

## Safeguarding Policy

Safeguarding Children  
and Vulnerable Adults

2018



Hope and Homes for Children is an international charity working to ensure that all children have the chance to grow up in the love of a family.

Our **vision** is a world in which children no longer suffer institutional care.

Our **mission** is to be the catalyst for the global eradication of institutional care of children.

Our **10 year strategic goal** is that by December 2027 orphanages will no longer be an acceptable way to care for children, and a worldwide commitment to replacing them with family and community based alternatives will be in place and being implemented at regional and national levels.

**Safeguarding of children and vulnerable adults** is a primary focus in all our programmes, fundraising, communications and planning.

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## INTRODUCTION

Hope and Homes for Children (HHC) aims to ensure the safety and wellbeing of children and vulnerable adults and to safeguard them from maltreatment. We believe that everyone has the right to feel and be safe. We take every possible measure to ensure that our staff, volunteers, partners, and associates do everything within their power to promote safe environments for children and vulnerable adults.

This Safeguarding Policy provides a framework of principles, standards and guidelines upon which to base individual and organisational practice in relation to:

- Creating a child safe and child friendly organisation;
- Preventing maltreatment;
- Providing guidelines for appropriate and inappropriate behaviour;
- Recognising, reporting and responding to allegations of maltreatment;
- Putting in place guidelines for communications regarding children and vulnerable adults.

The Policy aims to encompass all aspects of safeguarding including: definitions of maltreatment; staff recruitment and managerial procedures; code of conduct for working with children and vulnerable adults and for visiting programmes; working with partners; working with information about children and vulnerable adults; ramifications of misconduct; training on the policy and monitoring implementation.

## GUIDING PRINCIPLES

This Safeguarding Policy draws on: Keeping Children Safe safeguarding standards; international and regional protocols and conventions including the UN Convention on the Rights of the Child 1989 (and its optional protocols); the CONCORD Code of Conduct on Images and Messages.

The Policy sets out the minimum that needs to be in place to keep children and vulnerable adults safe in our interventions and our interactions with them. HHC is committed to keeping children and vulnerable adults safe and ensuring the highest standards of best practice. We intend to lead by example and put the best interest of the child as the primary consideration in all of our interventions and programmes.

Principles underpinning HHC's Safeguarding Policy are as follows:

- All children and vulnerable adults have equal rights to protection from maltreatment;
- All children should have the opportunity to grow up within the love and security of a family;
- All children should be encouraged to fulfil their potential and inequalities should be challenged;
- Everyone has a responsibility to support the care and protection of children and vulnerable adults;
- Non-Governmental Organisations have a duty of care to individuals with whom they work and with whom their representatives work;
- If agencies work through partners they have a responsibility to ensure that minimum standards of protection are met for the children and vulnerable adults in their partners'

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programmes.

HHC will meet its commitment to safeguard children through the following means:

### **Awareness**

Ensuring that all staff members, volunteers and associates have a solid awareness of safeguarding, maltreatment and risks to children and vulnerable adults.

### **Prevention**

Ensuring, through awareness and good practice, that staff members, volunteers and associates prioritise children's safety and wellbeing and minimise risk to children and vulnerable adults. Ensuring, through promoting identity, life skills and participation, that children and vulnerable adults, wherever possible, are active agents in their own protection.

### **Reporting**

Ensuring that staff members, volunteers and associates take seriously any concerns raised and that they are clear on the steps to take regarding the safety of children and vulnerable adults. Ensuring that we create a positive safeguarding culture where people feel and are safe to report concerns.

### **Responding**

Ensuring that appropriate and effective action is taken to support and protect children and vulnerable adults when concerns arise regarding possible maltreatment. Ensuring that this action is documented and monitored. HHC will also ensure that safeguarding will be identified as a specific goal in all programme designs, including through promoting children's participation in programme design, implementation and evaluation.

## **TERMINOLOGY**

**Child:** a young person who has not yet reached their 18th birthday.

**Vulnerable adult:** any person over the age of 18 who is associated with or benefits from our programmes / individuals working for HHC.

**Child safeguarding:** the responsibility that organisations have to make sure their staff, operations, and programmes do no harm to children, 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.

**'Do no harm':** refers to organisations' responsibility to avoid or minimise the harm they may be inadvertently doing as a result of programming.

**Staff member:** an adult who is employed and paid by HHC.

**Volunteer:** a person who works for but is not paid by HHC.

**Partners:** Agencies or organisations with whom HHC engages for specific projects or programmes. Such partners may work either directly or indirectly with children.

**Associates:** Individuals, such as donors/supporters, journalists, consultants, researchers or providers of support services (such as data support, communication support) who may be engaged by HHC for specific purposes. It also includes guests and visitors to HHC and HHC programmes.

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## SCOPE

This policy applies to all HHC board members, staff members, volunteers, interns and associates anywhere in the world. The Board of Trustees has approved the policy.

## DEFINING CHILD MALTREATMENT

Child maltreatment is defined by the World Health Organisation as ‘all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power’<sup>1</sup>.

Maltreatment almost invariably entails an abuse of power: someone with greater power exercises that power in a way that results in harm to the child or vulnerable adult. A person may maltreat a child by inflicting harm, or by failing to act to prevent harm. Children may be maltreated in a family, institution or community setting by those known to them or, more rarely, by a stranger. They may be maltreated by an adult or adults or another child or children. Maltreatment can also include harmful, exploitative or neglectful ways of collecting, storing and publishing images and information about children.

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<sup>1</sup> Report of the consultation on child abuse prevention, 29–31 March 1999. Geneva, World Health Organization, 1999 (document WHO/HSC/PVI/99.1).

The World Report on Violence and Health<sup>2</sup> and the 1999 WHO Consultation on Child Abuse Prevention distinguish four main categories of child maltreatment:

### Physical abuse

The intentional use of physical force against a child that results in – or has a high likelihood of resulting in – harm on the child’s health, survival, development or dignity. This includes hitting, beating, kicking, shaking, biting, strangling, scalding, burning, poisoning and suffocating. Much physical violence against children in the home is inflicted with the object of punishing.

### Sexual abuse

The involvement of a child in sexual activity that he or she does not fully comprehend, is unable to give informed consent to, or for which the child is not developmentally prepared, or else that violates the laws or social taboos of society. Children can be sexually abused by both adults and other children who are – by virtue of their age or stage of development – in a position of responsibility, trust or power over the victim.

### Emotional and psychological abuse

Includes both isolated incidents, as well as a pattern of failure over time on the part of a parent or caregiver to provide a developmentally appropriate and supportive environment. Acts in this category may have a high probability of damaging the child’s physical or mental health, or its physical, mental, spiritual, moral or social

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<sup>2</sup> Krug EG et al., eds. World Report on Violence and Health. Geneva, World Health Organization, 2002.

Preventing child maltreatment: a guide to taking action and generating evidence

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development. Abuse of this type includes: the restriction of movement; patterns of belittling, blaming, threatening, frightening, discriminating against or ridiculing; and other non-physical forms of rejection or hostile treatment.

### **Neglect**

Includes both isolated incidents, as well as a pattern of failure over time on the part of a parent or other family member to provide for the development and well-being of the child – where the parent is in a position to do so – in one or more of the following areas: health; education; emotional development; nutrition; shelter and safe living conditions. The parents of neglected children are not necessarily poor. They may equally be financially well-off.

[Annex 1](#) provides more information about the effects of maltreatment, vulnerability to maltreatment and identifying maltreatment.

## **PREVENTION**

The protection of children and vulnerable adults from harm is addressed through the following:

### **Safe Recruitment and Selection**

HHC is committed to applying rigorous staff recruitment and selection processes which emphasise the importance of safeguarding. Particularly rigorous processes are required for any post that involves direct contact with children and vulnerable adults, either as a paid employee or volunteer.

