



Safeguarding Policy and Procedure

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Introduction

Lyra in Africa is fully committed to safeguarding as an integral part of the work we undertake. Lyra recognises that all children and young people have the right to freedom from abuse and to be in an environment where safety and security are paramount. We take very seriously our responsibility and duty to ensure that we, as an organisation, and anyone who represents us does not in any way harm, abuse or commit any other act of violence against children and young people or place them at risk of the same.

Through the implementation of this Safeguarding policy Lyra will ensure that the welfare and safety of the child or young person is paramount and that we will constantly strive to provide an environment free from abuse. Throughout this policy the term children and young people is used, but we extend this safeguarding commitment to all those directly engaged through Lyra's work.

Purpose

The purpose of this policy is to set out Lyra's commitment and process to protect children and young people from any harm that may be caused as a result of them coming into contact with Lyra's representatives or work in the UK or in Tanzania. This includes any harm arising from:

- The conduct of Lyra staff, contractors, visitors, volunteers and consultants both in the UK and in Tanzania;
- The design and implementation of Lyra's projects, programmes and activities.

This policy lays out the commitments made by Lyra with regard to safeguarding, and applies to all Lyra trustees, staff, contractors, visitors, volunteers, and consultants. Donors, journalists, and others must be made aware that this policy applies to them whilst they visit Lyra programmes or offices. For contractors and implementing partners, when entering into a partnership with Lyra, Lyra's safeguarding policy should be adhered to, even where the partner or contractor has their own safeguarding policy in place. The term Lyra representatives is used throughout this policy to cover all staff, contractors, visitors, volunteers, consultants and partners.

Zero tolerance statement

Lyra believes that everyone we as an organisation 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. Lyra has a zero-tolerance policy for discrimination or mistreatment of any employee, volunteer, applicant or beneficiary based upon grounds of age, disability, gender, race, religion or belief.

Safeguarding applies consistently and without exception across all our work. Lyra commits to addressing safeguarding throughout all its work, through the three pillars of **prevention, reporting and response.**

Definitions

For the purpose of this policy, the following definitions apply:

Beneficiary: Someone who directly receives goods or services from Lyra's projects. Note that misuse of power can also apply to the wider community that Lyra serves, and can also include exploitation by giving the perception of being in a position of power.

Child: A person below the age of 18.

Harm: Psychological, physical, sexual 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, and persistent shaming.

Protection from Sexual Exploitation and Abuse (PSEA): The term used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse of affected populations by staff 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 and Tanzania safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. In line with the UK Children's Act 1989, and the Tanzanian Law of the Child Act of 2009, National Youth Development Policy 2007 and Employment and Labour Relations Act 2004, Lyra understands safeguarding to mean protecting children, young people and those we directly work with from harm that arises from coming into contact with Lyra representatives.

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, academic gains, 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 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.

Types of Abuse: Lyra recognizes that abuse can include

- physical abuse
- sexual abuse
- neglect (including self-neglect and acts of omission)
- emotional / psychological abuse
- organisational abuse
- discriminatory abuse
- financial / material abuse
- domestic abuse (including honour based, forced marriage, breast ironing and Female Genital Mutilation)
- sexual exploitation, modern slavery, trafficking
- spiritual abuse
- extremism and radicalisation

Prevention

Lyra responsibilities:

Lyra will:

- Ensure all representatives have access to, are familiar with, understand and accept their responsibilities as outlined 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 Lyra. This includes the way in which information about individuals in our programmes is gathered and communicated;
- Implement stringent safeguarding procedures when recruiting, managing and deploying staff, volunteers and consultants both in the UK and in Tanzania;
- Ensure all staff, volunteers, visitors, contractors, partners and consultants have received information 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.
- All Lyra staff, volunteers and consultants that have direct engagement with beneficiaries will have up to date safeguarding training. Lyra will keep a copy of proof of this training in each member's file.
- All contractors or implementing partners will be expected to have participated in relevant and up to date safeguarding training prior to commencing activities with Lyra

Your responsibilities:

All those engaged with Lyra or through implementation of Lyra's activities, must not:

- Engage in sexual activity with anyone under the age of 18;
- Sexually abuse or exploit children or young people;
- Exchange money, employment, goods or services for sexual activity.
- Subject a child or young person to physical, emotional or psychological abuse, or neglect;
- Engage in any commercially exploitative activities with children or young people including child labour or trafficking.
- Sexually abuse or exploit vulnerable adults;
- Subject an at risk adult to physical, emotional or psychological abuse, or neglect.

All those engaged with Lyra or through implementation of Lyra's activities are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of this Safeguarding Policy;
- Report any concerns or suspicions regarding safeguarding violations by any Lyra representative.

