

500 miles

Safeguarding Policy



CONTENTS

DEFINITIONS – Page 4

INTRODUCTION – Page 6

SECTION 1 – SAFEGUARDING POLICY FOR THE UNITED KINGDOM – Page 8

- 1. Context in the United Kingdom**
- 2. Scope of application**
- 3. Safeguarding Officer**
- 4. Safeguarding policy statement**
- 5. Implementing the safeguarding policy for the United Kingdom**
 - 5.1 Ensuring awareness**
 - 5.2 Safeguarding Code of Conduct**
 - 5.3 Recruitment**
 - 5.4 Training**
 - 5.5 Fundraising and events**
- 6. Dealing with concerns and allegations**
- 7. Responding – management responsibilities**
- 8. Communications**
- 9. Supporting documents**

SECTION 2 – SAFEGUARDING POLICY FOR MALAWI – Page 13

- 1. Context in Malawi**
- 2. Scope of application**
- 3. Safeguarding Officer**
- 4. Safeguarding policy statement**
- 5. Implementing the safeguarding policy for Malawi**
 - 5.1 Ensuring awareness**
 - 5.2 Safeguarding Code of Conduct**
 - 5.3 Patients' Rights Charter**
 - 5.4 Chaperone Policy**
 - 5.5 Recruitment**
 - 5.6 Training**
 - 5.7 Partners in Malawi**
- 6. Dealing with concerns and allegations**
- 7. Responding – management responsibilities**
- 8. Communications**
- 9. Supporting documents**

SECTION 3 – SAFEGUARDING POLICY FOR ZAMBIA – Page 22

- 1. Context in Zambia**
- 2. Scope of application**
- 3. Safeguarding Officer**
- 4. Safeguarding policy statement**

- 5. Implementing the safeguarding policy for Zambia**
 - 5.1 Ensuring awareness**
 - 5.2 Safeguarding Code of Conduct**
 - 5.3 Recruitment**
 - 5.4 Training**
 - 5.5 Partners in Zambia**
- 6. Dealing with concerns and allegations**
- 7. Responding – management responsibilities**
- 8. Communications**

ANNEX A - SAFEGUARDING CODE OF CONDUCT AGREEMENT – Page 29

ANNEX B - PATIENTS' RIGHTS CHARTER – Page 32

ANNEX C - CHAPERONE POLICY – Page 34

ANNEX D - FORM OF SELF-DISCLOURE STATEMENT – Page 36

ANNEX E – FORM FOR REPORTING ALLEGATIONS/CONCERNS – Page 37

**ANNEX F – FLOWCHART FOR RESPONDING TO DISCLOSURES,
ALLEGATIONS OR SUSPICIONS OF ABUSE – Page 40**

**ANNEX G - FORM OF CONSENT TO USE OF
PHOTOGRAPHS/RECORDINGS/STORIES – Page 41**

DEFINITIONS

The following terms shall have the meanings assigned to them below wherever used, capitalised and emboldened as below, throughout this safeguarding policy.

500 miles KCH – the 500 miles Prosthetic and Orthotic Centre at **KCH**.

500 miles MCH – the 500 miles Prosthetic and Orthotic Centre at **MCH**.

Abuse – any kind of abuse of or harm to a person, whether physical, psychological or emotional and any treatment which amounts to neglect or exploitation.

Adult(s) – any person/people aged eighteen or over, except in Scotland, aged 16 or over.

Beneficiary(ies) – any person/people in Zambia who receive sponsorship of all or part of the costs of their prosthetic or orthotic devices at the **UTH P&O Service** through 500 miles and/or any person/people who come into contact with the **SFH P&O Service** with a view to receiving prosthetic or orthotic (or similar) advice or treatment from the **SFH P&O Service**, whether or not they go on to receive such advice or treatment. This definition applies only to people in Zambia and has no application in Malawi.

Chaperone Policy – the Chaperone Policy for Malawi which forms Annex C to this safeguarding policy.

Child/Children – any person/people aged under eighteen, except in Scotland, aged under 16.

Client(s) – any person/people in Malawi who come into contact with 500 miles or with any **Personnel of 500 miles** or with any **Representatives of 500 miles** with a view to receiving prosthetic or orthotic (or similar) advice or treatment from 500 miles, whether or not they go on to receive such advice or treatment. This definition applies only to people in Malawi and has no application in Zambia.

Guardian(s) – the parents of **Children** and/or **Adults** who are de facto entrusted with the care and wellbeing of **Children** and/or **Vulnerable Adults**.

Independent Witness – an Adult with full capacity who is not a spouse, family member, partner or co-habitee of the person whose signature he or she is witnessing.

KCH – Kamuzu Central Hospital, Lilongwe, Malawi.

MCH – Mzuzu Central Hospital, Mzuzu, Malawi.

OSCR - Office of the Scottish Charity Regulator.

Partners in Malawi – the Ministry of Health of Malawi, KCH, MCH and all other organisations with which 500 miles works or liaises in any way with a view to providing a prosthetic and orthotic (or similar) service to **Clients** in Malawi.

Partners in Zambia - the **UTH P&O Service**, **SFH** and any other organisation with which 500 miles works directly and closely in Zambia from time to time.

Patients' Rights Charter – the Patients' Rights Charter for Malawi which forms Annex B to this safeguarding policy.

Personnel of 500 miles – people working or volunteering for 500 miles or who are seconded to 500 miles whether or not they are employed, or their services are engaged, directly by 500 miles or not.

Representatives of 500 miles – consultants, celebrities, journalists, overseas visitors who are representing or acting on behalf of 500 miles in any capacity.

Safeguarding - the promotion of the safety and welfare of people involved in the delivery or receipt of humanitarian aid and development assistance, protecting them from harm, including all forms of exploitation, abuse and harassment.

Safeguarding Code of Conduct – the safeguarding code of conduct set out in the safeguarding code of conduct agreement which forms Annex A to this safeguarding policy.

Safeguarding Officer(s) – any person/people with official responsibility to 500 miles for upholding and enforcing this safeguarding policy in the United Kingdom and/or Malawi and/or Zambia from time to time, all as such officers shall be named on the website of 500 miles (www.500miles.co.uk).

SFH - St Francis Hospital in Lusaka, Zambia.

SFH P&O Service - the prosthetic and orthotic service funded by 500 miles at **SFH**.

SFH P&O Personnel – the person (or people) working at the **SFH P&O Service** whose salary is paid by 500 miles.

Trustee(s) – the trustees on the board of 500 miles from time to time, as named on the 500 miles website (www.500miles.co.uk).

UTH - the University Teaching Hospital in Lusaka, Zambia.

UTH P&O Service – the prosthetic and orthotic service at **UTH**.

Vulnerable Adult(s) – any person or people aged 18 or over, except in Scotland, aged 16 or over, who is/are or may be in need of special care by reason of mental or other disability, age or illness and any person or people aged 18 or over who is/are or may be, temporarily or permanently, unable to take care of him or herself, or unable to protect him or herself against significant **Abuse**.

INTRODUCTION

Definitions

Capitalised and emboldened terms used in this safeguarding policy shall have the meanings assigned to such terms in the preceding definitions section.

Purpose and aim

*Everyone deserves a second chance. The aim of 500 miles is that **all** who need and can use a prosthetic or orthotic device to improve their quality of life will have that chance.* This highlights that equality and non-discrimination are very important to the charity. Also implicit in the main aim of 500 miles, which promotes wellbeing and quality of life, is that everybody who receives our service or comes in contact with us should be safe and feel safe.

500 miles believes that **Children and Vulnerable Adults** should never experience **Abuse** of any kind. We have a zero-tolerance approach to any **Abuse** of a **Child** or **Vulnerable Adult** by any **Trustees, Personnel of 500 miles, SFH P&O Personnel, Representatives of 500 miles, Partners in Malawi** or **Partners in Zambia**. We also have a responsibility to work in a way that promotes the welfare of all, including 500 miles's own **Trustees, Personnel of 500 miles, SFH P&O Personnel, Representatives of 500 miles, Partners in Malawi** and **Partners in Zambia**, and that protects them from harm.

The purpose of our safeguarding policy is to support the aim of the charity by setting out our standards for the safety of all and practical rules and procedures to ensure as far as possible that they are met.

Legal and policy basis

We affirm our belief in the right of all, including **Children and Vulnerable Adults**, to be protected from all forms of **Abuse** in line with the UN Convention on the Rights of a Child, The Protection of Vulnerable Groups (Scotland) Act 2007 and the relevant national **Child** and **Vulnerable Adult** protection legislation wherever we are operating. We respect the strategy and guidance of **OSCR** and in particular agree to report all notifiable events as defined by **OSCR**. We recognise our duty of care to keep everyone safe in our interventions, to the extent that 500 miles's mandate in each location of our operations allows. We recognise it is our responsibility to ensure that all are treated with dignity and respect and with equality and without discrimination.

500 miles has only an organisational base in Scotland consisting of a small board and one executive officer, all unpaid, and a mailbox address. Internationally, 500 miles works in Malawi and Zambia. In Malawi 500 miles manages two large busy prosthetic and orthotic centres under the umbrella of the Malawi Ministry of Health. It works in partnership with a wide range of local and national organisations and comes into contact with many **Clients** on a daily basis, a number of whom are **Children** and **Vulnerable Adults**. In Zambia we fund and manage remotely a small, low-level prosthetic and orthotic service which forms part of the services of a large Zambian

government hospital and over which 500 miles has a degree of control and, separately, we support the delivery of a prosthetic and orthotic service by another large hospital over which 500 miles has almost no control. These activities bring the charity into contact with considerably fewer **Beneficiaries** than **Clients** in Malawi, but some of them are **Children** and **Vulnerable Adults**.

Structure

Therefore although the said underlying beliefs, purpose and aim of our safeguarding policy are common to the UK, Malawi and Zambia, the level of risk of **Abuse** differs, and so we have developed a separate section of our safeguarding policy for each of the three locations which is relevant and proportionate to our activities there, but which all demonstrate (1) accountability to **Clients, Beneficiaries, Trustees, Personnel of 500 miles, SFH P&O Personnel, Representatives of 500 miles, all Partners in Malawi** and **all Partners in Zambia**, (2) a positive safeguarding culture, (3) the charity's commitment to equality, non-discrimination and confidentiality and (4) rigorous, anonymous and safe reporting and complaints mechanisms.