Every manager who recruits and selects staff for UK-based or for UK-appointed overseas posts is accountable for ensuring the specified procedures are adhered to. For non-UK appointed posts, the senior manager in-country

is accountable for developing and implementing recruitment and selection procedures which take full account of safeguarding issues and in line with HHC's UK guidelines as set out in [Annex 2](#).

### **Behaviour Protocols**

HHC leads by example and puts the best interest of children and vulnerable adults as the primary consideration in all of our interventions.

HHC takes an approach of zero tolerance towards all forms of bullying, harassment, sexual exploitation and abuse or any other form of maltreatment, whether towards children, vulnerable adults, colleagues or anyone else.

HHC requires its staff and associates to follow certain rules in order to ensure the safety of children and vulnerable adults. These are described in:

- [Annex 3](#): Good Practice Guidelines for Working With Children
- [Annex 4](#): Guidelines and Code of Conduct for Visits to Programmes
- [Annex 5](#): Working With Partners

### **Training**

HHC aims to provide a safe and open environment to encourage communication and learning on safeguarding.

HHC ensures that information on safeguarding is available in the appropriate format and language to be accessible by all staff, volunteers, associates and children.

HHC staff, trustees, volunteers and associates receive training on safeguarding as part of their induction programme and thereafter through an annual refresher session.

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Staff members with particular responsibilities relating to safeguarding are provided with regular professional development opportunities on safeguarding.

Partners and associates are briefed on safeguarding and their responsibilities under the policy upon engagement.

### **Risk Management**

HHC is committed to ensuring the safety and wellbeing of children and vulnerable adults at all levels:

- For individual children and adults through the case management process, supported by a risk assessment tool, risk management guidelines and a case management checklist;
- At organisational level through an annual risk assessment of operations, programmes and project activities. Strategies to minimise risk to children and vulnerable people will be developed and incorporated into the design, delivery and evaluation of programmes, operations and activities that involve or impact upon children and vulnerable adults. The organisational safeguarding risk assessment and mitigation form can be found in [Annex 6](#).

Children and families are informed about HHC's commitment to safeguarding and what to do if they have concerns about a child / vulnerable adult or the conduct of a member of HHC staff or associate. They are informed of the name and contact of the designated safeguarding focal person who is responsible for receiving reports of concerns.

It is important to note that HHC is a service developer and not a service provider. The long term safety of children and vulnerable adults in

the systems and services that HHC helps to develop, depends to a large extent on the work of local authorities to maintain the quality of the systems and services. For this reason HHC invests significant time, expertise and resources into capacity building and technical support of authorities at all levels.

### **Use of Images and Stories**

In HHC's use of information, stories and images, our overriding principle is to maintain respect for the safety, privacy and dignity of children, families and communities. HHC will ensure ethical use of our social media platforms, websites, publications and events in ensuring that any child or vulnerable adult we come into contact with is protected.

We seek written, informed consent from all subjects – children and adults – before capturing or using any images or stories.

HHC's communications guide can be found in [Annex 7](#).

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## RESPONDING TO SAFEGUARDING CONCERNS

### Importance of Raising Concerns

To ensure that HHC's commitment to safeguarding children and vulnerable adults and promoting their rights is upheld, it is mandatory that anyone connected with HHC who suspects or knows of maltreatment, both minor and major incidents, raises their concerns in line with the process identified within this policy.

The principle of 'best interest' of the child and the desire to secure the best outcomes for the child or vulnerable adult must always govern decisions regarding what action to take in response to concerns.

### Responding to Disclosure

Disclosure of maltreatment may come directly from the child or vulnerable adult. In such circumstances, it is important to respond in a calm, caring and supportive manner. The victim is never to blame in situations of maltreatment and should be reassured they have done nothing wrong, either in relation to the maltreatment itself or in reporting it.

Children need to know that you are listening and taking seriously the information that they divulge and that you will respond positively to ensure their future protection. It is important to record what is said – at the time if appropriate, or as soon as possible following the disclosure. It may not be appropriate to enquire into the details of the maltreatment at this stage. It is important to listen and respond positively to the child and be supportive without asking leading questions. The child also needs information and an explanation of what will, or is likely to, happen next.

Immediately following disclosure, it is crucial that staff or others report the alleged maltreatment in line with national laws and the reporting framework described in this policy. This framework must be readily available in all HHC offices.

### Reporting Process

The HHC reporting flowchart, found in [Annex 8](#), illustrates the line of response for reporting concerns.

The flowchart will be available and visible within each local office and in the UK offices. Each local flowchart will include the name and contact details of the relevant safeguarding focal person as well as details of external agencies to be contacted. It is important that the framework is followed correctly without delay and that clear action plans are formulated, implemented and monitored as a result of the process.

The HHC Safeguarding Incident Reporting Form (see [Annex 9](#)) is a key part of the reporting process and should be completed with as much information as possible by the relevant member of HHC staff whenever a concern or allegation is raised. Both the reporting framework and reporting form should be available in English and local languages. They should be readily available and all staff made aware of them. Completed incident report forms are emailed to the relevant safeguarding focal person within 24 hours, preferable within the same working day. The focal person will forward incident reports to the Safeguarding and Participation Lead, also within 24 hours.



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The reporting process at HHC is at two levels:

- **Internal reporting within HHC:** It is vital that all concerns are raised immediately and discussed both locally and with the Safeguarding and Participation Lead. It may be that in some circumstances no action can or will be taken. However, the main objective is to ensure that clear outcomes result from the reporting process.
- **External reporting outside HHC:** Concerns should be referred to the relevant external agencies wherever possible and appropriate. This will normally follow internal discussion. However, if the case is of an urgent nature, a direct referral may be made in advance of the internal discussion. This step recognises the fact that HHC does not have a statutory role in investigating safeguarding concerns, and that it may not be the agency best placed locally to respond to such matters.

### **Incident Case Management**

Every safeguarding incident reported will be managed and documented using case management principles. Regular updates regarding the welfare of the victim and the process of the investigation will be documented and cases will be closed when resolved.

In responding to issues and concerns regarding possible maltreatment, staff and others must exercise vigilance in protecting information and only pass on information to those who need to be involved via the specified reporting process. Any decision to pass on information will be discussed with the child/person concerned and their views sought. Information on the process, likely sequence of events and possible outcomes should also be discussed with them. It is also

important to ensure that the child continues to be informed of what is happening and has the opportunity to discuss and, where appropriate, influence the process.

Safe handling, storage and disposal must be ensured. Records must be kept securely locked in a place to which access is restricted. Information held on a computer must be password protected. Managers and safeguarding focal people have a particular responsibility in maintaining the confidentiality of these records and must ensure that the records, or any information they contain, are made available only to relevant parties. The transfer of information should be done in such a way that confidentiality is maintained.

### **Reports of Maltreatment against HHC Personnel**

Allegations of possible maltreatment may be made against individuals working within HHC or partner organisations. These may be via a third party or as a result of observations of the way an individual conducts him/herself with children or vulnerable adults.

Any report is treated seriously and with confidentiality. The priority is always the safety and best interests of the child or vulnerable adult. Identifying information about the child or vulnerable adult is shared on a 'need to know' basis.

HHC has a Whistleblowing Policy. Any staff member, volunteer or associate who raises concerns of malpractice will be protected from victimisation or any other detrimental treatment if they come forward with concerns, provided the concerns are raised in good faith. Deliberate false allegations are a serious disciplinary offence and will be handled as such.

