

SAFEGUARDING POLICY

Lead	Young Africa International
Version Number	Two (Updated)
Date of Approval by YA Managing Board	May 2025
Effective Date (if different from above)	May 2025
Review Date (3 years from Effective or Amendment Date)	May 2028
Related Policies	YA Global Handbook of Integrity (2023) Netherlands' Ministry of Foreign Affairs requirements regarding Sexual Exploitation, Abuse, and Harassment (SEAH) of 06 December 2023 YA Human Resources Policy YA Training Policy

Young Africa

Young Africa HUB | 147 Greendale Avenue | Greendale | Harare | Zimbabwe
 E: ya.hub@youngafrica.org | T: +263 242 448555 | +263 712 500 766

www.youngafrica.org

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DEFINITION OF KEYWORDS

The following are definitions for keywords used throughout this policy document:

Child: any individual under the age of 18 (United Nations Convention on the Rights of the Child).

Child Labour: work that deprives children of their childhood, potential, and dignity, and that is harmful to physical and mental development. It includes work that is mentally, physically, socially, or morally dangerous and harmful to children. (The International Labour Organisation (ILO) Minimum Age Convention (No. 138).

Child Protection: the prevention of, and response to, exploitation, abuse, neglect, harmful practices, and violence against children (UNICEF).

Economic Exploitation: involves the use of a person's labor or services for unfair or abusive economic gain, often without just compensation or under coercive conditions (ILO).

Safeguarding: a proactive approach that aims to prevent harm and promote the welfare of all children and young people¹. It encompasses the policies and practices designed to protect the health, well-being, and human rights of individuals, particularly children and vulnerable groups, ensuring they live free from abuse and neglect (WHO).

Sexual Abuse: involves any sexual activity with a child or young person that is coercive, exploitative, or abusive in nature, including physical contact or non-contact acts.

Sexual Exploitation: the abuse of a position of vulnerability, differential power, or trust for sexual purposes, including profiting monetarily, socially, or politically from the sexual exploitation of another (United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children).

Sexual Harassment: any unwelcome sexual advance, request for sexual favors, or other unwelcome verbal or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive environment (ILO).

Staff: all employees, full-time, part-time, international and national, and those engaged on short-term contracts, e.g. consultants, researchers etc.

Young people: Individuals between the ages of 15 and 35 (Young Africa)².

¹ Note that while Safeguarding and Child Protection share the goal of ensuring the safety and well-being of children, they differ in their focus and approach. Child Protection specifically deals with cases where a child is at risk or experiencing significant harm, taking reactive measures to protect them, while Safeguarding is a proactive approach that aims to prevent harm and promote the welfare of all children (and young people, in YA's context). Safeguarding is thus broader than Protection.

² The United Nations defines young people typically as those aged 15 to 24 years, but many organisations, including the World Health Organisation (WHO), extend this definition to include individuals up to 30 years or older, depending on the context. YA's working definition aligns with the WHO definition.

I. INTRODUCTION

Young Africa (YA) is committed to the development and empowerment of vulnerable young people across Africa. We recognise the transformative potential of young people and provide integrated skills training for employability and entrepreneurship, ensuring that every young person can thrive in a dynamic world. To uphold this commitment, we have established a robust Safeguarding Policy for Children and Young People (hereinafter referred to as 'the Policy') that prioritises the protection and welfare of all children and young people engaged in our programmes, creating a culture of safety, respect, and empowerment. This policy therefore aims to protect children and young people who participate in YA programme activities, and provide staff, key stakeholders, and visitors with overarching principles that guide YA's approach to safeguarding.

I.1. Application

This Policy applies universally to all individuals associated with our Federation and programmes, including but not limited to:

- I.1.1. All full-time, part-time, and casual employees, interns, volunteers, consultants, and any individuals working on behalf of YA, collectively referred to as "staff."
- I.1.2. All YA boards, including management and supervisory boards.
- I.1.3. Donors, journalists, brand ambassadors, external stakeholders, and all visitors to YA programmes, as well as franchisees, Master Craftpersons, and collaborators engaged in partnership with YA.

I.2. Reach

This Policy addresses the diverse needs of children and young people, ensuring comprehensive safeguarding across various age groups and contexts. The protective scope encompasses:

- I.2.1. All children under the age of 18, regardless of their association with YA or participation in our programmes/projects.
- I.2.2. All young people aged 18 and above who are directly targeted by, or who will be immediately impacted by, any YA-associated projects or initiatives. This demographic represents a significant portion of our project participants and is integral to our safeguarding framework, ensuring their safety and well-being.

By implementing clear policies, risk assessments, and reporting procedures, we aim to proactively address safeguarding needs across all age groups targeted by YA programmes, ensuring tailored support that is sensitive to age, gender, disability, and cultural considerations. Our mandatory safeguarding training for all staff and volunteers reinforces our dedication to maintaining the highest standards of care, enabling every child and young person in our care to engage fully in our programmes without fear of harm or exploitation.

2. OUR POLICY STATEMENT

YA unequivocally upholds a **ZERO TOLERANCE** stance against all forms of exploitation, abuse, and harassment. Our commitment to safeguarding children and young people is resolute and multifaceted:

- 2.1. We are dedicated to fostering safe and inclusive environments where children and young people can thrive. This culture empowers individuals to understand and exercise their rights while actively participating in their own safeguarding.
- 2.2. We confront the root causes of gender inequality and power imbalances that contribute to harm and violence. Our gender-responsive, intersectional safeguarding approach protects all children and young people from exploitation, abuse, and harassment perpetrated by our staff, staff of our partners, contractors, and visitors.
- 2.3. We enhance the capacity of our staff, contractors, and raise awareness among visitors, ensuring they are well-informed and supported in their safeguarding responsibilities. We take proactive measures to exclude individuals who pose a risk to children and young people from our organisation.
- 2.4. We promote safe practices and interventions that respect and address the unique safeguarding needs of children and young people, recognising the diverse safeguarding risks they face. We firmly reject and challenge any form of inequality, discrimination, or exclusion.
- 2.5. We are committed to establishing accessible and effective reporting mechanisms for safeguarding and Sexual Exploitation, Abuse, and Harassment (SEAH) concerns. We encourage and facilitate all reports of safeguarding breaches, ensuring that every voice is heard.
- 2.6. Our response to safeguarding complaints and incidents is prompt, effective, and confidential, prioritising the perspectives and best interests of victims and survivors. We maintain a zero tolerance for inaction regarding safeguarding and SEAH reports, ensuring that all concerns are addressed with the utmost seriousness and care.

