#

**SAFEGUARDING POLICY**

**CENTER FOR SOCIAL INITIATIVES NADEZ**



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| **INTRODUCTION**  |

**Introduction**

Center for Social Initiatives Nadez (C.S.I. Nadez) C.S.I. Nadez is a non-governmental organization whose forming was initiated by the employees that were engaged in the „Roma Reintegration Program“ project, implemented by Caritasverband fuer das Bistum e.V. Essen, from Germany. Since 1998 on, C.S.I. Nadez is actively engaged in the field of democratic development and strengthening of human rights, especially the rights of marginalized groups in our society, through: educational support for children and youth; support for women by giving them access to education and different activities to help them improve their skills and expertise. We help children integrate in the society, in school, and with the social norms of the community. We collect and distribute clothes and food for people in need, and spread our basic principles: mutuality, humanity and solidarity.

**Our mission -** Center for Social Initiatives “Nadez“ is an NGO, which works for the social-economic integration of socially marginalized people, with a focus on Roma and youth, through educational support, assistance in exercising social rights and promotion of peaceful coexistence.

**Our vision -** We envision a developed democratic society of equal opportunities, where human rights are respected, and citizens are socially engaged and highly tolerant of differences.

**Core values and principles of the organization**

At Center for Social Initiatives Nazed we provide the necessary foundation for children and young people to become ***successful learners*, *empowered individuals, effective contributors and active citizens.*** To achieve these four capacities, C.S.I Nadez will abide by the following:

* Taking a holistic approach that puts the child at the center
* Cultivating well-being through building on strengths and resilience of individual children and young people
* Providing a safe, nurturing and positive environment that promotes independence and self-confidence
* Working in partnership with families, schools and community members (including nongovernmental organizations -NGOs and social centers) to meet the need of children and young people
* Valuing diversity and promoting intercultural understanding
* Having professional staff interested in continuing personal development and improvement.
* Promoting (Recognizing) responsibility, integrity (consistency), dedication, respect and patience in all working relationships

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| **CHILDREN AND VULNERABLE ADULTS SAFEGUARDING POLICY** |

**Introduction**

Protection of children and vulnerable adults Child protection is a duty of every single member of the society. Abuse of children and vulnerable adults is a global phenomenon and it involves different type of abuse, such as: physical, emotional, sexual abuse and neglect of children. Every child and every vulnerable adult is potentially at risk of abuse and exploitation. Professionals who work with them are in rare position to recognize signs of physical, emotional and sexual abuse as well as neglect. They should report any suspected case where a child/vulnerable adult is or may be in need of help.

Therefore it is curtail every person connected with CSI Nadez understands abuse of children and vulnerable adults as well as his or her own role and responsibilities in protecting them.

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| **DEFINITON OF TERMS USED IN THE POLICY and TYPES OF ABUSE** |

1. **Definitions of terms**

**Definition of a Child**

The United Nations Convention on the Rights of the Child defines child as "a human being below the age of 18 years unless under the law applicable to the child, majority is attained earlier".[[1]](#footnote-2)

**Definition of Vulnerable Adult**

"Vulnerable adults are people who are or may be in need of community care services because of mental disability or other disability, age or illness, and who are, or who may be, unable to take care of themselves or unable to protect themselves against significant harm or exploitation."[[2]](#footnote-3)

**Definition of Abuse**

Abuse[[3]](#footnote-4) is a form of mistreatment by one individual that causes harm to another person.

1. **Types of abuse**

These are the most common types of abuse:

* **Physical abuse**:[[4]](#footnote-5) may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or failing to protect a child from that harm. Physical harm may also be caused when a parent or career fabricates the symptoms of, or deliberately induces illness in a child.
* **Emotional abuse**:[[5]](#footnote-6) is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
* **Neglect:**[[6]](#footnote-7) is the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or career failing to provide adequate food and clothing; shelter, including exclusion from home or abandonment; failing to protect a child from physical and emotional harm or danger; failure to ensure adequate supervision including the use of inadequate caretakers; or the failure to ensure access to appropriate medical care or treatment.
* **Abandonment**:[[7]](#footnote-8) involves desertion by anyone who assumed caregiving responsibilities for an adult.
* **Sexual abuse:**[[8]](#footnote-9) involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact including both penetrative or non-penetrative acts such as kissing, touching or fondling the child's genitals or breasts, vaginal or anal intercourse or oral sex
* **Self-neglect**:[[9]](#footnote-10) involves seniors or adults with disabilities who fail to meet their own essential physical, psychological or social needs, which threatens their health, safety and well-being. This includes failure to provide adequate food, clothing, shelter and health care for one’s own needs.
* **Abuse of Individual Rights/discriminatory abuse/racial abuse**[[10]](#footnote-11). Abuse of individual rights is a violation of human and civil rights by any other person or persons. Discriminatory abuse consists of abusive or derisive attitudes or behavior based on a person’s sex, sexuality, ethnic origin, race, culture, age, disability or any other discriminatory abuse - this includes hate crime. Forced marriage is also an abuse of human rights and falls within the definition of adult abuse.
* **Professional Abuse**.[[11]](#footnote-12) Professional abuse is the misuse of therapeutic power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, poor care practice or neglect in services, resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems/structures.
* **Child Labor Abuse**:[[12]](#footnote-13) refers to the employment of children in any work that deprives children of their childhood interferes with their ability to attend regular school, and that is mentally, physically, socially or morally dangerous and harmful.