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The subject of the complaint (alleged perpetrator) and all witnesses must cooperate fully and openly with internal and statutory investigations and processes. Their confidentiality will be protected and information that could identify them will be shared on a 'need to know' basis. A prompt and appropriate response will ensure that the situation is not dragged out and that all individuals involved are clear on issues and actions to be taken.

Serious allegations against a staff member, volunteer or associate will result in immediate suspension from employment subject to investigation of the case. If the allegation is a criminal issue, it will be reported to the authorities before taking action.

A person with the skills to do so will conduct the internal investigation. The investigation should involve interviews of all parties involved, including witnesses, to gather all relevant details of the allegation. Internal investigations related to allegations of criminal behaviour should be discussed with the formal authorities prior to embarking on this course of action to ensure that the organisation does not compromise the formal investigation.

Appropriate disciplinary measures will be taken in the event that the allegation is found to be true. Any behaviour towards a child, children or vulnerable adult which is abusive or exploitative in nature (and which takes place either inside or outside the work environment) will be considered as gross misconduct.

This may mean:

- Staff members
- Volunteers: ending of volunteering relationship

- Partners: withdrawal of funding/support and termination of the partnership agreement
- Contractors: termination of contract

If the allegation is found to be without base, appropriate steps will be taken to minimise damage to the reputation of the individual accused. Support and counselling will be made available for those involved.

### Disciplinary Appeals

A disciplinary appeals procedure is in place to ensure that all appeals are dealt with constructively, promptly and with fairness and transparency. Appeals will be afforded the same level of confidentiality as the original complaint.

## COMMUNICATING THE POLICY

HHC takes a multifaceted approach to actively promote the policy to the many people involved within the organisation.

- HHC has a Safeguarding and Participation Lead who has overall responsibility for making sure the policy is implemented and followed. Each HHC region, country of operation and strategic pilot project has a safeguarding focal person responsible for implementation of, and adherence to, the policy in their context;
- It is the responsibility of all managers to ensure that staff and others whom they manage are made aware of the policy and the reporting procedures. This will include volunteers and partners;
- All staff members with a responsibility for safeguarding should be easily identifiable to others when at work; : disciplinary action/dismissal

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- The policy is easily available to all staff members, volunteers and associates in both written and electronic forms. This also includes the incident reporting procedure;
  - The policy is included as part of the induction process for all new staff members and volunteers;
  - Annual updates/refreshers are given, which will provide an opportunity to inform staff of any changes to the policy or procedures and also allow time for staff to feed back on the local working of the policy and to raise any concerns they may have;
  - Any changes to either the policy or procedures will be communicated directly to national and regional directors via the HHC UK office at the earliest opportunity. It will be their responsibility to inform their teams;
  - Information concerning the policy, including the reporting framework, is openly displayed in all HHC offices and is also available to children in a child-friendly format. This should include up-to-date contact details for local support agencies and services and information about the complaints procedure;

This information must be available in the local language of the area. An explanation of the policy should be written in a format that is easily understood by children.

### **Funding and Resources**

As safeguarding is such an integral part of HHC's work, sufficient funding and human resources must be secured on a recurring basis to support it.

## **MONITORING THE POLICY**

### **Responsibility Framework**

The Board of Trustees and the Chief Executive hold final responsibility for the implementation of the Safeguarding Policy within HHC. The Senior Management Team (SMT) is collectively responsible for the development of policy and good practice. The Safeguarding and Participation Lead is responsible for ensuring that the Safeguarding Policy is up-to-date, understood, implemented and followed.

At national level the Safeguarding Policy is translated into local language and country directors hold final responsibility for developing and implementing local safeguarding procedures that sit alongside the main Policy. Safeguarding Focal People within each national team are responsible for championing and monitoring the Policy and local procedures at national level. The monitoring process includes the following:

- Annual safeguarding plans at central, regional and national levels
- Quarterly safeguarding reporting at central, regional and national levels
- Annual safeguarding self-audit and review at central, regional and national levels
- Monitoring of incidents reported as a result of implementing the policy
- The monitoring process should also incorporate the views of the children for whom it is intended, as well as local communities, foster families and other stakeholders.

### **Policy review**

The Safeguarding Policy is reviewed every three years.

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## ANNEXES

### ANNEX 1: MALTREATMENT

#### Effects of Maltreatment

The effects of maltreatment, and particularly the long-term consequences, are far reaching and can include death, recurrence of the maltreatment, permanent physical and psychological harm, educational and emotional failure and criminal or delinquent behaviour. People who have been maltreated may experience reduced self-esteem: they feel bad about themselves, usually because they feel guilty and in some way to blame for the abuse or for what happens subsequently. There may also be problems of sexualised or aggressive behaviour. The person may try to deal with the stress and anxiety through substance abuse, deliberate self-harm and other damaging types of behaviour. It is important to note that the effects of chronic child neglect are known to be as severe as other forms of maltreatment.

#### Vulnerability to Maltreatment

In the course of its work, HHC comes into contact with a wide range of children and vulnerable adults, in a variety of settings. Many of these individuals are at greater risk of maltreatment than their peers as a result of the following circumstances:

- Disability;
- Minority ethnic group;
- Living on the street
- Living within institutional/alternative care settings and juvenile justice systems;
- Severe illness within a family unit;
- Living with families where there is alcohol and drug abuse or domestic violence;
- Loss of family members as a result of illness/violence;
- Harmful traditional practices e.g. extreme discipline measures;
- Stigma.

#### Local Definitions of Maltreatment

There is enormous variation in definitions, cultural understanding and responsibilities towards maltreatment within the countries in which HHC operates. Protection systems in many of these countries are weak and unsupportive of complex safeguarding issues. In acknowledgement of this there is a need for local guidelines for each country to reflect not only these differences but also the local resources available. This must be done without compromising our belief that certain practices and behaviours are abusive and unacceptable even if these practices are widely accepted locally.

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## Identifying Maltreatment in Children and Vulnerable Adults

Maltreatment occurs in many different settings and forms. Maltreatment may also come to light in a variety of ways. These include direct or indirect disclosure by the child or someone known to the child, suspicions of maltreatment by those involved with the child, allegations and/or direct observations of signs displayed in the child's physical or emotional behaviour or direct witnessing of maltreatment.

The signs and indicators of maltreatment of a child or vulnerable adult may not be immediately obvious or identifiable. Concerns are not always raised over a single incident but often over a period of time and as a result of various factors.

In some cases an individual may not report maltreatment until many years after the event. This is referred to as historical abuse. In relation to HHC this would entail the actual or likely maltreatment that an adult reports as having suffered as a child or young person while in contact with HHC.

It is also important to recognise that complex factors often come into play regarding the reporting and investigating of suspected child maltreatment: in many countries children from poor and marginalised groups are over-represented in child maltreatment investigations and in numbers of children placed in out-of-home care due to alleged maltreatment. Whilst poverty is widely recognised as a risk factor in child maltreatment, there may also be an implicit bias in the choices that are made by decision-makers who encounter these families. Furthermore, poverty, discrimination and social inequalities – as well as the institutionalisation of children - can themselves be seen as inherently abusive to children.

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## ANNEX 2: RECRUITMENT AND SELECTION

HHC is committed to applying rigorous recruitment and selection processes which emphasise the importance of safeguarding. Particularly rigorous processes are required for any post that involves direct contact with children, either as a paid employee or volunteer.

Every manager who recruits and selects staff for UK-based or for UK-appointed overseas posts is accountable for ensuring the specified procedures are adhered to. For non-UK appointed posts, the senior manager in-country is accountable for developing and implementing recruitment and selection procedures which take full account of child protection issues and in line with HHC's UK guidelines as set out below.