3. OUR MISSION AND THE SAFEGUARDING POLICY

- 3.1.1. This policy is intrinsically aligned with our mission of empowering young people. YA is committed to creating a safe and nurturing environment that fosters the holistic development of young people.
- 3.1.2. This policy serves as a critical framework that articulates YA's zero-tolerance approach to abuse and exploitation and reinforces our dedication to the rights, safety, and well-being of children and young people.
- 3.1.3. Per our mission, which emphasises the empowerment of young people through education and social inclusion, this Policy ensures that all YA centres and project sites are safe environments for the children and young people we serve.
- 3.1.4. The welfare of children and young people is our highest priority, and it is the collective responsibility of all YA staff to safeguard the children and young people

entrusted to their care. This commitment is reflected in this Policy's comprehensive approach to managing and mitigating risks associated with abuse and exploitation, thereby enabling young people to engage fully in skills training and other developmental opportunities without fear of harm.

4. ALIGNMENT WITH INTERNATIONAL, NATIONAL AND STATE LAWS, AS WELL AS INTERNAL YA POLICIES

- 4.1.1. This policy aligns with international standards, including the United Nations Convention on the Rights of the Child (UNCRC) and the ILO conventions addressing economic exploitation and child labour, while considering country-specific legal requirements.
- 4.1.2. As an international federation registered in The Netherlands, our policy observes the laws of the Netherlands and adheres to the Netherlands Ministry of Foreign Affairs requirements regarding SEAH by implementing sound prevention clauses, mandating reporting mechanisms, ensuring accountability to stakeholders, and emphasising continuous learning and improvement for staff.
- 4.1.3. This policy is closely aligned and is read together with the YA Handbook of Integrity (2023), particularly in its commitment to respect and dignity, accountability and power dynamics, prohibition of exploitative relationships, and the affirmation of rights, ensuring that all actions uphold the rights and welfare of children and young people.
- 4.1.4. This policy is designed to ensure compliance with local laws governing protection and labour, particularly regarding case reporting, investigations, and handling procedures, while also establishing a consistent approach that may exceed national standards, thereby necessitating adherence to both this policy and relevant national laws on safeguarding by all YA affiliates.

5. GUIDING PRINCIPLES

- 5.1. **Indisputable Rights:** All children under 18 are entitled to protection from violence, as stated in Article 19 of the UNCRC. YA affirms the rights of all children and young people, regardless of age, gender, nationality, or any other identity. Discrimination and exclusion are unacceptable. Through the YA student parliaments, young people must be empowered to reach their potential, and decisions affecting them should involve their input and prioritise their best interests.
- 5.2. **Zero Tolerance for Inaction:** YA condemns all forms of exploitation, abuse, and harassment and will not tolerate inaction on safeguarding concerns. While reports may

vary, all concerns will be addressed promptly and appropriately, focusing on the victim's needs. Investigations will be conducted by trained professionals, ensuring no retaliation against those who report concerns. Anonymous reporting options are available, and malicious reports will face consequences.

- 5.3. **Survivor-Centered Approach:** YA's responses to safeguarding issues will be trauma-informed, prioritising the safety and dignity of victims. Confidentiality will be maintained, and victims will be involved in decision-making. Support will be provided to victims and complainants, regardless of whether formal investigations occur. We will ensure referrals to appropriate professionals where applicable and prioritise the welfare of all parties involved.
- 5.4. **Equality and Inclusion:** YA acknowledges that power imbalances and social inequalities contribute to vulnerability. We strive to challenge these norms and ensure equitable treatment for all children and young people.
- 5.5. **Shared Responsibility:** All staff, associates, partners, contractors and visitors must understand and adhere to this policy. Everyone is responsible for preventing harm and upholding safeguarding principles.
- 5.6. **Collaborative Efforts:** YA will work with partners to enhance safeguarding capacities across the sector. We will not allow individuals with a history of crimes against children and young people to engage with our programmes.
- 5.7. **Openness and Accountability:** YA is committed to transparency and will ensure that all stakeholders understand their rights, responsibilities and reporting mechanisms. We will regularly review and strengthen safeguarding practices, maintaining accountability throughout our operations. Safeguarding measures will be integrated into all aspects of our work, as outlined in our operational guidelines.

6. RECRUITMENT

- 6.1. All job advertisements will explicitly state that YA adheres to a comprehensive Safeguarding Policy, underscoring our commitment to the protection of children and young people.
- 6.2. Recruitment procedures will incorporate rigorous assessments to evaluate the suitability of candidates for roles involving direct interaction with children and young people, ensuring that only those who meet our safeguarding standards are considered.
- 6.3. YA will implement stringent recruitment practices for all personnel, including staff, interns, volunteers, board members, franchisees, contractors, Master-Craftspersons, and ambassadors, to uphold the highest safeguarding standards.
- 6.4. A standardised Declaration of Acceptance form is provided as an annexure, which all staff, contractors, partners and representatives must sign. These forms will be submitted to the respective line manager or Safeguarding Focal Person and securely stored in the safeguarding files.

- 6.5. All job applications to YA will require police clearance as a mandatory criterion, with successful clearance being a prerequisite for shortlisting candidates.
- 6.6. In addition to police reference checks, YA will conduct informal background checks with individuals or entities familiar with the applicant's conduct. Where necessary, professionals will be engaged to conduct these background checks. This is essential as not all safeguarding issues are reported to the police or result in convictions; some may violate this Policy despite not constituting criminal offences in the relevant jurisdiction.
- 6.7. References will be solicited to assess candidates' suitability for direct contact with children. Referees will be specifically asked whether they are aware of any issues or incidents involving the candidate's interactions with children and vulnerable young people.
- 6.8. Interviews for positions involving contact with children or young people will include targeted questions that assess candidates' understanding of safeguarding principles and their commitment to safeguarding.
- 6.9. Whenever feasible, the interview panel will include an individual with expertise in safeguarding to ensure informed decision-making during the recruitment process.
- 6.10. Employment contracts will include explicit provisions for sanctions stated in 5.3. above on any breach of safeguarding regulations outlined in the annexed YA's Code of Conduct. Signed acceptance forms of this Policy will be submitted to the Safeguarding Focal Person for secure storage.

7. INSTITUTIONAL ARRANGEMENTS

7.1. Student 'Parliaments'

- 7.1.1. YA shall incorporate safeguarding responsibilities into the already existing student parliaments, that provide a platform for young people to voice their concerns, offer feedback, and advocate for their peers. These 'parliaments' will serve as a vital link between YA and the young people and community, facilitating communication and collaboration.
- 7.1.2. Representation in these 'parliaments' shall be diverse, ensuring gender balance and disability inclusion.

7.2. YA Safeguarding Committees

- 7.2.1. YA shall form dedicated safeguarding committees at YAI Federation and Affiliate levels. These committees will be responsible for overseeing safeguarding matters, ensuring that all safeguarding practices are implemented effectively and consistently across all operational areas. The establishment of these committees will promote a culture of accountability and transparency within the organisation.
- 7.2.2. At the Federation (YAI) level, the committee shall comprise the Safeguarding Focal Persons from each affiliate organization across all operational countries. This

committee will be chaired by the Safeguarding Focal Person at YAI level.