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| **ABOUT OUR SAFEGUARDING POLICY**  |

The Safeguarding Policy has been developed to improve safety and wellbeing of children and vulnerable adults in Macedonia. Center for Social Initiatives “Nadez“ believes that a child or vulnerable adult should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and adults and to keep them safe. We are committed to practice this in a way of protecting them. This policy document is binding for all staff members, volunteers, interns, Board members, consultants and other cooperators.

In order to exercise the right of the child and the right of vulnerable adult to the protection from abuse and neglect, it is necessary to establish a system for preventive actions with regard to preventing abuse and neglect of children and adults, to protect them from further abuse and neglect, and to provide an appropriate intervention for recovery and further safe development of the child. Effective protection of children and adults in risk requires clearly defined steps in the process of their protection as well as clearly defined roles among the participants in the process. This policy should contribute to the strengthening of the protection of children and vulnerable adults in the community.

**1. Statement of the policy**

*C.S.I. Nadez acknowledges its duty of care to safeguard and promote the welfare of children and vulnerable adults. We believe that the welfare of children and vulnerable adults is everyone’s responsibility, particularly when it comes to protecting them from abuse. C.S.I. Nadez works to ensure that all beneficiaries coming into contact with our employees and volunteers are protected and treated with respect.*

**2. Core child protection principles and values**

The Child Safeguarding Policy is based on a number of principles and beliefs, including:

* *Child participation* – CSI Nadez aims to create a space where children feel able, free and willing to speak about abuse, free from abusers and which empowers them to become actors in their own protection without further discrimination. Nadez aims to implement child’s participation providing safe and inclusive child’s participation.
* *Non-discrimination* – All children and all adults have equal rights to be protected from abuse and exploitation regardless of their age, sex, language, religion, opinion or nationality, ethic or social origin, status or any other personal characteristics.
* *Best interest of the child* - in all actions concerning children, undertaken to protect them from abuse and other forms of exploitations the best interests of the child shall be a primary consideration.
* *Open environment* – CSI Nadez believes in creating an environment where issues of child protection and protection of vulnerable adults are discussed openly.
* *Non-negotiable duty* – All NGOs which work for children, vulnerable adults and their rights have a full duty to protect them from any kind of abuse, maltreatment and exploitation. This duty is non-negotiable.
1. **The purpose of Safeguarding Policy**

This Policy has several purposes:

* to protect children and vulnerable adults who receive Center for Social Initiatives Nadez’s services. This includes children or adults who use our services;
* to provide staff and volunteers with the principles and procedures that guide our approach to safeguarding and child protection;
* to protect reputation of the organization by providing proper policies, guidelines and standards for child protection and protection of vulnerable adults
1. **The scope of the Safeguarding policy**

This policy applies to all staff, including senior project managers and organization’s board, paid staff, volunteers, interns, students or anyone working on behalf of Center for Social Initiatives “Nadez“.

This policy applies to:

* All staff, including all Board members, all volunteers, all interns and all students
* All those working on behalf of Center for Social Initiatives “Nadez“, such as external experts, trainers or consultants
* All those adults accompanying children to activities organized by CSI Nadze
* All those who participate in activities organized by CSI Nadez which involve children and vulnerable adults, including donors, journalists, media representatives, etc.

