



REPUBLIC OF ZAMBIA

MINISTRY OF COMMUNITY DEVELOPMENT AND SOCIAL SERVICES

CHILD SAFEGUARDING POLICY

SEPTEMBER, 2023

FOREWORD

Government is committed to ensuring the promotion and protection of the rights of children in Zambia, as espoused in various Human Rights Treaties and Instruments, such as the Charter on the Rights and Welfare of the Child and the United Nations Convention on the Rights of the Child.

The enactment of the Children's Code Act No. 12 of 2022 and the Child Safeguarding framework has provided further safeguards on enhancing the welfare of children in a holistic manner. The Act protects children in all settings and creates an environment where all children can survive, thrive and reach their full potential.

Child safeguarding embodies measures through which risks that children are exposed to can be prevented and mitigated. The principle is aimed at ensuring that organization's working with children are responsible and ensure that their employees do not cause harm to children, or expose them to risks that cause violence, abuse and exploitation.

It is against this background that my Ministry, has developed this Policy to provide guidance on principles, values, standards, responsibilities and commitment to child safeguarding. The Policy will guide the conduct of staff and ensure that the operations are in the best interest of the child. The Policy is designed to protect children from physical, emotional and sexual abuse, neglect as well as commercial and sexual exploitation. Further, it will enable the Ministry to prevent, identify, report and respond to Child Safeguarding concerns to ensure accountability and transparency at all times.

The implementation of the Policy will further enhance the rights and welfare of children in Zambia. I would therefore, like to call upon all staff to fully embrace the principle of child safeguarding. It is my sincere hope that this Policy will provide Child Safeguarding procedures in the delivery of services by the Ministry.



Honourable Doreen Mwamba, MP.

MINISTER OF COMMUNITY DEVELOPMENT AND SOCIAL SERVICES

ACKNOWLEDGEMENT

The Child Safeguarding Policy was developed through a consultative process involving various key stakeholders. Therefore, I wish to extend my heartfelt appreciation to all stakeholders for their support and input in the development of this Policy.

I would like to extend my gratitude to the officers in the Ministry for their effort in the development of this Child Safeguarding Policy. It is also consequentially befitting to recognize and appreciate the financial support the Ministry has received from the United States Agency for International Development (USAID) through the PEPFAR funded ACHIEVE mechanism implemented by PACT in Zambia. Further, the Ministry extends its appreciation to Keeping Children Safe (KCS) for the technical support towards the development of this policy, training materials and Capacity Development of MCDSS personnel as Trainers of Trainers in Child Safeguarding.

I am confident that the policy will provide guidance to the Ministry on ways to prevent, identify, report and respond to Child Safeguarding concerns. I therefore wish to call upon all the departments within the Ministry to embrace this policy and support its implementation in their work of ensuring a child-friendly safe environment that will allow every child to realize their full potential.



Angela C. Kawandami (Ms.)

PERMANENT SECRETARY

MINISTRY OF COMMUNITY DEVELOPMENT AND SOCIAL SERVICES



TABLE OF CONTENTS

FOREWORD	i
ACKNOWLEDGEMENT	ii
WORKING DEFINITIONS	v
1. INTRODUCTION	1
a) Purpose of the Policy	1
b) Principles	2
c) Legal Framework	3
d) Scope of the Policy	3
2. PREVENTION	5
a) Risk Assessment and Mitigation	5
b) Safe Recruitment	5
c) Code of Conduct	5
d) Induction and Training	6
e) Safe Programme Design	7
f) Communication	7
g) Social Media	10
h) Responsibilities	10
i. Partners	11
ii. Reporting and Responding to Concerns	11
iii. Monitoring and Review	12
iv. Annexes	13
Annex 1: Code of Conduct	13
Annex 2: Commitment form to Child Safeguarding	16
Annex 3: National Guidelines on Reporting Incidences and Matters of Concern on Child Safeguarding.	17
Annex 4: Incident Referral Form	18
Annex 5: Resource Mapping Checklist	22
Annex 6: Child Safeguarding Risk Assessment Tool	23



DOCUMENT CONTROL

Version First Edition

Responsible Person Permanent Secretary

Date of Approval September 2023



WORKING DEFINITIONS

Word	Definition
Child	A person who has attained, or is below, the age of eighteen years.
Vulnerable Child	Any person who has attained, or is below, the age of eighteen years who has been in or is likely to be in a risky situation where s/he is likely to suffer significant physical, emotional, or mental stress that may result in the child's rights not being fulfilled.
Orphan	This is child that has lost one or both parents, generally referred to ¹ as a single orphan or double orphan, respectively.
Children in Alternative Care	Children living in care options other than with their parents including but not limited to those in kinship care, foster care, other forms of family-based care placement, residential care, and supervised independent living arrangement for children.
Separated Children	These are children, as defined in Article 266 of the Republican Constitution, who have been separated from both parents, or from their previous legal or customary primary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members.
Unaccompanied Children	These are children, as defined in Article 266 of the Republican Constitution, who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so.
Foster Care	Care provided to a child who has been legally placed in the care of a fit person who can be a relative to the child or persons who are not members to the child's own family for a specified period of time by the court upon recommendation by a Social Welfare Officer.
Foster Parent	This is a person with a legal responsibility to provide temporary care to a child.
Guardian	This is any person with a responsibility to provide parental care to a child by law or custom.
Child Rights	The basic human rights that children need to enjoy for their wellbeing and development. Such rights include the right to quality education; quality health care; protection from abuse and neglect; and equitable treatment without discrimination in such matters as participation in decision making that affect the child.
Do No Harm	Refers to organisations' responsibility to 'do no harm' or minimise the harm they may be doing inadvertently as a result of inappropriate programming.
Child Safeguarding	Child Safeguarding is the responsibility that organisations have, to make sure their staff, operations, and programmes do no harm to children, that is that they do not expose children to the risk of harm and abuse, and that any concerns the organisation has about children's safety within the communities in which they work, are reported to the appropriate authorities.
Child Protection	Refers to the protection of all children from violence, exploitation, and abuse (Art. 19 of CRC). In the international context it describes the work being undertaken to strengthen laws, policies, and systems, which are designed to protect children in a given country, in his or her own family and community.
Child Related Incident	Any safety or wellbeing incident involving a child, including a known occurrence of child abuse or a situation that causes a reasonable suspicion that violence against children, abuse or exploitation is occurring or may occur in the future.



