



ShelterBox
Disaster relief

Safeguarding Policy

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Contents

1. Policy Statement	3
2. Purpose	4
3. Scope.....	4
4. ShelterBox’s Safeguarding Principles and Commitment to PSEA	5
5. Safeguarding Children - Guidelines for ShelterBox Representatives	8
6. Safeguarding At Risk Adults - Guidelines for ShelterBox Representatives.....	8
7. Roles and Responsibilities	9
8. Raising a Complaint or Concern	11
9. Outcomes of Misconduct.....	14
10. Associated Policies and Procedures.....	15
11. Annexure	15
Annex 1: Reporting a Safeguarding Complaint: Flowchart	16
Annex 2: Glossary of Terms	17
Annex 3: Safeguarding Complaint Report Form.....	23
Annex 4: Volunteer Recruitment: At Risk Adults	24

1. Policy Statement

ShelterBox has a zero-tolerance approach to exploitation and abuse.

We believe that everyone we come into contact with, regardless of race, religion or belief, ethnicity, indigeneity, disability, age, gender, gender identity, sexuality, sexual orientation, displacement, caste, poverty, class or socio-economic status has the right to be protected from all forms of harm, abuse, neglect, harassment and exploitation by employees, volunteers, or other ShelterBox representatives¹.

We recognise that there are unequal power dynamics across the organisation and in relation to those we serve, and that there is an inherent risk of some individuals exploiting their position of power for personal gain.

Safeguarding means taking all reasonable steps to prevent sexual exploitation and abuse and harassment (SEAH) from occurring; to protect people, especially at risk adults and children, from that harm; and to respond appropriately when harm does occur.

ShelterBox will not tolerate its employees, volunteers or any other representatives associated with the delivery of its work carrying out any form of sexual harassment, sexual abuse or sexual exploitation.

ShelterBox commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

It is your responsibility as a representative of ShelterBox to raise concerns you have; or those, which are reported to you according to this policy. It is not your responsibility to decide whether or not sexual harassment, abuse, or exploitation has occurred.

Receiving feedback and responding to Safeguarding reports is an important part of improving ShelterBox's accountability. The effective handling of reports, and the learning opportunity from dealing with them, is important to the success of ShelterBox.

¹ In addition to employees and volunteers, ShelterBox representatives may include trustees, affiliates, partner organisations, consultants, contractors (including freelance photographers, drivers, fixers etc.), casual labourers, donors, Rotarians, and anyone else who is representing ShelterBox.

Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

This policy will address the following areas of safeguarding: child safeguarding, safeguarding at risk adults, and protection from sexual exploitation and abuse (PSEA).

Note: Version 2 of this Policy amalgamated four previously separate policies: the *Safeguarding Policy v1.7*, *Safeguarding Children Policy v1.8*, *Safeguarding Vulnerable Adults Policy v1.7* and *PSEA Policy v1.7*.

2. Purpose

The purpose of this policy is to protect people, particularly members of the affected communities where we work, children and at risk adults from any harm that may be caused due to their coming into contact with ShelterBox. This includes harm arising from:

- The conduct of employees, volunteers or other ShelterBox representatives
- The design and implementation of ShelterBox's programmes and activities

The policy lays out the commitments made by ShelterBox (ShelterBox's Safeguarding Principles), and informs employees, volunteers and other ShelterBox representatives of their responsibilities in relation to safeguarding.

3. Scope

This policy applies to ShelterBox and is global in its application.

The Policy applies to employees, volunteers and other ShelterBox representatives.

The policy also covers the process of reporting from any ShelterBox representative as well as from communities/individuals we work with, or any member of the public, whether an individual, company or other entity, in the UK or anywhere else in the world.

The activities covered by the Policy can relate to any part of ShelterBox aid delivery, fundraising activities, or any other service which ShelterBox provides.