All individuals listed above will be expected to read Child Safeguarding Policy of CSI Nadez and sign a commitment to follow, respect and implement its provisions. (Please see Annex 3 “Safeguarding Policy acceptance statement”)

1. **Legal framework of the Safeguarding Policy**

5.1. International legislation- C.S.I. Nadez’s Safeguarding Policy deals with the protection of children as defined by the UN Convention on the Rights of the Child – UNCRC *(1989)*. The UN CRC should be taken holistically, providing a comprehensive framework for the protection, provision and participation of all children. The basic principles of the UNCRC have to be implemented over all children involved in CSI Nadez activities, projects and programmes. The following provisions of the Convention refer to the protection of child from:

* Physical and psychological violence, abuse and neglect (article 19)
* All form of sexual exploitation and sexual abuse (article 34)
* Abduction of and traffic in children (article 35)
* All forms of exploitation prejudicial to any other aspect of the child’s welfare (article 36)
* Inhuman and humiliating treatment or punishment (article 37)

 *UNCRC* supports the best interests of children as one of the basic principles. It envisages that "States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child. "

5.2. National legislation - The state of Macedonia treats abuse as an offence. The Law on Protection of Children[[13]](#footnote-14) in several provisions stipulates that the children are protected from different kinds of abuse and exploitations. In article 12, it is clearly stated that “Every citizen is obliged to report to the competent authority any form of discrimination, abuse and exploitation of a child in the forms referred to in paragraphs (1), (2), (3), (4) and (5) of this Article, after acquiring the knowledge of the event.”

The needs for effective and successful cooperation among all competent institutions aiming to protect and support the child victims of abuse, has been defined in the “Joint Protocol on the procedure in case of abuse and neglect of children” which is an instrument directed to protection of children. This Protocol can be also followed by the organizations working with and for children.

CSI Nadez recognizes and respects implementation of the national legislation in Macedonia in its work. CSI Nadez cooperates with the competent state institutions as police, social services and other competent agencies undertaking an obligation to support the development of the practice and to follow best practices of the protection of children while dealing with suspected or committed abuse. This will ensure that there is the ability to manage cases of abuse of children and in some cases (in which it is relevant) is passed to the relevant institutions for further treatment.

1. **The role of the CSI Nadez**

What will the CSI Nadze do?

C.S.I Nadez will ensure that:

All staff, project managers, volunteers, external experts, partners and donors are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, that they demonstrate leadership, are informed about and take full responsibility for the actions who provide services to children, young people, vulnerable adults and their families.

This means:

* Ensuring the standards of safe recruitment, supervision and management oversight of C.S.I. Nadez staff, particularly but not exclusively those working directly with children, young people and vulnerable adults. (More about safe recruitment and training of the staff/volunteers is available at the *Recruitment Policy*)
* Ensuring that children, young people and vulnerable adults are seen and listened to and that their views are taken fully into account when making decisions. This means regular conversations with the parents asking for their opinion. Also, asking for opinion from the children after each activity. This includes individual conversations, focus groups and questionnaires.
* Taking appropriate action regarding any concerns expressed about their welfare, commensurate with their rights to privacy and wherever possible on the basis of informed consent. (More of this in the *Policy for Communication and Media and in Reporting Policy*)
* All members of staff and volunteers who are employed by or on behalf a current project, and who have contact with children, young people, and vulnerable adults and their families or careers, will have a clear understanding of C.S.I. Nadez responsibilities for safeguarding. For that purpose, every member of the staff will be informed about the Safeguarding Policy and its principles through a special training and informing during the job interview. (More about this in the *Recruitment Policy*).
* A statement of C.S.I. Nadez responsibilities towards children, young people and vulnerable adults will be available to all staff; this will include effective systems to ensure that complaints about non-compliance with safeguarding procedures and policies can be made by children, young people, vulnerable adults, staff and other people - and that they receive an appropriate response. (*Reporting Procedure*)
* Preventing abuse and harm by good practice, creating a safe and healthy environment to avoid situations where abuse or allegations of abuse occur.
* Ensure that records are kept and that they are safe and secure at all times (Law on Protection of Personal Data)
* Discuss openly with children and youth about their contacts and relationships with employees and others through an informal talk`s. If there is a problem in the relation child-educator, thеn the project manager or the social worker does a mediation to overcome the situation.
* Identify and avoid compromising and/or vulnerable situations which might lead to accusations.
* Ensure when making images of children and youth (photos, video etc.) that they are respectful, that the children and youth are adequately clothed and that sexually suggestive poses are avoided.
* Be aware that physically handling a child, perhaps to offer comfort, can be misconstrued by observers or the child;
* On trips/tours away from home ensure that another adult is always present if a child’s room is visited at any time and the door should always be left open.
1. **Management of the Safeguarding Policy**

A Safeguarding Focal person will be appointed who will be responsible for:

- Raising awareness of the personnel about Safeguarding Policy

- Promoting and implementation of the Safeguarding Policy

- Monitoring the implementation of the Policy and reporting on developments at Team meetings and for the Management Board.