Monitoring and review

This safeguarding policy will be reviewed by the board of 500 miles annually at a board meeting. Each such review will take account of the comments and recommendations of the charity's **Safeguarding Officers** for Malawi which will be requested in advance of each relevant board meeting. In addition to the said formal annual review, **Safeguarding** itself and any issues relating to **Safeguarding** and this safeguarding policy and its implementation in the United Kingdom, Malawi and Zambia will be a standard agenda item at all board meetings of 500 miles.

Supporting documents

This safeguarding policy is supported by the Trustee Manual and the Staff Handbook for Malawi, both of which are still under development.

Section 1

500 miles Safeguarding Policy for the United Kingdom

1. Context in the United Kingdom

500 miles is run from Scotland by one unpaid Chief Executive Officer who is also one of a board of six unpaid Trustees that meets twice a year. There are no physical premises and there is very rarely anyone who would qualify as **Personnel of 500 miles** in the United Kingdom or as a **Representative of 500 miles** in the United Kingdom. The level of risk of **Abuse** in the United Kingdom is therefore low but the administrative and fundraising activities of the charity in the United Kingdom could bring 500 miles into contact with **Children** and **Vulnerable Adults**.

2. Scope of application

This section of this safeguarding policy applies to the **Trustees**, any **Personnel of 500 miles** in the United Kingdom and any **Representatives of 500 miles** in the United Kingdom.

3. Safeguarding Officer

The **Safeguarding Officer** for the United Kingdom is the Chief Executive Officer of 500 miles from time to time, or if preferred, any other **Trustee**, all as named on the website of 500 miles (www.500miles.co.uk). For the avoidance of doubt **OSCR** may always be consulted on any matter of concern relating to **Safeguarding**.

4. Safeguarding policy statement

We recognise the rights of all, including **Children** and **Vulnerable Adults**, to be protected from all forms of **Abuse** in line with the UN Convention on the Rights of a Child, The Protection of Vulnerable Groups (Scotland) Act 2007 and all other relevant **Child** and **Vulnerable Adult** protection legislation in the United Kingdom. We acknowledge our duty of care to keep everyone safe in our activities in the United Kingdom and recognise it is our responsibility to ensure that all are treated with dignity and respect and with equality and without discrimination.

5. Implementing the safeguarding policy for the United Kingdom

5.1 Ensuring awareness

500 miles's commitment to **Safeguarding** will be stated in all appropriate charity documents and on our website. 500 miles will make this safeguarding policy available to anyone who requests it.

All **Trustees**, any **Personnel of 500 miles** in the United Kingdom and any **Representatives of 500 miles** in the United Kingdom will be given a copy of this safeguarding policy including the **Safeguarding Code of Conduct**.

The **Safeguarding Officer** for the United Kingdom is responsible for ensuring that the **Trustees** and anyone who may qualify as **Personnel of 500 miles** in the United Kingdom or **Representatives of 500 miles** in the United Kingdom are aware of our safeguarding policy for the United Kingdom and for reminding them of its provisions when the need arises.

5.2 Safeguarding Code of Conduct

The **Safeguarding Code of Conduct** forms Annex A to and forms part of this safeguarding policy. 500 miles will seek to ensure that the professional and personal standards of the **Trustees** and anyone who may qualify as **Personnel of 500 miles** in the United Kingdom or **Representatives of 500 miles** in the United Kingdom are of the highest standard at all times. To that end the **Trustees** and any such **Personnel of 500 miles** and **Representatives of 500 miles** will be required to comply with the **Safeguarding Code of Conduct** and to sign the acknowledgement on the last page thereof, before an Independent Witness who shall also sign, to evidence that they have read and understood it and that they agree to adhere to it.

5.3 Recruitment

Notwithstanding that the **Trustees** will not normally have any direct role in relation to **Children** and **Vulnerable Adults**, 500 miles will exercise its duty of care to keep everyone safe in our activities in the United Kingdom and meet its standards of equality and non-discrimination in its recruitment of **Trustees**.

5.4 Training

500 miles's induction programme for all new **Trustees** must include a detailed briefing session on our safeguarding policy for the United Kingdom (including the **Safeguarding Code of Conduct**) and all **Trustees** must have access to a copy of it.

5.5 Fundraising and events

Any **Trustee** or anyone who may qualify as **Personnel of 500 miles** in the United Kingdom or a **Representative of 500 miles** in the United Kingdom who is involved in frequent face to face contact with supporters or who attends fundraising events in a responsible, organisational role, should ensure they are familiar with the detail of this safeguarding policy. They should also know the identity and contact details of the 500 miles **Safeguarding Officer** for the United Kingdom and have contact details for statutory authorities including social services and the police.

Safeguarding issues must be considered as part of the risk analysis and/or health and safety arrangements for any events planned by 500 miles.

500 miles will fundraise with the best interests of all supporters at heart and will commit to following the Code of Fundraising Practice (<https://www.fundraisingregulator.org.uk/1-0-key-principles-behaviours/>).

“Fundraisers **MUST** take all reasonable steps to treat a donor fairly, enabling them to make an informed decision about any donation. This **MUST** include taking into account

the needs of any potential donor who may be in a vulnerable circumstance or require additional care and support to make an informed decision.”

6. Dealing with concerns and allegations

Should there be any allegations of **Abuse** or should any concerns be expressed about **Abuse** that may be in prospect, they will always be taken seriously and acted upon swiftly by 500 miles and in such a way that makes the welfare of **Children** and **Vulnerable Adults** the paramount consideration.

Any such allegations and concerns will be treated by 500 miles in strict confidence subject to the exceptions that they will be shared with (1) the board of 500 miles, (2) **Safeguarding** personnel in statutory agencies and (3) if appropriate and in cooperation with statutory authorities or relevant agencies, Guardians.

If any **Abuse** or potential **Abuse** is reported to any **Trustee**, he or she must immediately report it to the Safeguarding Officer for the United Kingdom and the board of 500 miles.

The board of 500 miles will ensure appropriate follow up. If urgent action is required to protect **Children** or **Vulnerable Adults**, this will be done immediately.

7. Responding – management responsibilities

The board of 500 miles is responsible for managing **Safeguarding** within 500 miles in the United Kingdom. The board meets approximately 6 monthly.

If any **Trustee** or anyone who may qualify as **Personnel of 500 miles** in the United Kingdom or a **Representative of 500 miles** in the United Kingdom is the subject of an allegation of **Abuse** of a **Child** or **Vulnerable Adult**, that person will be asked to withdraw from his or her activities for 500 miles until an investigation has been completed. It should be made clear that this suspension does not imply guilt but rather protects all parties whilst an investigation is undertaken.

In the event of any such allegations of **Abuse**, 500 miles’s primary concern is to care for the emotional, physical, psychological and social well-being of alleged victims of such **Abuse**. 500 miles will provide support for the alleged victims, witnesses and the alleged abuser whilst an investigation is carried out. 500 miles will also seek to ensure that any continuing support needed after a situation has been resolved is made available.

If a disclosure of **Abuse** of a **Child** or **Vulnerable Adult** takes place in which the alleged abuser is a **Trustee** or **Personnel of 500 miles** in the United Kingdom or a **Representative of 500 miles** in the United Kingdom or the incident has taken place in connection with the activities of 500 miles in the United Kingdom, 500 miles, through the **Safeguarding Officer** in the United Kingdom, will inform the local police and statutory authorities.

The board of 500 miles will then conduct a thorough internal investigation to establish what happened and determine how the case should be handled in accordance with our policies and procedures. The aim of this investigation is to determine whether there was a breach of the **Safeguarding Code of Conduct** or of this safeguarding policy or its procedures. It is not a criminal investigation into the allegations of **Abuse**.

If an allegation of abuse is made involving any **Trustee** or anyone who may qualify as **Personnel of 500 miles** in the United Kingdom or a **Representative of 500 miles** in the United Kingdom, this allegation, together with a record of the investigation undertaken and the outcome, will be recorded in a separate personal file in Scotland. Confidentiality regarding these records will be scrupulously maintained and information will only be released to those in positions of authority externally who have reason to need it for the **Safeguarding of Children or Vulnerable Adults**.

After any case of **Abuse** or alleged **Abuse** has been investigated internally, the board of 500 miles will conduct a learning reflection of its management of the case. Key learning points will be incorporated in appropriate policy and practice.

8. Communications

500 miles's communications about all **Clients** and **Beneficiaries** will respect their dignity and identity and not degrade them.

500 miles will not use photographs and/or video recordings and/or audio recordings and/or stories of any **Clients** or **Beneficiaries**, including **Children** and **Vulnerable Adults**, in 500 miles's publications, or otherwise, unless the informed consent of the relevant **Client** or **Beneficiary** has been secured. In the case of **Clients** or **Beneficiaries** of the **SFH P&O Service** who are **Children** and **Vulnerable Adults** such consent should, to the extent possible, be given by the **Child** or **Vulnerable Adult** himself or herself, but otherwise may be given by his or her **Guardian**. Such consent from **Clients**, **Guardians**, **Children** and **Vulnerable Adults** must be collected in the form of consent to use of photographs/recordings/stories which forms Annex G to this safeguarding policy. Notwithstanding the foregoing, no such consent is required in respect of photographs and videos where the **Clients** or **Beneficiaries** (including **Children** and **Vulnerable Adults**) appear only in crowd shots.

500 miles is aware of the risk of exploitation of **Children** and **Vulnerable Adults** through misuse of their images and stories. Therefore, when communicating about **Children** and **Vulnerable Adults** these guidelines will always be followed:

- Personal information about a **Child** or **Vulnerable Adult** that could be used to identify his/her specific location within a country will not be used to accompany images or as part of stories.
- **Children** and **Vulnerable Adults** should be portrayed as realistically as possible and communications about **Children** and **Vulnerable Adults** should not be sensational, or overtly sentimental.