### Determining Level of Risk

For UK-based and UK-appointed posts, four levels have been defined, based on seniority and/or levels of contact with, or access to sensitive information about, children and vulnerable adults. Each role profile should clearly identify which level applies to that post. The levels are as follows:

*Level 1:* Those with a level of seniority that directly impacts HHC's profile and reputation. This level includes Trustees and SMT.

*Level 2:* Those with access to and/or information about children and vulnerable adults. This level includes International Programmes Team and Brand Team.

*Level 3:* Those who may, through visits, have access to and/or to information about children and vulnerable adults. This level includes fundraising staff participating in visits to programmes.

*Level 4:* Those with no contact with children and vulnerable adults and no access to personal information about them. This level includes some members of the resources team, some fundraising staff and others.

A range of core recruitment and selection measures will apply to all posts, with additional safeguards being added as the level of seniority or access to children and vulnerable adults increases.

Volunteers will need to undergo the same level of recruitment if their role involves direct contact with and/or access to personal information about children and vulnerable adults. This applies to volunteers being appointed either in the UK or internationally.

### Pre-employment Procedure

Post Vacancy Notification		
Item	Action	Applicable roles
Advertisements	A safeguarding statement will be included in external advertising for level 1 and 2 posts	Level 1 & 2 posts
Role profile and person specification	The safeguarding risk level of the role will be included in each role profile and whether or not a DBS is required. Specific responsibilities for implementing and safeguarding HHC's Safeguarding Policy to be highlighted	All

Job Pack and Supporting Statement	Job pack to include statement of commitment to HHC's safeguarding and pre-recruitment checking for level 1 and 2 posts <ul style="list-style-type: none"> <li>Supporting information form to emphasise commitment to pre-employment checks and seek consent to DBS checks, where required</li> </ul>	All
Selection process	Identification and explanation of any employment gaps. For levels 1 and 2 posts: consideration of how safeguarding issues should be built into the design of the selection process and specific questions on safeguarding issues relevant to the post.	All Level 1 & 2 posts
<b>Pre-Employment Checklist</b>		
Offer of employment	Letters sent to successful candidates, offering employment, will include that the post is offered conditional to DBS checks	Level 1 & 2 posts
Qualifications	False information may lead to HHC withdrawing an offer or dismissal reflected in Supporting Statement and offer of employment.	All
Right to Work	HHC will comply with its legal responsibility to establish the right to work of all prospective UK-based employees. Country programmes need to comply with their national laws.	All
Visas	If the prospective employee is neither a British citizen nor a citizen of one of the EEA countries, they may need entry clearance before they can travel to the UK.	All
Disclosure and Barring Service (DBS) checks	Disclosure and Barring Service (DBS) standard checks will be required for Level 1 and Level 2 posts	Level 1 & 2 posts
References	References will include suitability to work with children and/or to work with sensitive information about or images of children	Level 1 & 2 posts
Regarding Outcomes	The outcomes of the pre-appointment checks should be recorded in a consistent manner and stored in accordance with the Confidentiality Policy	All
<b>Induction</b>		
Induction	New employees will receive induction into HHC safeguarding policy and practice. Employees will confirm they have received the safeguarding induction and read, understood and will comply with the policy by signing the induction checklist. Satisfactory completion of probation is dependent on the signed checklist being returned to HR, where it will be retained as a central record.	All

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## ANNEX 3: GOOD PRACTICE GUIDELINES FOR WORKING WITH CHILDREN AND VULNERABLE ADULTS

This section aims to promote good practice by defining what is and is not acceptable behaviour when working with children and vulnerable adults. This in turn will help to provide a safe environment and one that minimises opportunities for maltreatment. In addition to the general principles of good practice in working with children, staff and others should recognise that they, as adults, have a responsibility, and in some cases a legal duty, to ensure the safety of the children with whom they work.

### Promoting Children's Rights

A key element in working to safeguard the welfare of all children and vulnerable adults is the promotion of their rights. HHC believes that children and vulnerable adults have the right:

- To have their health, safety and wellbeing, and their best interests considered paramount;
- To have their welfare and development promoted and safeguarded so that they can achieve their full potential;
- To be valued, respected and understood within the context of their own culture, religion and ethnicity, and to have their needs identified and met within this context and within the context of their family wherever possible;
- To be listened to and to have their views given careful consideration, and to be encouraged and helped to participate in decisions which affect them. This in turn enhances safety as when children and vulnerable adults have opportunities to participate and feel their contributions are valued, they are more likely to speak up when harmed or feeling unsafe.

In order that these rights are respected, when staff and others are in contact with children and vulnerable adults, they should:

- Treat them equitably and recognise them as individuals at all times;
- Treat each with dignity, respect, sensitivity and fairness;
- Regard them positively and value them as individuals who have specific needs and rights and a particular contribution to make;
- Work with them in a spirit of co-operation and partnership based on mutual trust and respect;
- Value their views and take them seriously;
- Work with them in ways that enhance their inherent capacities and capabilities and develop their potential;
- Strive to understand them within the context in which they live

### Code of Practice and Behaviour

HHC takes an approach of zero tolerance towards all forms of bullying, harassment, sexual exploitation and abuse or any other form of maltreatment, whether towards children, vulnerable adults, colleagues or



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anyone else.

It is important for all staff and others in contact with children and vulnerable adults to:

- Be aware of situations which may present risks and manage these appropriately;
- Plan and organise the work and the workplace so as to minimise risks;
- Be visible in working with children and vulnerable adults as far as possible;
- Ensure that a culture of openness exists to enable any issues or concerns to be raised and discussed
- Ensure that a sense of accountability exists between staff so that poor practice or potentially abusive behaviour does not go unchallenged;
- Talk to children and vulnerable adults about their contact with staff or others and encourage them to raise any concerns;
- Discuss with children and vulnerable adults their rights, what is acceptable and unacceptable, and what they can do if there is a problem;
- Promote the use of positive ways of managing the behaviour of children that does not involve physical punishment or other forms of degrading or humiliating treatment;
- Give enthusiastic and constructive feedback rather than negative criticism;
- Provide advice and support to children and vulnerable adults on how to keep themselves safe;
- Seek agreement of the child or vulnerable adult prior to any physical contact;
- Make sure that you inform disabled children and adults of any necessary physical contact and ensure that they are comfortable with this;
- Endeavour to be an excellent role model for dealing with other people.

In general it is not appropriate to:

- Spend excessive time alone with children and vulnerable adults away from others;
- Take children and vulnerable adults to your home, especially where they will be alone with you;
- Do things for children and vulnerable adults of a personal nature that they can do for themselves.

Staff and others must never:

- Hit, smack or otherwise physically assault or physically abuse children and vulnerable adults;
- Develop physical/sexual relationships with children and vulnerable adults. This includes using prostitutes;
- Develop relationships with children and vulnerable adults which could in any way be deemed exploitative or abusive;

- 
- Act in ways that may be abusive or may place a child or vulnerable adult at risk of abuse;
  - Use language, make suggestions or offer advice which is inappropriate, discriminatory, offensive or abusive in terms of the individual’s race, culture, age, gender, disability, religion, sexuality or political views;
  - Behave physically in a manner which is inappropriate or sexually provocative;
  - Have a child/children/adults with whom they are working to stay overnight at their home unsupervised;
  - Sleep in the same room or bed as a child/adult with whom they are working;
  - Condone, or participate in, behaviour of children or vulnerable adults which is illegal, unsafe or abusive;
  - Act in ways intended to shame, humiliate, belittle or degrade children or vulnerable adults, or otherwise perpetrate any form of emotional abuse;
  - Discriminate against, show differential treatment, or favour particular children or vulnerable adults to the exclusion of others.

