

# GLOBAL SAFEGUARDING POLICY

*+ Wm. Crean*

Signed:

Bishop William Crean  
Chairperson of Trócaire

*Caoimhe de Barra*

Caoimhe de Barra  
CEO of Trócaire

Date:

19/12/23

19/12/23

## Table of Contents

POLICY MANAGEMENT INFORMATION .....	2
DECISION-MAKING IN RELATION TO THE POLICY .....	2
KEY MESSAGES .....	3
1. Purpose / Introduction .....	4
2. Policy Statement .....	4
3. Scope .....	4
4. Guiding Principles.....	5
5. Definitions .....	5
6. Our Safeguarding Framework .....	6
7. Safeguarding Children .....	7
8. Preventing Sexual Exploitation and Abuse.....	7
9. Preventing Sexual Harassment against Staff.....	7
10. Counter Trafficking, Modern Slavery and Child Labour.....	8
11. Specific Considerations for Humanitarian Crisis and Volatile Settings.....	8
12. Considerations for the Local Context.....	8
13. Roles / Responsibilities.....	9
14. Standard 1 - People & Culture.....	10
15. Standard 2 - Creating Safe Environments.....	13
16. Standard 3 - Communicating the Safeguarding Message.....	14
17. Standard 4 - Receiving & Responding to Safeguarding Concerns.....	14
18. Standard 5 - Caring for People involved in Safeguarding Concerns.....	17
19. Standard 6 - Quality Assurance.....	18
20. Standard 7 - Working in Partnership.....	18
21. Related Documents .....	20
Annex 1: Additional Definitions.....	21
Annex 2: Unacceptable behaviours when working with Children.....	22
Annex 3: Policy Adherence Declaration Form.....	23
Annex 4: Self Declaration Form.....	24
Annex 5: Safeguarding incident, complaint or concern reporting form.....	26
Annex 6: Procedures for reporting child safeguarding concerns in Ireland and Northern Ireland.....	30

## POLICY MANAGEMENT INFORMATION

<b>Title:</b>	Global Safeguarding Policy
<b>Author (Responsible):</b>	Head of Safeguarding
<b>Owner (Accountable):</b>	Chief Executive Officer
<b>Division:</b>	Directorate
<b>Contact:</b>	Head of Safeguarding
<b>Version No.</b>	3.0
<b>Status:</b>	Final
<b>Reviewed by (Consulted):</b>	Safeguarding Focal Persons, SIEP Member, Speak-Up Working Group
<b>Approved by:</b>	Policy Steering Committee (PSC)
<b>Date of approval:</b>	December 2023
<b>Applicable to (Informed):</b>	Trócaire representatives including members of our governance structure (including Board), paid staff, volunteers, consultants, and visitors to our programmes, overseas and in Ireland/Northern Ireland, both in their personal and professional lives. A summary Safeguarding Policy will be used to share relevant information with consultants and visitors.
<b>Communicated on:</b>	January 2024
<b>Last reviewed:</b>	February 2020
<b>Frequency of review:</b>	Every three years
<b>Date of next review:</b>	November 2026
<b>Related policies &amp; procedures:</b>	See within policy (section 21, page 19)

## DECISION-MAKING IN RELATION TO THE POLICY

<b>Responsible (Author)</b>	Head of Safeguarding
<b>Accountable (Owner)</b>	Chief Executive Officer
<b>Consulted</b>	Safeguarding Focal Persons, SIEP Member, Speak-Up Working Group. Updated based on learnings over last three years and also informed by an external audit conducted in 2023.
<b>Informed</b>	Trócaire representatives including members of our governance structure (including Board), paid staff, volunteers (full policy), consultants, and visitors to our programmes (through summary policy), overseas and in Ireland/Northern Ireland.

## KEY MESSAGES

<p><b>Why do we have this policy?</b></p>	<p>Trócaire’s Safeguarding Commitment Statement sets out Trócaire’s commitment to keeping people within our programmes safe from exploitation and abuse. It specifically recognises the power imbalances that can exist due to the nature of our work and how these can create opportunities for abuse or exploitation to occur. The statement equally recognises the specific considerations for children and our commitment to ensuring children are safe and protected both in its international programme work and outreach programmes in Ireland.</p> <p>This policy therefore sets out how we put this Commitment Statement into practice.</p>
<p><b>Who does this policy apply to?</b></p>	<p>Trócaire representatives including members of our governance structure (including board), paid staff, volunteers, consultants, and visitors to our programmes, overseas and in Ireland/Northern Ireland, in both their personal and professional lives</p>
<p><b>What are the key things I need to know?</b></p>	<ul style="list-style-type: none"> <li>• Expected behaviours of Trócaire representatives.</li> <li>• Definitions of abuse and exploitation.</li> <li>• Recognising risks and situations that would make people more at risk of abuse and exploitation and ensuring mitigation strategies are in place.</li> <li>• Mandatory duty to report and how to report.</li> </ul>
<p><b>What are the key things I need to do?</b></p>	<ol style="list-style-type: none"> <li>1) Model and promote respectful behaviour.</li> <li>2) Identify risks within our work that may give rise to abuse and exploitation.</li> <li>3) Promote an environment that is open to hearing concerns.</li> <li>4) Report any concerns immediately to the Country Director or Head of Portfolio/Department or Head of Safeguarding.</li> </ol>
<p><b>Where can I find more information?</b></p>	<p>Further information on this policy can be found by contacting your safeguarding focal person or the Head of Safeguarding</p>

## 1. Purpose / Introduction

Trócaire's Vision, Mission and Values state that we believe in the intrinsic dignity of every person, celebrate difference and aim to create relationships of mutual respect wherein the rights and dignity of every person are respected.

Trócaire's work is inspired and informed by Catholic Social Teaching, one of the fundamental principles of which is the dignity of each individual. The right to freedom from all forms of exploitation and abuse is implicit in this principle. Underpinned by Trócaire's organisational value of accountability and commitment to do no harm, it is our policy to safeguard all individuals involved in Trócaire's work against risks of exploitation, abuse and harassment.

Trócaire has zero tolerance to exploitative or abusive behaviour by anyone associated with the implementation of Trócaire's work and highlights this as a core commitment in the organisations' Accountability Framework.

## 2. Policy Statement

Safeguarding in Trócaire means protecting children and adults from harm within or due to our programmes and activities. This includes the prevention of exploitation and abuse as well as any harm caused by our failure to take reasonable care when designing and carrying out our programmes and activities.

Trócaire wishes to raise awareness of power imbalance that could lead to many forms of exploitation and abuse. The nature of our work creates a power differential between those employed by or representing Trócaire and programme participants, communities and partners. We acknowledge that the potential exists for those who work with programme participants and partners to abuse their position of power and we are committed to ensuring that this does not happen.

Trócaire also recognises that there are specific needs, vulnerabilities and risks that exist for children and is committed to making every effort to ensure children are safe and protected, both in its international programme work and outreach programmes in Ireland.

## 3. Scope

Trócaire's expectation is that those who represent our organisation (members of our governance structure [including Board members], staff, volunteers, consultants) uphold our safeguarding commitments in both their professional and personal lives.