This Policy does not cover:

- Safeguarding concerns in the wider community not perpetrated by ShelterBox representatives or ShelterBox programmes.
- Instances where staff/volunteers/affiliates/trustees are subject to harassment and bullying. Such instances would be covered by the *Harassment and Bullying Policy* although there may be some instances where such incidents would also constitute a breach of the *Safeguarding Policy*.

This policy does not form part of an employees' terms and conditions of employment and may be subject to change at the discretion of management.

4. ShelterBox's Safeguarding Principles and Commitment to PSEA

ShelterBox commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Overarching Principles

- Everyone has responsibility for Safeguarding
- Do no harm
- Confidentiality must be maintained during all stages of the safeguarding process, and information shared on a limited 'need to know' basis only. Act with integrity, be transparent and accountable about safeguarding issues.
- Create a safe working culture and environment where everybody feels empowered to insist on non-discriminatory and respectful behaviour from each other, where poor behaviour is not accepted, and where power is not abused.
- We have a safeguarding duty of care to the affected communities, employees, volunteers and representatives of the organisation, including where downstream partners are part of delivery.
- We recognise that exploitation and abuse is about taking away someone's power to say yes or no so we take a:

- **Survivor-led approach to disclosures** which means always starting with believing the survivor, listening to what actions the survivor wants to take.
- **Survivor-centred approach around internal and external reporting and decision-making**, working with the survivor to make a decision that best addresses their needs, balanced with local regulations and laws.
- Affected communities: This safeguarding policy should be promoted throughout our engagement work with members of the affected communities we serve. This will include how they can make a complaint or raise a concern.
- Apply a safeguarding lens to promotion, communications and fundraising.
- All staff as well as those ShelterBox representatives who come into direct contact with the affected community will be required to sign to confirm that this policy has been read and understood.

Prevention

- Design and undertake all programmes and activities in a way that protects people from any risk of harm that may arise from their coming into contact with ShelterBox.
- Recruitment
 - Commit to recruiting employees, volunteers and other representatives safely.
 - All application forms must address Safeguarding and equality requirements.
 - Recruitment for all applicants to roles supervising young volunteers or working directly with the affected population, children and at risk adults must follow ShelterBox's recruitment process. Successful candidates for these types of roles will be required to undergo Enhanced DBS prior to deployment or engaging with volunteers.
 - All applicants must be asked to disclose all criminal convictions in keeping with the parameters of local employment law. Interview questions gauging an applicant's understanding of safeguarding and reporting will be asked of anybody recruited who will be working directly with affected communities.

- ShelterBox policy is to not engage volunteers under the age of 18.
- Implement stringent safeguarding procedures when managing and deploying employees, volunteers and other ShelterBox representatives.
- Ensure all ShelterBox staff and volunteers receive training on safeguarding at a level commensurate with their role in the organisation.
- Partners: work proactively with partners to ensure that a commitment to safeguarding is incorporated at all times e.g. ensure that partner agreements include a clause clarifying expectations and responsibilities around safeguarding, ensure that the safeguarding capacity of partners is assessed and that any capacity building and sharing around safeguarding is carried out as required.

Reporting

- Ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to all those who come into contact with our programme, including employees, volunteers, other ShelterBox representatives and the communities we work with.
- Ensure that there are multiple channels through which safeguarding concerns can be raised.
- All employees, volunteers, and other ShelterBox representatives will have access to information about how to report concerns or allegations relating to safeguarding.

Response

- Concerns or allegations concerning abuse will always be taken seriously, investigated and acted on if appropriate, in line with our safeguarding principles.
- Ensure that all concerns or allegations of harassment, abuse or exploitation are responded to in a timely and appropriate manner according to due process.
- Support will be offered to survivors, regardless of whether a formal internal response is carried out (such as an internal investigation). Support can include specialist psychosocial counselling, access to ShelterBox's Employee Assistance Programmes (EAP) (if applicable) and/or access to other specialist and appropriate support as needed. Survivors can choose if and when they would like to take up the support options available to them.