Reporting

Reports of safeguarding concerns 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 safeguarding concern is disclosed directly to you, you should:

- Reassure the person that you are taking what is being said to you very seriously.
- Listen. Give time to the person to say what they want. Don't ask them to repeat the information unnecessarily
- Keep calm and don't prejudge anything
- Let them know you will need to tell someone else - **DO NOT promise confidentiality**
- Reassure that they have done the right thing in telling
- Be aware the person may have been threatened, intimidated or made to promise secrecy
- Never push for more information than is immediately given; do not enquire into the details of the abuse
- Do not ask probing, leading or suggestive questions
- Do not investigate any allegations. Do not contact the person they allege as the abuser; if they are talking about abuse to a third party, do not contact that person
- Do not share with other people the information gathered
- **REPORT the concern, suspicion or allegation to the Lyra safeguarding lead**

How to report a safeguarding concern

If a child, young person or adult is in immediate danger or requires immediate medical attention, call the relevant emergency services or local authorities. If there are concerns about their immediate welfare, ***don't delay in calling the emergency services.***

Most situations are not emergencies. Ensure, if possible, that immediate safety arrangements are in place for victim(s) to have no contact with alleged abuser, and for others potentially vulnerable. Remember to protect yourself from harm.

If you have a safeguarding concern you should report it immediately to the **Lyra safeguarding lead**. If you do not feel comfortable reporting to the Lyra safeguarding lead, (for example if that person is implicated in the concern) you may report the concern directly to any member of the senior management team, or member of the Lyra Board.

Lyra's safeguarding leads

Lyra has two Board appointed Safeguarding Leads. They can be contacted by email

speakout@lyrainafrika.or.tz, and sema@lyrainafrika.or.tz

Or through the dedicated safeguarding Lyra mobile

+255 800 750 093

Recording a Safeguarding Concern

Good record keeping is an important part of safeguarding. Records should use clear, straightforward language so be concise, and accurate so that they can be understood by anyone not familiar with the case. You should make your record in either paper or electronic format.

Why record? Safeguarding records are needed in order to:

- Ensure that what happened and when it happened is recorded
- Provide a timeline of events
- Record and justify the action/s of advisers
- Promote the exercise of accountability
- Provide a basis of evidence for future safeguarding activity

A written or electronic record of the event or conversation should be made as soon as is practicable (after the event or conversation but always within 24 hours). The following approach is helpful in considering what should be written.

- Name of person making report;
- Name(s) of alleged survivor(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.
- Write down exactly what the person say in their own words without adding your words, or what you think they are trying to say.

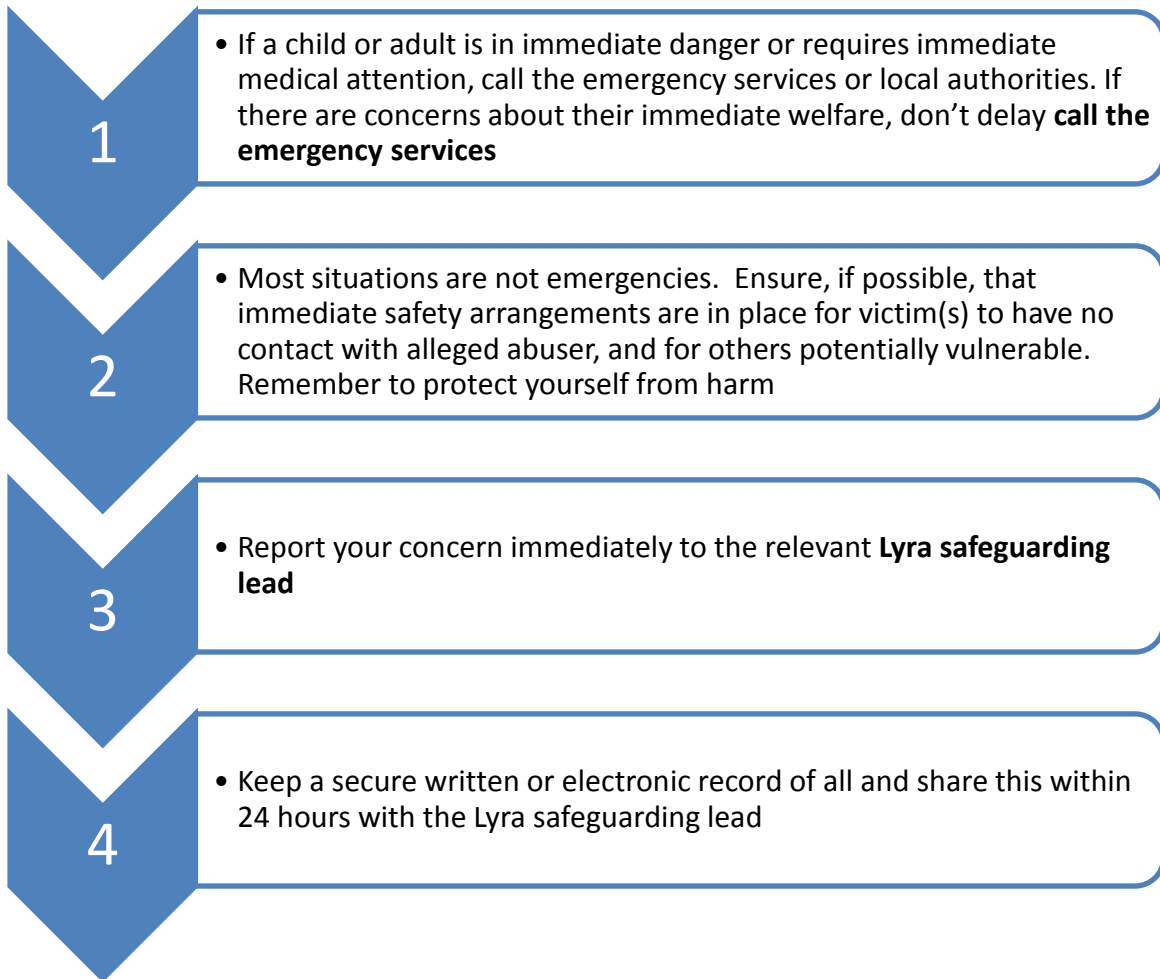
The written or electronic record should be submitted to the Safeguarding Lead within 24 hours.