### **Expected and Acceptable Behaviour between Children**

It is important that HHC promotes a culture that ensures children respect and behave well towards other children and adults. This guidance should be provided verbally and by following examples of good behaviour displayed by staff at all times. Developing positive ways of managing challenging behaviour will be helpful in this context. Children should also be involved in developing their own codes of behaviour e.g. anti-bullying.

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## ANNEX 4: GUIDELINES AND CODE OF CONDUCT FOR VISITS TO PROGRAMMES

### For staff managing or leading a programmes visit it is your responsibility to:

- Set up a briefing session with the Safeguarding and Participation Lead (for HHC UK-led visits) or with the safeguarding focal person (for country-led visits) before the visit;
- Ensure that you are aware of the latest rules and regulations relating to taking pictures in the country you are visiting and that they are clearly communicated to everyone on the visit and adhered to (this information will be available from the focal person and/or Safeguarding and Participation Lead);
- For UK-led visits, liaise with the HHC Story Gatherer and Safeguarding and Participation Lead in advance about the photographic requirements of your visit to enable appropriate permissions from children and their legal guardians, other beneficiaries, staff, local authorities and so on to be sought in time for the visit. Seeking permission to take photos of children in state care can be complicated and time-consuming and therefore might not be appropriate for all visits. Further, some children may not wish to be photographed, or their personal circumstances may make it inappropriate or unsafe for them to be photographed. In this instance approved photographs will be provided by the Brand Team if they are available;
- Ensure that all people attending the visit receive a verbal briefing on the Communications Guidelines prior to or at the start of the visit;
- Ensure that all people on the visit (including HHC staff) understand and sign the Communications Guidelines and Code of Conduct for Programme Visits (see pages 20-22) and that the signed copies are scanned and sent to the relevant country director and focal person, preferably before the visit commences;
- Ensure that the Communications Guidelines and Code of Conduct are adhered to throughout the visit;
- Address any behaviour by visitors which contravenes the Communications Guidelines or Code of Conduct;
- Ensure that all photos taken during an overseas visit by staff or supporters are approved and signed off before use by the Brand Team and the Safeguarding and Participation Lead (or focal person for country-led visits);
- Ensure that all information (including case studies prepared by country staff) collected during the trip by staff or supporters is approved by the Brand Team before it is used.

### Personal responsibility

As representatives of HHC we have the duty to be aware of our actions and surroundings especially when travelling and to ensure that we are not compromising the safety and wellbeing of children and vulnerable adults.

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## Hope and Homes for Children Communications Guidelines for Programme Visits

The safety and wellbeing of children and vulnerable adults is of the greatest importance to Hope and Homes for Children. The child's best interest is paramount in all our actions and activities. As you prepare to visit one of our programmes we ask that you read, and agree to abide by, the following guidelines and code of conduct which aim to ensure that your visit will be a positive experience for all concerned.

### Local legislation and regulations

Please be aware that all countries where we work have measures in place to protect the safety and privacy of all children cared for in the national childcare system. These measures cover aspects ranging from general protection to accepted use of images and the type of information which can be used to identify children.

For example it is against the law in many countries to take pictures of children in state care – this is likely to include children living in institutions, small group homes and foster care.

Irrespective of the country and child protection system we have to ensure that children's dignity and universally recognised rights to privacy are respected. We also have to comply with general data protection regulations and best practice.

### Guidelines for visitors to HHC programmes regarding photographs and information

The following is a general policy for all programmes where we operate. Each country, however, may have specific laws or cultural sensitivities that need to be considered and you will be advised on this before or at the start of your visit.

#### Photographs:

We understand that visitors to our programmes may want to take photographs as a record of their visit, however as an organisation dedicated to protecting and improving children's lives our first duty is to ensure that the rights, privacy and identity of our beneficiaries are protected. Therefore the following guidelines should be followed:

- Whilst positive group shots of children and adults are fine if permissions have been obtained, we ask that you do not take pictures of individual children or families who have been introduced to you by Hope and Homes for Children;
- The person leading the visit will advise you on where permission has been obtained to take group shots. However, as a courtesy to people, please always ask permission before taking any pictures to ensure the subjects are happy with this. This includes photographs of staff members;
- Please do not take photographs in any children's institutions;
- Photos of beneficiaries (both children and adults) are only to be used as a personal record. If you would like images for use in talks, presentation, publications or on social media these can be obtained from Hope and Homes for Children in UK. If you have personal photos that you would like to use, you can submit these to the UK Brand Team for approval;

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- Any additional guidelines specific to the country or country partner should be respected.

### **Communication, Information and Case Studies**

During your visit you may be given access, directly or indirectly, to information about beneficiaries.

- Information you receive from Hope and Homes for Children about individual children, adults or families must be treated confidentially and written information should be returned at the end of the visit to the local HHC staff member leading the visit;
- Information that beneficiaries may tell you directly must also be treated confidentially;
- If you wish to use any of the information about individual beneficiaries you have met, in talks or for publications, then the information first needs to be approved by the UK Brand Team to ensure identities are changed and privacy is respected;
- Please do not give personal email addresses or phone numbers or agree to conduct individual communication by written, electronic means or by private visits with any beneficiaries you meet on your trip;
- Please do not make any promises of help or support to individual beneficiaries or projects during your trip;
- If you wish to bring gifts for children and/or other beneficiaries, please speak first to the country director who will distribute them on your behalf or advise you on the most appropriate way of distributing them yourself.

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## Hope and Homes for Children Code of Conduct for Programme Visits

The aim of Hope and Homes for Children's Code of Conduct for Overseas Visits is to protect children and adults in our care and to ensure that all visits are a positive experience for them. At Hope and Homes for Children we strive to ensure that the Code of Conduct is interpreted in the best interests of the child. The Code of Conduct is a guide on expected standards of behaviour when visiting any Hope and Homes for Children programme.

The Code of Conduct is binding on all Hope and Homes for Children paid and unpaid staff and anyone acting as a representative of our organisation. It also includes all visitors, donors and journalists.

It is important to recognise the trust placed in adults by children, and recognise the power held over children by adults. Treat this trust and this power with the highest responsibility.

As part of our Safeguarding Policy we ask all visitors to our overseas projects to sign up to the following:

1. Respect children's right to privacy. Children and families may decline to be visited and have the right to change their mind about the visit at any point. Children must not be expected to interact with visitors unless they choose to do so.
2. Maintain an appropriate relationship with children and beneficiaries. Any form of sexual relationship or activity with a child or with a beneficiary is totally unacceptable. Visitors will not be left alone with children. Use of prostitutes is also strictly forbidden.
3. Use appropriate and respectful forms of communication. Physical aggression, intimidation, verbal abuse and persistent shouting are not acceptable. Any form of assault (e.g. hitting, kicking, pinching, slapping) is strictly forbidden.
4. Use appropriate language. Do not swear and never make sexual or suggestive comments to a child or beneficiary. If a child or beneficiary makes such comments, be prepared to enforce these boundaries in your response
5. Do not discriminate against a child or beneficiary because of his or her age, gender, disability, culture, language, racial origin, religious belief or sexual identity. Conversely do not favour or give all of your attention to one particular child or beneficiary.
6. Be vigilant and aware of how actions can be misinterpreted by children and beneficiaries. Actions made with good intentions can seem intrusive or intimidating to some children and beneficiaries. Sometimes children become attracted to the adults visiting them. Adults should be aware of the impact of their actions and should sensitively address any misunderstanding.