- Non-judgemental: we never judge survivors or complainants for their actions or decisions
- Investigations: will be carried out discretely, recognising the rights and duty of care to everyone involved, including all witnesses – including the complainant or survivor and the subject of the complaint. The investigation could be carried out internally or externally depending on the circumstances of the case and the resources and expertise available. Further information on investigations can be found in the *Managing Safeguarding Reports Policy*.
- Protection from reprisals: complainants will be protected against any negative repercussions enabling reports to be made in the knowledge they will be protected from being victimised, discriminated against or disadvantaged in any way. Please see the *Disclosure of Malpractice (Whistleblowing) Policy*.

5. Safeguarding Children - Guidelines for ShelterBox Representatives

Safeguarding Children is the process of protecting children from abuse or neglect, preventing impairment of their health and development, ensuring they are living in circumstances consistent with the provision of safe and effective care and taking action to enable all children to have the best outcomes. 'Child protection' is an element of Safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering or likely to suffer, significant harm.

Different forms of harm or mistreatment of children are categorised under the broader term "child abuse".

6. Safeguarding At Risk Adults - Guidelines for ShelterBox Representatives

Safeguarding at risk adults is the process of protecting at risk adults from abuse or neglect, enabling at risk adults to maintain control over their lives and make informed choices without coercion. It involves empowering at risk adults, consulting them before

taking action unless someone lacks the capacity to make a decision, or their mental health poses a risk to their own or someone else's safety, in which case, always acting in their best interests.

7. Roles and Responsibilities

ShelterBox:

- Commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response as laid out in the Safeguarding Principles (section 3), which govern our work.

ShelterBox Representatives must not:

- *As per the ShelterBox Code of Conduct:*
 - Under any circumstances engage in transactional sex. This activity is banned to ensure that sexual exploitation and abuse does not occur.
 - Exchange money, employment, goods or services for sexual favours, or any other form of degrading or exploitative behaviour. This includes exchange of any assistance already due.
 - Engage in sexual activity with employees or representatives of ShelterBox partners, or any member of the affected community where there is potential to abuse power.
 - Act irresponsibly when hiring or otherwise engaging persons affected by disaster and other persons of concern.
 - Fail to disclose convictions or safeguarding related investigations that they are subject to.
- *In relation to protection from sexual exploitation and abuse:*
 - Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to members of affected communities.
 - Engage in any sexual relationships with members of affected communities, since they are based on inherently unequal power dynamics.

- *In relation to child safeguarding:*
 - Seek to make contact or spend time with any child with whom they come into contact except as part of the designated activities set out in their role;
 - Avoid being placed in a position where they are alone with a child or children with whom they come into contact;
 - Abuse their position to withhold professional assistance or give preferential treatment, gifts or payment of any kind to a child, or another person in relation to a child, in order to solicit any form of advantage or sexual favour from a child;
 - Engage in sexual activities, including engaging in transactional sex, with any person under 18 years old or under the local age of sexual consent (where higher than 18 years). This applies to all ShelterBox representatives regardless of the age of consent locally and mistaken belief in the age of the child is not a defence;
 - Subject a child to physical, emotional or psychological abuse, or neglect
 - Condone or participate in any child related activity which is illegal, exploitative, unsafe or abusive, this includes any commercially exploitative activities with children including child labour or trafficking;
 - Use computers, mobile phones, video and digital cameras to exploit or harass children or to access child pornography through any medium;
- *In relation to safeguarding at risk adults:*
 - Exploit at risk adults sexually, or for financial or other gain.
 - Subject an at risk adult to sexual, physical, emotional or psychological abuse, or neglect.

ShelterBox Representatives have a responsibility to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy.
- Report any concerns or suspicions through the appropriate channels regarding safeguarding violations by a ShelterBox Representative or harm arising from the design and implementation of ShelterBox's programmes and activities.