If you have a concern or suspicion, or have heard an allegation of abuse remember:

- Don't keep things to yourself
- Don't rely on someone else to take action
- Don't investigate (this can put people at risk, or have implications for statutory services)
- At all times the welfare of the child or vulnerable adult is of primary importance
- Keep information confidential (only the emergency services or the safeguarding lead should be informed); the child, young person or adult's right to privacy must be respected
- Don't inform the subject of the allegation (e.g. volunteer / worker) as this might prejudice any police or other investigations
- **REPORT the concern, suspicion or allegation to the relevant Lyra safeguarding lead**

Safeguarding flowchart: what you should do if you have a safeguarding concern

If you have a concern, have heard an allegation or have a suspicion about a safeguarding issue then this is a summary of the steps you must follow



Response

Lyra is committed to the following principles when responding to a potential safeguarding violation:

- Lyra will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations.
- Lyra will apply appropriate disciplinary measures to staff, volunteers or contractors found in breach of policy.

In all our responses to safeguarding concerns, Lyra works in partnership with statutory agencies (e.g: police, adult and children's social welfare) to protect and safeguard those at risk of harm and abuse

Response from Lyra: What will happen next once a report has been received?

Once a report has been received, the Safeguarding Lead will then make an assessment on how to proceed, by assessing whether the

- Reported incident(s) represent a breach of safeguarding policy
- Whether there is sufficient information to follow up this report

If the reported incident does not represent a breach of Lyra's Safeguarding Policy, but represents a safeguarding risk to others (such as a child safeguarding incident relating to the local community), the report will be referred through the appropriate channels (e.g. local authorities) if it is safe to do so.

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.

If the report raises any concerns relating to children under the age of 18, expert external advice will be sought **immediately** and before the case is taken further.

If the decision is made to take the report forward, an assessment will be made to ascertain whether Lyra has the relevant expertise and capacity in house to manage the safeguarding case. If relevant expertise and capacity is not available within Lyra, then Lyra will **seek immediate assistance** through external capacity to support the case being taken forward.

Lyra will always check the obligations to inform relevant bodies when a safeguarding report is received. These include (but are not limited to):

- Funding organisations;
- Umbrella bodies/networks;
- Statutory bodies (such as the Charity Commission in the UK).

Some of these may require Lyra to inform them when they receive a report, others may require information on completion of the case, or annual top-line information on cases. Any information being submitted to these bodies will be anonymous.

Appoint roles and responsibilities for case management

Once it is assessed that a case will be taken forward, Lyra will appoint roles and responsibilities for the case. The Decision Maker on the case, will be a senior staff member, not implicated or involved in the case in any way

If the report alleges a serious safeguarding violation, a case conference may be held. This should be arranged **within one week of a serious safeguarding concern being raised**, and should include:

- Safeguarding Lead;
- The person who made the report;
- At least one other Lyra trustee.

The case conference should decide the next steps to take, including any other protection concerns and support needs for the survivor.

Decide on next steps

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.

Making decision on outcome of investigation report

The Decision Maker will make a decision based on the information provided in the Safeguarding Report, **within two weeks of receipt of the Safeguarding information**. Decisions relating to the Subject of Concern should be made in accordance with existing policies and procedures for staff misconduct.

If at this or any stage in the process criminal activity is suspected, the case will be referred to the relevant authorities unless this may pose a risk to anyone involved in the case. If there is a concern that such a referral might pose a risk to anyone involved in the case, the Decision Maker will need to discuss how to proceed with the other trustees.

Concluding the case

In concluding the case, the Decision Maker will document all decisions made resulting from the case clearly and confidentially.

All information relating to the case will be stored confidentially, and in accordance local data protection law.