Child Related Role	Is any position, within state and non-state actors, in which the staff involved provide childcare services or protection assistance to or have contact, direct or indirect (such as physical, phone or online contact), with children as part of their role.
Child Abuse	Abuse of children which includes mistreatment, exploitation, neglect and/or violation of a child's rights by any other person(s). It may be a single or repeated act(s), intentional or unintentional.
Physical Abuse	The actual or potential physical harm perpetrated by another person, adult, or child. It may involve hitting, shaking, poisoning, drowning, and burning. Physical harm may also be caused when a parent or carer fabricates the symptoms of or deliberately induces illness in a child.
Sexual Abuse	Forcing or enticing a child to take part in sexual activities that he or she does not fully understand and has little choice in consenting to. This may include, but is not limited to, rape, oral sex, penetration, or non-penetrative acts such as masturbation, kissing, rubbing, and touching. It may also include involving children in looking at, or producing sexual images, watching sexual activities, and encouraging children to behave in sexually inappropriate ways.
Child Sexual Exploitation	A form of sexual abuse that involves children being engaged in any sexual activity in exchange for money, gifts, food, accommodation, affection, status, or anything else that they or their family needs. It usually involves a child being manipulated or coerced, which may involve befriending children, gaining their trust, and subjecting them to drugs and alcohol. The abusive relationship between victim and perpetrator involves an imbalance of power where the victim's options are limited. It is a form of abuse that can be misunderstood by children and adults as consensual. Child sexual exploitation manifests in different ways. It can involve an older perpetrator exercising financial, emotional, or physical control over a young person. It can involve peers manipulating or forcing victims into sexual activity, sometimes within gangs and in gang-affected neighbourhoods. It may also involve opportunistic or organised networks of perpetrators who profit financially from trafficking young victims between different locations to engage in sexual activity with multiple men.
Neglect And Negligent Treatment	Allowing for context, resources and circumstances, neglect and negligent treatment refers to a persistent failure to meet a child's basic physical and /or psychological needs, which is likely to result in serious impairment of a child's healthy physical, spiritual, moral, and mental development. It includes the failure to properly supervise and protect children from harm and provide for nutrition, shelter, and safe living/working conditions. It may also involve maternal neglect during pregnancy as a result of drug or alcohol misuse and the neglect and ill treatment of a disabled child.
Emotional Abuse	persistent emotional maltreatment that impacts on a child's emotional development. Emotionally abusive acts include restriction of movement, degrading, humiliating, bullying (including cyber bullying), and threatening, scaring, discriminating, ridiculing or other non-physical forms of hostile or rejecting treatment.
Commercial Exploitation	Exploiting a child in work or other activities for the benefit of others and to the detriment of the child's physical or mental health, education, moral or social-emotional development. It includes, but is not limited to, child labour.
Child Labour	Work performed by children that leads to the detriment and endangerment of the child's psychological, physical, social, spiritual and mental development, thereby depriving them of their childhood, potential and dignity.



1. INTRODUCTION

The Ministry of Community Development and Social Services (MCDSS) is a Government Ministry responsible for the development and provision of social protection services. Its primary goal is to contribute to sustainable human development by ensuring equitable provision of social services that uplift the living standards of the poor and vulnerable populations.

The Ministry implements several programmes which include Social Cash Transfer, food security, rehabilitation of street children, and the registration of non-governmental organisations (NGOs). Its aim is to enhance community development, social welfare, and child development to alleviate poverty and promote national development.

Vision:

An innovative model of excellence for basic social protection services.

Mission:

To provide basic social protection services and regulate NGOs for inclusive human and social development.

Values:

In executing the above mission, the Ministry adheres to seven core values. These are Human Dignity, Equity, Confidentiality, non-discrimination, Teamwork and Partnership, Integrity, and Impartiality.

a) Purpose of the Policy

The Ministry's mandate is to ensure that all children enjoy their rights and freedom from all forms of violence, abuse and exploitation. It also ensures that safeguarding of children is everyone's responsibility. Everyone should recognise that children are most at risk from those they know and trust, and that this includes family and community members. Children are vulnerable and are sometimes at risk of abuse from individuals that may work or come into contact with them through development activities.

Consequently, the Ministry also expects that adults engaged in positions of trust towards children must exercise the highest levels of integrity and good practice, and that there is an obligation on all organisations and professionals working or in contact with children to ensure their operations are 'child safe'. This means that staff and contractors should not pose a risk to children and that programmes, policies and practices are designed and developed in ways that promote the safeguarding of children.

The Ministry commits to ensuring that through all its programmes, it will strive to prevent abuse and promote the safety, protection, well-being, as well as development of children. This Child Safeguarding Policy outlines principles, guidelines, and commitment to Child Safeguarding. It is meant to guide the conduct and ensure that staff operations and programmes are in the best interest of the child, do no harm to children, do not expose them to the risk of harm, neglect, violence, abuse and exploitation. It intends to shape institutional and individual behaviour by outlining Child Safeguarding principles, values, standards, and responsibilities.



By implementing and coordinating this policy, the Ministry aims at creating a culture of safety, trust, and respect for children, ensuring they can grow and thrive in a secure environment free from harm, abuse, and exploitation.

b) Principles

The Ministry is committed to ensuring that the rights of every child are protected, promoted, upheld without favour or discrimination. The policy is resolute in fulfilling its obligation to protect and safeguard the rights of the child.

The following principles, values, and standards consistent with the national principles and values which are contained in the Republican Constitution should guide decisions and actions of state and non-state actors engaging with children in Zambia.

- **Do No Harm:** All children have equal rights to protection from harm. No child should be subject to abuse or exposed to the risk of any form of harm.
- **Non-Discrimination, Integrity, Dignity, and Respect:** This must be upheld when dealing with children. No child shall be denied of their rightful opportunities, rights or discriminated against based on disability, religion, ethnic origin, gender, culture, or age.
- **Zero Tolerance to Child Abuse or Exploitation:** MCDSS has zero tolerance for child abuse, violence, and exploitation and requires that the principles of child safeguarding be embedded in leadership, governance, and culture.
- **Best Interest of the Child:** All actions on child safeguarding are taken in the best interests of the child, which are paramount. All decisions and interventions are done in the best interest of the child.
- **Everybody has a Responsibility to Support the Protection of Children:** Those working with children understand that they have the duty and must be able to safeguard children in their line of work. MCDSS has a duty of care to children with whom it works, is in contact with, or who are affected by its work and operations.
- **Confidentiality:** Confidentiality and protection of children's rights will be upheld when caring for children, sharing information on children, working with them or during their participation in activities. Confidential information will not be disclosed unnecessarily without the child's and or family's consent unless otherwise required by law.
- **Partnerships:** Building child safeguarding partnerships are important for implementing and monitoring child safeguarding measures. It is important for purposes of providing oversight, compliance and enhanced reporting and acting on issues of child abuse, neglect, violence, and exploitation. MCDSS has a responsibility to support partners meet the minimum requirements on child safeguarding and protection.
- **Child Participation:** Decisions made about children and young people will be made as far as possible with their participation and in their best interest considering how such decisions will affect them. Children will be empowered and enabled to express their views. Their views should be given 'due weight' in accordance with their age and level of maturity.