- Development and delivering of child protection training resources

- Acting as a source of support and information for staff on safeguarding issues.

The name and contact details of the Safeguarding Focal person Ms Klara Ilieva will be displayed in the CSI Nadez office and new staff will be made aware of the role. The disclosure of personal information about children, including legal cases, will be limited to those employees, interns, volunteers, who need to know. The Board will have the overall responsibility to oversee and ensure the Policy’s implementation. Specific procedures and checklists are part of the Protection Policy which is dealing with the implementation strategy for the Protection Policy, including reporting procedures and monitoring and evaluation processes.

1. **Safeguarding Policy – Child Friendly language**

In order to make this Safeguarding policy more accessible to children, we have prepared it in a child friendly language which is closer to them where, in short terms is explained what the safeguarding means, where they can turn on or who to turn to in case of any harm.

A Safeguarding Focal person will be also responsible for up-date the child friendly version of our Safeguarding Policy and make it accessible to children as much as possible by providing presentations to the children, publishing and delivering the leaflets with the main points of the Policy.

**What is Safeguarding policy?**

Our organization has a Safeguarding Policy and it is designed for all adults who work in it. This policy is created to help you in any case where you don’t feel good or you are worried about something. You can talk with you teacher and teacher assistant, but Ms Clara Ilea and Ms Stank Gligorova will be always be there for you If you can’t speak or if you do not feel comfortable to speak with someone – you can put it in the worry box or you can call to SOS child helpline - 0 800 1 2222.

**Our role as an organization**

We respect our children and we always protect them and their rights. We do our best to help children to have access to educational and health system. We also help children to be able to develop their personality, their abilities and talents to their maximum potential. We teach children to be informed and to participate in achieving their rights in active way. We teach children how the recognize risks in different situations and how to protect themselves and stay safe.

**The main areas of Child Protection concerns**

The ways that children can be harmed are various and that ways that children’s rights can be violated are numerous:

* If you heard something that upset you or you don’t like it or if you are a witness of something like this, we encourage you not to be quite, and tell us.
* If someone has touched you on a part of your body you don’t like, or if someone making you watch things to do with sex or encouraging you to act in an appropriate way, you must tell someone at the organization and we can help you.
* If someone has hit, smacking or hurt you in anyway, you must tell someone at the organization.
* If by any other action done by someone else, you do not feel good to, do not keep it secret and tell to someone in the organization.

The harm to children and the violation of their right do occur in different places. They happen within the family, on the street between peers, and even in the school. If you feel hurt of any type of phenomenon which causes any anxiety to you, we encourage you not to be quite and tell us.

**You can tell to:**

* Your teacher
* Your teacher’s assistant
* Ms Klara Ilieva and Ms Stanka Gligorova

**How we will try to protect you?**

There are many different ways, but one of the main ways is to know that we can help you, we can support you and we can protect you. And also make you sure that you have someone to talk to if you need for that.

The people that you talk are aware for the sensitivity of the problem that you could report, and they know how to listen you without making the already hard situation even harder.

We will offer you: confidentiality, acceptance and support in the process of solutions to the problem which you report.

**The violence should not be kept quiet.**

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|  **RECRUITMENT POLICY and Training and Education about SP** |

1. **Recruitment process**

The organization follows strict rules when it comes to receiving new employees/staff/volunteers/interns. Since employees will work with children and vulnerable adults, they must be tested before being admitted. CSI Nadez has followed the stated steps below in order to provide selection of appropriate staff members:

1. Announcement of the working position - The procedure for admitting new employees begins with the announcement of a job advertisement on our website. Each candidate applies with CV, motivational letter, as well as a certificate of no criminal conviction.
2. Selection of candidates - The procedure for selection of candidates is made by a commission composed of three members, and it is conveyed by the President of the organization and the president of the Executive Board. Once the candidates who meet the criteria for the position are selected, they are called for an interview.
3. Interviewing of the candidate - The interview is led by the commission. In addition to the conversation with the candidate, the interview also includes a test for the skills required for the particular position. Also, all candidates at the interview are introduced to the Child Safeguarding Policy and are informed that if they get the job, they will need to sign a *statement document that they will work according to this Policy*. (*Statement is available at the Annex 4*)