- 7.2.3.** At affiliate level, YA will have safeguarding committees led by the Safeguarding Focal Persons and composed of selected staff members and local stakeholders incorporated at the discretion of YAI in line with local contexts. Representatives from Student 'Parliaments' mentioned in 7.1. above shall present the young people safeguarding concerns and issues during the safeguarding committee meetings for actioning.
- 7.2.4.** There shall be gender and disability inclusive consideration when selecting the safeguarding committee members to ensure equitable representation.
- 7.2.5.** The safeguarding committees' key responsibilities will include oversight of safeguarding practices, risk assessments and mitigation, training and capacity building, effecting reporting and response mechanisms, and community engagement and awareness.
- 7.2.6.** Each member must demonstrate strong neutrality, ensuring that personal biases do not interfere with their decision-making process.
- 7.2.7.** Committees should convene regularly, with a minimum of quarterly meetings scheduled to assess ongoing safeguarding concerns and develop actionable plans. Additional meetings may be necessary in response to emerging issues.

7.3. Safeguarding Focal Persons

- 7.3.1.** All YA centres and outreach sites must have at least two dedicated Safeguarding Focal Person as a key member of the safeguarding committee outlined in 7.2. above who has a safeguarding background and shall be responsible for making sure that this Policy is implemented and followed.
- 7.3.2.** The main responsibilities of the focal person shall be:
 - i. be the first point of contact for all students, staff and other stakeholders in all matters relating to Safeguarding and to provide support, advice and expertise in all matters concerning Safeguarding.
 - ii. ensure that all members of staff, contractors, partners and volunteers receive appropriate training on Safeguarding.
 - iii. advise and act on all suspicion, belief, and evidence of breach of the policy reported to her/him.
 - iv. Maintain continuous communication with the Safeguarding Committee and management regarding all actions taken, except in cases where a complaint implicates either party. In such instances, utilize alternative reporting channels, including a designated hotline.
 - v. Ensure public accessibility of this Policy by prominently displaying summarized versions at each center and conducting awareness initiatives to inform stakeholders of its existence and importance and
 - vi. ensure that all records and incident forms are stored in accordance with Section 13 of this Policy and organisational and state laws regarding data protection.
- 7.3.3.** The Safeguarding Focal Person's scope of work and responsibilities shall

be formalised as part of and reflected in the persons' employment contract and Job Description to firmly establish safeguarding as a high priority for YA.

7.3.4. The contact details of each Focal Person must be filed at each YA centre.

7.3.5. Photographs and the contact details of the focal persons will be displayed at reception, or another appropriate place if the centre or training venue does not have a reception.

8. SAFETY OF CHILDREN AND YOUNG PEOPLE

8.1. Risk Assessments

8.1.1. A safeguarding risk assessment must be conducted before any activity at a YA centre or external training environment.

8.1.2. The Safeguarding Focal Person or designated representative will identify potential hazards using the Risk Assessment Form annexed in the accompanying Operational Guidelines.

8.1.3. Each risk assessment will evaluate the physical, emotional, and social environments affecting children and young people, informing mitigation strategies.

8.1.4. Project risk assessments will be integrated into the project cycle for all YA activities involving children and young people.

8.1.5. Consent from children and young people for participation in YA activities must be obtained prior to implementation, with consent forms included as Annexures in the Operational Guidelines. Children and young people that are enrolled in YA programmes will actively participate in the risk assessment process, fostering ownership of their safety.

8.1.6. Children and young people that are enrolled in YA programmes will provide feedback on their safety experiences through surveys, focus groups, and informal discussions.

8.1.7. Risk assessments will occur at least annually and whenever significant changes arise, ensuring timely identification and addressing risks.

8.1.8. All risk assessments must be documented, including identified risks and mitigation measures, and reviewed regularly for effectiveness.

8.1.9. YA will develop action plans based on risk assessment findings, detailing measures, timelines, responsible parties, and monitoring mechanisms.

8.2. Emergency Preparedness

8.2.1. YA has established clear procedures for responding to various emergencies, including medical incidents, natural disasters, and security threats as detailed in the Operational Guidelines. These procedures must be communicated to all staff, volunteers, and participants before the activity.

8.2.2. Regular training sessions and drills must be conducted to ensure that all staff and volunteers are familiar with emergency response procedures. This training will include first aid, evacuation protocols, and communication strategies during

emergencies.

- 8.2.3. Up-to-date emergency contact information for local authorities, medical facilities, and emergency services must be readily accessible to all staff and participants during activities.

8.3. Engagement of local trainers and businesses

- 8.3.1. All local trainers and businesses engaged in YA activities must undergo a thorough screening and vetting process to assess their suitability and commitment to safeguarding principles. This process should include background checks, legal compliance issues, and reference evaluations.
- 8.3.2. Local trainers and Master Craftpersons are required to participate in training sessions on this Policy, Code of Conduct, and safety protocols. This training will ensure that all parties understand their responsibilities in safeguarding young people.
- 8.3.3. Ongoing monitoring and evaluation of local trainers and businesses shall be conducted to ensure compliance with YA's safety protocols. Feedback from participants will be solicited to assess the effectiveness of the engagement and identify areas for improvement.
- 8.3.4. The Safeguarding Focal Person or a designated representative will be responsible for overseeing the implementation of safety protocols for all training activities. This individual will ensure that all staff and volunteers are trained and equipped to uphold these protocols.
- 8.3.5. Regular audits of safety protocols and risk assessments will be conducted to ensure compliance and identify areas for enhancement. Findings from these audits will be documented and used to inform continuous improvement efforts.

8.4. Online Safety

- 8.4.1. It will be the responsibility of the YA designated user in the event of misuse of computers/laptops/ mobile phones to access or disseminate pornography or sexually engage with children and young people over a network or the internet.
- 8.4.2. All staff using mobile devices including YA's mobile phones, tablets and computers, and Subscriber Identity Module (SIM) cards are strictly prohibited from using them to communicate with children and/or young people sexually.
- 8.4.3. YA shall implement robust internet filtering and monitoring software across all devices to block access to harmful sites and generate reports on online activity.

9. REPORTING, INVESTIGATION AND HANDLING OF SAFEGUARDING CONCERNS

- 9.1. All YA staff, volunteers, contractors, and staff of partner organisations have a duty to report concerns, including both specific reports and unconfirmed concerns, regarding abuse, exploitation of any form, harassment, and any other safeguarding concern, using the established reporting procedures.

