



# Procedures for Dealing with and Recording Safeguarding Reports

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Reviewed: April 2019

Date of next Review: June 2020

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This document outlines Livingstone Tanzania Trusts procedure for dealing with reports of breaches of our Safeguarding Policy where the violation is perpetrated by LTT Staff, or associated personnel or where an accusation is made against a member of LTT staff.

## Procedure

Reports can reach the organisation through a number of avenues including emails, letters, text or another message medium. It may also occur through direct or informal disclosure. If a staff member hears something in an informal discussion or chat that they think is a safeguarding concern they should report this to the appropriate Safeguarding Lead.

If a safeguarding concern is disclosed directly to a member of LTT Staff they should

### Always

- Stay calm - ensure the individual making the disclosure is safe and feels supported.
- Show and tell the individual that you are taking what she/he says seriously, be empathetic and understanding.
- Reassure the individual and stress that she/he is not to blame.
- Be honest; explain you will have to tell someone else about the concern/issue
- Record in writing what was said as soon as possible, but avoid interrupting a disclosure to take notes.
- Maintain confidentiality - only tell those it is essential to tell in terms of protecting the individual.
- Report safeguarding concerns by following the procedure outlined below
- Ask who when where and what but do not investigate the why

### Never

- Rush into actions that may be inappropriate.
- Make promises you cannot keep.
- Enquire unnecessarily into details of any abuse or make the individual repeat the story unnecessarily. It is not your role to carry out an investigation.
- Ask leading questions
- Take sole responsibility - consult the Safeguarding Lead as soon as you can so that you can protect the individual and gain support for yourself.
- Offer opinions on what is happening or express shock or disgust.
- Attempt to respond to the incident/issue/disclosure yourself – it is not your responsibility to investigate safeguarding concerns but you must report them to the Safeguarding Lead.

## Recording safeguarding concerns/incidents.

1. If a report is being made to a member of staff the person receiving the report should document the following information:
  - a. Name of person making the report.
  - b. Name(s) of alleged survivor(s) of safeguarding incident(s) if different from above.
  - c. Name(s) of alleged perpetrator(s).
  - d. Description of the incident(s).
  - e. Date(s), time(s) and location(s) of incident(s).

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2. If an LTT Staff member witnesses or is involved in a situation that gives cause for concern the incident should also be recorded, regardless of whether or not an investigation is deemed necessary following a report.
  - a. In this situation, the LTT Staff member should make an accurate record of:
    - i. the time, date and location of the incident.
    - ii. the parties who were involved including name(s) of alleged survivor(s) and perpetrator(s) of safeguarding incident(s).
    - iii. a description of the incident.
    - iv. any physical signs, behavioural signs or indirect signs of abuse/exploitation.
    - v. record clearly and factually exactly what was said.
3. Under either circumstance it is very important that as soon as the member of LTT Staff is able to they should make a note of what has been observed or what they were told while it is fresh in their mind (sometimes it is not possible to make notes during a disclosure or at the time of an incident).
4. As soon as the member of LTT Staff has the opportunity they should complete LTT's safeguarding reporting form. This is available in appendix A of this procedure and a blank template is also accessible from LTTs cloud storage.
5. Reports should be submitted to the Safeguarding Lead within 24 hours. All safeguarding concerns will be taken seriously and responded to swiftly and appropriately.
6. Due to the sensitive nature of safeguarding concerns, confidentiality must be maintained during all stages of the reporting process, and information must only be shared on a need to know basis.
7. If the reporting LTT Staff member is not satisfied that the organisation is appropriately addressing the report they have the right to escalate the report, either to an alternative member of the board or to an external statutory body. The LTT Staff member will be protected against any negative repercussions as a result of reporting (see Livingstone Tanzania Trust's Complaints Policy and Whistle-blower Policy).

### **Assessing how to proceed with a report**

Livingstone Tanzania Trust's Safeguarding Lead will be appointed as the 'Decision Maker' for handling the report – unless, due to a conflict of interest they are unable to in which case an alternative member of the trustee board will be designated 'Decision Maker'.

1. The Decision Maker will determine whether it is possible to take the report forward, this will depend upon whether the report really does represent a breach of the Safeguarding Policy (or should be dealt with under one of LTTs other policies/procedures) and if there is sufficient information to enable a follow up to the report.
2. If there is insufficient evidence to follow up on the report, and no way to ascertain this information (for example if the person making the report did not provide contact details) the report should be filed in case it can be of use in the future. In these instance Livingstone Tanzania Trust would look at wider lesson learning that the organisation could take forward.
3. If the report raises concerns relating to a child under the age of 18, the Decision Maker should seek expert advice immediately.
4. If the decision is made to take the allegation forward Livingstone Tanzania Trust would likely seek immediate assistance through external capacity to deal with an investigation and to provide appropriate support to the survivor(s).
5. If the report refers to allegations against LTT Staff, the CHS Alliance Guidelines for Investigations will be followed

Where the report is taken forward the following procedure will be followed. The Safeguarding Lead may wish to connect with a safeguarding expert for outside support and guidance.