For those working directly with children, additional asking is added:

1. In order to see how the candidate reacts to the children and vulnerable adults, after the interview he/she takes a walk through our organization with one of the members of the commission. This is an informal way to see if the candidate is comfortable working with the vulnerable groups our organization works with.
2. Providing two references they have known for no less than two years are necessary. The identity of the referees will be verified. It should exclude family members.
3. When all the interviews are done, the commission realizes a meeting and makes the decision about which candidate fulfils the criteria and is the best for the working position based on its CV, motivational letter, interview, test and reactions to our beneficiaries and Center. The coordinator in no later than three days from the completion of the interviews informs the candidates did they get the job or not.
4. The candidate who gets the job will sign an Employment Contract. Each Employment Contract and each Service Contract containing provision for dismissal, suspension or transfer to other duties for any employee who breaches the Safeguarding Code of Conduct.

Records of safer recruitment practice, such as CVs, certificate for no criminal conviction, references etc., must be kept in Human Resources files. This information must be kept in accordance with the applicable Date Protection Law.

1. **Training and Education:**

Education and training are essential to implement the Safeguarding Policy. At the beginning of the induction period (within 1 month of taking up the position) of staff/volunteers/interns/Board members they will receive an introduction to Safeguarding Policy of CSI Nadez and procedures from the Safeguarding Focal person. This will include training on behavior guidelines for those in direct contact with children, and guidance on the acceptable and unacceptable sharing of information on children. Training will also allow staff to be able to identify sources of support for children and their families.

Safeguarding Training will be given to all staff, volunteers and interns, appropriate to their roles and responsibilities.

Any staff, employee, volunteer, intern, board member, consultant or expert who has direct contact with children in his/her work will be fully informed of Safeguarding Policy and the Code of Conduct (annex 1).

The core principals of this policy will be communicated through the following sources:

* Staff members will be introduced with the policy document on a separate training
* A signed document will be delivered by each staff member and full time volunteer to respect the principles of this policy
* Copy of the Safeguarding Policy will be distributed to C.S.I. Nadez’s partners and donors
* C.S.I. Nadez’s Safeguarding Policy will be available on the organization’s website
* When appropriate, the Safeguarding Policy will be presented on seminars or trainings related to these topics

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| **SAFEGUARDING CODE OF CONDUCT** |

CSI Nadez is committed to protecting children and vulnerable adults from abuse and exploitation. It will take all necessary actions to prevent and/or respond to children and vulnerable adults in such situations. Our organization has a general Code of Conduct (see Annex 1) and the following one is specific Safeguarding Code of Conduct.

CSI Nadez respond to all reports of actual or alleged abused based on its Safeguarding Policy, irrespective of the nature of the referral, who the allegations are about or who the referrer is or where she/he is from. This Code of Conduct includes guidance on ethical and proper standards of behavior of adults towards children, and also of children towards other children.

**DO’s**

1. **For children**
* Treat all children equally without discrimination.
* Provide an enabling environment for children’s development (personal, physical, social, emotional, moral and intellectual).
* Support and respect children’s participation by hearing their voices and views.
* Inform children of their right to report any worrying situation and how they can raise a concern
* Be aware of high-risk peer situations and potential for peer abuse
* Be concerned about the way in which your language, actions, and relationships with children could be perceived.
* At all times respect the confidentiality of children’s personal information. (see annex 5 )
* Obtain written consent from the child and parent/guardian when photographing or requesting personal information for activities. (see annex 3)
1. **For suspect cases about child abuse**
* Be aware what constitutes the different child abuse and exploitation.
* Immediately report any suspicious observations or allegations to the Child Safeguarding Focal Person.
1. **For me and others**
* Tell another adult if you are going to be in a situation where you are alone with a child
* Ensure that you know who the Child Protection Focal Person at CSI Nadez is.
* Respect the basic rights of others with dignity and respect.
* Maintain high standards of personal and professional conduct both personally and in others.
* Protect the health, safety and well-being of yourself and others.

**DON’T:**

**1) For children**

* Engage in any form of sexual relations with children.
* Avoid any action or behavior that could be construed as poor practice or potentially abusive.
* Do not perform activities for children that they can do themselves, including dressing, bathing and grooming.
* Do not discriminate or degrade children.
* Do not hit or otherwise physically assault children.
* Do not be alone with a child in any circumstances that might be questioned by others.
* Do not allow children to engage in sexually provocative relations with each other.
* Do not kiss, hug, fondle, rub, or touch a child in an inappropriate or culturally insensitive way
* Do not suggest inappropriate behavior or relations of any kind or encourage any crushes by a child.
* Do not take photos, film or request personal information if not required for activities of CSI Nadez.
* Do not use inappropriately contact details (including social media accounts) from children out of CSI Nadez’s programmes.