c) Legal Framework

This policy is based on the Children's Code Act No. 12 of 2022 that has codified and domesticated all legislations relating to children that also includes the United Nations Convention on the Rights of the Child (UNCRC). The African Charter on the Rights and Welfare of the Child including optional protocols, and other provisions including such as, but not limited to the following:

- International Child Safeguarding (ICS) Standards represent a commitment by organisations to 'do no harm' when they come into contact with children, and that they meet the responsibilities set out in the UNCRC to protect children from all forms of abuse, neglect, exploitation and violence.
- The UN Statement for the Elimination of Sexual Abuse and Exploitation and all child-related UN conventions.
- African Charter on the Rights and Welfare of the Child (ACRWC).
- Constitution of Zambia, Article 24.
- The Children's Code Act No 12 of 2022 has domesticated both the UNCRC and ACRWC among other conventions and agreements. Part XVII, Section 276 sub-section (1) has provided for measures on Child Safeguarding in an institution or organisation.
- The National Child Safeguarding Framework (NCSF).
- The National Child Policy of 2015 is the principal strategic framework for implementing child-related initiatives in Zambia. The overall objective of the policy on child protection is to enforce child protection rights to safeguard and uphold child rights and well-being.
- The Anti-Gender Based Violence Act of 2011 applies to, among other people, child victims of gender-based violence which is defined to include 'physical, mental, social or economic abuse against a person because of that person's gender'. This statute covers children in a domestic setting.
- The Sexual Offences Act of Zambia (Chapter 87) - This legislation addresses sexual offenses and provides legal protection for children against sexual abuse and exploitation.
- The Anti-Trafficking in Persons Act (Act No. 11 of 2008) - This legislation prohibits and addresses trafficking in persons, including children, for the purpose of exploitation.

d) Scope of the Policy

All stakeholders must work together to safeguard and promote the well-being of a child. Everyone in a child related role or working with children has a responsibility of keeping them safe. Additionally, a person who comes into contact with children has a role to identify concerns, share information and take prompt action to reduce further risks of harm on the child. Therefore, Child safeguarding is everyone's responsibility.



This policy applies to all Ministry staff and associates.

This includes:

- All staff at National, provincial, district and sub-district levels
- All volunteers and interns

Associates includes:

- All contractors, e.g., consultants
- All partners
- Guests and Visitors

All the above are expected to comply with this Child Safeguarding Policy. Non-compliance with guidelines, reporting lines and failure to report child related incidents attracts necessary corrective or disciplinary action.



2. PREVENTION

The Ministry commits to prevent abuse and promote the safety, protection, well-being, and development of children. This will be addressed through the following steps:

a) Risk Assessment and Mitigation

To promote child safeguarding and prevent abuse, violence, and exploitation of children, a risk assessment of all MCDSS operations, programmes and project activities will be conducted. This is to identify risks to children and establish actions and steps that will be undertaken to mitigate, reduce or eliminate the risks to children. Risk mitigation strategies will be incorporated into the design, delivery and evaluation of programmes, operations and activities which involve or impact upon children.

Employees must be aware of the risks to children and how to mitigate these risks from the content of a contextually relevant safeguarding policy. All employees working with children should adopt a risk aware approach to work (**Refer to Annex 6 for Risk Assessment Tool**).

b) Safe Recruitment

All staff, volunteers, contractors, and partner organisations will undergo appropriate screening and vetting procedures, including background checks, before engaging in activities involving children.

All individuals who pose a risk to children will be prohibited from working with or having access to children.

Staff, consultants, and volunteers will be recruited with clear job or role descriptions that include a statement on the position or role's responsibilities to meet the requirements of this Child Safeguarding Policy.

All interviews will include a discussion on child safeguarding, the candidate's understanding of this and the organisation's commitment.

Contract offers for those whose work will bring them directly into contact with children, or gain them access to children's information, will be dependent on suitable references and criminal record checks. MCDSS will ensure that it applies the highest standards in its recruitment and vetting policies across the organisation. Candidates are checked for their suitability for working with children and their understanding of child safeguarding. Reference checks are mandatory and done by MCDSS when hiring individuals that will work with children. Police clearance must be obtained as a pre-requisite to the individual's engagement regardless of meeting the professional qualifications.

Protection checks, such as disclosure of previous convictions or police checks (if disclosure is unavailable), forms an important part of the recruitment procedure and covers all those representatives that we have an employment relationship with.

Checking evidence of identity and the authenticity of qualifications, requesting self-declarations about previous convictions and a minimum requirement of at least two references are carried out in all cases.

c) Code of Conduct

All staff and associates including volunteers should agree to abide by the Code of Conduct.



This contains the minimum standards of acceptable and unacceptable behaviour and conduct. At the point of employing members of staff, volunteers, interns, contractors and other persons in a child related role, such persons shall be made to sign the Code of Conduct. Breaching the Code of Conduct is a serious disciplinary offence that must be investigated.

The Ministry's Code of Conduct conforms to the International Child Safeguarding Standards and among other things:

- Promotes the culture of openness, trust, and transparency.
- Clearly reflects and promote child safety and wellness by addressing issues such as appropriate and inappropriate behaviour.
- Outlines reporting channels and disciplinary action for breaches.

The MCDSS's detailed Code of Conduct is under **Annex 1**.

d) Induction and Training

According to the National Child Safeguarding Framework of 2023, 'To enhance building of a child safeguarding culture', all institutions and organisations working with children in Zambia are expected to put in place and implement a child safeguarding policy to guide their work and abide by the NCSF. Further, the organisations are expected to provide regular safeguarding training to ensure that all staff at every level are empowered and competent to protect children and report violations. By providing training, organisations will help to promote a culture where safeguarding concerns are taken seriously, prevented, reported, and addressed.'

MCDSS is committed to providing and promoting learning and development in child safeguarding. Learning and development is important for enhancing child safeguarding, reporting, and acting in the best interest of the child. It also contributes to ensuring that those working with children have the necessary skills and knowledge to perform their duties successfully. This is done through research, training, information sharing, sharing best practices and embedding learning from incidents, as-well-as leading and defining improvement in safeguarding practice, among others.

All MCDSS staff and associates should have child safeguarding training to help them understand why it is necessary to safeguard and protect children and to be fully aware of the procedure for reporting concerns.

Staff should have a proper induction on child safeguarding at the time of their engagement with MCDSS, while staff with responsibilities relating to child safeguarding will be provided with a more in-depth training within six (6) months of their engagement.

Associates will be briefed on child safeguarding and their responsibilities under the policy upon engagement with the organisation.

Regular refresher training and awareness campaigns will be conducted to ensure ongoing knowledge and understanding of child protection issues.