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### Hope and Homes for Children Code of Conduct Declaration

I have read the Hope and Homes for Children's Code of Conduct and Communications guidelines and understand them to be an essential component of the Hope and Homes for Children Safeguarding Policy. I declare that I understand and agree to comply with the Code of Conduct and the Communications Guidelines

Name

Date

Signature

Authorised by

Date

Signature

Should a visitor travelling as a representative of Hope and Homes for Children refuse to accept, or agree to be bound by Hope and Homes for Children's Child Safeguarding Policy the visit will be cancelled.

## ANNEX 5: WORKING WITH PARTNERS

Safeguarding must be included in any negotiations with potential partners and a summary of the HHC Safeguarding Policy should be included in all partnership agreements. It should also be made clear to any potential or existing partners that if poor practice exists within the agency or organisation, and there is a lack of will or capacity to accept support to improve, then HHC will be unable to continue any partnership arrangements.

HHC works with a range of different partners and joint activities vary significantly in terms of safeguarding implications. For this reason, different safeguarding requirements are stipulated for different types of partnerships, as presented in the table below.

	Have a designated safeguarding focal person and complete full HHC safeguarding planning, reporting and annual review process	Safeguarding incidents and concerns are reported to HHC UK	Prospective partners submit their own Safeguarding and Image Policies, or equivalent, as part of the due diligence process prior to signing of MoU. These are checked and signed off by relevant focal person before signing of MoU, to ensure they meet minimum standards.	MoUs with partners include commitment to safeguarding standards, including standards regarding images and stories
HHC countries of operation	✓	✓	✓	✓ Any major safeguarding concerns identified during partnership are flagged up to focal person and Safeguarding and Participation Lead and addressed



Strategic Pilot Projects	✓ As soon as pilot project is in implementation stage and relating to the joint project(s)	✓ To focal person and Safeguarding and Participation Lead	✓	✓ Any major safeguarding concerns identified during partnership are flagged up to focal person and Safeguarding and Participation Lead and addressed
Countries of Influence	X	X	✓	✓ Any major safeguarding concerns identified during partnership are flagged up to Safeguarding and Participation Lead and addressed
Networks where HHC plays coordinating role	X	X	✓	✓ Support networks to develop and implement guidelines regarding their use of children's images and stories on network websites, social media

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**ANNEX 6: ORGANISATIONAL SAFEGUARDING RISK ASSESSMENT AND MITIGATION FORM**

<b>Area of risk</b>	<b>Risk factors</b>	<b>Risk significance<sup>3</sup></b>	<b>Mitigation plan</b>	<b>Who leads</b>

<sup>3</sup> High risk significance: highly likely to happen and significant impact on child  
Medium risk significance: highly likely to happen or significant impact on child  
Low risk significance: less likely to happen and less of an impact on child

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## ANNEX 7: COMMUNICATIONS GUIDE

In our use of images (both photographs and video) and stories, our overriding principle is to maintain the safety, privacy and dignity of children, families and communities portrayed.

### Principles

In line with the CONCORD Code of Conduct on Images and Messages<sup>4</sup>, HHC aims to ensure that choices of images and messages will be made based on the paramount principles of:

- Respect for the dignity of the people concerned;
- Belief in the equality of all people;
- Acceptance of the need to promote fairness, solidarity and justice.

Accordingly in all our communications HHC strives to:

- Choose images and related messages based on values of respect, equality, solidarity and justice;
- Truthfully represent any image or depicted situation both in its immediate and in its wider context so as to improve public understanding of the realities and complexities of development;
- Avoid images and messages that potentially stereotype, sensationalise or discriminate against people, situations or places;
- Use images, messages and case studies with the full understanding, participation and permission of the subjects (or subjects' parents/guardian);
- Ensure those whose situation is being represented have the opportunity to communicate their stories themselves;
- Establish and record whether the subjects wish to be identifiable and always act accordingly
- Conform to the highest standards in relation to human rights and protection of the vulnerable people;
- Conform to the highest standards in relation to children's rights according to the Convention on the Rights of the Child (CRC), as children are the subjects most frequently portrayed.

### Guidelines for obtaining and storing images and stories

#### Consent

We must obtain informed written consent from any person we wish to photograph, video or interview, regardless of whether or not they are identifiable in the image. The written consent should as a rule be acquired PRIOR to capturing their image or filming them and contributors should be given sufficient information and time to reflect between consent being requested and pictures/interviews being taken. Children and their families/guardians must be permitted to decline consent without any pressure being out on them to change their minds, or any fear of losing HHC support as a result.

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<sup>4</sup> <https://concordeurope.org/wp-content/uploads/2012/09/DEEEP-BOOK-2014-113.pdf?1fdb40&1fdb40>

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On rare occasions photographs/interviews may be taken with only oral consent. In this case sufficient information must be provided to the contributor before oral consent is given, and written consent must be obtained before the material is used. Contributors in this situation must be given sufficient time between the images/interviews being taken and giving written consent, and it must be made clear that they can withdraw consent if they wish.

**To capture images/stories of children under the age 18**, we must obtain written consent from the child's parent or legal guardian. Additional to this, although not legally required, we should always obtain a child's consent before we take their picture, film them or interview them. We should also explain how the material will be used and the permanent nature of images and stories published on the internet. Even with the parent or legal guardian's consent, we should not photograph or interview a child who does not want to be photographed, interviewed or have their image used. Consent must be genuinely voluntary and it needs to be made clear to children and their parents/guardians that they can decline or withdraw consent at any point without any negative repercussions. If possible, show children examples of how we have used stories in publications. Children aged 6 or over who are able to provide informed consent should sign the consent form, as well as their parent/guardian.

In cases **where the person (or their legal guardian or representative) is illiterate or has a disability which does not permit them to provide written consent**, a fingerprint mark or a written mark with a note from another individual explaining that consent has been provided will suffice. For people who cannot understand the consent form, their chosen representative or their legal guardian should provide the consent on their behalf.

An **image taken at a public event attended by large crowds**, such as a sports or campaigning event, is regarded as having been taken in a public area and so permission is not required from everyone in the image, so long as the images are general crowd shots and not focused on any particular individuals. People in the foreground are also considered to be in a public area, but it is recommended that photographers address those within earshot, stating where the photograph may be published and giving them the opportunity to move away. If the image of a crowd is cropped and/or focuses on one or more specific individuals in the crowd, then consent will need to be obtained from each of the subjects. This applies in the case of images taken specifically of HHC beneficiaries who are attending a large event. In the case of event winners standing on a podium or similar, consent is required for individuals who are HHC beneficiaries, but not for others on the podium.

Consent is recorded on an **HHC Image Consent Form** (see page 34) which is stored safely and securely. The **Group Consent Form** (page 35) can be used for events organised by HHC or partners where it is anticipated that there will be a large number of children present.

Images, film footage and stories of beneficiaries should not be used more than **three years** after the date on the consent form, unless further written consent to use the material has been obtained.

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**HHC staff members** should also be given the opportunity to provide consent to use their image or information about them, and to request that their contact information is not included in any published material.

#### Capture key information

Capture details of the subjects photographed, videoed or interviewed. At the very minimum this should include the person's real name, where the image was taken or filmed, when it was taken, why it was taken and who took it.

#### Storing images and stories

Electronic copies of images and personal information about beneficiaries must be stored only in secure locations approved by HHC. If hard copies are kept, they must be placed in a secure location.

#### Visitors

Visitors to HHC programmes must comply with the guidelines in [Annex 4](#).

#### Children and vulnerable adults in the care system

Children in the care system, and especially those in institutional care, are particularly vulnerable and therefore need a higher level of protection. Being institutionalised has a negative impact on their lives and this can be exacerbated by being discriminated against because of their early life in care. For this reason HHC does not permit any identifiable images to be taken of children in institutional care. Identifiable images of children in other out-of-home services (eg foster care, small group homes, emergency reception centres) should only be captured and used if there is a very clear case for this.