This policy is intended to span all of our work internationally (taking account of our model of working through partner organisations) and in Ireland/Northern Ireland.

Safeguarding in Trócaire brings together the linked concepts of Prevention of Sexual Exploitation and Abuse by organisational representatives, safeguarding children and adults at risk, and Sexual Harassment against Staff. This Safeguarding Policy does not seek to replace existing policies, but rather to provide an umbrella which references specific policies and practices, focusing on priority considerations. (e.g. Equality Diversity & Inclusion, Dignity at Work, Global Code of Conduct, Suppliers Code of Conduct, Protection mainstreaming / safe programming, Gender Transformation, Security).

## 4. Guiding Principles

Our approach to safeguarding is guided by a number of key international principles and standards, as set out in the Universal Declaration of Human Rights (UDHR, 1948); the UN Convention on the Rights of the Child (UNCRC, 1989); the UN Convention for the Elimination of all forms of Discrimination against Women (CEDAW, 1979); UN Convention of People with Disabilities (UNCRPD 2006) and in the national laws of the countries in which Trócaire works, including principles of equality, diversity and inclusion. We aim also to uphold the commitments made under the *Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel* and the UN Secretary-General's Bulletin on *Special Measures for Protection from Sexual Exploitation and Sexual Abuse (PSEA) (ST/SGB/2003/13)*<sup>1</sup>.

## 5. Definitions

### 5.1 VULNERABILITY TO / PERSONS AT INCREASED RISK OF EXPLOITATION AND ABUSE

Typically, the definition of 'vulnerable adult' in relation to safeguarding refers to individuals who may be more at risk of abuse because of their diminished mental capacity, physical support needs or who are elderly.

However, within the context of Trócaire's work we recognise that a broader definition is required. We therefore adopt the term 'person at risk' to include the traditional definition and additional considerations including:

- Power imbalance
- Gender
- Ethnicity
- Affiliation to stigmatised group or religion
- Specific health related conditions (e.g. HIV)
- Poverty
- Displacement
- Disability
- Persons who are elderly
- Other

Trócaire recognises that a power imbalance always exists between people who work for Trócaire and those with whom we work. Equally, this power imbalance exists between partner staff and those with whom they work.

### 5.2 CHILD

Refers to a person under the age of 18 years old.

### 5.3 ABUSE

Any action or inaction that causes harm to another person. It can include physical abuse, emotional abuse, sexual abuse and neglect. It also includes abuse online and/or through mobile technology.

---

<sup>1</sup> UN Secretary-General (UNSG), Secretary-General's Bulletin: Special measures for protection from sexual exploitation and sexual abuse, 9 October 2003, ST/SGB/2003/13, available at: <https://undocs.org/ST/SGB/2003/13>

## GLOBAL SAFEGUARDING POLICY

### 5.4 EXPLOITATION

Any actual or attempted abuse of a position of vulnerability, power differential or trust to profit monetarily, socially or politically. It includes sexual exploitation.

### 5.5 HARASSMENT

Harassment is defined as any form of unwanted conduct related to any of the discriminatory grounds which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

### 5.6 CHILD ABUSE

All forms of physical and/or emotional ill-treatment, sexual abuse, neglect or other negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

### 5.7 MANDATORY DUTY TO REPORT

Any Trócaire representative who becomes aware of an incident or an allegation of exploitation or abuse, of a child or an adult, has a mandatory duty to report this immediately through Trócaire's internal systems (Standard 4 – Section 16).

See Annex 1 for additional definitions related to abuse, exploitation and harassment.

## 6. Our Safeguarding Framework & Standards

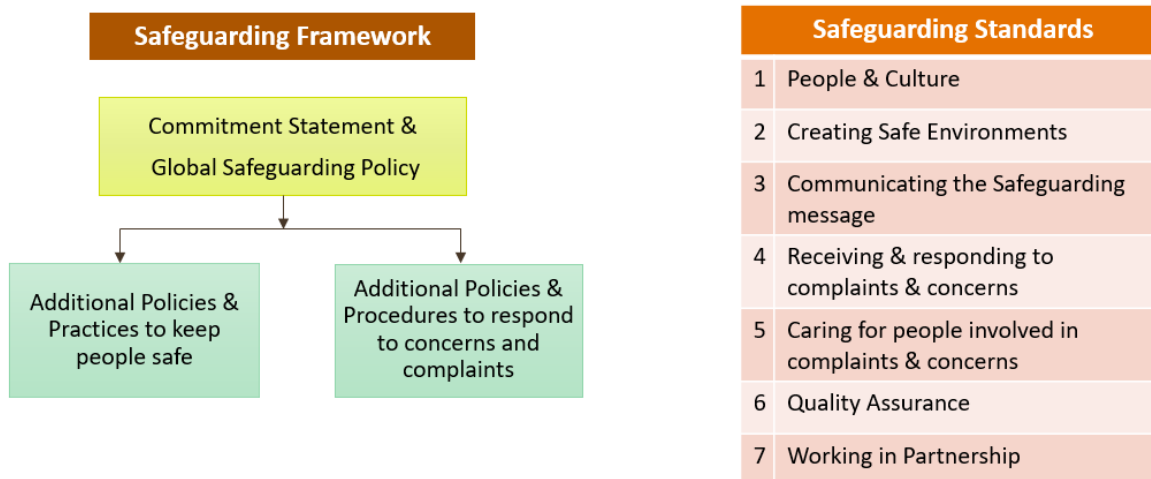


Figure 1: Trócaire's Safeguarding Framework & standards

Trócaire's Safeguarding Framework is built on our commitment to safeguard everyone connected with our work, while also recognising that individuals in some contexts may be more vulnerable to exploitation and abuse. The framework also recognises that safeguarding requires a systematic approach that considers both internal and external risks. This approach involves a 'do no harm' attitude in relation to our work that is reflected throughout our policies and practices, some of which

have a more significant impact for safeguarding. The sections below outline the specific considerations, policies and procedures that are required to realise our commitment. In this way, safeguarding becomes an integrated component in all that we do, rather than being an isolated standalone consideration.

Trócaire is committed to adhering to the highest standards and best practice in order to prevent and respond to potential abuse, exploitation or harassment. Our work is therefore guided by seven standards as outlined in figure 1. These standards draw upon the principles outlined in international best practice. Though the achievement of the standards may sometimes be influenced by factors beyond our control (example: lack of functioning systems or support services), we commit ourselves to working consistently towards achieving them. It should also be noted that adherence to the standards is achieved through the implementation of a range of relevant policies that Trócaire has in place, which complement and strengthen the organisation's overall capacity to provide a safe and responsive environment.

Details on the seven standards can be found in Sections 14 - 20.

## 7. Safeguarding Children

Trócaire particularly recognises that the need to protect children is of paramount importance. The vulnerability of children to abuse and exploitation is increased by many factors, including poverty, inequality, violence, harmful cultural practices and humanitarian crises. Children who are exploited and abused are more likely to suffer long-term consequences. Trócaire is committed to doing what it can to safeguard those children with whom it interacts, either directly or indirectly, through programmes and activities, so that they can avail of their right to grow up in safety.