Children and families will be informed on the MCDSS's commitment to child safeguarding and what to do if they have concerns about a child.

All staff and children are aware of the designated Child Safeguarding Focal Point Person who is responsible for receiving reports of concerns, advising on assessing and mitigating risk in line MCDSS's child safeguarding policy and procedures.



e) Safe Programme Design

MCDSS is committed to providing a safe and secure environment for children. It recognizes that the protection of children is everyone's responsibility and upholds the principles of child safeguarding in all its activities. MCDSS commits to design and deliver programmes which are safe for children.

f) Communication

In the use of information and visual images (photographic stills and video) the overriding principle is to maintain respect and dignity in portrayal of children, families, and communities.

Information and Communication Technology (ICT) has become one of the most influential modes used for communication by both children and adults. Those in child related roles need to ensure that the use of digital media and ICTs do no harm to children, expose them to harm, exploitation compromise their ethics and development. Use of children's information in any form be it images or videos must be safeguarded. Images of children cannot be used without the consent of their parent/guardian. The participation of children in programmes, sponsorship, advocacy, communication, marketing, projects, campaigns and other such activities, must be done with their best interest first and within the principles listed in this policy document and National Child Safeguarding Framework.

Communication Guidelines

Principles of Communication

- i. We will respect the dignity of the subject.
 - We will always seek permission when taking photographs or video footage of children. Consent for taking and using photographs and case studies will be sought from parents and those with parental responsibility,
 - Special consideration will be given to photographs depicting children with disabilities, refugees, and those in situations of conflict and disasters, to accurately portray context and maintain dignity.
 - Wherever possible, we will explain to the subject the likely use of the images.
 - We will never take pictures of people who say they don't want to be photographed.
- ii. The subject will not be exploited.
 - The subject will not be manipulated in a way which distorts the reality of the situation (e.g., we will not ask them to cry for the camera).
 - To protect confidentiality, the names of children and families will be changed. Never will a child's full name or contact details be published.
- iii. Our aim is to provide a balanced portrayal of reality in the developing world.
 - We will avoid stereotypes e.g. (Western aid worker tends helpless victim). We aim to show people helping and working for themselves, not as victims.
- iv. We will use images truthfully.
 - Case histories/descriptions will not be fabricated, although they may be adapted or edited to preserve the dignity and confidentiality of the subject.



- We will not use an image of one thing and describe it as, or imply it is, an image of another (e.g., We do not use an image of one project to illustrate the work of another).
 - Use of images should be balanced (positive and negative) to reflect the true situation, not distorted and the captions should be clearly outlined.
 - If we use an image in a general way (e.g., illustrating a project like the one being described), we will make this clear in the caption.
 - If an image represents an exceptional situation, we will not use it in a way which suggests it is generally true.
 - We aim to be confident that, to the best of our knowledge, the subject would regard the image and its use as truthful if s/he saw it.
- v. We will maintain standards of taste and decency consistent with our values and those of our partners and line Ministries.
- vi. We will respect the views of line Ministries and partner organisations.
- We will not use images which are erotic, pornographic, or obscene.
 - Images of dead or naked bodies will only be used in exceptional circumstances such as identification of a victim.
 - We will not make unjustified use of images of extreme suffering.
 - We will be sensitive to the concerns and advice of line Ministries and partner organisations in our gathering and use of visual material.
- vii. In disaster situations, we will treat in a positive manner the people whom we are helping.
- In any publicity material dealing with disasters, we will follow the policy in the Code of Conduct of the International Committee of the Red Cross information: "In our information, publicity and advertising activities, we shall recognise disaster victims as dignified humans, not hopeless objects". In doing this, we shall portray an objective image of disasters, in which the capacities and aspirations of those affected are highlighted, not just their vulnerabilities and fears.
 - We will not lose respect for those affected but treat them as equal partners in action.
 - We will co-operate with the media to enhance public response but not allow external or internal demands for publicity to take precedence.
- viii. We will maintain high technical standards.
- We aim to use only high-quality images.
 - We may use digital manipulation of images for creative or iconic effect, but not in a way which deliberately and misleadingly distorts the reality of the situation depicted.
 - We will not edit an image or video in a way which is misleading or distorts the reality of the situation.



- ix. We will maintain a suitable photo library.
- Images will be current and appropriate.
 - All images will be kept centrally and fully documented.
 - Old images will be archived.

Guidelines for obtaining Communication Materials.

- We will discuss the use of communication materials at the beginning of a programme or project with children and communities.
- We will obtain general consent for the gathering of communication materials at the beginning of a programme or project and agree with children and communities the general messages and types of images that would be appropriate.
- We will obtain images and any other private information for publication purposes in a safe and confidential manner.
- Children should be prepared for specific interviews prior to being interviewed.
- Pictures of children should always be decent and respectful.
- All children must be appropriately dressed according to acceptable norms, values, and culture.
- Recorded images should focus on an activity, and where possible feature groups of children rather than individuals.
- Photographers and filmmakers are not allowed to spend time with or have access to children without supervision.
- Permission for the taking of photographs should be sought prior to events. Children that do not have permission for photographs to be taken should not be included in individual or group photographs. Where possible, event photographs should be taken in group settings at prearranged times.
- Any complaints or concerns about inappropriate or intrusive images should be reported and recorded, as with any other child safeguarding concern.

Guidelines for Publishing Information

- We should only use the first name of a child.
- We should be careful not to reveal too many details about where they live, their school, hobbies etc.
- We should get their parent/guardian's consent and ensure everyone understands how and where the images will be used.
- Where the risk of harm and stigma is high, we should take mitigation steps such as concealing faces, using pseudonyms, vague geographical locations and non-disclosure of personal information (e.g., HIV status).
- We should always endeavour to take images that represent a broad range of children – boys and girls of various ages, abilities, and ethnic groups.



- On websites, we should make sure any images used are not tagged with the location of the child.
- Pictures, materials, and personal information regarding children should be held in a secure area where practicable and every caution should be exercised to ensure its security.
- Access to these must be by way of permission.

g) Social Media

Staff require prior approval of the Designated Child Safeguarding Focal Point Person to take or post images/videos related to MCDSS's operations on personal social media accounts.

Only authorized representatives may engage with children on social media, and communications must be through an official MCDSS account (including WhatsApp, Facebook, Instagram, Twitter, etc.). Public images and stories pose potential risk as they can be used as a means of identifying subjects and contacting them or tracking them to where they live. MCDSS will consider local cultural and religious contexts when publishing images and details to ensure safety of subjects.

To ensure informed consent is received and to prevent unintentional harm, only staff authorized by the Designated Child Safeguarding Focal Point may take or post images or videos related to MCDSS's operations on personal social media accounts.