- Consider the risk of harm and whether there is any possibility anybody may be abused or exploited when assessing the appropriateness of any physical or verbal contact, including in the design of ShelterBox programmes.

Managers, and ultimately the Executive Team:

- Hold overall accountability for this Policy and its implementation.

The Executive Team and the Trustees:

- Are responsible for reviewing and updating this Policy annually, and in line with legislative and organisational developments.
- The contact details of the Board of Trustees Safeguarding Lead:
safeguarding_trustee@shelterbox.org.

Safeguarding Officer(s):

- Are responsible for receiving safeguarding reports and for dealing with safeguarding concerns promptly and according to process.
- The following people are designated ShelterBox Safeguarding Officers: The Safeguarding Specialist, People Director and HR Manager, and they can be contacted directly or using the Safeguarding email address below. Note: in the unlikely event of absences, emails to the Safeguarding email address will be redirected to the holder of the In Case of Emergency (ICE) phone. Note: other people may be required to provide support but the principle of confidentiality will be adhered to at all times i.e. information will only be shared on a need to know basis.
- Contact: safeguarding@shelterbox.org

8. Raising a Complaint or Concern

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need to know basis only, and should be kept secure at all times.

How to raise a complaint or concern

Anyone can raise a concern or make a complaint about something they have experienced or witnessed.

ShelterBox Representatives who have a complaint or concern relating to safeguarding should report it within 24 hours using one of the contact channels listed below:

- **Email:** safeguarding@shelterbox.org **OR**
- **Use ShelterBox's independent whistleblowing service:** if you don't feel able to report malpractice to ShelterBox directly, we have an independent, confidential reporting mechanism provided by Safecall where you can raise your concerns. Calls are handled by skilled staff and will be treated in complete confidence. Safecall will not disclose your name to ShelterBox if you wish to remain anonymous. You can contact Safecall 24 hours a day, seven days a week:
 - By freephone:
 - UK: 0800 9151571
 - Philippines: 1800 14410499
 - Other numbers are also available – please visit the Safecall website (below) for further details.
 - Via the web: <https://report.safecall.co.uk/> **OR**
- **Report by post:** Disclosure of Malpractice. C/o HR Department, ShelterBox HQ, Falcon House, Truro, Cornwall TR1 2PH. The HR department will acknowledge all allegations.

Employees and volunteers can also phone the In Case of Emergency (ICE) number and ask to be contacted by a Safeguarding Officer.

Note: anonymous reporting is possible but may make it difficult to verify details or substantiate claims, which may limit the ability of investigators to pursue concerns. Anonymous complaints will, however, be taken seriously because of the potential for future abuse and harm, and our responsibility to create a safe and abuse-free environment.

Note: if the complainant does not feel that it is appropriate to report using the channels detailed above, it is also possible to get in touch with the Board of Trustees
Safeguarding Lead: safeguarding_trustee@shelterbox.org.

Note: see section on 'informed consent', below, for information on the reporting obligations of the Executive Team and the Board of the Trustees.

Response

ShelterBox will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations (see Dealing with Safeguarding Reports Policy in Associated Policies).

ShelterBox will offer support to survivors of harm caused by coming into contact with representatives or programmes, regardless of whether a formal internal response is carried out (such as an internal investigation). The survivor will lead decisions regarding support.

All safeguarding reports and concerns will be dealt with in a timely and efficient manner. The complainant will receive a formal confirmation no more than 5 working days after the complaint is received. The complainant will be notified once the matter has been resolved. Generally, the complainant will just be informed whether the complaint has been substantiated (and referred to management for a decision on discipline) or whether it has not been substantiated. When giving this explanation, the identities or the evidence of other witnesses will not be disclosed.

Informed Consent

Other than in the limited circumstances set out below, Informed consent must be obtained from the survivor before information around a disclosure is shared. In certain cases, survivors may give consent for some, but not all information to be shared, for example they may agree to a report in which they are not identified.