- **Children and Vulnerable Adults** should always be represented as individual human beings with their own opinions and history.
- Photographs and video recordings of partially clothed **Children and Vulnerable Adults** should not normally be used, although in portraying the lives of **Children and Vulnerable Adults** in developing countries in a realistic way this may be appropriate and indeed unavoidable. However, photographs and video recordings of **Children and Vulnerable Adults** in states of undress should not present them in poses that could be interpreted as sexually suggestive or in ways that impact negatively on their dignity or privacy. Nude or virtually nude photographs of Children and Vulnerable Adults must not be used.
- Certain **Children and Vulnerable Adults**, such as those suffering from **HIV and AIDS and victims** of violence, abuse and exploitation, may need extra protection. **For example, Children and Vulnerable Adults** who have experienced violence or are in some way particularly vulnerable or if identified, should not have their faces **displayed or be represented in a way** that may lead to their identification.
- Names should be changed/withheld where appropriate.

Although consent may be given for the use of photographs and/or video recordings and/or audio recordings and/or stories of **Clients and Beneficiaries** on social media, because of the ease with which such matter may be shared through social media, particular care should be taken to ensure that any photographs and/or video recordings and/or audio recordings and/or stories of **Clients and Beneficiaries** are respectful, constitute a true representation and their use in this way is not likely to cause any distress to **Clients, Beneficiaries** or their **Guardians**.

If anyone is in any doubt about the appropriateness of the use of images, recordings and stories of **Children and Vulnerable Adults**, the issue must be referred to the board of 500 miles which will decide if and how such images, recordings or stories of **Children and Vulnerable Adults** may be used.

500 miles will try to make sure that third parties who may wish to use images, recordings or stories of **Clients or Beneficiaries**, including **Children and Vulnerable Adults**, cannot exploit them by the misuse of their images/stories and in particular that such third parties will not post them on social media.

9. Supporting documents

This section of the 500 miles safeguarding policy for the United Kingdom is supported by the Trustee Manual which is still under development.

Section 2

500 miles Safeguarding Policy for Malawi

1. Context in Malawi

500 miles provides a prosthetic and orthotic service in the central and northern regions of Malawi for the Malawi Ministry of Health. The charity manages two large, busy prosthetic and orthotic centres, (**500 miles KCH** and **500 miles MCH**), and these two centres deliver extensive sensitisation and outreach programmes in those regions. 500 miles works in partnership with a wide range of local and national organisations and comes into contact with many **Clients** and **Guardians** on a daily basis, a number of whom are **Children** and **Vulnerable Adults**.

2. Scope of application

This section of this safeguarding policy applies to all **Clients** and their **Guardians** and to all **Personnel of 500 miles** who are in Malawi and to all **Representatives of 500 miles** who are in or visit Malawi and to all **Partners in Malawi**.

3. Safeguarding Officer

The **Safeguarding Officer** for Malawi is any and all of the managers at **500 miles KCH** and **500 miles MCH** from time to time, all as named on the website of 500 miles (www.500miles.co.uk). For the avoidance of doubt **OSCR** may always be consulted on any matter of concern relating to **Safeguarding**.

4. Safeguarding policy statement

We recognise the rights of all, including **Children** and **Vulnerable Adults**, to be protected from all forms of **Abuse** in line with the UN Convention on the Rights of a Child and all other relevant **Child** and **Vulnerable Adult** protection legislation in Malawi including The Child Care Protection and Justice Act (2010), The Prevention of Domestic Violence Act (2006), The Gender Equality Act 2013, The Trafficking in Persons Act (2015) and The Disability Act (2012). We acknowledge our duty of care to keep everyone safe in our interventions to the extent that 500 miles's mandate in Malawi allows and recognise it is our responsibility to ensure that all are treated with dignity and respect and with equality and without discrimination. These rights and this duty of care are enshrined in our **Patients' Rights Charter**. The aim of this safeguarding policy is to protect and support these rights and to fulfil this duty of care. We will do this by:

Promoting awareness - We will ensure that all **Personnel of 500 miles** who are in Malawi and all **Representatives of 500 miles** who are in or visit Malawi are aware of and have an understanding of the risk of **Abuse** of **Children** and **Vulnerable Adults** and we will encourage **Safeguarding** awareness among our **Partners in Malawi**.

Seeking prevention – We will use all reasonable endeavours to minimise the risk of **Abuse** of **Children** and **Vulnerable Adults** by setting in place, implementing and

regularly monitoring and reviewing policies and procedures to protect **Children** and **Vulnerable Adults**.

Requiring reporting – We will ensure that all **Personnel of 500 miles** who are in Malawi and all **Representatives of 500 miles** who are in or visit Malawi know what steps to take where concerns arise regarding the safety of anyone and/or where any allegations of **Abuse of Children** and **Vulnerable Adults** are made and require that all such concerns and allegations are reported in accordance with our set procedures.

Responding – We will ensure that action is taken to support and protect **Children** and **Vulnerable Adults** where concerns arise regarding possible **Abuse** of them and we will ensure that any such concerns and allegations of **Abuse** are promptly and properly dealt with, victims supported and perpetrators held to account.

5. Implementing the Safeguarding Policy for Malawi

5.1 Ensuring awareness

500 miles's commitment to **Safeguarding** will be stated in all appropriate charity documents in Malawi and on the section of our website for Malawi. 500 miles will make this safeguarding policy for Malawi available to anyone who requests it.

All **Personnel of 500 miles** in Malawi and all **Representatives of 500 miles** who are in or who will visit Malawi will be given a copy of this safeguarding policy for Malawi including the **Safeguarding Code of Conduct**.

The **Safeguarding Officers** for Malawi are responsible for ensuring that the **Personnel of 500 miles** they manage, the **Representatives of 500 miles** who are in or who are visiting Malawi and the **Partners in Malawi** are aware of this safeguarding policy for Malawi and all supporting documents and for reminding them of its provisions when the need arises.

5.2 Safeguarding Code of Conduct

The **Safeguarding Code of Conduct** forms Annex A to and forms part of this safeguarding policy. 500 miles will seek to ensure that the professional and personal standards of all **Personnel of 500 miles** who are in Malawi and of all **Representatives of 500 miles** who are in or will visit Malawi are of the highest standard at all times. To that end all such **Personnel of 500 miles** and **Representatives of 500 miles** will be required to comply with the **Safeguarding Code of Conduct** and to sign the acknowledgement on the last page thereof, before an Independent Witness who shall also sign, to evidence that they have read and understood it and that they agree to adhere to it.

5.3 Patients' Rights Charter

The 500 miles **Patients' Rights Charter** for Malawi forms Annex B to and forms part of this safeguarding policy. It sets out the rights of all **Clients** in Malawi and their **Guardians** in their contact with 500 miles. At all times it will be posted on the walls of the reception areas at **500 miles KCH** and **500 miles MCH** in both English and

Chichewa at **500 miles KCH**, and in both English and Tumbuka at **500 miles MCH**. In accordance with the **Patients' Rights Charter**, hard copies of the **Patients' Rights Charter** will be available on request from the **Personnel of 500 miles** in Malawi and **Clients** in Malawi and their **Guardians** may ask the **Personnel of 500 miles** in Malawi for an explanation of all or any part of it.

All **Personnel of 500 miles** in Malawi will be fully familiar with the **Patients' Rights Charter** and ready to honour and uphold all of the rights enshrined in it, to explain all or any part of it to any **Clients** in Malawi or their **Guardians**, and to notify a **Safeguarding Officer** for Malawi immediately they become aware of any breach of it.

In the **Patients' Rights Charter** the term “patient(s)” is deliberately used in place of “client(s)” because **Clients** in Malawi and their **Guardians** are more likely to identify themselves or their wards as patients than as clients.

5.4 Chaperone Policy

The 500 miles **Chaperone Policy** forms Annex C to and forms part of this safeguarding policy. It describes in full the policy of 500 miles that **Personnel of 500 miles** in Malawi must not consult with or treat any **Child** or **Vulnerable Adult** without at least one other **Adult** being present and the right of every **Client** in Malawi or his or her **Guardian** to request the presence of at least one additional **Adult** (of the gender of their choosing) during any consultation or treatment by any **Personnel of 500 miles** in Malawi. In the event of no suitable chaperone being available in terms of the **Chaperone Policy**, the consultation or treatment must be postponed.

In accordance with the **Patients' Rights Charter** and the **Chaperone Policy** itself, a clear invitation to have a chaperone and/or to request a hard copy of the **Chaperone Policy** must always be posted in a visible place on the walls of the reception area at **500 miles KCH** and **500 miles MCH**. Such hard copies of the **Chaperone Policy** will be available on request from the **Personnel of 500 miles** at **500 miles KCH** and **500 miles MCH**, in both English and Chichewa at **500 miles KCH**, and in both English and Tumbuka at **500 miles MCH**.

All **Personnel of 500 miles** in Malawi will be fully familiar with and will comply with the **Chaperone Policy** at all times. If any **Personnel of 500 miles** in Malawi become aware of any breach of the **Chaperone Policy**, they must immediately notify a **Safeguarding Officer** for Malawi.

In the **Chaperone Policy** the term “patient(s)” is deliberately used in place of “client(s)” because **Clients** in Malawi and their **Guardians** are more likely to identify themselves or their wards as patients than as clients.

5.5 Recruitment

500 miles will exercise its duty of care to keep everyone safe in our interventions to the extent that 500 miles's mandate in Malawi allows in its recruitment of **Personnel of 500 miles** in Malawi and of **Representatives of 500 miles** in or who will visit Malawi.

Any **Personnel of 500 miles** in Malawi or **Representatives of 500 miles** in Malawi and who will have a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time who are recruited from Malawi, must be the subject of a full Malawi police check and report.

Any **Personnel of 500 miles** in Malawi or **Representatives of 500 miles** in Malawi or who will visit Malawi and who will have a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time who are recruited from the United Kingdom, must be the subject of a full suitability check from Disclosure Scotland for Scotland or the Disclosure and Barring Service for England and Wales and Access NI for Northern Ireland.

Where **Personnel of 500 miles** in Malawi or **Representatives of 500 miles** in Malawi or who will visit Malawi and who will have a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time, are recruited from outside the United Kingdom and outside Malawi, 500 miles will seek to carry out a suitability check with the appropriate national authority or register fulfilling the same or a similar role to that of Disclosure Scotland for Scotland in the candidate's county of origin and/or usual residence.