#### Context, dress and poses

We should aim as far as possible to capture images of children and vulnerable adults in their normal environment, showing the reality of their lives, how they live and the circumstances that make them vulnerable. Where possible, we should show how we work with children, rather than show them as alone and vulnerable. Where relevant, we should include families, parents or carers.

Children and vulnerable adults should never be depicted in erotic, seductive, provocative poses or contexts. We should never ask children to pose for pictures that put them at risk, either physically or mentally.

All children and vulnerable adults represented in images must be suitably dressed to reduce the risk of inappropriate use. It is difficult to specify exactly what is appropriate given the wide diversity of clothing, however, certain images of sporting activities (swimming, gymnastics and athletics, for example) and children with little clothing on present a much greater risk of potential misuse. We should therefore never capture images of nude children, children who appear to be wearing no clothes, children without tops on or children in transparent clothes. We should also never blur nude areas or use props to cover areas that

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are not clothed. A child's age is another factor to consider when deciding what is appropriate.

Never ask a child to 'advertise' our brand by capturing an image of them, for example, holding up a banner of our logo. This does not apply to an incidental T-shirt with our logo on it or a poster or sign that may be in the background. Also, check that any visible logo on their clothing is not in conflict with our brand or values.

#### Payment

Sources or subjects should not be paid or rewarded materially for information or participation.

#### Complaints

Any complaints or concerns about the capturing of inappropriate or intrusive images or interviews should be reported and recorded, as with any other safeguarding concern.

#### Guidelines for feedback and sharing of images and other assets

During the course of a filming or photography visit we should let children and families see at least some of the images/footage that we have taken. After the visit, we should give them copies of the photographs, publications or films to which they have contributed, via the national teams. Recent research by Save the Children<sup>5</sup> suggests that

*'the experience of returning images as part of this research demonstrated the value of such follow-up with contributors. Follow-up with, and returning content and/or images to, contributors offers solutions to a number of the current challenges in the image-making process relating to expectations, accountability, duty of care, and consent. It can:*

- *demonstrate respect towards contributors and acknowledge the value of their contribution*
- *assuage any anxiety caused by uncertainty over audience and use*
- *help to manage expectations, some of which may have been created by the initial demonstration of interest shown in their lives at the time of image-making*
- *provide an opportunity to check contributors' well-being and fulfil (our) duty of care towards those who contribute to (our) image making*
- *check that contributors are comfortable with how their image and story has been used ... and are happy to give consent for it to be used in the future'. (page number 34)*

#### Guidelines for publishing images and stories

##### Approved images and stories

Only approved images and stories, with current consent, stored on the BrandHub may be used for external audiences. This includes social media, both HHC and personal social media.

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<sup>5</sup> [https://resourcecentre.savethechildren.net/node/12425/pdf/the\\_people\\_in\\_the\\_pictures.pdf](https://resourcecentre.savethechildren.net/node/12425/pdf/the_people_in_the_pictures.pdf)

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### Use images in context

Ensure the purpose for which an image was taken and the context in which it will appear is in line with the consent. For example, a photo taken of children playing in a playground which was originally intended to publicise improvements to a Small Group Home or Community Hub could give a misleading impression about the child if used in a publication or article on domestic or child abuse.

### Disclosing identity and location

Images and stories should NEVER be published or broadcast with the child's full name. We can never disclose a child's personal details, email, postal address and telephone numbers. Providing this information could seriously compromise the child's safety.

If a name is required to strengthen a news item, case story or fundraising appeal, only the agreed alias should be used (refer to BrandHub). The alias should then be used consistently throughout HHC communications.

Ensure that any location tracing features on the camera/device are switched off before images are taken.

### Use of images taken on visits to programmes

Visitors to HHC programmes must comply with the guidelines in [Annex 4](#) regarding use of images and stories.

### Use of images produced by professional photographers

Although the copyright of images normally rests with the photographer or videographer, their use is restricted to our purposes only and for the photographer's portfolio or for his/her self-promotion. All authorised photographers must provide written consent that the material will not be shared with a third party and will only be used for our purposes. All photographers must provide HHC with unlimited usage of images.

### Use of images available in the public domain

Images that are available in the public domain may only be used in our own communications if they conform to the safeguarding and ethical standards set out in this policy and must go through the same process of checking and sign-off as other images. On occasion, relevant and appropriate images and stories from credible sources in the public domain may be shared via our social media channels.

### Highlight positive and transformative effect

We should endeavour to show the positive and transformative effect of our work. Wherever possible, images/stories of institutions, or images/stories that illustrate the need, should not be used in isolation, but balanced with positive images and stories, showing how we are transforming lives.

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### Portraying diversity

As in all our communication publications, videos and website, we should ensure there is a balanced representation of the wide range of people we work with in the context of the subject matter.

### 'Illustrative' images

We should avoid lending photographs to 'illustrate' articles that have little to do with the persons photographed. In the rare cases where we may need to use images unrelated to the text, it must be made clear that the images are for illustrative purposes only.

### Use of captions

All images of people should be used with the correct caption i.e. approved alias, correct spelling of name, age, country and so on.

### Photographer's credit line

Always provide a photographer's credit line with every published image in the following format: Image: HHC/ PHOTOGRAPHER'S NAME/ (if applicable) AGENCY NAME. If the photographer is a member of staff, or is unknown, it is sufficient to simply add Image: HHC.

### Misuse of images and stories

Breaches of the rules will be reported as safeguarding concerns, like any other.



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## Consent for photographing, filming and interviewing children and adults

Dear children, young people, parents and guardians,

Hope and Homes for Children uses photographs, films and stories for fundraising and awareness-raising. **This material may be used in printed, broadcast and online publicity, on social media, in newspapers and magazines or in reports and presentations to our donors and our supporters – both in this country and internationally**

We are dedicated to protecting and promoting children's rights. In line with our Child Protection Policy and our Image and Case Study Policy and Guidelines, we seek to ensure that all children are protected from harm a) in their experience of being interviewed, filmed or photographed and b) in the subsequent use of the images, recordings or case studies.

We are determined to carry out our work in a manner that keeps children's safety, privacy and dignity as the top priority. For this reason we commit to the following:

- ✓ We will always explain to children and young people - and their parents/guardians for children under the age of 18 – how their photos or stories will be used and ask for their written consent before we go any further
- ✓ Children and/or their parents/guardians are free to refuse consent and this will in no way affect their relationship with HHC. Even if consent is given, children and/or their parents/guardians may freely change their mind and withdraw their consent at any point
- ✓ We will always change the names of children and, if requested on this form, ensure that their faces are not visible. We will also make sure that we do not include any information that would enable people to identify and locate children
- ✓ We will not use material for more than 3 years at the most: if we want to continue to use it after that, we will come back to you and ask for your consent again. However, it is important to mention that the nature of social media (e.g. Facebook) is such that material posted will continue to be accessible in the long term

If you are happy for us to photograph, film and/or interview you and/or the child(ren) for whom you are legally responsible, then please complete the form below.

In the case of children under the age of 18 we would ask that BOTH the child (if aged 6 or older and able to give informed consent) AND the child's legal guardian (eg parent, carer, social worker) sign the form.

Thank you.