History has shown that children have been subjected to significant abuse. The UN Convention on the Rights of the Child clearly defines our obligations in relation to children. National legislation in many countries includes specific legislation for safeguarding children. Equally, as an agency of the Catholic Church, Trócaire upholds the Church's commitment to child safeguarding.

## 8. Preventing Sexual Exploitation and Abuse

Trócaire has a zero-tolerance approach to sexual exploitation and abuse of any person, child or adult, involved with its programmes. We adhere to the Inter-Agency Standing Committee (IASC) Six Core principles in relation to sexual exploitation and abuse.

- Any sexual activity with children under the age of 18, regardless of the age of consent locally (mistaken belief of age being no defence) is prohibited.
- Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to partners and programme participants.
- Sexual relationships between organisational representatives and beneficiaries are prohibited since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.
- Trócaire promotes online safety for children and wishes to raise awareness on how this can lead to sexual exploitation and abuse. Behaviours that involve sexual abuse, exploitation or grooming of children is prohibited including online.



## 9. Preventing Sexual Harassment against Staff

Sexual harassment is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment. While typically involving a pattern of behaviour, it can take the form of a single incident. Sexual harassment may occur between persons of the opposite or same sex. All persons can be either the survivors or the offenders.

Trócaire's Dignity at Work Policy relates specially to workplace bullying and harassment, including sexual harassment. Trócaire's Dignity at Work procedures and Safeguarding procedures may be instigated in relation to workplace bullying and harassment if warranted (e.g. Case Management Approach).

## 10. Counter Trafficking, Modern Slavery & Child Labour

Trócaire considers that slavery and trafficking in persons (including child labour) both abuses and exploits an individual. Trócaire will therefore not tolerate this within any of our programmes or activities or by any person representing Trócaire, whether within or external to our programmes and activities. Trócaire is also committed to ensuring that our business and dealings with our suppliers, service providers and contractors reflect our values. We also take steps to both prevent and deter any form of slavery and human trafficking from occurring anywhere in our supply chain.

Trócaire's Counter Modern Slavery, Trafficking in Persons and Child Labour statement outlines our commitment and how this is implemented.

## 11. Specific considerations in Humanitarian, Fragile or Insecure Settings

Trócaire's staff and representatives work in contexts where inequality and need can leave communities and individuals vulnerable or exposed to exploitation or abuse. It is recognised and well documented that such risks are heightened, in particular, during and in the aftermath of humanitarian crises, as well as in fragile or insecure contexts, including those where access to communities may be constrained. While every context differs, such situations are generally characterised by a breakdown in protective family and community structures, high levels of displacement and family separation, and extreme need – all of which can exacerbate existing vulnerabilities and lead to increased risks of exploitation and abuse. Vulnerability and risk can be further heightened in these settings when they intersect with factors of diversity, including considerations such as gender, disability, ethnicity, religion, etc.

The links between safeguarding, accountability to affected populations, diversity and inclusion, and Do No Harm are reflected in Trócaire's Protection Mainstreaming (Safe Programming) Framework and programming resources, which offer further guidance in this area.

## 12. Considerations for the Local Context

Trócaire works in a variety of geographical locations where great variations in understandings and arrangements for safeguarding can exist. There are even different understandings of what can constitute abuse, exploitation, and harassment (including child abuse). Trócaire is committed to giving clear guidance to staff, partners, and other organisations, including funding organisations, on how the Safeguarding Policy will be adapted and applied in these different locations. These guidelines will therefore be applied in ways that are sensitive to different cultures but without condoning practices that are harmful to children or adults at risk. Therefore, this policy will also be supported by a document outlining particular in-country considerations (Context Mapping).

## 13. Roles / Responsibilities

All involved in Trócaire’s work have a shared responsibility to recognise, report and respond to exploitation and abuse. How responsibility is incorporated into roles can vary, depending on the size of the country office and number of staff involved. The table below gives an overview of the key responsibilities.

Role(s)	Responsibilities
<b>All staff &amp; representatives</b>	To ensure that Trócaire’s safeguarding policies are implemented and that safeguarding best practice in terms of prevention and response is incorporated into their work.
<b>All managers</b>	To ensure that staff are supported and systems and procedures exist to implement and monitor safeguarding standards.
<b>Human Resources</b>	Ensure that HR systems to support good safeguarding are in place, including Safe Recruitment, Code of Conduct, staff support and training. The Head of Human Resources leads in this.
<b>Any staff involved in recruitment</b>	To ensure that the recruitment of all Trócaire staff and representatives is in line with the current Recruitment and Screening Procedures and that all new recruits understand and sign up to safeguarding policies as part of induction.
<b>Safeguarding Focal Person (SFP)</b>	To promote awareness and best practice at a department / country level in preventing exploitation and abuse of children and adults perpetrated by Trócaire staff, volunteers, consultants, partners or other representatives in the course of their work.  <b>NB: The responsibility to prevent and report exploitation and abuse is shared. It is incorrect to perceive that the person named as Safeguarding Focal Person is the only person with responsibility to implement safeguarding standards.</b>
<b>Country Director (CD)</b>	Ensure that the country office has systems and procedures in place that are in line with the Policy to prevent and respond to issues or complaints. The Country Director is also a member of the Case Management Team, together with the Head of Portfolio and the Head of Safeguarding, if a safeguarding complaint arises in their country.
<b>Head of Portfolio</b>	To support the Country Directors within their region to develop and implement safeguarding systems and procedures as well as to be a member of the Case Management Team for safeguarding complaints in their region.
<b>Head of Department (Ireland)</b>	To support the managers within their area to develop and implement safeguarding systems and procedures.
<b>Head of Safeguarding</b>	To provide strategic direction on and drive the continued implementation of safeguarding policy and practice throughout the organisation. To act as an advisor in

	relation to safeguarding concerns and as a member of the Case Management Team for safeguarding complaints globally.
<b>Designated Safeguarding Officer Ireland/Northern Ireland / Head of Region<sup>2</sup></b>	Receives Safeguarding concerns and reports to the authorities (as per legislation) in Ireland/Northern Ireland. To support the managers within their area to develop and implement safeguarding systems and procedures.
<b>Head of Security</b>	When there is an overlap between security and safeguarding, both the Head of Security and Head of Safeguarding will be members of the Case/Crisis Management Team.
<b>Safeguarding Case Management Team</b>	A team of senior staff members, including the Head of Safeguarding, that manages safeguarding complaints. In the event of a safeguarding case involving a Trócaire representative then the relevant Human Resources Partner is also involved in the case management process.
<b>Executive Leadership Team (ELT)</b>	To oversee and monitor the implementation of this policy, while supporting the development of systems and procedures to meet safeguarding standards. The CEO is the ELT lead on safeguarding.
<b>Organisational &amp; Human Resources Committee</b>	Board sub-committee with responsibility for oversight of safeguarding. This function is also supported by the dedicated Board Safeguarding Representative.

