority in the area where the concern or incident has arisen.
- Reporting the matter to the police or border control.
- Arranging an inspection visit or review by a Chain of Hope social worker.
- Reporting the matter to the Medical Correspondent in the person's country of origin.

In reaching this decision, the Safeguarding Group will review all of the available information and, if necessary, discuss the matter further with the person who reported the concern.

The Safeguarding Group will undertake a risk assessment before making any report to an external agency. The risk assessment will take into consideration: any risk of further harm to those affected by the alleged incident or incidents; whether those affected want the matter to be reported externally; whether external reporting risks disproportionate consequences for the accused; and/or whether due process is guaranteed or likely (for example, where the incident occurs overseas).

Where applicable, a limited description of safeguarding allegations, incidents or concerns may also be provided to institutional donors and other third parties (for example, our insurers).

If there is insufficient information to follow up the report and no way to obtain additional information (for example, if the person making the report did not leave their name or contact details), the Chief Executive will keep a record of the report. Wherever possible, records will be anonymised and used for organisational learning and reporting purposes.

Reporting to regulators

The Safeguarding Group will inform Chain of Hope's Risk Committee when a safeguarding report is received. The Risk Committee will be responsible for deciding whether to recommend to the Board of Trustees that the matter should be reported to Chain of Hope's regulator, the Charity Commission for England and Wales. In reaching this decision, the Risk Committee will have regard to the guidance 'How to report a serious incident in your charity' published by the Charity Commission.

If a recommendation is made, the matter will be referred to the Board and the Trustees will decide whether to make a serious incident report in accordance with relevant policies.

Record keeping

Chain of Hope will keep written records of all safeguarding reports, decisions, actions and outcomes. Records will be stored in the central log for safeguarding concerns for the Chain of Hope.

KEY CONTACTS, GUIDANCE AND LEGISLATION

CONTACTS

NSPCC Helpline - 0808 800 5000
 Childline - 0800 1111
 Action on Elder Abuse National Careline - 0800 0699 784
 Protect whistleblowing helpline - 020 3117 2520

GUIDANCE

| | |
|--|---|
| Charity Commission: 'Safeguarding and protecting people for charities and trustees' | https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees |
| Charity Commission: 'How to report a serious incident in your charity' | https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity |
| Charity Commission: 'Reporting a serious incident in your charity when it involves a partner' | https://www.gov.uk/guidance/reporting-a-serious-incident-in-your-charity-when-it-involves-a-partner |
| Charity Commission: 'Automatic Disqualification: guidance for charities' | https://www.gov.uk/guidance/automatic-disqualification-rule-changes-guidance-for-charities |
| Charity Commission: 'Charities: due diligence, monitoring and verifying the end use of charitable funds' | https://www.gov.uk/government/publications/charities-due-diligence-checks-and-monitoring-end-use-of-funds |

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| Prevent duty guidance | https://www.gov.uk/government/publications/prevent-duty-guidance |
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LEGISLATION

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| United Nations Convention on the Rights of the Child 1989 | International human rights treaty covering all aspects of a child's life. |
| Children Act 1989 and Children Act 2004 | Establish key principles including the paramount nature of the child's welfare and the expectations and requirements around duties of care to children. |
| Sexual Offences Act 2003 | Introduced new offences concerning adults at risk and children. |
| Mental Capacity Act 2005 | Its general principle is that everybody has capacity unless it is proved otherwise, that they should be supported to make their own decisions, that anything done for or on behalf of people without capacity must be in their best interests and should be the least restrictive intervention. |
| Safeguarding Vulnerable Groups Act 2006 | Introduced the new Vetting and Barring Scheme and the role of the Independent Safeguarding Authority. Places a statutory duty on all those working with vulnerable groups to register and undergo an advanced vetting process with criminal sanctions for non-compliance. |
| Care Act 2014 | Replaces No Secrets guidance and puts adult safeguarding on a statutory footing. |
| Female Genital Mutilation Act 2003 | The Female Genital Mutilation Act makes it illegal to practise FGM in the UK. |

ANNEX - SAFEGUARDING REFERRAL FORM

| DISCLOSURE, INCIDENT OR CONCERN | |
|--|--|
| <p>On what date did the disclosure, incident or concern arise?</p> <p>You may provide a date range for a continuing issue or concern, or an estimate if you are unsure.</p> | |
| <p>Where did the disclosure, incident or concern take place?</p> <p>E.g. with a host family, in hospital</p> | |
| <p>What does the concern relate to?</p> <p>Please provide as much detail as possible (e.g. a description of the behaviour, the frequency, when it occurs, the location of any apparent injuries). Please give a factual account and try to avoid making assumptions based on what you have witnessed or been told.</p> | |
| <p>How did the disclosure, incident or concern arise?</p> <p>Who first noticed it? Did the child or adult at risk draw attention to it? Did someone else report it?</p> | |
| <p>Where is the person now?</p> <p>E.g. with host family, in hospital</p> | |
| WHO IS THE CONCERN ABOUT? | |
| Full name | |
| Date of birth or estimated age | |
| <p>If the concern relates to a child, are they accompanied by a parent/carer?</p> <p>If so, provide name and contact details for the parent or guardian</p> | |
| Gender | |
| Language(s) spoken | |
| Relationship to Chain of Hope | |
| WHOSE ACTIONS OR BEHAVIOUR DOES THE CONCERN RELATE TO? | |
| Full name | |
| Date of birth or estimated age | |

| | |
|---|--|
| If the person concerned is a child, provide name and contact details for their parent or guardian | |
| Other known roles with children or adults at risk? | |
| Relationship to Chain of Hope | |
| WITNESSES? | |
| Provide: <ul style="list-style-type: none"> • full name; • date of birth/estimated age; and • contact details; for any known witnesses to the incident | |
| ACTION TAKEN | |
| Details of all action taken to date including the rationale for taking these actions | |
| The date, time and contact details of any person and/or organisation to whom this information has been referred | |
| Does anyone else know? | |
| If the report relates to something arising during a mission abroad | |
| Has the Mission Co-ordinator or Overseas Operations Manager already been made aware of the concern? | |
| Have the local medical or police authorities been informed? | |
| PERSON MAKING THE REPORT | |
| Full name | |
| Email address | |
| Telephone number(s) | |
| Address | |