Rules for the personal use of social media for staff and associates:

- Always write in the first person and use the disclaimer.
- Never upload or post any defamatory, obscene, abusive, or harmful content.
- Inform the relevant member of staff if you observe another staff member uploading this type of content.
- Do not share any sensitive information – name or location of a child or commercially sensitive information.
- Always comply with the site/services terms of use
- You are personally responsible for the content that you share so always think about what you are posting and sharing.
- Avoid posting personal information that makes you be identified.
- Social media sites will be monitored and if staff are found in breach of the rules, they are subject to disciplinary procedures.
- Misuse could have serious implications and could break the law especially in the case of child abuse images, defamation, harassment and bullying.

h) Responsibilities

The Ministry will oversee and provide leadership for effective coordination, implementation, and adherence to the National Child Safeguarding Framework, including National reporting.

The Minister will be overseeing policy matters, the preparation of the annual budget, preparation and implementation of the strategic plan, development and design of social protection



programmes among others. Therefore, the Departments will have to work closely with the Minister to ensure that the strategic direction of the Ministry is consistent with Government Policy.

i. Partners

Ministry of Community Development and Social Services will promote collaboration with other organisations, Government agencies and communities to enhance Child Safeguarding efforts. MCDSS will work with the structures at provincial, district, community and family levels to monitor implementation, compliance and adherence.

Partnerships will be established with local agencies and organisations to provide support and guidance in implementing the policy.

Agreements with partners will include a statement that partners who do not have a Child Safeguarding Policy will either abide by this policy or develop their own as a condition of the partnership.

ii. Reporting and Responding to Concerns

It is every person's responsibility to report abuse within 24 hours. A report needs to be made to the police or a focal point person within MCDSS.

A child or victim may also report cases of child abuse. All cases of child abuse, neglect, harm, or exploitation must be reported to the designated Child Safeguarding Focal Point Person at MCDSS and the police. MCDSS will receive disclosures from children with sensitivity and will strive not to re-traumatise children in their handling of complaints. If a child or young person tells you they are being, or have been, abused:

- Listen to and accept what the child or young person says but do not press for information;
- Let the child or young person know what you are going to do next and that you will let them know what happens;
- Do not investigate and inform, question, or confront the alleged abuser.
- Take the alleged abuse seriously; and
- Record carefully what you have heard on the reporting form.

Once a case of abuse neglect, harm or exploitation is received or confirmed, investigations must be conducted, and an appropriate action taken against the perpetrator. In addition, the child should be protected from further abuse or harm. When a case is reported, priority must be given to ensuring the safety of the child. Once the child is safe, then the incident must be investigated, and necessary action taken by those responsible.

Identifying information about children will be shared on a 'need to know' basis only. Any staff who raise concerns of serious malpractice will be protected as far as possible from victimisation or any other detrimental treatment if they come forward with serious concerns that are raised in good faith. False allegations are a serious disciplinary offence and will be investigated.

The subject of the complaint (alleged perpetrator) and all witnesses must cooperate fully and openly with internal hearings and statutory investigations. Their confidentiality will be protected and information which could identify them will be shared on a 'need to



know' basis only.

Allegations against a staff member will result in their suspension from employment immediately subject to investigation of the issue. If the allegation is a criminal issue, this should be reported to the formal authorities before acting or informing the alleged perpetrator.

Appropriate disciplinary measures will be taken if the allegation is found to be true. If the allegation is found to be without base, appropriate steps will be taken to minimise damage to the reputation of the individual accused.

Internal investigations related to allegations of criminal behaviour will be discussed with the formal authorities prior to embarking on this course of action to ensure that MCDSS does not compromise the formal investigation. Support and counselling should be made available for those involved in the report and response.

A mechanism that is safe and accessible to children will be developed to support child participation and reporting. This includes development of child friendly reporting channels for quick response to reported child related incidents.

The National guidelines on reporting incidences and matters of concern on child safeguarding are under **Annex 4**.

iii. Monitoring and Review

Child safeguarding is incorporated into the MCDSS's risk register, quarterly and annual reporting processes. Senior management will regularly review the risk register and MCDSS's implementation reports to ensure that Child Safeguarding measures are in place and effective.

Records such as minutes from meetings, training, reports, referrals, risk assessments, standard operating procedures and similar documentation pertaining to safeguarding of children will be kept and stored in a safe place accessible only by 'need-to-know' staff to help with the review process.

Cases of child abuse and endangerment, the number of children disclosing unsafe/inappropriate behaviour by staff/volunteers identified and addressed should be monitored quarterly and annually. Information on the number of incidents of breaching the Child Safeguarding Policy by the staff/volunteers and partners trained in child safeguarding will be regularly updated.

MCDSS will produce bi-annual progress reports on child safeguarding. This policy will be reviewed at minimum of every 3 years or when it is shown necessary that additional issues need to be identified and addressed through this policy. Feedback and inputs from staff, partners, children, and relevant stakeholders will be sought and considered in the review process.

Quality assurance, risk management, audit, monitoring, and review measures will be put in place and will be a responsibility of MDCSS. Child Safeguarding audits and inspections will be undertaken periodically.



iv. Annexes

Annex 1: Code of Conduct

Sn	Pledge	Do's
1	I will:	<ul style="list-style-type: none"> • Act in accordance with the National Child Safeguarding and wellbeing policies and procedures always. • Treat children with respect regardless of race, colour, gender, language, religion, political or other opinion, national, ethnic, or social origin, property, disability, birth or other status. • Create an environment that promotes and enables child participation, is welcoming, culturally safe, inclusive for all children and their families. • Behave respectfully, courteously, and ethically towards children and their families and towards other staff. • Comply with all relevant local legislation, including labour laws in relation to child labour. • Demonstrate appropriate personal and professional boundaries. • Listen and respond to the views and concerns of children particularly if they communicate (verbally or non-verbally) that they do not feel safe or well. • Promote the human rights, safety, and wellbeing of all children. • Involve children in making decisions about activities, policies and processes that concern them wherever possible. • Identify and mitigate risks to children's safety and wellbeing as required by the National and MCDSS's Risk Assessment and Management Policy or process. • Immediately report concerns or allegations of child exploitation and abuse and policy non-compliance in accordance with appropriate MCDSS's policy and procedures. • Immediately disclose all charges, convictions, and other outcomes of an offence, which occurred before or occurs during my association with MCDSS that relate to child exploitation and abuse.



Sn	Pledge	Don'ts
2	I will not:	<ul style="list-style-type: none"> • Use physical punishment on children. • Engage in any unlawful activity with or in relation to a child. • Engage children under the age of 18 in any form of sexual intercourse or sexual activity, including paying for sexual services or acts. • Engage in any activity that is likely to harm a child physically, sexually, or emotionally. • Use language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate. • Be found with children I am working with for a purpose unrelated to the MCDSS's activities. • Invite unaccompanied children into my home unless they are at immediate risk of injury or in physical danger. • Sleep close to unsupervised children unless necessary, in which case I must obtain my supervisor's permission, and ensure that another adult is present if possible. • Hire children for domestic or other labour, which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury. • Take or publish photographs of children without consent. • Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by the organisation's policy and procedure on reporting. • Work with children while under the influence of alcohol or prohibited drugs. • Ignore or disregard any suspected or disclosed child harm or abuse.