## 14. Standard 1 – People and Culture

The foundation of safeguarding is the people who work for, and are connected to, the organisation. Trócaire promotes an environment of equality, diversity, and inclusion, where all people are respected, free from abuse, exploitation, harassment or harm.

### 14.1 SAFE RECRUITMENT / CONTRACTING

We strive to ensure that anyone joining Trócaire does not have a known confirmed history relating to abuse and exploitation, and that they share our commitment to treating everyone with respect and dignity. This is achieved through robust recruitment and screening practices, a requirement to sign the code of conduct as part of contracts, and training on our safeguarding and related standards.

#### 14.1.1 Trócaire Board & Staff

Trócaire’s Policy on Screening of New Staffs, Board and Board Committee Members set out the relevant screening that is conducted in order to determine a potential candidate’s suitability to work with Trócaire. Notification of screening is included in job adverts, job descriptions, during interviews and prior to appointment so that the candidate is fully aware of the rationale for this process.

All people who work in Trócaire are required to understand and sign a safeguarding policy declaration and Trócaire’s [Global Code of Conduct](#), and to complete a Declaration Form and Self-Declaration Form about previous convictions, which form part of the terms and conditions of the contract (see Annex 3 & 4). Failure to truthfully complete this form may lead to corrective action being taken under Trócaire’s Disciplinary Procedures. Failure to comply with this safeguarding policy by a Trócaire representative may lead to termination of a contract.

<sup>2</sup> The Head of Safeguarding is the Designated Safeguarding Officer for Ireland. The Head of Region, Northern Ireland is the Designated Officer for Northern Ireland.

#### 14.1.2 Secondment of Staff

On occasion, staff are seconded for specific purposes from other organisations as part of joint initiatives or where particular skillsets are required. Secondment agreements must include clarification from the sending organisation that there are no known incidents/disciplinary sanctions relating to abuse, exploitation or harassment by the staff member. Seconded staff must sign Safeguarding Declaration Form and Self-Declaration Form as attached to this policy (see Annex 3 & 4).

#### 14.1.3 Suppliers and Consultants

All suppliers and consultants must sign the [Suppliers Code of Conduct](#) as part of their contract. For consultants, the [Procurement of Consultants Policy](#) includes a tiered risk assessment for hiring of consultants, based on a nature of their work and the level of contact with people at risk. All consultants are required to sign the [Summary Safeguarding Policy](#) which includes a Declaration Form and Self-Declaration Form attached to the Summary Policy.

#### 14.1.4 Official Visitors

Visitors to Trócaire's programmes, e.g. supporters, volunteers, donors or journalists, are expected to uphold Trócaire's safeguarding standards. All visitors are required to be familiar with these standards in advance through sharing the [Summary Safeguarding Policy](#) and signing the relevant forms – see the Visitors Guidelines.

#### 14.1.5 Partner Organisations

Internationally and across Ireland and Northern Ireland, Trócaire works both in partnership with and through partner organisations. These include national and international NGOs, community-based groups and civil society organisations. Please read Section 20 - Standard 7 – Working in Partnership.

### 14.2 TRÓCAIRE GLOBAL CODE OF CONDUCT

Trócaire's [Global Code of Conduct](#) expresses the expectations of Trócaire of all Staffs, volunteers, regarding the conduct and manner in which activities are carried out. For Board Members and Board Sub-Committee Members, the Board Code of Conduct applies. It is an integral component of safeguarding and forms part of the contractual terms and conditions of all Trócaire Staffs and representatives contracted to work with or for Trócaire. The Code of Conduct applies both in professional and personal life in relation to safeguarding. Special considerations are made to safeguard children and to prevent sexual exploitation and abuse of any individual.

For Third Parties including consultants and visitors, the [Summary Safeguarding Policy](#) includes a Safeguarding Code of Conduct.

By signing the Code of Conduct, each staff or third party commits to:

- Working actively to promote the best interests of children and adults.
- Acting in line with Trócaire's Safeguarding Policy and relevant guides.
- Encouraging children and adults to feel comfortable enough to point out attitudes and behaviour they do not like and to know where and how to make a complaint where necessary.
- One-to-one situations where staff and programme participants are alone are strongly discouraged. If there are specific cases where this is required then a risk assessment must be conducted and risk mitigations implemented (e.g. discussion happens in line of sight of others).

Guidelines on unacceptable behaviour when working with children can be found in Annex 2.

**14.3 AWARENESS AND TRAINING**

Trócaire recognises that raising awareness and providing appropriate training are crucial for maintaining and improving safeguarding practices. It is essential that all Staff and those engaged in Trócaire’s work are aware of safeguarding standards and their obligations to implement them. Depending on the role of each Staff, different levels of training are provided. However, at a minimum, all are introduced to the safeguarding policy during induction and ongoing refresher workshops and/or training about conduct.

The following initiatives are in place to ensure that Staff are equipped with the necessary knowledge and skills to implement the Safeguarding Policy:

Training	Timeframe	Responsibility
Trócaire’s induction programme for all new Staff covers the Safeguarding Policy.	Within two weeks	Line-Manager -refer to on-line training - in-person location and role specific via Safeguarding Focal Person
Consultants, Visitors and other third parties as identified through risk assessment within relevant policy	Prior to commencement as per relevant guidance document ( <a href="#">Procurement of Consultants Policy</a> , <a href="#">Visitors Guidelines</a> )	Contracting manager (via focal persons)
Board	Within three months or prior to travel if sooner	Board Secretary
Safeguarding Refresher training for Staff	Annually During Safeguarding Week or as per each location/country office annual plan	Safeguarding Focal Person (with support from Country Director or Head of Department)
Trócaire’s Case Management Team (Head of Safeguarding, Head of Region and Country Director) involved in responding to Complaints and Concerns	During induction Case specific support	Head of Safeguarding
Safeguarding Focal Persons	Focal Persons are required to attend internal webinars/meetings and complete external safeguarding training as guided by the Head of Safeguarding.	Head of Safeguarding  Supported to attend by line manager
Protection mainstreaming (safe programming) training, which includes key messages on safeguarding and accountability to affected populations within programming (and futher expansion to promote safe,	Training of Trainers and/or refresher trainings rolled out on a regular basis, in line with need/ requests to Trócaire and partner staff	Humanitarian Protection Advisor Supported by Humanitarian Team Safe Programming Trainers

inclusive and empowering programming)		
---------------------------------------	--	--

## 15. Standard 2 – Creating Safe Environments

To promote a culture of safety and create a safe environment for those participating in our programmes we are committed to doing the following:

- Be aware – of the importance of safeguarding and its level of priority within the organisation.
- Look at all ways – how Trócaire can safeguard and how we can support partner organisations to safeguard when implementing programmes and activities.
- Learn the rules – understand what safeguarding standards mean in practice for Trócaire.
- Be alert – increase understanding and awareness.
- Develop policies and procedures that work. Consider a safeguarding lens when updating and developing other policies. See section 24 for a list of relevant policies and procedures.
- Teach about issues – conduct workshops and training.
- Know how to respond (see Section 17 – standard 4 Receiving & Responding to Safeguarding Concerns).
- Keep working – we are making gradual progress and recognise that there is not a quick solution to safeguarding but are committed to continuously taking steps to maintain standards and to improve practice where required.
- Stay on course for building safer environments for the implementation of our programmes.