All information must, however, be shared, even without informed consent:

- If there is a concern around the welfare of a child (under 18)
- If there is an immediate risk to the survivor or someone else.

If you are uncertain as to whether you should report, you can discuss the matter with the HR Team on an anonymous basis.

Note: if a safeguarding disclosure is made to a member of the ShelterBox Executive Team (which includes the CEO) or Board of Trustees, they always have a duty to file a serious incident report with the Charity Commission. This report will be restricted to anonymised (non-identifiable) information, i.e. it will not include the survivor's name, perpetrator(s) name, date of birth, home address, or other identifying details. Note: the Charity Commission may require additional information in certain circumstances e.g. if it is felt that a charity is not dealing with the report appropriately or if it becomes a police matter.

Failure to Act upon Suspected or Reported Sexual Harassment, Abuse or Exploitation

It is the duty and the responsibility of all ShelterBox Representatives to report (in line with this policy) any suspicions or incidences of inappropriate behaviour.

Failure to report to a relevant person suspicion of abuse relating to someone else is a breach of policy and could lead to disciplinary action being taken.

For the avoidance of doubt, there is no obligation placed on any individual to report any incident that has happened to them.

Note: Refer to the information on 'informed consent' (above) for further information on requirements around reporting.

9. Outcomes of Misconduct

Anyone found to contravene this policy will be subject to disciplinary action, which may include dismissal, suspension, termination of contract, reporting to the appropriate authorities and / or a criminal investigation.

Where this involves a partner organisation, this will be directly addressed with the partner and may risk withdrawal of funding or ending the relationship if they fail to engage with the process.

Further information on outcomes of misconduct can be found in the *Managing Safeguarding Reports Policy*.

10. Associated Policies and Procedures

Code of Conduct

Complaints Policy

Critical Incident Management Plan

Disclosure of Malpractice Policy (Whistleblowing)