Adverts and job descriptions for positions of **Personnel of 500 miles** in Malawi and **Representatives of 500 miles** in Malawi or who will visit Malawi will include a reference to 500 miles's commitment to the **Safeguarding of Children** and **Vulnerable Adults** and a reference to this safeguarding policy for Malawi and the **Safeguarding Code of Conduct**.

Candidates for all positions of **Personnel of 500 miles** in Malawi and **Representatives of 500 miles** in Malawi or who will visit Malawi which involve a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time, will be asked to describe their previous experience of working with **Children** and **Vulnerable Adults** and to provide two referees who can comment on their work with **Children** and **Vulnerable Adults**.

Offers made in relation to all positions of **Personnel of 500 miles** in Malawi and **Representatives of 500 miles** in Malawi or who will visit Malawi which involve a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time, will be subject to a self-disclosure statement in the form of the statement which forms Annex D to this safeguarding policy and satisfactory verification of qualifications, referees and work history.

5.6 Training

All **Personnel of 500 miles in Malawi** must attend a detailed briefing session on this safeguarding policy for Malawi (including the **Safeguarding Code of Conduct**, the **Patients' Rights Charter** and the **Chaperone Policy**) and have access to a copy. 500 miles's induction programme for all new **Personnel of 500 miles** in Malawi must include such a detailed briefing session.

All managers and patient facing **Personnel of 500 miles** in Malawi must take part in appropriate **Safeguarding** training on all aspects of this safeguarding policy and

specifically including training (1) around recognising the signs of **Abuse** and how to respond including the reporting actions required, (2) explaining (a) the **Patients' Rights Charter**, (b) the **Chaperone Policy** and (c) the form of consent to use of photographs/recordings/stories which forms Annex G to this safeguarding policy to **Clients** and **Guardians** and (3) around honouring the **Patients' Rights Charter** and implementing the **Chaperone Policy** in accordance with the other provisions of this safeguarding policy for Malawi.

5.7 Partners in Malawi

500 miles will share its safeguarding policy for Malawi with all **Partners in Malawi** and proactively engage with its **Partners in Malawi** on **Safeguarding** issues to ensure mutual learning and development of good practice, especially in those **Partners in Malawi** where there may be particular risks or issues in relation to **Safeguarding of Children and Vulnerable Adults**.

500 miles will ask to see the policies relating to **Safeguarding** of all of its **Partners in Malawi** so that 500 miles can familiarise itself with them.

500 miles will offer to assist all **Partners in Malawi** to develop their own policies and to strengthen their response to **Safeguarding** concerns and share tools and standards with **Partners in Malawi**.

500 miles encourages **Partners in Malawi** to share their views and experiences with **Personnel of 500 miles in Malawi** and understand 500 miles's standpoint on **Safeguarding**.

Where 500 miles enters into any memorandum of understanding (or similar) with any **Partners in Malawi**, 500 miles will reach and document in such memorandum (or similar) an agreement with such **Partners in Malawi** about how 500 miles and the relevant **Partners in Malawi** will work together to foster and promote good **Safeguarding** practice.

6. Dealing with concerns and allegations

All allegations of **Abuse** and all concerns which are expressed about **Abuse** that may be in prospect will always be taken seriously and acted upon swiftly by 500 miles and in such a way that makes the welfare of **Children** and **Vulnerable Adults** the paramount consideration.

Any such allegations and concerns will be treated by 500 miles in strict confidence subject to the exceptions that they will be shared with (1) the board of 500 miles, (2) the **Safeguarding Officers** for Malawi (except any manager to whom the relevant allegation or concern relates), (3) **Safeguarding** personnel in statutory agencies and (4) if appropriate and in cooperation with statutory authorities or relevant agencies, **Guardians**.

If any **Personnel of 500 miles** in Malawi or any **Representative of 500 miles** in Malawi or who is visiting Malawi is told by a **Child** or **Vulnerable Adult** that he or she is being, or has been, the subject of **Abuse**, the relevant **Personnel of 500 miles** or

Representative of 500 miles should **not** investigate and should **not** inform, question or confront the alleged abuser but should follow these steps:

- Listen to and accept what the **Child** or **Vulnerable Adult** says.
- Take immediate action to ensure the **Child's** or **Vulnerable Adult's** safety.
- Take the alleged **Abuse** seriously.
- Reassure the **Child** or **Vulnerable Adult** that they have done the right thing by telling you.
- Let the **Child** or **Vulnerable Adult** know you need to tell someone else. Do not promise total confidentiality.
- Let the **Child** or **Vulnerable adult** speak freely but do not press for information.
- Let the **Child** or **Vulnerable Adult** know what you are going to do next and that you will let them know what happens.
- Record carefully what you have heard whilst it is still fresh in your mind using the form for reporting allegations/concerns in Annex E to this safeguarding policy. Include the date and time of your conversation and any incident disclosed.

If (1) any **Personnel of 500 miles** in Malawi or any **Representative of 500 miles** who is in Malawi or who is visiting Malawi suspects **Abuse** of a **Child** or **Vulnerable Adult**, or (2) a **Child** or **Vulnerable Adult** makes a disclosure of **Abuse** or potential **Abuse** to any **Personnel of 500 miles** in Malawi or any **Representative of 500 miles** who is in Malawi or who is visiting Malawi, or (3) a person external to 500 miles reports a suspicion or allegation of **Abuse** of a **Child** or **Vulnerable Adult** relating to the **Personnel of 500 miles** in Malawi or any **Personnel of 500 miles** in Malawi or any **Representative of 500 miles** who is in Malawi or who is visiting Malawi or the activities of 500 miles in Malawi, such **Abuse** or potential **Abuse** must be immediately reported to any **Safeguarding Officer** for Malawi or, in their absence, any **Trustee**.

If any such **Abuse** or potential **Abuse** is reported to any **Safeguarding Officer** in Malawi, or to any **Trustee**, he or she must immediately report it to the board of 500 miles.

The board of 500 miles will ensure appropriate follow up. If urgent action is required to protect **Children** or **Vulnerable Adults**, this will be done immediately.

No **Personnel of 500 miles** in Malawi and no **Representative of 500 miles** in Malawi or who is visiting Malawi will prejudice his or her own standing or position within or for 500 miles by responsibly reporting potential or suspected abuse of a **Child** or of a **Vulnerable Adult**.

7. Responding – management responsibilities

The board of 500 miles (with input from the **Safeguarding Officers** for Malawi) is responsible for managing **Safeguarding** within 500 miles in Malawi, regularly reviewing and improving systems, policies and procedures and overseeing the handling of **Safeguarding** cases. The board meets approximately 6 monthly.

If any **Personnel of 500 miles** in Malawi is the subject of an allegation of abuse of a **Child** or **Vulnerable Adult**, that person will be asked to take leave from his or her duties on full pay until an investigation has been completed.

If any **Representative of 500 miles** in Malawi or who is visiting Malawi is the subject of an allegation of abuse of a **Child** or **Vulnerable Adult**, that person will be asked to withdraw from his or her activities in Malawi for 500 miles until an investigation has been completed.

In both cases, it should be made clear that suspension does not imply guilt but rather protects all parties whilst an investigation is undertaken.

In the event of any such allegations of **Abuse**, 500 miles's primary concern is to care for the emotional, physical, psychological and social well-being of alleged victims of such **Abuse**. 500 miles, through the **Safeguarding Officers** in Malawi, will provide support for the alleged victims, witnesses and the alleged abuser whilst an investigation is carried out. 500 miles will also seek to ensure that any continuing support needed after a situation has been resolved is made available.

The flowchart which forms Annex F to this safeguarding policy summarises what should happen in the event of any disclosure, allegation or suspicion of **Abuse**.

If a disclosure of **Abuse** of a **Child** or **Vulnerable Adult** takes place in which the alleged abuser is **Personnel of 500 miles** in Malawi or a **Representative of 500 miles** in Malawi who is visiting Malawi or the incident has taken place at 500 miles KCH or at 500 miles MCH or in connection with the activities of 500 miles in Malawi, 500 miles, through the **Safeguarding Officers** in Malawi, will inform the Malawi police and statutory authorities.

If a suspicion of **Abuse** of a **Child** or **Vulnerable Adult** is expressed, the board of 500 miles, with input from the **Safeguarding Officers** in Malawi, will undertake a risk assessment and then take appropriate action, which may involve contacting the police and/or statutory authorities in Malawi.

The board of 500 miles, with input from the **Safeguarding Officers** in Malawi, will then conduct a thorough internal investigation to establish what happened and determine how the case should be handled in accordance with our policies and procedures. The aim of this investigation is to determine whether there was a breach of the **Safeguarding Code of Conduct** or of this safeguarding policy. It is not a criminal investigation into the allegations of **Abuse**.

If an allegation of **Abuse** is made involving any **Personnel of 500 miles** in Malawi, this allegation, together with a record of the investigation undertaken and the outcome, will be recorded in a separate personal file in Scotland. Confidentiality regarding these records will be scrupulously maintained and information will only be released to those in positions of authority externally who have reason to need it for the **Safeguarding of Children or Vulnerable Adults**.

After any case of **Abuse** or alleged **Abuse** has been investigated internally, the board of 500 miles will conduct a learning reflection of its management of the case. Key learning points will be incorporated in appropriate policy and practice.

8. Communications

500 miles's communications about all **Clients** in Malawi will respect their dignity and identity and not degrade them. 500 miles will acquire informed consent from all **Clients** in Malawi to use their photographs and/or video recordings and/or audio recordings and/or stories for 500 miles's publications, save, in respect of photographs and videos, where such **Clients** appear only in crowd shots.

500 miles will always acquire informed consent of the **Guardian** of a **Child** or **Vulnerable Adult** and to the extent possible, from the **Child** or **Vulnerable Adult** himself or herself to use their photographs and/or video recordings and/or audio recordings and/or stories for 500 miles's publications, save, in respect of photographs and videos, where the **Child** or **Vulnerable Adult** appears only in crowd shots.

Such consent from **Clients**, **Guardians**, **Children** and **Vulnerable Adults** may only be collected by **Personnel of 500 miles** in Malawi in the form of consent to use of photographs/recordings/stories which forms Annex G to this safeguarding policy. This form of consent must be available in both English and Chichewa at **500 miles KCH**, and in both English and Tumbuka at **500 miles MCH** and such **Personnel of 500 miles** must explain the meaning of the form to all Clients.