**2) For others**

* Do not act in any way that may be abusive or place others at risk of abuse.
* Do not tolerate violations of this code by others – staff, interns, consultants, etc.

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| **SAFEGUARDING POLICY INFORMATION, COMMUNICATION AND MEDIA GUIDELINES**  |

This chapter defines the principles CSI Nadez implements when communicating externally about our work. It contains general principles for ensuring children and vulnerable adults are kept safe at all times, as well as specific guidelines which must be followed by CSI Nadez staff as well as photographers, media and journalists visiting CSI Nadez events and activities. All child and vulnerable adults’ protection measures are equally applicable in media and communication activities by CSI Nadez, including the use of social media.

In order to make sure that all children are protected in all situations it is important to obtain written consent of the parent/guardian of children that clearly states if they agree that photos or statements of children can be publicly used or not. (See annex 3).

In the process of communications about children and adults, the following principles will apply:

- **Dignity**: The child’s dignity and the dignity of vulnerable adults must be protected at all times. Languages must not degrade or victimize the child and vulnerable adults. In images, children should always be dressed appropriately.

- **Privacy**: Any information that could be used to identify a child or put them at risk will not be used.

CSI Nadez will ensure that:

* Pictures and other media content from minors can only be posted online with parental permission form
* Pictures and other media content from vulnerable adults can be posted only with their respective permission
* External organizations and partners should ask for permission when publishing media content with users from C.S.I. Nadez
* Users of services are allowed to refuse showing on media content by C.S.I. Nadez or other external organizations
* Users of services are allowed to ask for using initiations of their name and surname when posting their personal information publically
* Users of services can represent the organization in the media as direct project beneficiaries
* When the projects of C.S.I. Nadez are presented in the media, the identity of the beneficiaries is fully protected

*Complaints procedure:* Any complaints or concerns about inappropriate images or showing of children should be reported like any other child protection concern (See annex 6)

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| **REPORTING PROCEDURE**  |

This part of the policy explains how to react if you suspect or if you are a witness of abuse of child or vulnerable adults. It means that all staff/volunteers/interns/board members have to react:

* If they *notice* any signs of child abuse or abuse of vulnerable adult
* If they *suspect* any kind of child abuse or abuse of vulnerable adult
* If a child or vulnerable adult *tells* them that it is being abused

Please note: Not reporting abuse is also a type of abuse.

The reporting procedure is made available to ensure that everyone is clear what steps to take regarding the safety of children, vulnerable adults and other witnesses. All witnessed, suspected or alleged violations of this Safeguarding Policy will be immediately reported to the Safeguarding Focal Person (CPF)/or Social worker – using the Safeguarding Policy Reporting Form (annex 6).

The guiding principle here is that the safety of the child/vulnerable adult is always the most important and must be taken consideration. These records will be kept safely with limited access, available only to the Protection Focal Person or personnel authorized by him/her.

**Timeframe for submitting the report:** The reports must be submitted immediately or at latest 48 hours after the happened incident.

**Some of the indications for violence are**: bruises, distraction, mood changes, behavior problems etc.

**The Safeguarding Policy Report always should include two parts.**

**The first part** should be filled by the person who reported the case and it contains:

* Details of the person filing a report (name, contact details, nature of your contact with the child)
* Details of the child/vulnerable adult (name, age)
* Details of the incident/concern (what happened)
* Details of actions taken

**The second part** should be filled by the person whom has been reported the case meaning responsible person as Safeguarding Focal Person or Social worker. Explanation about the undertaken activities and measures should be stated in here and with this part the case will be closed.

**Responsible persons for reporting:** All staff/volunteers/interns/Board members covered by this policy must report any suspicion of misconduct covered by this policy.

**To whom it should be reported:** Depending of the concerns (internal or external), the report should be submitted to the Safeguarding Focal point person or to the social worker employed within the organization. All witnessed, suspected or alleged violations of this Safeguarding Policy will be immediately reported to the Safeguarding Focal Person (SFPF) – using the Safeguarding Policy Reporting Form (annex 6) if the concern is internal. If the concern is external, the report should be submitted to the Social worker using the Safeguarding Policy Reporting Form. After receipt the report, the responsible persons will take every allegation of a violation of the Safeguarding Policy seriously. They have to ensure all allegations are closed and tracked in the central database. They have to report completing the second part of the Safeguarding Policy Report.