- 9.2. Internal YA staff, volunteers, contractors, and staff of partner organisations can raise their concerns through the available mechanisms such as whistleblowing and reporting procedures.
- 9.3. Cases of sexual abuse, exploitation, and any criminal offenses against children or young people shall be referred immediately to the police or legal authorities by the organisation in cases where an alleged offense has occurred.
- 9.4. However, before referring to the police or any legal authority, a case should be reported immediately to the respective Safeguarding Focal Person, and/or the Director. The Director may call a meeting with the Senior Management Team (SMT) to discuss the matter and may ask YAI for professional input if the need arises. The organisation will carry out its internal investigation, nonetheless.
- 9.5. All staff, volunteers, and staff of partners must report concerns—specific or unconfirmed—using the reporting procedures and formats stipulated in the reporting procedures process flow in the Operational Guidelines. All concerns need to be recorded/ documented within the Director's office.
- 9.6. Reporting mechanisms have been designed to be accessible to all young people, including those with disabilities. This may involve the use of digital platforms, hotlines, and in-person reporting options that accommodate various needs.
- 9.7. All reporting channels will guarantee anonymity for individuals who choose to report concerns to alleviate fears of retaliation and encourage more individuals to come forward and report cases.
- 9.8. The Operational Guidelines contain a detailed reporting protocol outlining the steps for reporting concerns, including who to contact, how to document the concern, and the timeline for reporting. This protocol will be readily accessible to all staff and young people participating in YA programmes. All reports will be taken seriously and addressed promptly to ensure the ongoing safety of all involved.
- 9.9. All reports on safeguarding concerns will be investigated promptly (starting within 24 hours of receiving a report) and thoroughly, with a designated Safeguarding Focal Person overseeing the process. Investigations will be conducted in a manner that respects the rights of all parties involved, ensuring fairness and impartiality. Detailed case handling and disposal procedures are outlined in the accompanying Operational Guidelines.
- 9.10. YA will conduct regular assessments of the reporting mechanisms to gauge their effectiveness and identify areas for improvement. Feedback from young people, staff, and other stakeholders will be solicited to enhance the reporting process.
- 9.11. YAI will monitor the outcomes of reported concerns to evaluate the effectiveness of the response mechanisms and to ensure that appropriate actions are taken promptly.

10. SAFEGUARDING IN CRISIS MANAGEMENT

YA has established comprehensive crisis management protocols that outline immediate response procedures, communication strategies, and follow-up actions in the event of

safeguarding incidents. These protocols are designed to ensure timely and effective handling of emergencies, thereby safeguarding the welfare of all participants.

- 10.1.** The Safeguarding Focal Person or a designated representative must assess the situation to identify safeguarding implications. This assessment will guide the subsequent actions taken.
- 10.2.** The immediate priority must be to ensure the safety and well-being of the child or young person involved. This may involve working with relevant authorities to remove the child or young person from the situation, providing medical assistance if necessary, and ensuring they are in a safe environment.
- 10.3.** If the incident involves potential criminal activity or poses a significant risk to the child or young person's safety, local law enforcement and relevant authorities will be notified immediately, according to legal obligations and organisational policies.
- 10.4.** The Safeguarding Focal Person shall communicate with the Director to inform them of the incident and the actions being taken. This communication will ensure that all staff are aware of the situation and can provide support as needed.
- 10.5.** A designated spokesperson shall be appointed to handle all external communications, including media inquiries and communication with parents or guardians. This spokesperson will provide accurate and timely information while maintaining confidentiality and sensitivity to the situation.
- 10.6.** All communications related to the incident must be documented meticulously. This documentation will include details of what was communicated, to whom, and when, ensuring a clear record of the crisis management process.
- 10.7.** A thorough investigation will be conducted to understand the circumstances surrounding the incident. This investigation will be led by the Safeguarding Focal Person and may involve external authorities if necessary.
- 10.8.** Support services, including counseling and psychological support, will be made available to the child or young person involved, as well as to staff and volunteers who may be affected by the incident. This support will be crucial in helping all parties to cope with the aftermath of the incident.
- 10.9.** Following the resolution of the incident, YA shall conduct a review of the crisis management process to evaluate its effectiveness. This review will identify lessons learned and areas for improvement, ensuring that the organisation continually enhances its crisis management protocols.
- 10.10.** Regular training sessions will be conducted for all staff and volunteers on crisis management protocols, ensuring that everyone is prepared to respond effectively to safeguarding incidents. This training will include simulations and role-playing exercises to reinforce understanding and readiness.

11. COMPLAINT TRACKING AND MONITORING

- 11.1.** At Federal level, YAI will implement a comprehensive electronic database for tracking complaints and monitoring the effectiveness of responses whose primary purpose shall be to systematically track all complaints related to safeguarding incidents, ensuring that each case is documented, monitored, and addressed promptly.

- 11.2. This database will serve as a critical tool for enhancing accountability and analysing response effectiveness, enabling YA to identify trends, areas for improvement, and best practices in handling safeguarding incidents.
- 11.3. The database will capture essential information related to each complaint, including the nature of the complaint, the date received, actions taken, outcomes, and any follow-up measures implemented.
- 11.4. The database should be updated in real time to reflect the status of each complaint and the effectiveness of the response. This will ensure that all stakeholders have access to the most current information.
- 11.5. Access to the database will be restricted to authorised personnel only, ensuring that sensitive information is protected by data protection laws and YA's data protection and confidentiality policies.
- 11.6. To promote transparency and facilitate effective communication, YA shall ensure that affiliate- based databases are accessible to relevant stakeholders, including Safeguarding Focal Persons and Supervisory Board members trained in safeguarding.
- 11.7. YA will utilise the data collected in the database to generate regular reports that evaluate the effectiveness of the complaint-handling process, which will include trend analysis, feedback mechanisms, and annual reviews.

12. TRAINING, CAPACITY BUILDING, AND ACCOUNTABILITY

- 12.1. YA shall formally allocate a specific budget to cover training and capacity-building activities related to safeguarding. This allocation will ensure consistent funding for both initial and ongoing training programmes, thereby enhancing the sustainability and quality of these initiatives.
- 12.2. YA staff will be provided with Safeguarding Training as part of their induction to YA and will receive regular refresher safeguarding training and on their obligations under this Policy, including mandatory reporting of concerns or allegations of exploitation, abuse, and harassment.
- 12.3. The first training will take place within 3 months of the commencement of their contract.
- 12.4. Mandatory training will be made available online to ensure wider accessibility and coverage, allowing new employees to complete this training before their engagement in YA activities.
- 12.5. A copy of training plans/programmes, course attendance records, certificates of completion, and course evaluations will be kept as evidence.
- 12.6. The training plans/programmes, course attendance records, and course evaluations should be stored by the Safeguarding Focal Person.
- 12.7. The Safeguarding Policy shall be incorporated into each YA and its affiliates' department/function. An annual audit shall be conducted to measure the progress of implementation.