The **Personnel of 500 miles** in Malawi and **Representatives of 500 miles** in Malawi or who are visiting Malawi must be aware of the risk of exploitation of **Children** and **Vulnerable Adults** through misuse of their photographs and/or video recordings and/or audio recordings and/or stories. Therefore, when communicating about **Children** and **Vulnerable Adults** these guidelines must always be followed:

- Personal information about a **Child** or **Vulnerable Adult** that could be used to identify his/her specific location within a country should not be used to accompany images or as part of stories.
- **Children** and **Vulnerable Adults** should be portrayed as realistically as possible and communications about **Children** and **Vulnerable Adults** should not be sensational, or overtly sentimental.
- **Children** and **Vulnerable Adults** should always be represented as individual human beings with their own opinions and history.
- Photographs and video recordings partially clothed **Children** and **Vulnerable Adults** should not normally be used, although in portraying the lives of **Children** and **Vulnerable Adults** in developing countries in a realistic way this may be appropriate and indeed unavoidable. However, photographs and video recordings of **Children** and **Vulnerable Adults** in states of undress should not present them in poses that could be interpreted as sexually suggestive or in

ways that impact negatively on their dignity or privacy. Nude or virtually nude photographs of Children and Vulnerable Adults must not be used.

- Certain **Children** and **Vulnerable Adults**, such as those suffering from **HIV and AIDS** and victims of violence, abuse and exploitation, may need extra protection. For example, **Children and Vulnerable Adults** who have experienced violence or are in some way particularly vulnerable or if identified, should not have their faces **displayed or be represented in a way** that may lead to their identification.
- Names should be changed/withheld where appropriate.

Although consent may be given for the use of photographs and/or video recordings and/or audio recordings and/or stories of **Clients** on social media, because of the ease with which such matter may be shared through social media, particular care should be taken to ensure that any photographs and/or video recordings and/or audio recordings and/or stories of **Clients** are respectful, constitute a true representation and their use in this way is not likely to cause any distress to **Clients** or their **Guardians**.

If anyone is in any doubt about the appropriateness of the use of photographs and/or video recordings and/or audio recordings and/or stories of **Children** and **Vulnerable Adults**, the issue must be referred to the board of 500 miles which will decide if and how such images, recordings or stories of **Children** and **Vulnerable Adults** may be used.

As above, all **Representatives of 500 miles** in Malawi will be required to sign the **Safeguarding Code of Conduct** but, in addition, all journalists and photographers working with, or on behalf of 500 miles will be asked to abide by the above guidelines.

500 miles will try to make sure that third parties who may wish to use photographs and/or video recordings and/or audio recordings and/or stories of **Clients**, including **Children** and **Vulnerable Adults**, cannot exploit them by the misuse of their images/stories and in particular that such third parties will not post them on social media.

9. Supporting documents

This section of the 500 miles safeguarding policy is supported by the Staff Handbook for Malawi which is still under development.

Section 3

500 miles Safeguarding Policy for Zambia

1. Context in Zambia

500 miles supports the delivery of prosthetic and orthotic services in Zambia in two different ways.

In Lusaka, 500 miles sponsors all or part of the cost of prosthetic and orthotic devices supplied by **the UTH P&O Service** to people who cannot afford to pay for their own devices, a number of whom are **Children** and **Vulnerable Adults**. 500 miles sometimes directs people or their **Guardians** or well-wishers to **the UTH P&O Service** to ask it to submit an application to 500 miles for sponsorship, but even in these circumstances 500 miles has no control over the prosthetic or orthotic service which is provided by **the UTH P&O Service** which is owned and run by the Zambian government.

In Katete, 500 miles funds the **SFH P&O Service** which is manned by the **SFH P&O Personnel**. It serves **Beneficiaries** and their **Guardians** on a daily basis, some of whom are **Children** and **Vulnerable Adults**. The **SFH P&O Service** is delivered as part of the services of **SFH**, which is owned and run and therefore controlled by the Zambian government, but as 500 miles funds the **SFH P&O Service**, including the salary of the **SFH P&O Personnel**, 500 miles has a degree of control over it and its contact with **Children** and **Vulnerable Adults**.

2. Scope of application

This section of this safeguarding policy applies to all **Beneficiaries** of the **UTH P&O Service** and of the **SFH P&O Service** and their **Guardians**, to the **SFH P&O Personnel**, to all **Representatives of 500 miles** who are in or visit Zambia and to the **Partners in Zambia**.

3. Safeguarding Officer

The **Safeguarding Officer** for Zambia is the Chief Executive Officer of 500 miles from time to time, as named on the website of 500 miles (www.500miles.co.uk). For the avoidance of doubt **OSCR** may always be consulted on any matter of concern relating to **Safeguarding**.

4. Safeguarding policy statement

We recognise the rights of all, including **Children** and **Vulnerable Adults**, to be protected from all forms of **Abuse** in line with the UN Convention on the Rights of a Child and all relevant **Child** and **Vulnerable Adult** protection legislation in Zambia. We acknowledge our duty of care to keep everyone safe in our interventions to the extent that 500 miles's mandate in Zambia allows and recognise it is our responsibility to ensure that all are treated with dignity and respect and with equality and without discrimination.

5. Implementing the Safeguarding Policy for Zambia

5.1 Ensuring awareness

500 miles's commitment to **Safeguarding** will be stated in any appropriate charity documents in Zambia and on the section of our website for Zambia. 500 miles will make this safeguarding policy for Zambia available to anyone who requests it.

The **Safeguarding Officer** for Zambia is responsible for ensuring that the **SFH P&O Personnel** and any **Representatives of 500 miles** who are in or who are visiting Zambia and the **Partners in Zambia** are aware of this safeguarding policy for Zambia (and in particular that the **SFH P&O Personnel** have a copy of it), and for reminding them of its provisions when the need arises.

5.2 Safeguarding Code of Conduct

The **Safeguarding Code of Conduct** forms Annex A to and forms part of this safeguarding policy. 500 miles will seek to ensure that the professional and personal standards of the **SFH P&O Personnel** and of all **Representatives of 500 miles** who are in or who will visit Zambia are of the highest standard at all times. To that end all such **SFH P&O Personnel of 500 miles** and **Representatives of 500 miles** will be required to comply with the **Safeguarding Code of Conduct** and to sign the acknowledgement on the last page thereof, before an Independent Witness who shall also sign, to evidence that they have read and understood it and that they agree to adhere to it.

5.3 Recruitment

500 miles will exercise its duty of care to keep everyone safe in our interventions, to the extent that 500 miles's mandate in Zambia allows, in its recruitment of **SFH P&O Personnel** and of **Representatives of 500 miles** in or who will visit Zambia.

Any **SFH P&O Personnel** or **Representatives of 500 miles** in Zambia or who will visit Zambia and who will have a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time who are recruited from Zambia, must be the subject of a full Zambia police check and report.

Any **Representatives of 500 miles** in Zambia or who will visit Zambia and who will have a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time who are recruited from the United Kingdom, must be the subject of a full suitability check from Disclosure Scotland for Scotland or the Disclosure and Barring Service for England and Wales and Access NI for Northern Ireland.

Where any **Representatives of 500 miles** in Zambia or who will visit Zambia and who will have a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time, are recruited from outside the United Kingdom and outside Zambia, 500 miles will seek to carry out a suitability check with the appropriate national authority or register fulfilling the same or

a similar role to that of Disclosure Scotland for Scotland in the candidate's county of origin and/or usual residence.

Any adverts and job descriptions for positions of **SFH P&O Personnel** and **Representatives of 500 miles** in Zambia or who will visit Zambia will include a reference to 500 miles's commitment to the **Safeguarding of Children and Vulnerable Adults** and a reference to this safeguarding policy for Zambia and the **Safeguarding Code of Conduct**.

Candidates for all positions of **SFH P&O Personnel** and **Representatives of 500 miles** in Zambia or who will visit Zambia which involve a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time, will be asked to describe their previous experience of working with **Children** and **Vulnerable Adults** and to provide two referees who can comment on their work with **Children** and **Vulnerable Adults**.

Offers made in relation to all positions of **SFH P&O Personnel** and **Representatives of 500 miles** in Zambia or who will visit Zambia which involve a direct role in relation to **Children** and **Vulnerable Adults**, either in groups or one to one situations, on a regular basis or for a period of time, will be subject to a self-disclosure statement in the form of the statement which forms Annex D to this safeguarding policy and satisfactory verification of qualifications, referees and work history.

5.4 Training

All **SFH P&O Personnel** must attend an online briefing session with the **Safeguarding Officer** for Zambia on this safeguarding policy for Zambia (including the **Safeguarding Code of Conduct**), and have ready access to a copy. 500 miles's induction programme for all new **SFH P&O Personnel** must include such an online briefing session.

5.5 Partners in Zambia

500 miles will share its safeguarding policy for Zambia with all **Partners in Zambia**.

500 miles will ask to see the policies relating to **Safeguarding** of all **Partners in Zambia** so that 500 miles can familiarise itself with them and 500 miles will encourage all **Partners in Zambia** to share their views and experiences around **Safeguarding** with 500 miles and to understand 500 miles's standpoint on **Safeguarding**.

If 500 miles enters into any memorandum of understanding (or similar) with any **Partners in Zambia**, 500 miles will reach and document in such memorandum (or similar) an agreement with such **Partners in Zambia** about how 500 miles and the relevant **Partners in Zambia** will work together to foster and promote good **Safeguarding** practice.

6. Dealing with concerns and allegations

All allegations of **Abuse** and all concerns which are expressed about **Abuse** that may be in prospect will always be taken seriously and, to the extent that 500 miles's

mandate in Zambia allows, acted upon swiftly by 500 miles and in such a way that makes the welfare of **Children** and **Vulnerable Adults** the paramount consideration.

Any such allegations and concerns will be treated by 500 miles in strict confidence subject to the exceptions that they will be shared with (1) the board of 500 miles, (2) the **Safeguarding Officer** for Zambia, (3) **Safeguarding** personnel in statutory agencies and (4) if appropriate and in cooperation with statutory authorities or relevant agencies, **Guardians**.