### 15.1 SAFE, INCLUSIVE AND EMPOWERING PROGRAMMING

Trócaire’s Safe, Inclusive and Empowering Programming Approach, including accompanying training materials and guidance, is a key resource to guide Trócaire and partner staff across all development and humanitarian programming. It is rooted in a commitment to safeguarding and avoiding harm and unintended negative effects, and includes specific modules on safe and ethical conduct, while also integrating messaging on safeguarding into other modules on information sharing, feedback and complaints handling and community engagement processes. It ensures that safeguarding is considered at programme/activity design stage and throughout the programme/project cycle. This helps to inform safe implementation. Embedding safeguarding messaging within programme cycle management and risk matrices helps identify potential risks and ensures mitigations strategies can be included from the outset. Any emerging risks are identified through ongoing project reviews and monitoring and addressed accordingly.

Specific guidance policies and procedures are included in the list of related documents in Section 21. Our commitment to safe programming and activities also includes on-line.

### 15.2 SPECIAL CONSIDERATIONS FOR RECORDING STORIES AND IMAGES

The collection of stories or images in our international programmes and in Ireland/Northern Ireland must adhere to [Use of Images Policy](#). In advance of gathering stories and images, a risk assessment should be conducted to examine the immediate and long-term risks to those being photographed.

All programme visits where it is intended to collect stories or record images (photographic/film or other) of programme participants should be arranged in advance through partner organisations. The partner organisation must accompany any such visit and an interpreter should be provided if

necessary. The purpose and reason for the visit should be fully explained to the programme participants and agreed with them in advance.

Informed consent must be sought from the persons interviewed in accordance with the Use of Images policy. In particular, before children are photographed or interviewed, the written permission of the parent/guardian must be obtained.

Trócaire also applies the [Dóchas Guide on Ethical Communications](#).

### **15.3 RECOGNISING EXPLOITATION AND ABUSE**

It is crucial that all involved in implementing Trócaire programmes recognise that exploitation and abuse of children and adults at risk in any form, whether physical, sexual, emotional or neglect, is unacceptable and will be acted upon once we are aware of it. All Staffs and representatives are expected to listen to and consider whatever information programme participants or partners may share with us and report as per standard 4. Training will include awareness of the different types of abuse and exploitation.

## **16. Standard 3 – Communicating the Safeguarding Message**

Trócaire recognises the importance of sharing our safeguarding message with all stakeholders. Stakeholders should know that we do not tolerate abuse, exploitation or harassment and how they can contact us if they have concerns. For this we adopt the following:

- 1) Safeguarding page on our website.
- 2) Commitment Statement signed by Chair of the Board and CEO – this must be displayed in each office location and translated to local language.
- 3) Contact details of local safeguarding focal point – this must be displayed in each location.
- 4) Safeguarding update within our Annual Report.
- 5) Safeguarding within all contracts.
- 6) Including safeguarding message within Trócaire-led activities.
- 7) Supporting partners to include the safeguarding message within posters and communications.

## **17. Standard 4 - Receiving and Responding to Safeguarding Complaints and Concerns**

By creating safe environments and implementing preventative measures, we work to reduce the potential for things to go wrong. However, in the event that there is a concern, it is important that our response is appropriate, professional and limits any further possible stress or impact. We are therefore committed to doing the following:

- Take all complaints and concerns seriously.
- Conduct initial risk assessments and put in place measures to maintain safety pending investigation.
- Liaise with the relevant national authorities as appropriate in each country.
- Liaise with Church authorities and local Church bodies as appropriate.
- Respect confidentiality in relation to all complaints and concerns.
- Consider support for all parties to a concern.
- Follow up and act on all investigation recommendations.



**17.1 MANDATORY DUTY TO REPORT – STAFF & REPRESENTATIVES**

All Trócaire Staffs and representatives have a mandatory duty to report any suspected incident, complaint or concern of exploitation or abuse to a Safeguarding Case Management Team member (SCMT) – see table below. This is regardless of whether it is internal to Trócaire or not. It is not the responsibility of staff to decide whether exploitation or abuse has occurred, but they must pass their concerns on. Failure to report such matters may result in disciplinary action.

It should be noted that abuse may be current, recent or historical. There are no time constraints for reporting and taking action within the remit of this procedure, although Trócaire encourages that reports be made as soon as knowledge, or suspicion, of an act of exploitation or abuse occurs.

Trócaire is committed to ensuring that adherence to confidentiality, in the management of complaints and allegations of exploitation and abuse, is strictly maintained.

All reports received need to be logged and documented in a safe and confidential manner. The person who first receives the information and/or complaint should complete the incident report form (see annex 5) and submit as soon as possible to the SCMT, depending on the location of the incident. The accurate and detailed recording of such information is important in facilitating any assessment or further investigation into the incident. This includes, but is not limited to: dates, times, names, locations, context, any noticeable warning signs. Such information must be reported to the relevant person, as above, as soon as possible. Where information is not available this should be recorded. The staff member should not seek additional information as this might interfere with later processes or put people at risk. It should be noted that failure on the part of a Trócaire staff member to report an incident or a concern could result in sanctions, including dismissal, being applied. Third parties, such as visitors or consultants, are equally obliged to report anything of concern that comes to their knowledge.

Trócaire will endeavour to protect all individuals in reporting, unless they make allegations they know to be false or vexatious. An individual who makes a report against another that they know to be false or vexatious, if proven to be so, will be subject to appropriate corrective action under the Disciplinary Procedure, up to and including dismissal if they are a Staff member.

<b>SAFEGUARDING CASE MANAGEMENT TEAM</b>		
<b>International</b>	<b>Ireland</b>	<b>Northern Ireland</b>
Member of Case Management Team – Country Director, Head of Portfolio, Head of Safeguarding	Designated Person – the Designated Person for Ireland is the Head of Safeguarding (if Head of Safeguarding not available, report to the Director of Ireland Programmes)	Designated Person – the Designated Person for Northern Ireland is the Head of Region (if the Head of Region is not available, report to the Director of Ireland Programmes)
Where the concern involves a Trócaire staff member the relevant HR partner is also included in the Case Management Team.		

**17.2 HOW PEOPLE EXTERNAL TO TRÓCAIRE CAN RAISE COMPLAINTS OR CONCERNS**

We encourage anyone who has a concern that someone has been harmed by a Trócaire staff member or representative to let us know. We take all safeguarding complaints seriously. Each location should develop methods appropriate to the local context and share these with stakeholders.



Each country office has a dedicated email address which is prominently displayed at the office. All emails received through this channel are seen by the Country Director, another member of the Country Management Team and the Head of Portfolio.

See: <https://www.trocaire.org/about/accountability/feedback-and-complaints/>

Anyone can report to [safeguarding@trocaire.org](mailto:safeguarding@trocaire.org). This email is managed by the Head of Safeguarding and also can be viewed by the Director of International.

It is also recognised that an external person may prefer to talk to a staff member who is known to them. All staff will receive training on receiving a safeguarding concern as part of training and provided with guidance on how to respond.