- 12.8.** All staff must participate in mandatory refresher training sessions at least annually to stay current on safeguarding principles. Training frequency will be communicated clearly, and attendance will be monitored for compliance.
- 12.9.** YA will implement a structured monitoring mechanism to track training compliance, including regular reports on training effectiveness and application in daily operations. Accountability measures will ensure all staff meet training obligations, with prompt action taken for non-compliance.
- 12.10.** YA will conduct regular assessments of training programmes through staff feedback mechanisms, such as surveys and focus groups, to gather insights and improve future sessions.
- 12.11.** A standardised set of training materials and guidelines will be established for all affiliated centres, ensuring a consistent approach to safeguarding across all locations.

13. CONFIDENTIALITY AND DATA SECURITY

All staff and volunteers are required to recognise the sensitive nature of information related to safeguarding concerns and to treat such information with the utmost discretion. Breaches of confidentiality can have serious repercussions for the individuals involved, including potential harm to their safety and well-being. Therefore, all personnel must understand their responsibility to always maintain confidentiality.

13.1. Data Security, Access and Storage

- 13.1.1.** YA holds confidential information regarding children and young people including phone numbers, addresses, financial information, school grades, and health status. This information must be stored per this Policy, the YA data protection policy and national laws surrounding data protection.
- 13.1.2.** Sensitive data shall be encrypted and stored in secure systems, with access limited to authorised personnel only. Access logs will be maintained to ensure accountability in data handling. All safeguarding records, including student information and safeguarding reports, must be protected through stringent encryption protocols.
- 13.1.3.** All safeguarding records shall be retained for a period of five years post-incident and redacted unless required for legal purposes. This retention period will be clearly defined and adhered to minimise data risk.
- 13.1.4.** Inter-region data transfers must utilise secure file-sharing platforms, with all data encrypted during transit, especially in cases involving cross-border issues. Staff must be trained in these protocols to ensure compliance and safeguard sensitive information during transfers.
- 13.1.5.** Access to confidential information will be restricted to authorised personnel only. Staff and volunteers must not disclose any safeguarding-related information to

unauthorised individuals, including colleagues who do not have a legitimate need to know.

- I3.1.6. All safeguarding-related records must be stored in a secure manner, either in locked physical files or in password-protected digital formats. Electronic records must be stored on secure servers with appropriate encryption measures in place.

I3.2. Reporting Mechanisms

- I3.2.1. Staff and volunteers will have access to anonymous reporting channels to encourage the reporting of safeguarding concerns without fear of retribution. These channels will include suggestion boxes, whistleblowing through direct phone-ins, text messages, or emails, and a dedicated safeguarding hotline.
- I3.2.2. Each YA centre will have a designated Safeguarding Focal Person (referred to in 7.3. above) responsible for receiving and managing safeguarding reports. This individual will ensure that all reports are handled confidentially and by established protocols.
- I3.2.3. All safeguarding concerns must be documented using standardised incident reporting forms annexed in the Operational Guidelines. These forms will be stored securely and will only be accessible to the Safeguarding Focal Person and other authorized personnel.
- I3.2.4. YA will conduct annual audits of its data handling practices and provide periodic training to all staff on best practices for confidentiality and data protection. This training will ensure that all personnel are aware of their responsibilities regarding data security and are equipped to handle sensitive information appropriately.

I4. POLICY AWARENESS AND DISSEMINATION

- I4.1. Young Africa shall develop a comprehensive communication plan outlining strategies for engaging with communities, parents, caregivers, and visitors. This plan will encompass a variety of outreach methods, including workshops, community meetings, and the dissemination of key information regarding the safeguarding policy.
- I4.2. To ensure inclusivity, the safeguarding policy and accompanying Code of Conduct will be made accessible in multiple formats to accommodate individuals with various disabilities. This includes but is not limited to options such as Braille, large print, and audio versions.
- I4.3. Where necessary, YA shall provide sign language interpretation during training sessions, workshops, and relevant meetings so that individuals who are hard of hearing can fully participate and understand the content related to safeguarding, fostering an inclusive environment for all stakeholders.
- I4.4. YA shall establish and prominently display poster formats of the safeguarding policy in key locations within all YA centres and offices.
- I4.5. A copy of this Policy will be posted on YA's website.

- 14.6. This Policy will be available in local languages.
- 14.7. A hard copy of the Policy will be on file at each YA centre/mobile training site.
- 14.8. To cater to different literacy levels, a simplified version of this Policy and Code of Conduct will be available in poster format and shall be displayed in all YA offices.

15. BREACH OF THIS POLICY

- 15.1. Breaches of this policy will be investigated in accordance with the YA Safeguarding Reporting and Responding Guidelines, as well as YA's disciplinary procedures and contractual agreements. In cases where a breach may constitute a criminal offence, referrals will be made to the appropriate statutory authorities in the jurisdiction where the breach occurred.
- 15.2. All allegations or suspicions of policy breaches involving staff, associates, or visitors will be addressed promptly, fairly, and consistently, ensuring effective protection for the victim/survivor while safeguarding the rights of the accused. Precautionary measures may be implemented during the investigation phase, which are not to be construed as disciplinary actions or admissions of guilt.
- 15.3. Sanctions for confirmed breaches may include disciplinary actions, up to and including dismissal, termination of all contractual and partnership agreements, and, where applicable, legal proceedings. The rights and vulnerabilities of the alleged perpetrator will be considered during the investigation to assess the potential for false or malicious accusations.
- 15.4. If a legitimate concern regarding suspected abuse of a child or young person is raised but is found to be unfounded upon investigation, no punitive action will be taken against the reporter. Conversely, appropriate sanctions will be enforced in cases of false or malicious accusations.

16. ADDITIONAL OPERATIONAL GUIDELINES AND PROTOCOLS

YA has established comprehensive operational guidelines and protocols to ensure the effective implementation of this Policy. Our Operational Guidelines to be used alongside this Policy, delineate standard operating procedures and operational details essential for executing the policy on the ground. Key components include:

- 16.1. **Reporting, Response, Investigation and Case Handling Procedures:** Detailed processes, including a decision tree, facilitate timely and appropriate responses to safeguarding concerns. We also have in place rigorous protocols for investigation, case handling, and disposal, ensuring fairness and thoroughness in all inquiries.
- 16.2. **Conducting Risk Assessments:** Comprehensive, step-by-step framework to identify, evaluate, and mitigate potential risks to children and young people involved in

YA programmes, ensuring their safety through thorough assessments that include their input and adherence to best practices.

- 16.3. **Documentation Standards:** Standard operating procedures for case documentation and recording to maintain accurate and confidential records.
- 16.4. **Emergency Preparedness:** Guidelines to prepare for and respond to safeguarding emergencies effectively.
- 16.5. **Media Guidelines:** Strict protocols for obtaining consent and safeguarding the privacy of children and young people during interviews and photography, ensuring respectful and ethical representation while protecting their rights.
- 16.6. **Country-Specific Addenda:** Simplified addenda addressing local safeguarding and labor laws to ensure compliance with country-specific legal frameworks.