If any **SFH P&O Personnel** or any **Representative of 500 miles** in Zambia or who is visiting Zambia is told by a **Child** or **Vulnerable Adult** that he or she is being, or has been, the subject of **Abuse**, the relevant **SFH P&O Personnel** or **Representative of 500 miles** should **not** investigate and should **not** inform, question or confront the alleged abuser but should follow these steps:

- Listen to and accept what the **Child** or **Vulnerable Adult** says.
- Take immediate action to ensure the **Child's** or **Vulnerable Adult's** safety.
- Take the alleged **Abuse** seriously.
- Reassure the **Child** or **Vulnerable Adult** that they have done the right thing by telling you.
- Let the **Child** or **Vulnerable Adult** know you need to tell someone else. Do not promise total confidentiality.
- Let the **Child** or **Vulnerable adult** speak freely but do not press for information.
- Let the **Child** or **Vulnerable Adult** know what you are going to do next and that you will let them know what happens.
- Record carefully what you have heard whilst it is still fresh in your mind using the form for reporting allegations/concerns in Annex E to this safeguarding policy. Include the date and time of your conversation and any incident disclosed.

If (1) any **SFH P&O Personnel** or any **Representative of 500 miles** who is in Zambia or who is visiting Zambia suspects **Abuse** of a **Child** or **Vulnerable Adult**, or (2) if a **Child** or **Vulnerable Adult** makes a disclosure of **Abuse** or potential **Abuse** to any **SFH P&O Personnel** or any **Representative of 500 miles** who is in Zambia or who is visiting Zambia, or (3) if a person external to 500 miles reports a suspicion or allegation of **Abuse** of a **Child** or **Vulnerable Adult** relating to **SFH P&O Personnel** or any **Representative of 500 miles** who is in Zambia or who is visiting Zambia or the activities of 500 miles in Zambia, such **Abuse** or potential **Abuse** must be immediately reported to the **Safeguarding Officer** for Zambia or, in their absence, any **Trustee**.

If any such **Abuse** or potential **Abuse** is reported to the **Safeguarding Officer** for Zambia, or to any **Trustee**, he or she must immediately report it to the board of 500 miles.

The board of 500 miles will ensure appropriate follow up. If urgent action is required to protect **Children** or **Vulnerable Adults**, this will be done immediately and to the extent that 500 miles's mandate in Zambia allows.

No **SFH P&O Personnel** and no **Representative of 500 miles** in Zambia or who is visiting Zambia will prejudice his or her own standing or position within or for 500

miles by responsibly reporting potential or suspected abuse of a **Child** or of a **Vulnerable Adult**.

7. Responding – management responsibilities

The board of 500 miles is responsible for managing **Safeguarding** for 500 miles in Zambia, to the extent that 500 miles's mandate in Zambia allows, and for overseeing the handling of any **Safeguarding** cases. The board meets approximately 6 monthly.

The flowchart which forms Annex F to this safeguarding policy summarises what should happen in the event of any disclosure, allegation or suspicion of **Abuse**.

If any **SFH P&O Personnel** is the subject of an allegation of abuse of a **Child** or **Vulnerable Adult**, that person will be asked to take leave from his or her duties on full pay until an investigation has been completed.

If any **Representative of 500 miles** in Zambia or who is visiting Zambia is the subject of an allegation of abuse of a **Child** or **Vulnerable Adult**, that person will be asked to withdraw from his or her activities in Zambia for 500 miles until an investigation has been completed.

In both cases, it should be made clear that suspension does not imply guilt but rather protects all parties whilst an investigation is undertaken.

In the event of any such allegations of **Abuse**, 500 miles's primary concern is to care for the emotional, physical, psychological and social well-being of alleged victims of such **Abuse**.

If either (1) a disclosure of **Abuse** of a **Child** or **Vulnerable Adult** takes place or (2) a suspicion of **Abuse** of a **Child** or **Vulnerable Adult** is expressed, in which the alleged abuser is **SFH P&O Personnel** or a **Representative of 500 miles** in Zambia who is visiting Zambia or the incident has taken place in connection with the **SFH P&O Service**, the board of 500 miles will undertake a risk assessment to the extent that 500 miles's mandate in Zambia allows, and then take appropriate action, which may involve contacting the police and/or statutory authorities in Zambia.

If a disclosure or suspicion of **Abuse** relates to the **SFH P&O Service**, the board of 500 miles will then, conduct an internal investigation to establish what happened and determine how the case should be handled. The aim of this investigation is to determine whether there was a breach of the **Safeguarding Code of Conduct** or of this safeguarding policy. It is not a criminal investigation into the allegations of **Abuse**.

If an allegation of **Abuse** is made involving any **SFH P&O Personnel**, this allegation, together with a record of the investigation undertaken and the outcome, will be recorded in a separate personal file in Scotland. Confidentiality regarding these records will be scrupulously maintained and information will only be released to those in positions of authority externally who have reason to need it for the **Safeguarding of Children or Vulnerable Adults**.

After any case of **Abuse** or alleged **Abuse** has been investigated internally, the board of 500 miles will conduct a learning reflection of its management of the case. Key learning points will be incorporated in appropriate policy and practice.

8. Communications

500 miles's communications about all **Beneficiaries** in Zambia will respect their dignity and identity and not degrade them.

500 miles will not use photographs and/or video recordings and/or audio recordings and/or stories of any **Beneficiaries** of the **UTH P&O Service**, including **Children** and **Vulnerable Adults**, in 500 miles's publications, or otherwise, unless the **UTH P&O Service** has informed 500 miles that it has secured the informed consent of the relevant **Beneficiary**. 500 miles has made the form of consent to use of photographs/recordings/stories which forms Annex G to this safeguarding policy available to the **UTH P&O Service** for information in case it is useful. Notwithstanding the foregoing, no such consent is required in respect of photographs and videos where the **Beneficiaries** of the **UTH P&O Service** (including **Children** and **Vulnerable Adults**) appear only in crowd shots.

500 miles will not use photographs and/or video recordings and/or audio recordings and/or stories of any **Beneficiaries** of the **SFH P&O Service**, including **Children** and **Vulnerable Adults**, in 500 miles's publications, or otherwise, unless the informed consent of the relevant **Beneficiary** has been secured. In the case of **Children** and **Vulnerable Adults** such consent should, to the extent possible, be given by the **Child** or **Vulnerable Adult** himself or herself, but otherwise may be given by his or her **Guardian**. Such consent from **Beneficiaries** of the **SFH P&O Service**, **Guardians**, **Children** and **Vulnerable Adults** must be collected in the form of consent to use of photographs/recordings/stories which forms Annex G to this safeguarding policy. Notwithstanding the foregoing, no such consent is required in respect of photographs and videos where the **Beneficiaries** of the **SFH P&O Service** (including **Children** and **Vulnerable Adults**) appear only in crowd shots.

The **SFH P&O Personnel** and **Representatives of 500 miles** in Zambia or who are visiting Zambia must be aware of the risk of exploitation of **Children** and **Vulnerable Adults** through misuse of their photographs and/or video recordings and/or audio recordings and/or stories. Therefore, when communicating about **Children** and **Vulnerable Adults** these guidelines must always be followed:

- Personal information about a **Child** or **Vulnerable Adult** that could be used to identify his/her specific location within a country should not be used to accompany images or as part of stories.
- **Children** and **Vulnerable Adults** should be portrayed as realistically as possible and communications about **Children** and **Vulnerable Adults** should not be sensational, or overtly sentimental.
- **Children** and **Vulnerable Adults** should always be represented as individual human beings with their own opinions and history.

- Photographs and video recordings of partially clothed **Children** and **Vulnerable Adults** should not normally be used, although in portraying the lives of **Children** and **Vulnerable Adults** in developing countries in a realistic way this may be appropriate and indeed unavoidable. However, photographs and video recordings of **Children** and **Vulnerable Adults** in states of undress should not present them in poses that could be interpreted as sexually suggestive or in ways that impact negatively on their dignity or privacy. Nude or virtually nude photographs of Children and Vulnerable Adults must not be used.
- Certain **Children** and **Vulnerable Adults**, such as those suffering from **HIV and AIDS** and victims of violence, abuse and exploitation, may need extra protection. For example, **Children and Vulnerable Adults** who have experienced violence or are in some way particularly vulnerable or if identified, should not have their faces displayed or be represented in a way that may lead to their identification.
- Names should be changed/withheld where appropriate.

Although consent may be given for the use of photographs and/or video recordings and/or audio recordings and/or stories of **Beneficiaries** on social media, because of the ease with which such matter may be shared through social media, particular care should be taken to ensure that any photographs and/or video recordings and/or audio recordings and/or stories of **Beneficiaries** are respectful, constitute a true representation and their use in this way is not likely to cause any distress to **Beneficiaries** or their **Guardians**.

If anyone is in any doubt about the appropriateness of the use of photographs and/or video recordings and/or audio recordings and/or stories of **Children** and **Vulnerable Adults**, the issue must be referred to the board of 500 miles which will decide if and how such images, recordings or stories of **Children** and **Vulnerable Adults** may be used.

As above, all **Representatives of 500 miles** in Zambia will be required to sign the **Safeguarding Code of Conduct** but, in addition, all journalists and photographers working with, or on behalf of 500 miles will be asked to abide by the above guidelines.

500 miles will try to make sure that third parties who may wish to use photographs and/or video recordings and/or audio recordings and/or stories of **Beneficiaries**, including **Children** and **Vulnerable Adults**, cannot exploit them by the misuse of their images/stories and in particular that such third parties will not post them on social media.

ANNEX A

SAFEGUARDING CODE OF CONDUCT

500 miles Safeguarding Code of Conduct Agreement

I agree to abide by the following safeguarding code of conduct when representing 500 miles (or when I could reasonably be perceived to be representing 500 miles) in any way and whether within working hours or not.

I will promote the values and principles of 500 miles as recorded in its safeguarding policy and protect the reputation of 500 miles by (1) maintaining high standards of personal and professional conduct, (2) respecting the basic rights of others by acting fairly, honestly and tactfully, and by treating people with dignity and respect, and respecting the national law and local culture, traditions, customs and practices that are in line with UN conventions and (3) reporting any matter that breaks the standards contained in this safeguarding code of conduct.