In addition, we support partner organisations to develop robust complaints mechanisms (see Section 20 – Standard 7).

### **17.3 RESPONDING TO REPORTS AND ALLEGATIONS**

Trócaire will take whatever action is appropriate, necessary and possible, without risk of further harm to any individual and to ensure the safety of those involved. Each case will be considered individually and in accordance with national legal or other expert advice. Trócaire will follow best practice as has been documented and agreed for each of the respective countries in which it operates.

### **17.4 CONFIDENTIALITY AND DATA PROTECTION**

Any information offered in confidence should be received on the basis that it may be shared with safeguarding case management team and relevant people in authority.

For children, parents, carers, schools or partner organisations may also be informed, if it is appropriate and safe for Trócaire to do so. In Ireland, Tusla and/or An Garda Síochána and in Northern Ireland NI Direct and PSNI will decide and coordinate the sharing of information relating to child protection concerns. In all locations we will be guided by in-country child protection legislation and our internal risk assessments.

For adults, any reporting to civil authorities or law enforcement are based on the wishes of the survivor. Where the survivor and others may be at on-going risk and where it is safe to do so, Trócaire may report to authorities. Reporting will only happen after consulting with the survivor. In Ireland and Northern Ireland we adhere to Safeguarding Adults guidance.

We recognise that this duty to report may at times come into conflict with principles of confidentiality and the right of a survivor to choose what happens next in the event of a disclosure. To mitigate risk, staff must adhere strictly to confidentiality requirements by only disclosing information to the assigned SCMT/investigating body and in line with organisational procedures.

All documents relating to safeguarding complaints and concerns are held in safe storage and can only be accessed by Trócaire's case management team. This procedure is outlined in the Guidelines for the Management of Safeguarding Complaints. Receiving and forward safeguarding disclosures is included in safeguarding training.

We report statistics on safeguarding complaints in our Annual Report. We are also required to report a summary of safeguarding complaints to relevant regulatory authorities. As a rule, names or

identifying information will not be shared. If it is necessary to disclose information on third parties this is decided on a case-by-case basis, except in the case of criminal activity.

### **17.5 ALLEGATIONS RELATING TO TRÓCAIRE STAFF**

If the allegation/complaint relates to a Trócaire Staff, they will be informed of the allegation/complaint/suspicion and the external reporting requirements that must be followed by the organisation. The staff member will be informed after an initial assessment and based on consideration of risks or potential implications for investigations. The Staff will also be informed of any decision to remove or suspend them from any or all duties or duties that involve working with children and/or adults at risk. This decision will be made using the guiding principle that the safety of the person reported to have been harmed is always the immediate consideration.

Procedures will be conducted in accordance with national guidelines. Trócaire will conduct its own investigation to assess whether a breach of organisation policy has occurred. For concerns that are referred to the authorities, Trócaire will conduct its investigation so as not to impede the legal process (e.g. after external process). If founded, a breach of policy will result in disciplinary action up to and including dismissal.

All Trócaire investigations will be conducted in accordance with CHS Investigation Guidelines, and any corrective action will be taken under Trócaire's Disciplinary Procedure, up to and including dismissal of a staff member, or termination of a contract with a volunteer, consultant or third party. Trócaire does not have the right to interview any child with regard to a complaint of child abuse in any internal investigation procedure.

### **17.6 ALLEGATIONS RELATING TO TROCAIRE PARTNERS**

Trócaire will work with its partners to handle complaints arising in country programmes.

The Case Management Team will consider the most appropriate mechanism (i.e. handled under partner complaints mechanism, Trócaire's complaints mechanism or referral to authorities, as required). The complainant will be advised of the process to be followed.

## **18. Standard 5 – Caring for People involved in Complaints & Concerns**

### **18.1 SUPPORT TO SURVIVORS**

Trócaire commits to supporting survivors of abuse and exploitation perpetrated by Trócaire staff and representatives. The needs, well-being, and safety of the survivor are paramount, and therefore the survivor is best placed to advise on what supports would be helpful. Each country office is required to have completed a country context mapping, which provides details of appropriate support professionals and organisations. Potential supports include:

- Access to medical support
- Access to psychosocial supports
- Access to free legal assistance
- Support to attend investigation interviews

### **18.2 SUPPORTS TO SUBJECT OF THE COMPLAINT**

Trócaire will also ensure that the well-being of staff against whom an allegation is made is considered throughout the investigation process. This is in keeping with the principle of a fair process.

## 19. Standard 6 - Quality Assurance

It is important that compliance with this policy and the implementation of safeguarding standards is monitored on an ongoing basis. The following procedures are in place to ensure that Trócaire maintains standards, identifies and addresses gaps.

- Safeguarding is included within Trócaire's Internal Audit process.
- Trócaire conducts annual safeguarding audit.
- Trócaire will regularly monitor reports and the types of complaints received regarding safeguarding through Senior Leadership (Head of Safeguarding meets with CEO and Director of International).
- An Annual Statement on safeguarding is presented to Trócaire's Company Members
- Trócaire's safeguarding policies are reviewed every three years and approved by Trócaire's Policy Steering Committee.
- Trócaire's safeguarding policies, procedures and implementation is assessed by external specialist every three – four years.
- Safeguarding forms part of external reviews by CHS and Caritas Internationalis.

## 20. Standard 7 – Working in Partnership

Internationally and across Ireland and Northern Ireland, Trócaire works both in partnership with and through partner organisations. These include national and international NGOs, community-based groups and civil society organisations.

### 20.1 PARTNER SELECTION AND SUPPORT

Trócaire takes appropriate steps when selecting and working with partners to ensure that there is a shared commitment to implement minimum safeguarding standards and that the organisation takes appropriate measures to uphold these standards. This is included in contractual agreements such as Memorandum of Understanding (MOUs), grant agreements and is included in the Partner Minimum Requirements for Trócaire funding.

Trócaire expects that partners share Trócaire's commitment for transparency and accountability. Two key elements of this relate to safeguarding all individuals involved in our work from exploitation and abuse and having a robust complaints mechanism. Partner organisations will have in place their own policies and procedures to support these requirements. These policies are applicable to all board members, management, staff, volunteers, consultants and any other third party acting on behalf of the partner organisation.

Trócaire works with partners to strengthen safeguarding within partner organisations and local context. Initiatives include:

- Minimum requirements for partners are in line with sector best practice.
- Training for senior management and relevant staff on safeguarding policies and implementation.
- Assessments to identify good practice and gaps.
- Templates for policy and resource development.
- Support to individual partners.
- Working with local consultants to increase local support on safeguarding.

- Regularly providing training to partner staff on protection mainstreaming / safe programming, which includes key messaging on safeguarding and ensuring the effectiveness of FCHMs at community level.

## 21. Related Documents

This is not an exhaustive list, as safeguarding is across of the work that we do and reflected in many policies and procedures.