**Keeping of records** – All records connected with the possible abuse of a child/vulnerable adult will be kept safely with limited access, available only to the Safeguarding Protection Focal Person or personnel authorized by him/her.

**Types of concerns -** The concerns can be internal and external. The first stage is to decide whether the concerns are internal in the organization, or connected to an external situation.

***If the i***

***Incident happened internally:***

* Initial Assessment – upon receipt of a report, an initial assessment will be conducted by the responsible person. The final findings and undertaken activities will be recorded on the second part of the Safeguarding Policy Report Form.
* Reporting to Competent Institutions – After reviewing the report and decision for reporting the case to the relevant institution, referrals can be made to policy, center for social work, ombudsman and other competent institutions.
* Closing of the report case - The Safeguarding Focal Person should complete the second part of the Report as a close of the relevant case.

**\* Safeguarding Focal Person is Ms. Klara Ilieva**

**E-mail:** klara.ilieva@csinadez.mk

**Number**: 00389 70 254 526

***If the incident happened externally***

* Reporting to responsible person - Report should be sent to the social worker within the organization by fulfillment of the Safeguarding Policy Report Form
* The relevant authorities have a responsibility to investigate the case. CSI Nadez has a duty to follow how the investigation should proceed and how the case will be logged.
* Closing of the report case - The Social worker together with the Safeguarding Focal Person should complete the second part of the Report as a close of the relevant case.

**\*Social worker is Ms. Stanika Gligorova**

**E-mail:** **stanika.gligorova@csinadez.mk**

**Number: 02-2650-644**

**Internal issue/concern -** If the issues is regarding to the behavior of the staff, the volunteers, the interns, the Board members, Safeguarding Focal Person has to consider whether there is a need to report this to the national authorities. If not, the internal safeguarding procedure needs to be applied. If yes, Safeguarding Focal Person has to report to the designated authorities and follow-up on action taken by the authorities and decide on further response.

**The internal safeguarding procedure for the staff/the volunteers/the interns/the Board members/external consultants and experts**

* Suspension of the person alleged to have violated the Safeguarding Policy - CSI Nadez will immediately suspend any employee, volunteer, intern, board member, expert, trainer who is alleged to have violated the Child Safeguarding Policy, pending the outcome of the investigation.
* Disciplinary actions against any person who have been proven guilty - CSI Nadez reserves the right to take any disciplinary action against any of the above who have been proven guilty in an investigation. The investigation completed by the Safeguarding Focal Person will be submitted to the Nominated Management Board member who will come to a decision about action to be taken. Decisions from any investigation will be confirmed in writing to the individual concerned.
* Referring of the acts of a criminal nature - Acts of a criminal nature will be referred to the police and may result in a criminal investigation and conviction.
* Persons who are alleged to have violated Nadez’s Safeguarding Policy in meetings and activities organized by Nadez. In cases where staff from Nadez or accompanying adults with children are alleged to have violated Safeguarding Policy of Nadez in meetings and activities organized by Nadez, this needs to be reported to the Child Safeguarding Focal Person. The CPF will investigate the concerns confidentially and report this to the Management Board.

**External issue** - meaning that there is concern regarding abuse outside the organization, social worker together with the Safeguarding Focal Person have to consider whether the concern is due to the way the organization is delivering business and then decide whether this needs reporting to authorities.

* **External violation of Policy principles -** Our organization has a special procedure for reporting violence noticed against children who are visiting our Center.
* **Reporting to the Social worker -** The staff member who will notice some indication for violence reports it to social worker of C.S.I. Nadez. Indications for violence are: bruises, distraction, mood changes, behavior problems etc. The reporting is made through submitting the Safeguarding Policy Report (see Annex 6). The staff member who has noticed alleged violence fills in the report form and gives it to the social worker.
* **Social worker takes measures -** When the social worker gets the Safeguarding Policy Report form for a possible violence against our beneficiary, he/she makes an observation and talks to the possible victim of violence. But, he/she does that in a way the child doesn’t feel like being interrogated or thinks the social worker suspicious about something. Also, the social worker checks the social anamnesis he/she has for every child and family. Only the social worker has access to these files.
* **Reporting to the Center for Social Work -** If the social worker finds that there is violence against the child/vulnerable adults or has a strong suspicion about that, and then he/she reports it to the Department of social services. The jurisdiction of our Center in these cases is to report the violence to the Department of social services.
* **Reporting to the organization –** The reported case will be closed by filling the second part of the Report and put it the records for Safeguarding Policy.