Without prejudice to the forgoing generality, I shall

- Never hit or physically abuse a **Child** or **Vulnerable Adult** in any way;
- Never deliberately place **Child** or **Vulnerable Adult** in danger or at risk of abuse;
- Never have sexual contact or use sexualised language with a **Child** or **Vulnerable Adult**;
- Never develop a personal relationship with a **Child** or **Vulnerable Adult** which could lead to, or constitute, **Abuse**;
- Never fondle, hold, kiss, hug or touch a **Child** or **Vulnerable Adult** inappropriately;
- Never intentionally behave in a way that frightens or intimidates a **Child** or **Vulnerable Adult**;
- Never purchase sex or otherwise condone prostitution while travelling for 500 miles;
- Never do things of a personal nature for a **Child** or **Vulnerable Adult** that they can do for themselves;
- Never single out a **Child** or **Vulnerable Adult** for special treatment;
- Never give a **Child** or **Vulnerable Adult** presents or personal items unless authorised by the relevant **Safeguarding Officer**, or in the case of a **Safeguarding Officer**, by the board of 500 miles;
- Never accept presents or personal items from a **Child** or **Vulnerable Adult** unless authorised by the relevant **Safeguarding Officer**, or in the case of a **Safeguarding Officer**, by the board of 500 miles;
- Never invite a **Child** or **Vulnerable Adult** into my home or arrange to see a **Child** or **Vulnerable Adult** outside project activities unless authorised by the relevant **Safeguarding Officer**, or in the case of a **Safeguarding Officer**, by the board of 500 miles;
- Never stay alone overnight with a **Child** or **Vulnerable Adult**;

- Never take a **Child** or **Vulnerable Adult** with me in my car, except in exceptional circumstances and then only provided that the event is immediately recorded and reported to the relevant Safeguarding Officer;
- Never hire a **Child** or **Vulnerable Adult** for any service or treat a **Child** or **Vulnerable Adult** in any way which could be deemed exploitative;
- Never use internet resources such as social networking sites to make inappropriate contact with a **Child** or **Vulnerable Adult** which could lead to or constitute **Abuse**;
- Never view, listen to, upload to social media sites, retain or store or send images or recordings of any kind or personal details (including contact details) of a **Child** or **Vulnerable Adult** other than in the course of normal work activities and only in accordance with the 500 miles safeguarding policy;
- Never use racist, sexist, discriminatory, inappropriate, abusive or offensive language around a **Child** or **Vulnerable Adult**;
- Never intentionally humiliate or degrade a **Child** or **Vulnerable Adult**;
- Never smoke, use illegal drugs, consume or be under the influence of alcohol in the presence of a **Child** or **Vulnerable Adult**;
- Always treat **Children** and **Vulnerable Adults** with respect;
- Always listen to **Children** and **Vulnerable Adults** and their concerns;
- Always use sensitive language when a **Child** or **Vulnerable Adult** reveals a serious issue (such as **Abuse**);
- Without prejudice to 500 mile's Chaperone Policy for Malawi, always endeavour to be accompanied by another adult when in the presence of a **Child** or **Vulnerable Adult**;
- Always deal with any allegations or concerns relating to **Abuse** immediately and appropriately, in accordance with 500 miles's safeguarding policy;
- Always be aware of the health and safety of **Children** and **Vulnerable Adults** and ensure that they are protected from **Abuse** when they are in the care of 500 miles;
- Always respect the rights of **Children** and **Vulnerable Adults** and empower them to be aware of and act upon their rights;
- Always challenge the mistreatment of **Children** and **Vulnerable Adults** and report any cases of **Abuse** or suspected **Abuse**;
- Always ensure that images of **Children** and **Vulnerable Adults** are respectful, and obtain permission from **Children** and **Vulnerable Adults** and/or their parent/guardian or carer before using their image.

I understand that the following terms have the meanings ascribed to them below when used capitalised and emboldened in this safeguarding code of conduct:

Abuse – any kind of abuse of or harm to a person, whether physical, psychological or emotional and any treatment which amounts to neglect or exploitation.

Adult(s) – a person aged 18 or over.

Child/Children – anyone under eighteen years of age at the time when an offence or alleged offence took place.

Safeguarding Officer(s) – any person or people with official responsibility to 500 miles for upholding and enforcing this safeguarding policy in the United Kingdom

and/or Malawi and/or Zambia from time to time, all as such officers shall be named on the website of 500 miles (www.500miles.co.uk).

Vulnerable Adult(s) – any person aged 18 or over who is or may be in need of special care by reason of mental or other disability, age or illness and any person aged 18 or over who is or may be, temporarily or permanently, unable to take care of him or herself, or unable to protect him or herself against significant **Abuse**.

Name:

Signature:

Date:

Independent Witness name:

Independent Witness signature:

Date:

Please note: you should keep this copy of the policy for your records.

ANNEX B

PATIENTS' RIGHTS CHARTER

500 miles Patients' Rights Charter

This patients' rights charter forms part of 500 miles's safeguarding policy for Malawi. This charter sets out the individual rights of any patient of 500 miles. It aims to ensure that all patients are treated with dignity and respect and have access to quality health care. It closely follows the Malawi Medical Council's Charter on Patients' Rights.

Right to access health care

- Every patient has a right to good quality prosthetic and orthotic services according to his/her need.
- Every patient has the right to be cared for by a competent prosthetist/orthotist technician regardless of age, gender, ethnicity, religion, economic status and without any form of discrimination.

Right to choice and a second opinion

- Every patient has the right to choose a health facility and to change his/her prosthetist/orthotist technician in line with the available health delivery system.
- Every patient has the right to a second opinion at any time.

Right to adequate information and health education

- Every patient has the right to know the identity and professional status of his/her prosthetist/orthotist technician.
- Every patient has the right to have adequate information (given in a manner and at a level which the patient can understand) regarding all aspects of his/her care, including information on his/her diagnosis, treatment options and the benefits and risks of using and not using an orthotic/prosthetic device.
- Every patient has the right to request a written summary of his/her diagnosis and treatment.
- Every patient has the right to be informed of the reason for any referral to another health facility or health care provider.
- Every patient has the right to be given information about self-care and appropriate preventative measures.
- Every patient has the right to access his/her medical records and to require corrections/updates to them if they are inaccurate.

Right to informed consent/refusal of treatment

- Every patient has the right to expect his/her informed consent to be asked for and given before any assessment or treatment takes place (including any change in treatment plan).
- Every patient has the right to refuse or halt treatment or assessment at any time.

Right to participation/representation

- Every patient has the right to participate in decision-making affecting his or her health through discussion with his/her prosthetist/orthotist technician and any other personnel involved in his/her direct health care.

Right to respect and dignity

- Every patient has the right to be respected as a human being and to be treated with kindness, consideration and dignity without regard to age, gender, ethnicity, religion, economic status and without any form of discrimination.
- Every patient has the right to have his/her moral, cultural, religious and philosophical values respected.

Right to a chaperone and/or a guardian

- Every patient has the right to have a trained chaperone from 500 miles's personnel present during any assessment or treatment. (Please ask to see our chaperone policy.)
- Every patient has the right to be accompanied by a friend or relative during any consultation, assessment or treatment whenever that is reasonable in all the circumstances and regardless of whether the patient is also accompanied by a chaperone from 500 miles's personnel.

Right to privacy and confidentiality

- Every patient has the right to have the details regarding his/her diagnosis, treatment, prognosis and other aspects of his/her care kept confidential. This right is subject to the fact that there may be situations when there is a need to disclose a patient's information, for instance:
 - If authorised by the patient;
 - For public health reasons;
 - If the information is required for legal purposes.
- Every patient has the right to privacy when dressing/undressing in preparation for any assessment or treatment.

Right to a safe environment

- Every patient has the right to a safe and clean environment which has an adequate water supply, sanitation, and waste disposal.

Right to complain about health service

- Every patient has a right to complain about the services provided and/or if he/she feels that his/her rights have not been respected, to have such complaints investigated thoroughly and to be informed of the outcome.

A copy of this policy in English (or in Chichewa in Lilongwe and in Tumbuka in Mzuzu) will always be available to anyone on request from the personnel of 500 miles in Malawi and patients may ask the personnel of 500 miles for an explanation of it or any part of it.

In this charter all references to a patient shall mean and/or include that patient's guardian, as appropriate.

ANNEX C

CHAPERONE POLICY

500 miles Chaperone Policy

This chaperone policy forms part of 500 miles's safeguarding policy for Malawi. It is for the protection of both patients and personnel of 500 miles.

What is a chaperone?

A chaperone is an adult who is present in the room or consultation/treatment space with the patient and the prosthetist/orthotist technician consulting with or treating the patient during a consultation or treatment.

What is the policy?

1. A chaperone **must** be present throughout every consultation with or treatment of a child or an adult whom the prosthetist/orthotist technician conducting the consultation or treatment considers may be vulnerable. It is the responsibility of the prosthetist/orthotist technician conducting the consultation or treatment to make sure this happens and to make a responsible judgment as to the potential vulnerability of an adult client. If the prosthetist/orthotist technician conducting the consultation or treatment is in any doubt, he or she must arrange for a chaperone from the personnel of 500 miles to be present.
2. Without prejudice to point 1 above, at the beginning of each consultation or treatment the prosthetist/orthotist technician in charge of the consultation or treatment must ask every patient if he or she would like a chaperone from the personnel of 500 miles to be present during the consultation or treatment and arrange for this if it is requested, even if the patient is also accompanied by a guardian, relative or friend.
3. The prosthetist/orthotist technician in charge of the consultation or treatment may also elect to have a chaperone from the personnel of 500 miles present during any consultation or treatment.
4. Although the presence of chaperone should be discussed at the beginning of all consultations and treatments, a chaperone can be requested by either the patient or by the prosthetist/orthotist technician in charge of the consultation or treatment at any time during a consultation or treatment.
5. If a chaperone is required in terms of point 1 above or if either a patient or the prosthetist/orthotist technician in charge of the consultation or treatment would like a chaperone present during all or any part of a consultation or treatment and there is no suitable chaperone (of the sex preferred by the patient) available, the consultation or treatment must be postponed until such a chaperone can be arranged.

Who can be a chaperone?

A chaperone can be the patient's guardian or any accompanying responsible adult of the patient's choice, or any personnel of 500 miles who has received training in being a chaperone). The patient may specify the sex of a chaperone from 500 miles's personnel.

What is the role of a chaperone?