Gathering Content Policy

Harassment and Bullying Policy

Managing Safeguarding Reports Policy

Reference Policy

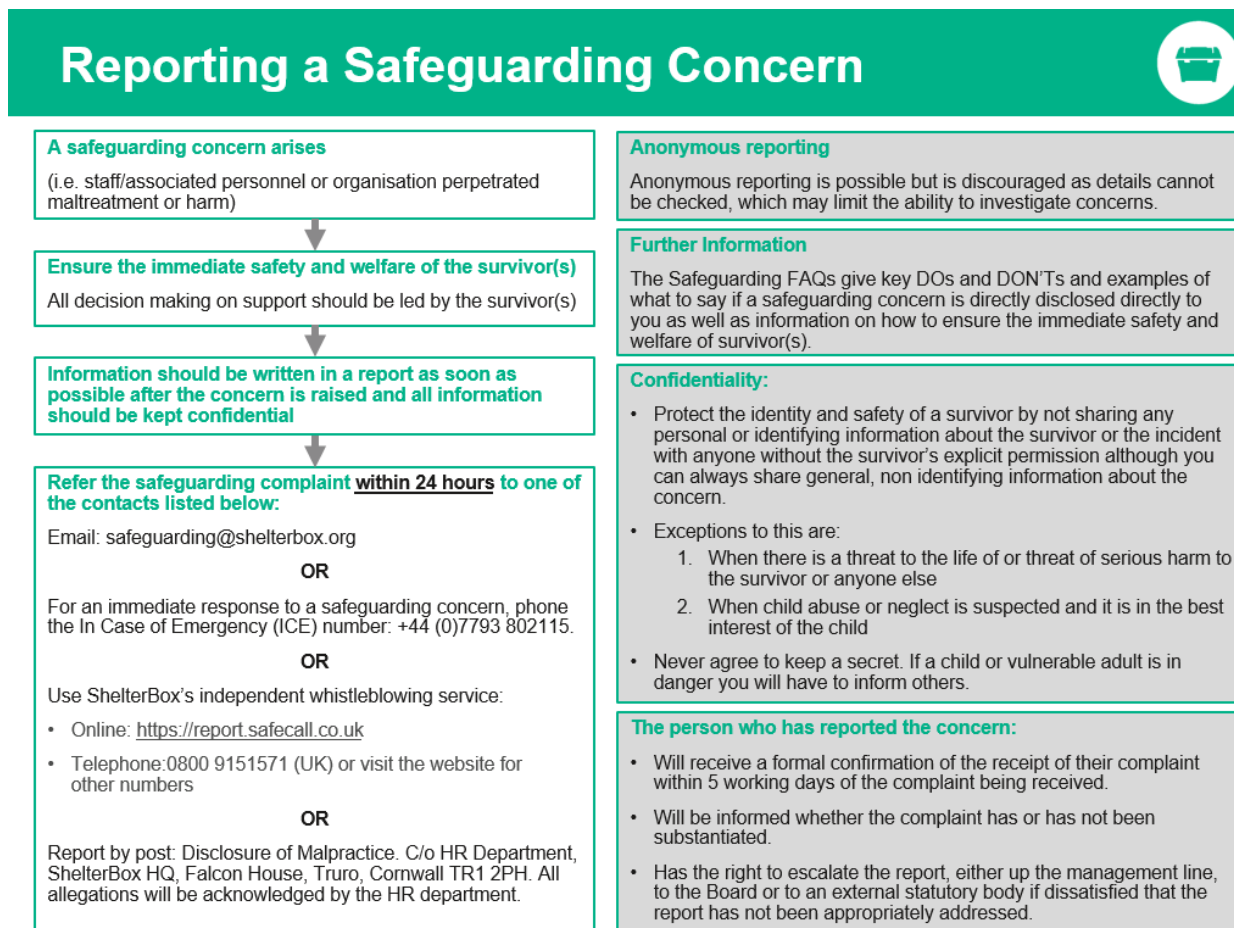
Reporting Serious Incidents Policy

Other policies and procedures as appropriate

11. Annexure

- Annex 1: Reporting a Safeguarding Concern: Flowchart
- Annex 2: Glossary of Terms
- Annex 3: Volunteer Recruitment: At Risk Adults

Annex 1: Reporting a Safeguarding Complaint: Flowchart



Annex 2: Glossary of Terms

Abuse

Abuse can take many forms and the circumstances of the individual must always be considered. It may consist of a single act or repeated acts. The following is a list of examples of the different types of abuse:

- Physical – includes, but is not limited to, hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint and inappropriate physical sanctions.
- Sexual – using an individual for sexual stimulation or gratification or any unwanted sexual activity or behaviour that happens without consent or understanding.
- Psychological or emotional – abuse that causes distress and attacks the self-esteem of the survivor. It can be verbal and non-verbal.
- Financial and material – includes theft, fraud, exploitation and pressure in connection to wills, property, inheritance and financial transactions, or incitement to do any of these things on another individual's behalf; it may also involve the misuse or misappropriation of property, possessions and benefits of a child or at risk adult.
- Discriminatory- includes abuse based on an individual's race, gender, disability, faith, sexual orientation, or age; and other forms of harassment, slurs or similar treatment or hate crime/incident.
- Neglect - persistent failure to meet the basic physical and psychological needs of a child or at risk adult.
- Domestic Abuse – is “any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality”.
- Sexual Exploitation: Children or at risk adults in exploitative situations and relationships receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them.

Affected Communities

- The population that has been affected by the disaster to which we are responding. Misuse of power can apply to people who directly receives goods or services from ShelterBox's programmes as well as the wider community that ShelterBox serves. Misuse of power can also include exploitation by giving the perception of being in a position of power.