3	<p>I acknowledge that I have read and understood MCDSS's Child Safeguarding Policy and Code of Conduct.</p> <p>I understand that breaches of this Code of Conduct may lead to disciplinary action, criminal sanctions, or termination of my employment with MCDSS.</p> <p>I understand that the onus is on me, as a person associated with MCDSS, to use common sense and avoid actions or behaviours that could be construed as child exploitation and abuse.</p>	<p>Full Name:</p> <p>Signature:</p> <p>Date:</p> <p>Witness:</p> <p>(Focal Point)</p> <p>Signature:</p>
---	--	---



Annex 2: Commitment Form to Child Safeguarding

Statement of Commitment to Child Safeguarding

(Staff assigned, to carry out child related roles essential to **raising awareness, promoting, preventing, and responding** to child related incidents in all settings shall be made to sign the following statement of commitment to Child Safeguarding.)

I, the undersigned do hereby acknowledge that I have read and understood the standards, procedures and guidelines outlined in the MCDSS's Child Safeguarding Policy and the National Child Safeguarding Framework. I agree with the principles, standards, values, and child safeguarding culture contained in the policy, framework, and sector specific guidelines.

I understand the legal implications and with utmost good faith commit to be held personally liable for failure to fully comply with the policy, framework and child safeguarding guidelines.

Name:

Position held:

Date:

Signature:

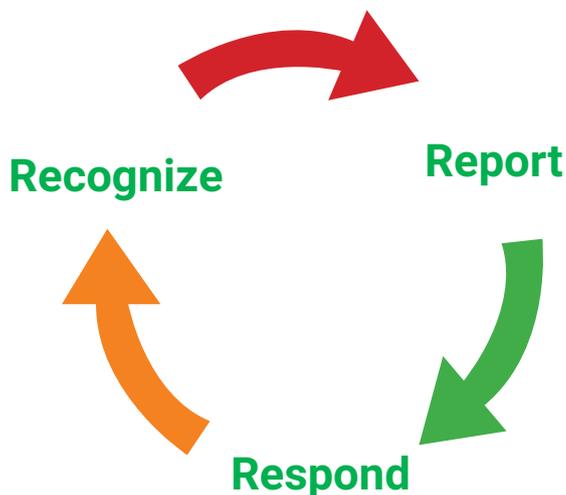
Witness Name: (Focal Point Person)

Witness Signature: _____



Annex 3: National Guidelines on Reporting Child Safeguarding Incidences and Matters of Concern

The National guidelines on reporting incidences and matters of concern on Child Safeguarding is guided by the three Rs, namely **Recognize, Report and Respond**. Child safeguarding is everyone's responsibility therefore all stakeholders are encouraged to report child abuse, neglect, harm, and exploitation and avoid concealment of cases



Recognize: When a person recognizes a possible case of child abuse, neglect, harm, or exploitation they must report the matter to the relevant authorities.

Report: It is every person's responsibility to report abuse within a reasonable time. A report needs to be made to the Police or a focal point person within MCDSS.

Respond: Once a case of abuse neglect, harm or exploitation is received or confirmed, investigations must be conducted, and an appropriate action taken against the perpetrator. In addition, the child should be protected from further abuse or harm.

- A child or victim may also report cases of child abuse.
- All cases of child abuse, neglect, harm, exploitation must be reported to a person of authority to receive such cases which include, Child Safeguarding focal point person, community officer, traditional leader, religious leader, community leader, and the police.
- If such a matter is reported to a community officer, traditional leader or community leader, these persons should, as the case may require, report the matter to the Zambia Police Service, or the Focal Point Person in the Ministry.
- When a case is reported, priority must be given to ensuring the safety of the child. Once the child is safe, then the incident must be investigated, and necessary action taken by those responsible.
- Any person who reports a case may choose to remain anonymous. If their identity is known, they should be assured that their identity will not be revealed and that they will be protected.
- The Ministry will publish annually cases received and how they were resolved. However, no personal data will be published to protect the identifies of survivors and perpetrators, for rehabilitative and reintegration purposes.



Annex 4: Incident Referral Form**Child's name:****Case No:****Referral details:**

Time:

Date:

Place:

Referrer's details:

Name:

Address:

Contact telephone no:

Occupation:

Relationship to child:

Child's details (where available):

Name:

Age:

Date of birth:

Gender:

Address:

Household structure:

School:

Class:

Teacher:

Ethnicity/Tribe:

Language spoken:

Religion:

Any Disability:

Identity no:

Status/whose legal responsibility:



Details of concern: what, who, where, when (including child's words if possible):

Alleged perpetrator's details (if known):

Name:

Address:

Age:

Date of birth:

Employment details:

Nature of job:

Identify if MCDSS or partner agency is the employer:

Relationship, if any, to child:

Current location of alleged perpetrator:

Current safety of child including location:



Has emergency medical attention been acquired?

Provided by:

Who else knows? Include contact details.

Agencies:

Family members or other individuals:

Actions taken to date e.g., Referral to Police, Health, Social Welfare, other. Give contact details and date and time of action.

Referral taken by (where possible, Focal Point Person):

Name: Position and Location:

Date: Signature (on hard copy):



Action to be taken.**Decision made by Director for immediate action as agreed in Child Safeguarding Policy?**

(Please specify who is to do what and when and give names and contact details of people to be contacted.)

Referral to police Yes/No

If not, Give Reasons:

Referral for Child Protection Services: Yes/No

Other action required to ensure child not at further risk from alleged perpetrator:

Referral for medical treatment/ to meet health needs: Yes/No

Signature of person arranging above action:



Annex 5: Resource Mapping Checklist

Resource Mapping provides important information to support reporting and responding to safeguarding concerns. It gathers all information on contact points regarding safeguarding and it is complemented by resource mapping exercises at all levels. This tool is also useful when conducting risk assessments or putting together implementation plans.

Ministry of Community Development and Social Services (MCDSS)	
Country:	Zambia
Address:	Ministry of Community Development and Social Services (MCDSS), Private Bag W252 Community House, Sadzu Road Lusaka, Zambia
Responsible Person:	Permanent Secretary



Annex 6: Child Safeguarding Risk Assessment Tool

This document was developed to support MCDSS, and other organizations carry out child safeguarding risk assessments for their programmes and operations. It consists of five (5) parts that help take you through the 'whys', 'whats' and 'hows'.