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**Consent for photographing, filming and interviewing children and adults**

**CONSENT FORM**

**DATE CONSENT OBTAINED:**

**LOCATION:**

**PROGRAMME:**

I/we agree to be photographed, filmed, recorded or interviewed by Hope and Homes for Children and for this material to be used for in printed, broadcast and online publicity, on social media, in newspapers and magazines or in reports and presentations to our donors and our supporters – both in this country and internationally. I/we agree to the following:

	YES	NO
Being photographed		
Being filmed		
Being recorded (voice)		
Being interviewed		
My/our face being visible		
My/our real name being used (only for subjects aged 18 or over)		
COMMENTS (e.g. more than one subject and they agree to different things)		

I have been told and understand how my story and/or images will be used. I know that I do not have to answer all of the questions and that I can decide not to continue at any time.

NAME	DATE OF BIRTH	SIGNATURE	DATE

**For children under the age of 18: parent/guardian declaration**

I have read and understood the above and give permission for the child(ren) named above to be photographed, filmed, taped and/or interviewed by Hope and Homes for Children.

**Name:**

**Relationship to child:**

**Signature:**



**hope and homes  
for children**

.....

## Hope and Homes for Children

### Image Consent Form - Group Activities and Services

With your permission, we would like to take photographs and video during the course of this event, to help further the work of “Hope and Homes for Children”. **This material may be used in printed, broadcast and online publicity, on social media, in newspapers and magazines or in reports and presentations to our donors and our supporters – both in this country and internationally.** In accordance with our child protection policies, we will not identify children by their real names when describing the images.

If you are happy for images of your child taken at this even to be used in this way, we would be grateful if you would sign the consent form below. If you do not wish images of your child to be used in this way, please let us know so that we can comply with your wishes. Your decision will in no way affect your child’s participation in the event or access to our services. We will not use the material for more than three years without asking for your renewed consent.

*I am willing for photographs and video taken at the following event to be used to further the work of Hope and Homes for Children in the ways described above:*

**Title of Event:**

**Date:**

**Location:**

CHILD’S NAME	CONSENT? Yes/No	PARENT/GUARDIAN’S NAME (PRINTED)	PARENT/GUARDIAN’S SIGNATURE

.....

I am willing for photographs and video taken at the following event to be used to further the work of Hope and Homes for Children in the ways described above:

Title of Event:

Date:

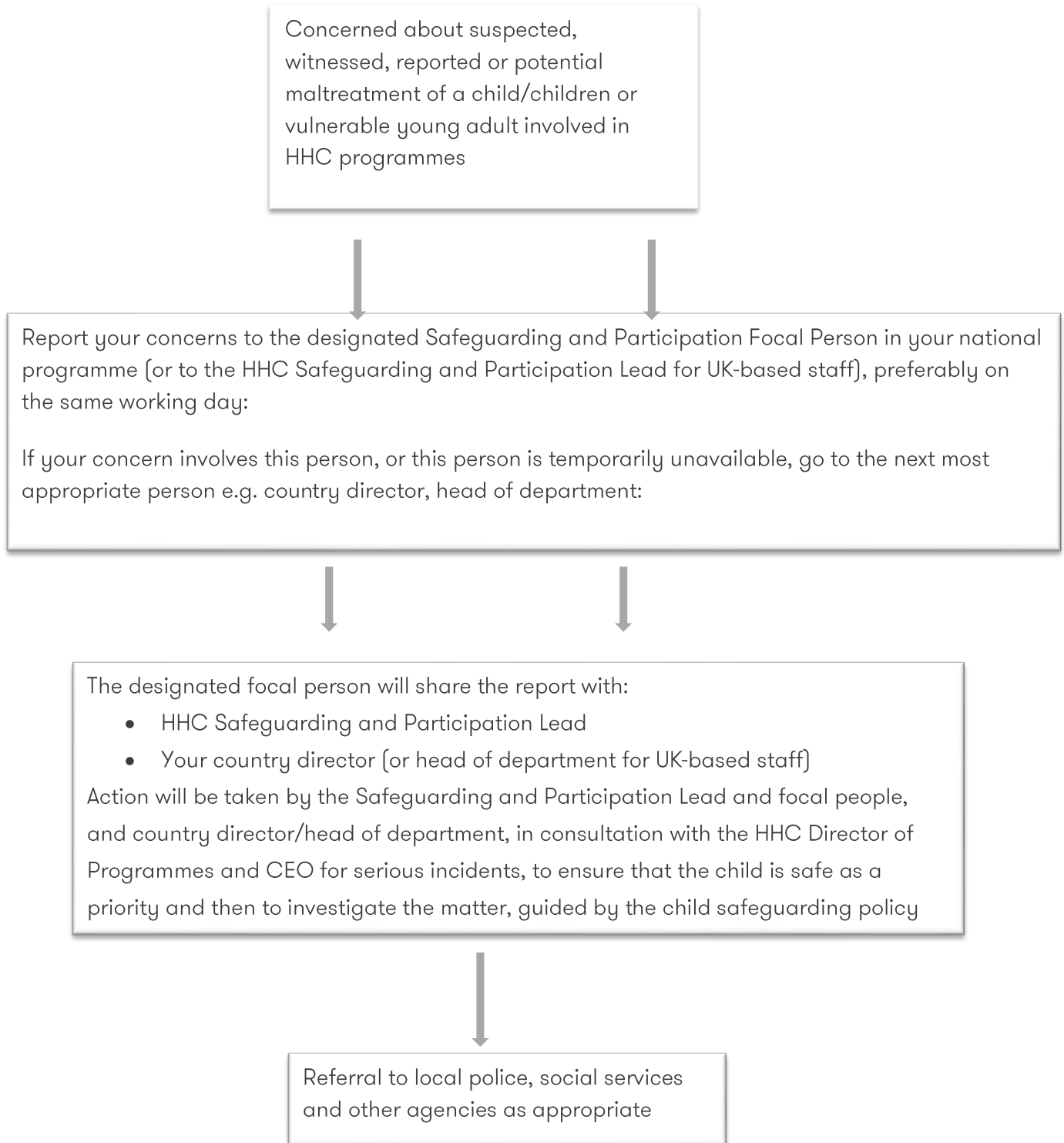
Location:

CHILD'S NAME	CONSENT? Yes/No	PARENT/GUARDIAN'S NAME (PRINTED)	PARENT/GUARDIAN'S SIGNATURE

\*Additional pages to be printed as required. Page number...of...

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## ANNEX 8: SAFEGUARDING REPORTING FLOWCHART



ANNEX 9

HHC SAFEGUARDING INCIDENT REPORT FORM  
CONFIDENTIAL

Details of Person Reporting Concern			
Name			
Date			
Location			
Email Address			
Telephone / Mobile Number			
Position within HHC			
Relationship to child / vulnerable adult concerned (if relevant)			
Details of Referral			
Is this a direct referral?	Yes	<input type="checkbox"/>	No
If no, please give name, role and contact details of person(s) raising concern			
Details of Child / Children / Vulnerable Adult			
Name(s)			
Age or date of birth			
Address/Place of residence			
Telephone Number			
Who is responsible for the child/children/vulnerable adult			
What is their relationship to the child/children/vulnerable adult?			
Details of Concern			

Brief description of concerns – including dates and details of specific incidents				
Has the child/children/vulnerable adult been spoken to?	Yes		No	
If Yes, what was said?				
Is there evidence of physical abuse (e.g. bruising) or obvious distress?	Yes		No	
If Yes, please provide details				
Has an allegation been made about a specific person(s)	Yes		No	
Have any external agencies been notified in accordance with local procedures?	Yes		No	
If Yes, please provide contact name and details				
Details of any immediate actions taken e.g. medical aid				
Location of child/children/vulnerable adult at time of reporting				
Additional information that is relevant to this incident				

This form should be completed within 24 hours, preferably within the same working day, as the reported concern.

Please email the completed form as soon as possible to the Safeguarding and Participation Focal Person in your programme. If this is the person suspected of abuse, please email this form to the Country Director.