The chaperone is not part of the consultation or treatment and will not give any professional advice or make any comment relating to the treatment of the client. The chaperone will only be a re-assuring presence at the consultation or treatment and a witness to how the appointment is carried out. The chaperone may reassure the patient and may assist the patient with any undressing that may be required, if requested or accepted by the patient.

However, if a chaperone feels that there is any inappropriate behaviour by the prosthetist/orthotist technician in charge of the consultation or treatment or by the patient, the chaperone must:

- call for a stop to the consultation or treatment; and
- report any such behaviour to the local manager of 500 miles or to the CEO of 500 miles by email to olivia@500miles.co.uk.

How will this policy be enforced?

A clear invitation to have a chaperone and/or to request a copy of this chaperone policy must always be posted in a visible place on the walls of the reception area in each 500 miles centre.

A copy of this policy in English (or in Chichewa in Lilongwe and in Tumbuka in Mzuzu) will always be available to anyone on request from the personnel of 500 miles in Malawi and patients may ask the personnel of 500 miles for an explanation of it or any part of it.

500 miles will take any breach of this policy very seriously and will act quickly to investigate any allegations of inappropriate behaviour and to follow up in accordance with 500 miles's safeguarding policy.

In this policy all references to a patient shall mean and/or include that patient's guardian, as appropriate.

ANNEX D

FORM OF SELF-DISCLOSURE STATEMENT

Form of self-disclosure statement

I, [PLEASE COMPLETE YOUR FULL NAME] the under-signed, whose details are given below, confirm that I have not been convicted of any offence or misdemeanour in any country of the world, save for the following:

[PLEASE EXPAND THIS SPACE TO DETAIL ALL OFFENCES FOR WHICH YOU HAVE BEEN CONVICTED AND THE DATE AND COUNTRY OF EACH CONVICTION AND ANYTHING YOU WANT TO ADD ABOUT THE CIRCUMSTANCES OF EACH]

I also confirm that no complaints or investigations in respect of my conduct in relation to **Children** or **Vulnerable Adults** have been upheld against me (or against me in conjunction with anyone else) in any country of the world and that I have not received any warning in respect of my conduct in relation to **Children** and **Vulnerable Adults**, save for the following:

[PLEASE EXPAND THIS SPACE TO DETAIL ALL COMPLAINTS AND INVESTIGATIONS WHICH HAVE BEEN UPHELD AGAINST YOU AND ALL WARNINGS YOU HAVE RECEIVED AND THE DATE AND COUNTRY OF EACH COMPLAINT, INVESTIGATION AND WARNING AND ANYTHING YOU WANT TO ADD ABOUT THE CIRCUMSTANCES OF EACH]

In this form the term **Children** means anyone under eighteen years of age at the time when an offence or alleged offence took place or at the time when an incident which is the subject of a complaint, investigation or warning took place and the term **Vulnerable Adults** means any person aged 18 or over who is or may be in need of special care by reason of mental or other disability, age or illness and any person aged 18 or over who is or may be, temporarily or permanently, unable to take care of him or herself, or unable to protect him or herself against significant abuse.

FULL NAME:

ADDRESS:

NATIONALITY:

SIGNATURE:

DATE:

ANNEX E

FORM FOR REPORTING ALLEGATIONS/CONCERNS



FORM FOR REPORTING ALLEGATIONS AND CONCERNS
CONFIDENTIAL

Information received at (time):		On (date):	
By (your name):			
Position:			
Telephone No:			

Information received by (tick as appropriate):

Telephone Letter Email In person

This form, along with all relevant documents, should be retained securely and forwarded to the 500 miles Safeguarding Officer as soon as possible.

Alleged victim/survivor, child or vulnerable adult

Name:	
Age:	

Gender: Male Female

Address:	
Telephone No (if known):	

Name of Parent/Guardian/Carer:		Telephone No (if known):	
--------------------------------	--	--------------------------	--

Information received from

Name:	
Contact Address:	

Position:	
Telephone No:	

Person alleged as responsible

Name:	
Age:	
Position:	
Contact Address:	
Telephone No (if known):	

Information

Record details of allegation(s) or concern(s). If information is given in person, record as precisely as possible what was actually said, the location of the conversation and the identities of persons present. If the space provided is not sufficient, please continue on a separate sheet.

Completed by (signature):

.....

Print name in full:

.....

Date:

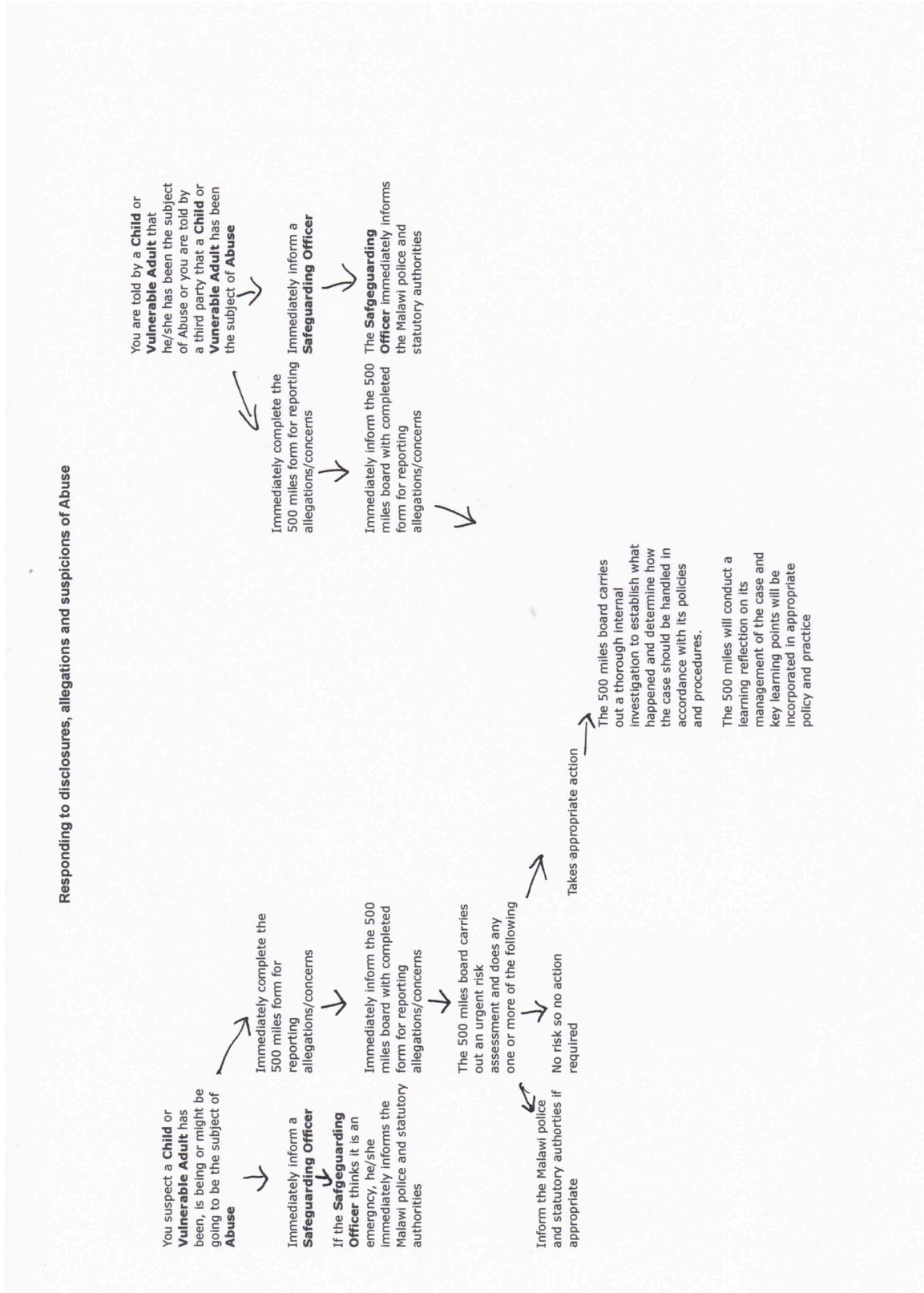
Actions and further information

Record all actions taken, agencies contacted and information/advice received with times and dates. All entries to be signed.

Time	Date	Action(s) taken	Signed

ANNEX F

FLOWCHART FOR RESPONDING TO DISCLOSURES, ALLEGATIONS OR SUSPICIONS OF ABUSE



ANNEX G

FORM OF CONSENT TO USE OF PHOTOGRAPHS/RECORDINGS/STORIES

500 miles Form of consent to use of photographs/recordings/stories

You may ask the personnel of 500 miles for an explanation of this form or any part of it.

We would be grateful if you would fill in this form to give us permission to take photographs and/or video recordings and/or audio recordings of you/your child/ward and use these and your/your child's/your ward's stories in our printed and online publicity and for marketing and fundraising purposes.

500 miles will not provide these photographs and/or video recordings and/or audio recordings and/or stories to other organisations or individuals without further consent.

[TO BE COMPLETED BY ALL CLIENTS IF AT ALL POSSIBLE]

I _____ (insert name) give permission for photographs, video and audio recordings to be taken of me.

I grant to 500 miles full rights to use the images resulting from the photography/video recording/audio recording and any reproductions or adaptations of those photographs and recordings and my story for fundraising, publicity or other purposes to help achieve 500 miles's aims. This includes (but is not limited to), the right to use them in 500 miles's printed and online publicity, social media, press releases and funding applications.

Date: _____

Client name: _____

Client signature: _____

Client file number: _____

[TO BE COMPLETED BY THE GUARDIAN OF ALL CLIENTS WHO ARE CHILDREN UNDER 18 OR WHO ARE ADULTS WHO HAVE A GUARDIAN]

I _____ (insert name) give permission for photographs, video and audio recordings to be taken of my child/ward.

I grant to 500 miles full rights to use the images resulting from the photography/video recording/audio recording and any reproductions or adaptations of those photographs and recordings and my child's/my ward's story for fundraising, publicity or other purposes to help achieve 500 miles's aims. This includes (but is not limited to), the right to use them in 500 miles's printed and online publicity, social media, press releases and funding applications.

Date: _____

Client name: _____

Parent/guardian name: _____

Parent/guardian signature: _____

Client file number: _____