For a risk assessment to be well-informed and detailed enough, consider involving all relevant staff in your organization in this process. If applicable, children should also be asked to participate, using a child-friendly methodology.

PART 1: Q&A

What is a risk assessment?

A risk assessment is an exercise where an organization examines all aspects of its service from a safeguarding perspective, to establish whether there are any practices or features of the service that have the potential to put children at risk.

Why is it important to do risk assessments?

A risk assessment of organization's operations, programmes and project activities can support your organization to:

- a) Identify possible/potential risks to children;
- b) Understand the level of risks to children; and
- c) Integrate strategies to mitigate risks to children into the design, delivery and evaluation of programmes, operations and activities which involve or impact upon children.

What is the purpose of this tool?

The overall purpose of this tool is to:

Establish the need for organizations to analyse and incorporate child safeguarding while delivering programs and services in different types of development work (such as livelihood, education, health, water & sanitation etc.);

Provide the organization with guidelines on understanding child safeguarding risks and its mitigation; and

Provide guidelines for organization in identifying child safeguarding risks within their scope of work and programmes.

What is the expected outcome when using the tool?

Using this tool, the organization will be able to:

Contextualise the child safeguarding risk assessment to their scope of work.

Identify potential risks for children in the context of their programs, services, and institutional procedures (such as HR, Communications etc.); and

Identify and come up with strategies to mitigate the risks identified.



Who can use this tool?

Board members & Senior management.

Child safeguarding focal point persons appointed by the organization (if existing).

Senior Programme managers / HR managers; and

Anyone appointed by the senior management for this purpose.

When can this tool be used?

During the planning phase of the project/programme or during proposal development.

During programme/project implementation phase.

While developing or reviewing child safeguarding policy and related procedures for the organization.

During the induction of a new partner; and

While planning events involving contact with children.

Part 2: How to Use the Tool

Step 1: Identify the ways in which the organization comes into contact with children (programmes, operations, staff / volunteers / interns etc.);

Step 2: Based on the results of step 1, identify the risks faced by the children during each of the identified risks.

Step 3: Identify what factors put children at risk.

Step 4: Assign risk scores or rankings to each risk using the criteria i.e., High/Medium/Low.

Step 5: Identify any existing controls to address the identified risk or mechanism to minimize the factors that put children at risk.

Step 6: If any existing controls are already in place, try to find if there are any gaps in its planning, implementation and monitoring.

Step 7: If there is no existing control in place, consult a larger group (including staff from programs, operations and field level) to develop mitigation plans or controls to minimize the risks; and

Step 8: Set monitoring controls in place to ensure that the mitigation plans work at the field level.

Note 1: As part of the risk assessment, it is highly recommended to involve staff from programmes, operations and field level to ensure effectiveness. Wherever appropriate, the participation of children is recommended as they will know best where they feel safe/unsafe.

Note 2: Risk ranking should be based on the likelihood and Impact of the Identified risk.



Part 3: Risk Assessment Tool

Using the step-by-step guide above, try to fill in this table.

Risk assessment:								
Risk no.	Who is at risk?	What factors place them at risk?	What is the risk?	What controls are in place?	Risk rating High, Medium, Low	What additional agreed controls are to be put in place?	By whom?	By when?
1.								
2.								
3.								
4.								



Part 4: Risk Assessment – Example

Project description: Your partner organization runs a community learning centre for children, every day, from 5-7pm and children (between 7-15 years) from nearby neighbourhoods attend the centre. Most parents go to work in the morning and return home late in the evening.

Risk assessment:							
Risk no.	Who is at risk?	What factors place them at risk?	What is the risk?	What controls are in place?	Risk rating H, M, L	What additional agreed controls are to be put in place?	By whom? By when?
1.	Children who attend the community learning centre	Children need to walk alone to the centre in the dark, where they may come across strangers	Risk of children being assaulted or sexually abused by strangers on the way	None	High	Children are brought to the centre in groups by at least two (2) NGO workers / members approved by the community (Community Welfare Assistant Committee (CWACs), Community Child Protection Committee (CCPC) Children are briefed on the Child safeguarding reporting process (so they can report any inappropriate behaviour by NGO staff / community member)	Program Director to approve it. Managers to implement. 10 th of March 15 th of April



Risk assessment:							
2.	Children who attend the community learning centre	A teacher has contact with children (i) sometimes one-to-one contact. And there is no process of monitoring the teacher	a) Risk of children being sexually abused by the teacher b) Risk of teacher taking pictures / videos of children	None	High	<p>Appointing a community member () to monitor and assist children.</p> <p>Briefing children about the safeguarding procedure and details of safeguarding officers to contact e.g., printing the reporting procedure and sticking it on the notice board in accordance with Children's Code Act No. 12 of 2022 p 17 (276) (c)</p> <p>Ensuring periodic monitoring of the learning centre by project staff.</p> <p>Project staff to engage with children to take their views and address concerns.</p> <p>Training for teacher on CS policy and Code of Conduct</p>	<p>Project Director</p> <p>Child safeguarding focal points / persons</p> <p>1st of March</p> <p>15th of April</p> <p>Monthly visits</p> <p>Bi-annually</p> <p>30th of March</p>



Part 5: Risk Guidance Note

The below tables are meant to provide examples of common risks and safety strategies in programmatic areas such as education, health and child protection, as well as in operational areas such as staff, communications, fundraising and social media. Please note that these examples are not exhaustive, rather they are meant to facilitate discussions within your organization and help you identify risks that are unique to the work your organization does.

IDENTIFYING RISKS	COMMON RISKS	SAFETY STRATEGIES
<p>EDUCATION PROGRAMS</p> <p>Assess current practices around corporal punishment in schools.</p> <p>Analyse school enrolment and retention rates.</p> <p>Assist Children to conduct safety assessments of their travel to and from school.</p>	<ul style="list-style-type: none"> • Corporal punishment within schools, (Though abolished in Zambia) • Sexual exploitation of Children by teachers in exchange for good grades • Harassment of Children on the way to and from school • After-school clubs being held at a time and place where returning home poses a risk to a children's safety • Inadequate or inappropriate toilet facilities for Children i.e., shared toilets or toilets which are exposed or inaccessible toilets to children with disabilities. • Bullying of Children by other children • Inadequate or inappropriate facilities for Children with disabilities 	<p>School environment</p> <ul style="list-style-type: none"> • At least one or two toilets should be wheelchair accessible. <p>Toilet doors have locks that cannot be opened from the outside.</p> <p>School is designed as a community resource as well as a place of learning.</p> <p>Corridors are wide enough for wheelchair users.</p> <p>Teaching practices</p> <ul style="list-style-type: none"> • Alternatives to corporal punishment have been provided to teachers and they are equipped in their use. • School curricula include child protection and safety for specific groups of vulnerable children e.g., adolescent Children, Children with disabilities.