- [Summary Safeguarding Policy](#)
- [Global Code of Conduct](#)
- [Counter Modern Slavery and Trafficking in Persons \(including Child Labour\) Statement](#)
- [Global Recruitment and Selection Policy](#)
- Policy on Screening of New Employees
- [Global Dignity at Work Policy](#)
- [Procurement Policy](#)
- [Procurement of Consultants Policy](#)
- [Suppliers Code of Conduct](#)
- Volunteers Procedures
- [Data Protection and Information Security Policies](#)
- [Policy for Fundraising Communications with Supporters who may be Vulnerable](#)
- [Visitors Guidelines](#)
- [Supporting Work Experience Students Policy](#)
- [Use of Images Policy](#)
- [Social Media Policy](#)
- [Partner Grant Agreements](#)
- [Security Policy](#)
- [Disciplinary Procedures](#)
- [Complaints Policy](#)
- [Whistleblowing Policy](#)
- Protection Mainstreaming Framework and training materials
- Guidance on Do No Harm and Unintended Negative Effects
- Protection Risk Analysis guidance

## Annex 1: Additional Definitions

### **Physical abuse**

Is actual or likely physical injury to a child or person at risk such as hitting, kicking or shaking, throwing, burning, scalding, or otherwise causing physical harm to a person. Physical harm may also be caused when a carer fabricates the symptoms of, or deliberately induces illness in a child or adult at risk. Physical abuse, as well as being a result of an act can also be caused through omission or the failure to act to protect.

### **Emotional abuse**

Is normally to be found in the relationship between a parent/carer and a child or adult who requires specific care supports rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval, consistency and security are not met. Unless other forms of abuse are present, it is rarely manifested in terms of physical signs or symptoms. Examples may include: conditional parenting, exposure to violence, inappropriate or abusive material, under or over-protection, or emotional unavailability of the parent/carer.

### **Neglect**

Can be defined in terms of an omission, where the child/adult requiring care suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, and the failure to access appropriate medical care or treatment. Neglect also refers to the persistent failure to meet a child's physical and/or psychological needs as referred to in the UNCRC.

***Note:** Neglect as defined above is prevalent in many countries where Trócaire works due to severe poverty and/or a lack of appropriate social structures and not by intentional abuse by an individual. Applying this definition must take this into consideration and be contextualised to specific situations. Trócaire aims to help reduce poverty and improve conditions of life for people.*

**Sexual abuse:** The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

**Sexual exploitation:** Actual or attempted abuse of a position of vulnerability, power differential, or trust for sexual purposes.

**Child Sexual abuse and exploitation:** Occurs when an individual uses a child for his or her gratification or sexual arousal, or for that of others. Examples of child sexual abuse include sexual intercourse with a child, intentional touching or molesting of a child, exposure of the sexual organs or any sexual act for the purpose of sexual arousal or gratification in the presence of a child, sexual exploitation of a child including forcing, encouraging, requiring or permitting a child to solicit for, or to engage in, prostitution. Sexual activity that occurs between an individual and a child/youth under the age of 18 is not acceptable in any circumstance, regardless of whether he/she may consent or if the individual is unaware of the child's/youth's age. This is irrespective of the age of consent in the residing country. It includes the inappropriate use of technology and social media, e.g. the storage or dissemination of pornography, the recording or sharing of abusive images using technology such as via mobile phone texting, audio, video, images, podcasts, social networking websites and other multimedia or communications platforms.

### **PSEAH**

Preventing sexual exploitation, abuse and harassment.

### **Grooming**

Grooming is when someone builds an emotional connection with a child or adult at risk to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking. Many children and adults at risk may not understand that they have been groomed or that what has happened to them is abuse.

### **Online grooming**

The act of sending an electronic message to a child or adult at risk, with the intention of procuring the recipient to engage in or submit to sexual activity with another person, including but not necessarily the sender; or of sending an electronic message with indecent content to a recipient who the sender believes to be a child or adult at risk.

### **Trafficking in Persons**

This is a form of exploitation and is defined as the recruitment, transportation or receipt of persons by means of deception, coercion, threat or force for the purpose of exploitation labour, sex trade or sexual exploitation.

## Annex 2: Some Examples of Unacceptable Behaviour in relation to Working with Children

- Hit or otherwise physically assault or physically abuse children.
- Engage in sexual activity or have a sexual relationship with anyone under the age of 18 years regardless of the age of majority/consent or custom locally. Mistaken belief in the age of a child is not a defence.
- Develop relationships with children which could in any way be deemed exploitative or abusive.
- Act in ways that may be abusive in any way or may place a child at risk of abuse.
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- Behave physically in a manner which is inappropriate or sexually provocative.
- Have a child or children with whom they are working to stay overnight at their home unsupervised.
- Sleep in the same bed as a child with whom they are working.
- Sleep in the same room as a child with whom they are working.
- Do things for children of a personal nature that they can do themselves.
- Condone, or participate in, behaviour towards children which is illegal, unsafe or abusive.
- Act in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse.
- Discriminate against, show unfair differential treatment or favour to particular children to the exclusion of others.
- Spending time alone with children one to one away from others.
- Expose a child to inappropriate images, films and websites including pornography and extreme violence.
- Place themselves in a position where they are made vulnerable to allegations of misconduct.

## Annex 3: Policy Acceptance Declaration Form

The following declaration must be signed by all Trócaire representatives:

Please return completed Declaration Forms to:

- National Staffs can return this form to their Country Director or his/her delegate.
- Maynooth Contracted Staffs (those based in Ireland, Northern Ireland or Internationally) may return this form to the HR Team in Trócaire Head Office, Maynooth, Co. Kildare, Ireland.
- Volunteers can return this form to their volunteer co-ordinator

*I have read and fully understand the following:*

- *Trócaire's Safeguarding Policy*
- *Trócaire's Global Code of Conduct*

*I agree to accept and apply the above Safeguarding Policies and Code of Conduct in their entirety.*

*Signed:*

---

*Name (capital letters):*

---

*Title:*

---

*Date:*

---

Trócaire is committed to ensuring all personal data is kept safe and secure. All submitted forms will be processed in alignment with relevant Data Protection Legislation and best practices.



## Annex 4: Self-Declaration Form

In order to comply with Trócaire’s Safeguarding Policies, this form must be completed and signed by all employees, board members, volunteers and consultants and returned to:

- National Employees can return this form to their Country Director or his/her delegate.
- Maynooth Contracted Employees (those based in Ireland, Northern Ireland or Internationally) may return this form to the HR Team in Trócaire Head Office, Maynooth, Co. Kildare, Ireland.
- Board Members can return to CEO, Maynooth, Co. Kildare
- Consultants and volunteers can return this form to their contact person in Trócaire, for filing in the relevant Country Office or Maynooth safe filing cabinets.

**Full Name (capital letters):** \_\_\_\_\_

**Address (capital letters):** \_\_\_\_\_

\_\_\_\_\_

**Date of Birth:** \_\_\_\_\_ **Place of Birth:** \_\_\_\_\_

1. Do you have any prosecutions pending or have you ever been charged or convicted of a criminal offence relating to the exploitation or abuse of a child or adult, including but not limited to sexual exploitation, abuse or harassment? Please tick.