1. Appointing roles and responsibilities
  - a. If not already done so a Decision Maker must be appointed. This should be a board member not implicated or involved in the case in any way.



- c. If the report concerns the actions of UK/Local Partners or Associated Personnel (contractors, consultants, suppliers) that person will automatically be removed from any tasks that involve working with or around children/vulnerable adults or beneficiaries.
  - i. The accused individual will be told the circumstances of the event and asked to comment first verbally (this response will be noted by the interviewer) and then to confirm their response in writing within 48 hrs allowing time to seek advice.
  - ii. Once all the evidence has been compiled a decision will be made by the Decision Maker, within 72 hours.
  - iii. If the accusation is upheld they will be asked to leave the project and are subject to their employer's disciplinary procedures (where applicable). If applicable the relevant bodies will be informed in the UK, this could include: Social Services, the Police and the Disclosure and Barring Service (DBS) or the equivalent in Tanzania.
  - iv. LTT cannot follow disciplinary procedures against individuals outside of our organisation, however decisions may be made for example to terminate a contract with a supplier based on the actions/inactions of their staff.
  - v. If the accusation is unfounded the accused will return to work immediately.

#### 6. Making decisions on outcomes of investigation reports

- a. The Decision Maker makes a decision based on the information provided in the investigation report. Decisions should be made in accordance with the existing policies and procedures concerning staff misconduct.
- b. If at this or any stage in the process criminal activity is suspected the case should be referred to the relevant authorities unless this may pose a risk to anyone involved in the case. In this case the Decision Maker together with other board members will need to decide how to proceed. This decision should be made bearing in mind a risk assessment of potential protection risks to all concerned, including the survivor and the accused party.

#### 7. Concluding a case

- a. Document all decisions made resulting from the case clearly and confidentially. This must be stored separately from Livingstone Tanzania Trusts normal storage systems/CRM but in line with LTT's policy on and local data protection laws.
- b. Anonymised data relating to the case should be fed into organisations reporting requirements i.e. serious incident reporting to the Board and should feed into learning about dealing with future cases and improving the organisations efforts to take all reasonable and feasible measures to protect all those who come into contact with the organisation from harm.

### Which agencies LTT should report to

Where appropriate, suspicions, allegations and incidents of abuse or mistreatment of vulnerable beneficiaries should be reported by LTT to:

- Where the suspicion, allegation or incident occurs in Tanzania, it should be reported to Rev Jason Kahembe (Designated Safeguarding Lead and Director at Local Partner). In the event that this is unsuitable, the issue ought to be reported to the Chair of the Board of our Local Partner
  - In the event that their investigations require scaling up, their avenues would include the Local Ward Executive Officer, the local Police Force, an appropriate Head Teacher where applicable
- Where the suspicion, allegation and incident occurs in the UK, then the Designated Safeguarding Lead would where appropriate inform the Charity Commission of England and Wales; the local Police; the Social Services; and the Disclosure and Barring Service.

When reporting to the Charity Commission, LTT recognises the Commissions expectation that trustees will report concerns to them as serious incidents when they arise. The commission's published guidance explains how trustees should report serious incidents to it and what information it needs: <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

## Appendix A

### Safeguarding Reporting Form

Your name	
Your organisation (if applicable)	
Your position (if applicable)	
Your email	
Your address	
Your mobile number	
Their name	
Their job	
Their contact details	
Their parent/guardian name	
Their parent/guardian mobile number	
Date of birth	
Age	
Gender	
Ethnicity	
Religion	
Specific issues (i.e. disabilities)	
<p><b>Nature or basis of the concern</b> (please give as much information as you can and where possible use the individual's exact words if reporting a disclosure, if a specific person was identified as being involved please provide all the details you have) Where and when this happened, how was the child's behaviour while telling you</p>	<p>Date and time concern was raised: ____/____/____ ____:____</p>
<p>Please explain what activities were going on prior to the incident/disclosure. i.e. what activity you were doing that put you in contact with the individual or in a position to witness an incident</p>	

<p>Where any other people involved in the disclosure or did anyone else witness the incident? Who else was there</p>	
<p>Please provide details of your response to the individual where applicable</p>	
<p>Was confidentiality discussed with the individual? (Did you explain that you are required to talk to other people about what they have told you, please give details.....)</p>	
<p><b>Who has the incident/disclosure been reported to?</b> (Please include their names, roles and organisations)</p>	<p>Contact details of person reported to _____  Date incident/disclosure was reported _____  Please give details of any agreed action at this time.</p>
<p><b>Completing this report</b></p>	<p>Name _____  Today's Date ____ / ____ / ____</p>

NB: If you wish to add further information to this report at a later date this can be done as an addendum to this report. Please do not alter the original report. The addendum will also need to be signed and dated by you.

A blank version of the reporting form is stored in LTT Policies folder in LTTs cloud storage for ease of access by all staff/Trustees/Volunteers. Once completed a copy must be given to the 'Safeguarding Lead' who is responsible for storing it securely. You should also keep a copy for your own records, please speak to the Safeguarding Lead about how best to store this safely and in a manner which complies with data protection and ensures others within or outside the organisation cannot access it.