At Risk Adult

An at risk adult is defined as

- "any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, or unable to protect themselves due to age or illness and who may be unable to take care of themselves or unable to protect themselves against significant harm or serious exploitation".

Since 2005, the range of adults considered to be 'at risk' has been widened to include people encountering domestic abuse, substance misusers and asylum seekers.

Please note: An elderly person, while they may require extra support, does not necessarily meet the definition of an at risk adult.

Mental Capacity

For the purposes of safeguarding at risk adults, mental capacity is an individual's ability to:

- Understand the implications of their situation and risk to themselves;
- Take action themselves to prevent abuse;
- Participate to the fullest extent possible in decision making about interventions involving them, be they life changing events or everyday matters.

At Risk Adult Abuse

At Risk Adult Abuse can take many forms including: physical, sexual, psychological, financial/material, discriminatory, domestic abuse and self-neglect.

Child

A child is defined as ***anyone under 18 years old.***

Child Abuse

The five most commonly defined types of child abuse are neglect and physical, sexual, emotional abuse and child sexual exploitation.

Coercion

Coercion covers a whole spectrum of degrees of force. Apart from physical force, it may involve psychological intimidation, blackmail or other threats. For instance, threats of being dismissed from a job or of not obtaining a job that is sought. It may also occur when a person is unable to give consent. For example, while drunk, drugged, asleep or mentally incapable of understanding the situation.

Harm

Psychological, physical and any other infringement of an individual's rights

Protection from Sexual Exploitation and Abuse (PSEA)

The term used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse of affected populations by employees, volunteers and all ShelterBox representatives. The term derives from the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13).

Psychological harm

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation

Safeguarding

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect

In our sector, we understand it to mean protecting people, including children and at risk adults, from harm that arises from coming into contact with our employees, volunteers and other ShelterBox representatives or programmes. One donor definition is as follows:

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially at risk adults and children, from that harm; and to respond appropriately when harm does occur.

This definition draws from our values and principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.

Safeguarding applies consistently and without exception across our programmes, employees, volunteers and all ShelterBox representatives. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation and abuse and having mature, accountable and transparent systems for response, reporting and learning when risks materialise. Those systems must be survivor-centred and protect those accused until proven guilty.

Safeguarding puts members of affected communities at the centre of all we do.

Sexual abuse

The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual exploitation

The term 'sexual exploitation' means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.

Sexual harassment

Sexual harassment is unwanted conduct of a sexual nature. It can be directed towards one person, groups of people or towards everyone and can occur as a one-off incident or be a pattern of harmful behaviour. Anyone can experience sexual harassment, and ShelterBox recognises the specific and varied challenges faced by women, men, transgender people and others when experiencing it.

The effect of sexual harassment is to violate the dignity of another person, and to create an intimidating, hostile, degrading, humiliating or offensive environment for them and others. Sexual harassment can take many forms, including (but not limited to):

- Verbal comments of a sexual nature, such as remarks about an employee's appearance, questions about their sex life or offensive jokes
- Non-verbal such as displaying pornographic or explicit images, staring, sexual gestures or written comments of a sexual nature such as offensive or inappropriate
- Physical such as unwanted physical contact, touching, and assault (this includes attempts and threats to do these things)

When addressing allegations of sexual harassment, ShelterBox is concerned with the impact of the behaviours on the complainant, not the intention of the person accused. An action or behaviour can still be considered sexual harassment even if the alleged harasser did not intend for it to be harmful.

All workers are protected from sexual harassment in the workplace. This protection comes from both employment law and criminal law. Note: the *Harassment and Bullying Policy* covers instances where staff/volunteers/affiliates/trustees are subject to harassment and bullying. There may, however, be some instances where such incidents would also constitute a breach of the *Safeguarding Policy*.

Sexual Violence

Sexual violence is:

- any sexual act or attempt to obtain a sexual act
- unwanted sexual comments or advances or acts to traffic

which are directed against a person's sexuality using coercion by anyone, regardless of their relationship to the survivor, in any setting, including at home and at work.