Yes  No

If yes, please state below the nature and date(s) of the offence(s)

Date of offence: \_\_\_\_\_

Nature of offence: \_\_\_\_\_

\_\_\_\_\_

2. Have you ever been the subject of disciplinary procedures, or have left or been asked to leave employment or voluntary activity due to inappropriate behaviour towards children or adults, including but not limited to sexual exploitation, abuse or harassment? Please tick.

Yes  No

If yes, please give details including date(s) below:

Name of Employer: \_\_\_\_\_ Date of incident(s): \_\_\_\_\_

Nature of incident(s)/inappropriate behaviour: \_\_\_\_\_

---

**Declaration:**

I understand that, if it is found that I have withheld information or included any false or misleading information above, I may be removed from my post whether paid or voluntary, without notice. I understand that Trócaire will keep this information securely in accordance with Data Protection legislation. I hereby declare the information I have provided above is accurate.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

For recording official receipt of signed declaration: (CD, HR, relevant Trócaire Representative):

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Trócaire is committed to ensuring all personal data is kept safe and secure. All submitted forms will be processed in alignment with relevant Data Protection Legislation and best practices.

## Annex 5: Safeguarding Incident, Complaint or Concern Report Form

*This form should be completed if you have become aware of an actual or potential incident, complaint or concern regarding the abuse or exploitation of a child/adult who is participating or benefiting from a Trócaire or partner funded programme/project or in the event of an alleged breach of Trócaire's Safeguarding Policies or Code of Conduct. The completed form should be given to the Country Director or Head of Portfolio/Department or the Head of Safeguarding.*

*Please only complete the details that are known to you at the time of receiving or becoming aware of the incident, complaint or concern. If forwarding by e-mail please ensure that the document is password protected and the receiver is advised of the password by a means other than e-mail, e.g. phone, teams.*

### Section 1:

#### About the disclosure/concern

Date of disclosure/concern: \_\_\_\_\_

Time of disclosure/concern: \_\_\_\_\_

How was the information received? (Attach any written information to this form)

*Please circle:*            Letter            Email            In person

#### Details of person making disclosure/raising concern

Name (please print) \_\_\_\_\_

Address \_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Email (please print) \_\_\_\_\_

If not person who concern relates to, does the person reporting know the person and how?

\_\_\_\_\_

#### Details of child / adult to whom the concern relates to

Name \_\_\_\_\_ DOB \_\_\_\_\_

Address \_\_\_\_\_

Gender: \_\_\_\_\_ Ethnic Origin \_\_\_\_\_

Language (is interpreter/signer needed)      Yes      No

Any Disability \_\_\_\_\_

School (if applicable) \_\_\_\_\_

**Partner Organisation details (if relevant)**

Name \_\_\_\_\_

Address (if different from above) \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_      Mobile \_\_\_\_\_

Are they aware of the allegation, suspicion or complaint?

Yes          No

**Details of parent/carer (where appropriate and only if known)**

Name \_\_\_\_\_

Address (if different from above) \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

**Are they aware of the allegation, suspicion or complaint?**

Yes  No

**Details of alleged perpetrator (Subject of Concern)**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Relationship to child or adult (if applicable) \_\_\_\_\_

Occupation \_\_\_\_\_

**Details of concern, allegation or complaint**

**(Include dates/times, location of incident(s) occurred, witnesses if known. Include programme participant's words where possible. Does the child or adult know this concern is being raised?)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name of Staff Member Completing this form: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Safeguarding Case Management Team Member who received this  
form: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Annex 5: Procedures for reporting child safeguarding concerns in Ireland / Northern Ireland

CIVIL & CHURCH AUTHORITIES	
Role(s)	Responsibilities
An Garda Síochána / PSNI	To investigate and establish if a crime has been committed. They will liaise directly with the Designated Officer as appropriate.
Tusla	To promote the welfare of children in the Republic of Ireland who are not receiving adequate care and protection. They will liaise directly with the Designated Officer as appropriate.
HSCT	To assess risk to children in Northern Ireland. They will liaise directly with the Designated Officer as appropriate.
Church Authorities	To response to complaints involving member of religious life according to relevant Church procedures
Designated Safeguarding Officer Ireland/Northern Ireland / Head of Region <sup>3</sup>	Receives Safeguarding concerns and reports to the authorities (as per legislation) in Ireland/Northern Ireland. To support the managers within their area to develop and implement safeguarding systems and procedures.

### RESPONDING TO REPORTS OR ALLEGATIONS

Trócaire will take whatever action is appropriate, necessary and possible, without risk of further harm to any individual and to ensure the safety of those involved. Each case will be considered individually and in accordance with national legalisation.

In Ireland and Northern Ireland, Trócaire recognises that when specific reports or allegations (i.e. when concern is expressed about abuse that may have taken place or be in prospect) of abuse are made, this will always be referred to the civil authorities for investigation and acted upon swiftly, making the welfare of children the paramount consideration.

### GUIDANCE FOR STAFF WHO RECEIVE A COMPLAINT

#### Actions to be taken when a concern, suspicion, disclosure or allegation of child abuse is received:

- Respond immediately to any concern, suspicion, disclosure or allegation of child abuse.
- Refer all information to the Designed Officer as soon as possible.
- The Designated Officer will assess the information and will follow up the matter with the civil and/or Church authorities.
- Wherever possible take notes, if not immediately as soon as possible, but not later than the end of that day.
- Record all information on the Trócaire Safeguarding Incident Report Form (see Related Document 11.5). This should be signed and dated by the author.
- Include all of the details, even those which may not appear important at the time.

<sup>3</sup> The Head of Safeguarding is the Designated Safeguarding Officer for Ireland. The Head of Region, Northern Ireland is the Designated Officer for Northern Ireland.

- The Designated Officer will compile a child protection case file and will store all original copies of information in a safe and secure location.
- Assess the risk to the child/children in question and inform the Designated Officer.
- Maintain professional confidentiality at all times.

### **How to respond to a person bringing a report on possible abuse or exploitation:**

Receive: Listen, believe

Reassure: Make no promises, but communicate that what is being reported is not the fault of the child. Communicate no judgement. Be clear with the person bringing the report about what will happen next – including mandatory duty to report

React: Be non-intrusive, ask open questions, remain calm

Record: Contemporaneous notes (observable /verifiable facts)

***Do not investigate the allegation yourself. Forward the report to the safeguarding case manager. Maintain strict confidentiality.***

### **SAFEGUARDING CONCERNS WITHIN THE COMMUNITY**

If a staff member is concerned about a child in the community this should be reported to the relevant local authorities:

- In the Republic of Ireland reports should be referred to the child protection agency TUSLA. Your local office number can be found at <https://www.tusla.ie/get-in-touch/>, or if TUSLA cannot be contacted then report to An Garda Síochána.
- In Northern Ireland reports should be referred to Gateway Services Team <https://www.nidirect.gov.uk/publications/gateway-service-teams-contact-details>  
Or NSPCC <https://www.nidirect.gov.uk/contacts/contacts-az/nspcc-national-society-prevention-cruelty-children-child-protection-helpline>  
Or your local Police Service Northern Ireland