17. REVIEW

This Policy is a definitive statement of YA's unwavering commitment to protecting children and young people from harm, exploitation, abuse, and harassment. As a living document, this policy will undergo an annual review by the YAI Management Board or immediately following any significant organisational changes or updates in relevant legislation. Compliance with safeguarding procedures will be rigorously monitored and assessed regularly. A comprehensive evaluation of the Policy will be conducted every three years to ensure its effectiveness and relevance.

ANNEX I: YA SAFEGUARDING CODE OF CONDUCT

- I.1. This YA Safeguarding Code of Conduct (hereafter referred to as 'the Code') accompanies the YA Safeguarding Policy and delineates the mandatory standards of behavior for all individuals associated with YA as specified in Section I.1. of the YA Safeguarding Policy³.
- I.2. This Code is imperative for cultivating a culture of respect, accountability, and integrity, thereby safeguarding the safety and well-being of all children and young people engaged in YA programmes.
- I.3. Compliance with this Code is critical to maintaining the trust of the communities we serve and reinforcing our unwavering commitment to safeguarding.
- I.4. YA is resolutely dedicated to fostering a secure environment for children and young people. All personnel are obligated to uphold the principles outlined in the YA Safeguarding Policy, ensuring the prevention of violence in all contexts, both within and outside the workplace.
- I.5. Any acts of sexual exploitation, abuse and harassment, or economic exploitation and child labor by staff, volunteers, affiliates, or contractors are deemed gross misconduct and will result in severe disciplinary action, including potential termination of employment and/or contractual agreements.
- I.6. All YA staff, volunteers, and contractors are required to sign and abide by this Code, which is aligned with the Safeguarding Policy.
- I.7. All staff and stakeholders will have access to a copy of the Safeguarding Policy and the Code of Conduct, ensuring that they are informed of their responsibilities and the standards expected of them.
- I.8. All affiliate and partner organisations working with YA students must also sign and adhere to the Code ensuring a unified approach to safeguarding.

³ all full-time, part-time, and casual employees, encompassing senior management, the management board, the board of trustees, interns, volunteers, consultancy staff, and any individuals working on behalf of YA, (collectively referred to as "staff", franchisees, master craft persons, and other stakeholders engaged in collaboration with YA such as donors, journalists, celebrities, external stakeholders, and all visitors to YA programmes.

- 1.9. Compliance with the Code will be monitored regularly through evaluations and feedback mechanisms.
- 1.10. Any breaches of the Code will be taken seriously and may result in disciplinary action, including termination of employment or partnership agreements.
- 1.11. This Code will be reviewed annually or whenever there are significant changes in legislation or organisational policy. Stakeholder input will be sought during the review process to ensure the Code remains relevant and effective.

2. All individuals associated with YA as specified in Section 1.1. of the Safeguarding Policy MUST:

- 2.1. Strictly adhere to the Policy and maintain transparency in all interactions with children, young people, their families, and communities involved in YA programmes, projects, processes, events, and activities.
- 2.2. Treat children and young people with the utmost respect for their rights, integrity, and dignity, ensuring that their best interests are prioritised without discrimination based on age, sex, gender, gender identity, sexual orientation, nationality, ethnic origin, color, race, language, religious or political beliefs, marital status, disability, physical or mental health, family background, socio-economic status, class, or any history of legal conflict.
- 2.3. Treat and sustain an environment that actively prevents violence, abuse, and exploitation of children and young people. They must remain vigilant to potential risks associated with their conduct and take appropriate measures to mitigate such risks.
- 2.4. Contribute to fostering an environment where children and young people are:
 - i. respected and empowered to engage in decision-making processes regarding their safeguarding, in alignment with their age, maturity, and evolving capacities and
 - ii. well-informed about their safeguarding and protection rights, including the procedures for reporting concerns.
- 2.5. Consistently exhibit high standards of professional behavior, serving as positive role models for children and young people.
- 2.6. Comply with all relevant international standards and local legislation concerning child labor, refraining from employing children (under 18 years) for any domestic or other labor that is inappropriate, exploitative, or harmful to their development, education, or well-being. Furthermore, personnel must not engage young people involved in YA programmes in any form of domestic or other labor.

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- 2.7. Respect the privacy and confidentiality of children and young people associated with YA, which includes:
 - i. not soliciting or accepting personal contact information from any child, young person or family member associated with YA, nor sharing personal contact details with them, unless explicitly authorised by YA for business purposes.
 - ii. not disclosing or facilitating the disclosure of identifying information about children, young people, or their families through any medium, unless in accordance with YA policies and with explicit consent.
 - 2.8. Prior to taking photographs of children and young people during official YA activities:
 - i. consult with the local YA office to confirm the appropriateness of photography in the local context and ensure compliance with YA policies.
 - ii. explicit permission from the child or young person (or their parent/guardian) regarding the purpose and intended use of the images, respecting their right to decline without any negative consequences.
 - iii. ensure that images are respectful and do not compromise the dignity or privacy of the subjects.
 - iv. safeguard against the risk of identification or location of the child or young person using images.
 - v. refrain from uploading images of children or young people associated with YA to non-YA social media platforms without full and explicit consent from YA.
 - 2.9. Immediately disclose any charges, convictions, or outcomes of offenses related to the exploitation or abuse of a child or young person that occurred prior to or during their association with YA.
 - 2.10. Prioritise the safety and well-being of young people, strictly adhering to established safeguarding policies and practices.
 - 2.11. Maintain appropriate professional boundaries with children and young people, avoiding any behavior that may be perceived as favoritism or inappropriate familiarity.
 - 2.12. Foster an environment where young people feel safe to express concerns and report violations without fear of retaliation or dismissal.
 - 2.13. Provide appropriate support and resources to young people, ensuring that their specific needs are met, particularly for those with disabilities.
 - 2.14. Ensure adequate supervision of young people during training sessions and external engagements to minimise risks and promote safety.