Three types of sexual violence are commonly distinguished: sexual violence involving intercourse (i.e. rape), contact sexual violence (i.e. unwanted touching, but excluding intercourse) and non- contact sexual violence (i.e. threatened sexual violence, exhibitionism and verbal sexual harassment). While coerced sex may result in sexual gratification for the perpetrator, its underlying purpose is to express power and dominance over the other person.

Survivor

The person who has been abused or exploited. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience and the capacity to survive, however it is the individual's choice how they wish to identify themselves.

Survivor-centred approach

Ensuring that prevention and response are non-discriminatory and respect and prioritise the rights, and needs and wishes of survivors, including groups that are particularly at risk or may be specifically targeted for SEAH.

Survivor-led approach

An approach that empowers the survivor to take a role in decisions that affect them, equipping and empowering survivors to take a leadership role in their own life and in the larger movement against the form of abuse and/or exploitation they have endured and overcome.

Annex 3: Safeguarding Complaint Report Form

This form outlines some key details required for reporting a safeguarding complaint, but it is not a requirement to utilise this form to report. Please report safeguarding complaints within 24 hours using the dedicated safeguarding reporting channels (details available here: <https://www.shelterbox.org/about/how-we-work/safeguarding/>).

Raising concerns about manners such as violence, coercion and deprivation can be challenging, but ignoring mistreatment makes it more likely to continue.

Where safeguarding concerns arise, it is not your responsibility to decide whether or not abuse is taking place, but it is your responsibility to pass these concerns on. Remember to **report your concern** even if you are not sure whether the harm has been caused by a ShelterBox representative or the work of ShelterBox or if you don't know all of the details.

Informed Consent: Other than in the limited circumstances set out below, informed consent must be obtained from the survivor before information around a disclosure is shared. In certain cases, survivors may give consent for some, but not all information to be shared, for example they may agree to a report in which they are not identified.

However, all information must be shared (even without informed consent) in the following circumstances:

1. If there is a concern around the welfare of a child (anyone under 18).
2. If there is an immediate risk to the survivor or someone else.

Please capture the relevant information outlined below:

Name and contact details of person making the report:	Date of report:
Have you received consent for this information to be shared? <i>Please provide details.</i>	
Description of the disclosure:	
Was immediate assistance provided? <i>Please provide details.</i>	

For further information, please refer to the *ShelterBox Safeguarding Policy* or contact safeguarding@shelterbox.org for confidential information.

Annex 4: Volunteer Recruitment: At Risk Adults

Recruitment Process

- It is mandatory that if an initial chat takes place with an at risk adult that at least two ShelterBox representatives should be present at this meeting. During this meeting, the at risk adult should be made aware of ShelterBox's Safeguarding Policy.
- In some cases, an initial chat will not take place, such as for one off campaigning or fundraising events. In such cases the at risk adult should be given a copy of ShelterBox's Safeguarding Policy prior to volunteering.

Health and Safety

- All relevant health and safety checks must be completed before taking on an at risk adult as a Volunteer.
- Supervision of at risk adults - effective supervision is critical in order to safeguard at risk adult volunteers in our care.
 - Volunteers who are at risk adults must not be left alone in a property at any time.
 - Ideally two adults should be present when an at risk adult is volunteering, of which one must be designated as the at risk adult's supervisor for the duration of their shift.
 - If an activity is identified as higher risk in the Health & Safety assessment, then this should have constant supervision from the nominated supervisor.
 - In exceptional circumstances, it may be necessary for an at risk adult to work alone with an adult. This should not be the norm, with management responsible for identifying and addressing when this is not the case.
- During their inductions, at risk adults must be told who is responsible for their

safety and how to raise concerns. Managers must ensure appropriate supervision arrangements are clearly set out and agreed in advance with each person who will supervise at risk adult volunteers