HEALTH PROGRAMS	
<ul style="list-style-type: none"> • An assessment of the health situation has looked at the specific needs of Children. • Local mental health coping mechanisms have been identified and planned into programs. 	<p>Inadequate or inappropriate information on Sexual Reproductive Health Rights (SRHR) including risky behaviours and practices.</p> <p>Exploitation of Children by Health care staff</p> <p>Inadequate or inappropriate care for Children who have been subject to violence.</p> <p>Inadequate confidentiality arrangements for Children seeking health care.</p> <p>Any health care located at a significant distance from Children homes which makes accessing it difficult or risky.</p>
<p>Appropriate medical care</p> <ul style="list-style-type: none"> • Children have access to reproductive health services • Children have access to outreach services for general health. • Children who are admitted to clinics and hospitals have a parent or carer with them that the child is comfortable with. • Mental health programmes focus on the integration and promotion of resilience rather than trauma. • Medical staff dealing with Children subjected to violence have received appropriate training. <p>Information and support</p> <ul style="list-style-type: none"> • Support groups for adolescent mothers are available. • Referral mechanisms for Children subjected to violence have been identified and are in place. 	



Child Protection Programs		
<p>An assessment of traditional approaches to protection and attitudes towards Children has been made.</p>	<ul style="list-style-type: none"> • Children's awareness of their protection rights is in conflict with community attitudes towards protection within families and communities. 	<ul style="list-style-type: none"> • Responses to harm should include appropriate community-based responses as well as formal authority responses.
<p>An assessment of the range of child protection issues and concerns has been made.</p>	<ul style="list-style-type: none"> • Harm towards Children is reported formally, but that report is inadequately dealt with and exposes Children to further risk of harm and abuse Reducing one form of harmful work for Children leads to them being involved in another form of harmful work if wider family social protection interventions or safer alternative forms of work are not included in the programme 	<ul style="list-style-type: none"> • Child protection programmes designed to eliminate sexual and commercial exploitation should be accompanied by livelihood interventions or social protection measures.
<p>An assessment of the formal system for child protection has been made.</p>		<ul style="list-style-type: none"> • Programmes should include awareness raising for all on protection and agreement on roles and responsibilities for protection.
<p>An assessment of wider development programmes that can support child protection has been made</p>		<ul style="list-style-type: none"> • Child protection programmes should be integrated into formal institutions with which Children engage



Fundraising And Communications	
<p>An assessment is made of how the organization is portraying children in its communications.</p>	<ul style="list-style-type: none"> • Children's images and stories are used without their, and carers' permission. • Images show children in provocative poses or stages of undress. • Images and stories readily identify where children are living and their vulnerabilities (they are easily traced) • Images and stories are disseminated on the web and the child's community has access to information on the child that the family is uncomfortable with, or which gives rise to anger within the community. • Relationships or connections are built between children and donors which can be exploited by donors
<p>Guidelines for obtaining communication materials.</p> <ul style="list-style-type: none"> • Discuss the use of communication materials at the beginning of a programme or project with children and communities – do not wait until the material is needed. • Obtain general consent for the gathering of communication materials at the beginning of a programme or project and agree with children and communities on the general messages and types of images that would be appropriate. <p>Guidelines for publishing information</p> <ul style="list-style-type: none"> • Only use the first names of children. Be careful not to reveal too many details about where they live, their school, hobbies etc. • Ask for the parents and children's permission to use their photographs. 	<p>Guidelines for obtaining communication materials.</p> <ul style="list-style-type: none"> • Discuss the use of communication materials at the beginning of a programme or project with children and communities – do not wait until the material is needed. • Obtain general consent for the gathering of communication materials at the beginning of a programme or project and agree with children and communities on the general messages and types of images that would be appropriate. <p>Guidelines for publishing information</p> <ul style="list-style-type: none"> • Only use the first names of children. Be careful not to reveal too many details about where they live, their school, hobbies etc. • Ask for the parents and children's permission to use their photographs.
Staff And Associates	
<ul style="list-style-type: none"> • An assessment is made of recruitment and engagement practices, guidelines on conduct and behaviour and capacity building for staff and associates on child safeguarding and protection. • An assessment is made of the type and frequency of contact between children and staff / associates 	<ul style="list-style-type: none"> • Recruitment practices are weak – references not taken; criminal records check not undertaken. • Codes of conduct lack clarity on appropriate behaviour regarding children. • Limited training available • Significant use of volunteers in positions with contact with children, or with access to information • Staff/volunteers are often working with children on a one-to-one basis with little supervision. • Visitors/associates not background checked and not accompanied.
<ul style="list-style-type: none"> • HR and associate policies and guidelines incorporate child safeguarding and protection. • Background checking is routine for all staff and associates in contact with children, or handling information on children. • Volunteers have appropriate supervision, capacity-building opportunities and regular feedback sessions. • Staff/volunteers working with children on a one-to-one basis have regular supervision sessions. • Children are consulted regularly on the success of the organization's safeguarding and protection measures and the behaviour of staff and associates. • Visitors/associates on assignment are accompanied at all times 	<ul style="list-style-type: none"> • HR and associate policies and guidelines incorporate child safeguarding and protection. • Background checking is routine for all staff and associates in contact with children, or handling information on children. • Volunteers have appropriate supervision, capacity-building opportunities and regular feedback sessions. • Staff/volunteers working with children on a one-to-one basis have regular supervision sessions. • Children are consulted regularly on the success of the organization's safeguarding and protection measures and the behaviour of staff and associates. • Visitors/associates on assignment are accompanied at all times



Technology And Internet

- How and where is technology and Internet to be used?
- What kind of technology (laptop or phone or tablet or internet such as school website) is going to be used?
- What are the favoured methods of online communication?
- What is the current state of play in relation to online safety education and training – for staff, children, parents, the wider community and volunteers?

- New forms of producing and distributing pornographic materials in internet cafes. Private booths in internet cafes are equipped with PCs and webcams which are then used by girls for online strip tease shows in return for money transferred to their prepaid mobile phone accounts.
- Sexting: Teenagers using mobile phones to produce clips featuring boys and girls engaged in sexually explicit behaviour.
- Grooming: e.g. child sex abusers contacting minors by pretending to be minors themselves and developing relationships with them.
- Cyberbullying on social media platforms

- Social media policy
- Information for children, young people, and families regarding safe and positive conduct, as well as sources of support.
- Information about staff's personal use of social media and expectations of positive conduct as well as clear procedures to follow if there are concerns.
- Information about safe donor use of social media, including protection from fraud, scams and so on
- Monitoring internet use in an organization (if appropriate)
- Staff using social networks or blogs for personal use where they have indicated in any way their place of work, must add a disclaimer stating that opinions on the site are their own.