- 2.15. Participate in regular training and orientation sessions on safeguarding, the Code of Conduct, and relevant policies to reinforce the importance of safeguarding and expected behaviors.
- 2.16. Engage in open communication with children and young people, ensuring they feel safe to express their concerns.
- 2.17. Report and respond to any concerns, suspicions, incidents, or allegations of actual or potential abuse involving children or young people, following the established procedures of the engaging office.
- 2.18. Cooperate fully and confidentially in any YA investigation concerning allegations of abuse against children and young people.
- 2.19. All individuals associated with YA as specified in Section 3.3. of the YA Safeguarding Policy MUST NOT:**
 - 2.19.1. Abuse, exploit, or harass a child or young person or behave in any way that places a child or young person at risk of harm, including through harmful traditional practices such as, for example, Female Genital Mutilation, forced or child marriage.
 - 2.19.2. Fondle, hold, kiss, hug, or touch children or young people in an inappropriate way or a manner that is contrary to cultural or social safeguarding norms.
 - 2.19.3. Engage in any form of sexual activity or develop physical/sexual relationships with anyone under the age of 18 regardless of the age of consent locally. Mistaken belief in the age of a child is not a defence.
 - 2.19.4. Engage in sexual relationships with YA students/trainees/participants of any YA programme regardless of their age, as these undermine the credibility and integrity of YA's work and are based on inherently unequal power dynamics.
 - 2.19.5. Engage young people under YA programmes in any form of sexual activity that involves the exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes exchange of assistance that is due to young people.
 - 2.19.6. Use language or behave towards a child or young person in a way that is inappropriate, offensive, abusive, sexually provocative, demeaning or culturally inappropriate.
 - 2.19.7. Have a young person or child/children with whom they are in contact in a work-related context, stay overnight at their home or any other personal residential location or accommodation.

- 2.19.8. Sleep in the same room or bed as a young person or a child with whom they are in contact in a work-related context.
- 2.19.9. Do things of a personal nature for a young person or child with whom they are in contact in a work-related context, (e.g. taking a child to the toilet/bathroom; helping them get un/dressed etc.) that they can do for themselves.
- 2.19.10. Spend time alone away from others with young people or children with whom they are in contact in a work-related context; they must always make sure that another adult is with them and/or they are with the child/young person in an open public place, where others are around and in plain view of others.
- 2.19.11. Hit or otherwise physically assault or physically abuse children or young people.
- 2.19.12. Use any form of physical punishment/discipline, of any degree, or use of physical force of any kind towards children and young people.
Ng people.
- 2.19.13. Act in ways that shame, humiliate, belittle or degrade children and/or young people, or otherwise perpetrate any form of emotional abuse.
- 2.19.14. In the course of their work, discriminate against, show differential or preferential treatment to, or favour child(ren) and young people to the detriment of them or others.
- 2.19.15. Develop relationships with, engage in any practice with or develop behavior towards children and young people, which could in any way be deemed or interpreted as exploitive or abusive.
- 2.19.16. Condone or participate in behaviour of children or young people which is illegal, unsafe, or abusive.
- 2.19.17. Use or abuse drugs or alcohol within YA premises or during YA activities.
- 2.19.18. Use any computers, mobile phones, video and digital cameras, or any such medium to exploit, harass, or bully children or young people.
- 2.19.19. Access, view, create, download, or distribute child sexual abuse material (commonly referred to as 'child pornography') via computers, mobile phones, or video/digital cameras, other electronic devices or any other media, be it personal property or property owned by YA.
- 2.19.20. Dismiss or ignore feedback from children and young people regarding their safeguarding experiences and concerns.

The above is not an exhaustive list. Staff, volunteers, contractors, and visitors should consider all related actions and behaviours that may compromise the rights and safeguarding of children and young people.

3. Personal Conduct outside Work or Engagement with YA

- 3.1. YA does not dictate the belief and value systems by which staff, associates, and visitors conduct their personal lives.
- 3.2. However, actions taken outside working hours that are seen to contradict this policy or bring YA into disrepute regarding our safeguarding standards may be considered a violation of the Policy.
- 3.3. Our staff, managers, associates, and visitors are required to adhere to the principles of the Safeguarding Policy both at work and outside work.

ANNEX II. DECLARATION OF ACCEPTANCE FORM

This form is to be completed and returned to the Line Manager/Safeguarding Focal Person and will be stored in the HR/Safeguarding file.

I CONFIRM THAT I HAVE:

- ☐ Received written briefing materials informing me about YA's Safeguarding Policy and Code of Conduct.
- ☐ Received a face-to-face briefing on the Safeguarding Policy and Code of Conduct.
 - ☐ Had the opportunity to raise any questions, issues or concerns about the Policy.
 - ☐ Had these questions, etc. answered satisfactorily.

I ALSO CONFIRM THAT:

- ☐ I understand the main principles, the purpose and the intentions of this Policy.
- ☐ I am clear on the responsibilities the policy places on me to be aware and to protect children and young people from abuse and exploitation.
- ☐ I am clear that there is a mandatory requirement to report any concerns I have about possible child abuse or risks to children.
- ☐ I am clear that I must always adhere to the YA Code of Conduct.
- ☐ If working in a management capacity, I understand that I must ensure the Safeguarding Policy is operating effectively and respond positively to any concerns raised.
- ☐ I understand that any breach or failure to comply with the Policy may result in disciplinary action being taken against me.
- ☐ I have discussed the contents of the Policy with my line manager/YA Safeguarding Focal Person/Contract Manager and I agree to be bound by them.

Name: _____

Position: _____

Signed: _____ Date: DD / MM / YYYY

ANNEX II: YA SAFEGUARDING SMART INDICATORS

Indicator	Indicator Code and Definition	Unit(s) of Measure	Target	Data Source(s)	Data Collection Method(s)	Timeframe and Frequency	Responsible Party(ies)	Reporting Level(s)
Percentage of staff and stakeholders who have completed safeguarding training.	PERC_TCR This Indicator tracks the Safeguarding Training Completion Rate, which ensures that all personnel are equipped to safeguard children and young people. It will be measured by dividing the number of staff and contractors trained by the total number of staff and contracted stakeholders.	%age	100%	Training Registers, Certificates of Completion	Document Reviews	Within three months of hiring/contracting	HR Department, YA Safeguarding Unit	Senior Management, Board of Trustees
Percentage of recruitment processes that include safeguarding checks.	REC_CHEC The proportion of new hires who undergo comprehensive background checks using the available tools as part of their recruitment.	%age	100%	Recruitment records, Safeguarding Unit reports	Review of recruitment documentation, surveys of new hires.	Bi-Annually	HR Department, YA Safeguarding Unit	Senior Management, Board of Trustees
The number of active student parliaments established	YOUT_COMM_EST This Indicator tracks the existence of Student Parliaments incorporating safeguarding issues	Number	2 parliaments per each Young Africa Centre per year	Lists of Members	Administrative reviews, interviews with committee leaders	Quarterly	Safeguarding Focal Persons	Senior Management Team
Percentage of student parliaments holding regular meetings and submitting reports on activities.	YOUT_FUNC Tracks the Functionality of student parliaments	%age	80%	Meeting minutes, Activity reports	Document review, Surveys	Bi-Annually	Safeguarding Focal Persons	Senior Management Team, Board of Trustees

Indicator	Indicator Code and Definition	Unit(s) of Measure	Target	Data Source(s)	Data Collection Method(s)	Timeframe and Frequency	Responsible Party(ies)	Reporting Level(s)
Number of decentralised and impartial YA Safeguarding Committees established across operational regions.	DEC_COMM_EST Tracks the existence of decentralized and impartial adult safeguarding committees as provided for in the Policy	Number	At least 1 committee at each YA Operational Centre.	Members Lists, Organisational Records	Document Reviews, Interviews with members	Bi-Annually	Safeguarding Focal Persons	Centre Senior Management Board of Trustees
Percentage of scheduled meetings held and reports submitted by the decentralised safeguarding committees	DEC_COMM_FUNC Tracks Functionality of Decentralized and Impartial safeguarding committees by assessing the frequency of meetings, attendance, and representation.	%age	80%	Meeting minutes, committee reports	Review of meeting logs and reports	Bi-Annually	Safeguarding Focal Persons	Centre Senior Management Team Board of Trustees
Number of safeguarding incidents reported per quarter.	TOT_IRR This tracks Incident Reporting Rates. YA will count the number of reported incidents. It indicates the effectiveness of reporting mechanisms and awareness.	Number and %age	20% increase in reporting year-on-year (as awareness grows)	Electronic Tracking Database, Safeguarding Case Files	Document Reviews	Monthly Quarterly	Safeguarding Focal Persons	Senior Management Team Board of Trustees
Average time taken to respond to safeguarding reports.	AVE_RT Tracks response time to safeguarding reports. Divide total response time by the number of reports. Ensures timely action on safeguarding concerns.	Number	24 hours average response time.	Electronic Tracking Database, Safeguarding Case Files	Document Reviews, Child/Young person Satisfaction Surveys	Monthly	Safeguarding Focal Persons	Senior Management Team

Indicator	Indicator Code and Definition	Unit(s) of Measure	Target	Data Source(s)	Data Collection Method(s)	Timeframe and Frequency	Responsible Party(ies)	Reporting Level(s)
Percentage of reported incidents that are resolved within 30 days	REPO_TIME This indicator tracks incident /case resolution rates. Divide the number of resolved incidents by total reported incidents. This indicates the effectiveness of the response mechanisms.	%age Number	85% resolution rate	Electronic Tracking Database, Safeguarding Case Files	Document Reviews	Quarterly	Safeguarding Focal Persons, HR Department	Senior Management Team
Number of risk assessments conducted per year	TOT_PRA Tracks Risk Assessment Frequency. Count completed risk assessments. Identifies potential hazards affecting children and young people.	Number	At least one risk assessment for each model Bi-annually	Risk Assessment Reports, Safeguarding Files	Document Reviews, Field Visits, Database Tracking, Interviews with young people and key stakeholders	Quarterly	Safeguarding Focal Persons	Centre Senior Management Board of Trustees
Number of sites Deemed Risky or Unsafe	TOT_RISK Total count of distinct sites identified as unsafe during risk assessments	Number	20% in unsafe sites by the end of the year	Risk assessment findings, safety audit reports	Document analysis, feedback surveys from staff	Annually	Safeguarding Focal Persons YA Safeguarding Unit	Centre/Site Senior Management Board of Trustees
Percentage of staff trained in emergency preparedness measures.	EMM_PREP_TRA This measures the proportion of staff who have completed training on emergency preparedness protocols related to safeguarding children and young people.	%age	100%	Training Registers Training Reports Staff Evaluations	Document Reviews	Annually	Safeguarding Focal Persons, HR Department	Senior Management Team
Number of child and young people online safety concerns reported.	ONL_SAFE This measures the total number of incidents related to online safety concerning children and young people reported to the safeguarding unit.	Number	20 per each country	Tracking Database	Document Reviews	Data entry from reports submitted via online forms, direct communication.	Safeguarding Unit	Senior Management Team Board of Trustees

Indicator	Indicator Code and Definition	Unit(s) of Measure	Target	Data Source(s)	Data Collection Method(s)	Timeframe and Frequency	Responsible Party(ies)	Reporting Level(s)
Number of child and young people online safety concerns resolved.	ONL_SAFE_RESOL This measures the total number of reported online safety concerns that have been successfully addressed and resolved by the safeguarding unit.	Number	80% issues resolved within 30 days	Resolution logs, follow-up reports	Document Reviews	Monthly Tracking Annual Summary	Safeguarding Unit	Senior Management Board of Trustees
Number of feedback submissions received from children and young people regarding safeguarding.	TOT_FEED Feedback Mechanism Utilization. Count number of feedback forms submitted. This enhances understanding of safeguarding effectiveness from the perspective of children and young people.	Number %age	15% increase in feedback submissions each year	Feedback Forms	Document Reviews	Annually	Safeguarding Focal Persons	Senior Management Team
Percentage of staff and volunteers who can accurately describe the safeguarding policy.	POL_AWARE Assesses Policy Awareness Levels. Conduct surveys to assess knowledge. It ensures that all personnel are aware of their responsibilities.	%age	90% of staff understanding	Survey reports	Online Surveys, semi-structured Face-to-face Interviews with staff.	Bi-Annually	Safeguarding Unit	Senior Management Team, Board of Trustees
Number of confidentiality breaches reported annually.	CONF_BREA Tracks confidentiality breach rate. Count number of breaches. This tracking helps to protect sensitive information related to safeguarding.	Number	0 breaches	Electronic complaints tracking database, safeguarding files	Document reviews	Annually	Safeguarding Unit	Senior Management Team, Board of Trustees

Indicator	Indicator Code and Definition	Unit(s) of Measure	Target	Data Source(s)	Data Collection Method(s)	Timeframe and Frequency	Responsible Party(ies)	Reporting Level(s)
Percentage of staff trained on data security protocols.	STAF_DAT_SEC This tracks Compliance with Data Security Protocols. Calculate the proportion of staff members who have completed training on confidentiality and data security measures	%age	100%	Training Registers, Training Reports, Training Materials. Post-Training Assessments	Document Reviews	Annually	HR Department, Safeguarding Unit	Senior Management Team, Board of Trustees
Number of community awareness programmes conducted on safeguarding.	COMM-AWARE This indicator tracks community awareness programmes to gauge community engagement and awareness of safeguarding issues. Count number of programmes held.	Number	4 programmes	Activity reports, Registers	Document Reviews, Interviews with community members	Quarterly Annually	Safeguarding Focal Persons	Centre/Site Senior Management Team
Percentage of stakeholders who have received a copy of the Child and Young people Safeguarding Policy.	POL_DISS Tracks Policy Distribution Rate. Measures the reach of disseminated safeguarding policy among relevant stakeholders.	%age	90%	Distribution logs, Email confirmation receipts	Surveys, follow-up interviews with stakeholders, distribution tracking	Bi-annually	Safeguarding Unit	Board of Trustees