|  |  |
| --- | --- |
| **Stages to follow if the possible abuse is reported to you by a child DO:** | **DO NOT:** |
| **Be supportive** | Panic |
| 1. **Take what the child or vulnerable adult said seriously**
 | Delay |
| 1. **Remain calm**
 | Promise to keep secrets |
| 1. **Use language they understand**
 | Ask leading questions |
| 1. **Explain what may happen next; i.e. that disclosure of relevant information may need to be made to the designated**
 | Ask to repeat the story unnecessarily |
| 1. **Contact Safeguarding Officer Klara Mishel Ilieva or social worker within the organization**
 | Express any own personal opinions aside from your professional service |
| 1. **Write down Safeguarding Policy Report immediately afterwards what was said, including time, place and any other observations; sign and date the record**
 | Discuss the disclosure with anyone other than the designated Safeguarding Officer or project manager |
| 1. **Pass the report to the designated Safeguarding Officer or social worker**
 | Start to investigate by yourself or contact the abuser |

If a child confides in you that abuse has taken place, you have to follow the next tips:

|  |
| --- |
| **Tips for talking to an abused child** |
| *-Avoid denial and remain calm. A common reaction to news as unpleasant and shocking as child abuse is denial. However, if you display denial to a child, or show shock or disgust at what they are saying, the child may be afraid to continue and will shut down. As hard as it may be, remain as calm and reassuring as you can.* |
| *-Don’t interrogate. Let the child explain to you in his or her own words what happened, but don’t interrogate the child or ask leading questions. This may confuse and fluster the child and make it harder for them to continue their story.* |
| *-Reassure the child that they did nothing wrong. It takes a lot for a child to come forward about abuse. Reassure him or her that you take what is said seriously, and that it is not the child’s fault.* |
| *-Safety comes first. If you feel that your safety or the safety of the child would be threatened if you try to intervene, leave it to the professionals. You may be able to provide more support later.* |

**Child-friendly language of the reporting procedure**

At meetings and activities where children are directly involved, children will be informed about Nadez’s safeguarding policy, code of conduct, the existence of the child protection focal person and reporting mechanism in a child-friendly manner. (This is available at heading “About our Safeguarding Policy”, point 7)

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| --- |
| **SAFEGUARDING POLICY ACCOUNTABILITY: MONITORING AND EVALUATION OF THE CHILD SAFEGUARDING POLICY**  |

1. **Responsibility for implementation of CSP**

Everyone has a responsibility for ensuring that Safeguarding Policy is implemented as determined in the policy and procedures define in this document.

The Board of C.S.I. Nadez is ultimately accountable for this policy. The staff and volunteers are also responsible for its implementation.

The President of the organization has overall responsibility for the implementation of the Safeguarding Policy. The President of the organization is also the Management focal person for the Policy. She is Klara Mishel Ilieva.

Contact information:

**E-mail:** klara.ilieva@csinadez.mk

**Number**: 00389 70 254 526

**Deputy:** The project managers

 **2. Monitoring and Evaluation of the implementation of CSP**

CSI Nadez will regularly monitor the implementation of the Safeguarding Policy and its procedures.

The aim of monitoring and evaluation the Safeguarding Policy is to learn from practice case experience, which will contribute to inform policy reviewers and changes to the Safeguarding Policy.

Monitoring and evaluation will be done by checking whether the standards from the Safeguarding Policy are implemented and whether safeguards are working. This will be done by doing a survey among staff members, interns and volunteers on how the standards from the Child Safeguarding Policy are being met, and what need to be improved. Also monitoring will take place, after incidences have occurred, which will be used as a learning process for CSI Nadez and if necessary changes to the Child Protection Policy or reporting procedures. Progress, performance and lessons learned are reported by the Child Protection Focal Person to the Management Board annually.

Every three years, an internal review of the policy will be done. The findings from the review and the recommendations will be presented in front of the Management Board members. After approval of the report and recommendations by the Board, they will be integrated into the policy for its improvement and upgrading.

In addition, when it would be possible and when financial conditions would allow it, an external evaluation would be made for reviewing the policy and practices.

1. **Responsibilities after breaches of the Policy**

Breaches of this policy and failure to comply with these responsibilities may incur the following sanctions:

* For C.S.I. Nadez’s staff and volunteers - disciplinary action leading to possible dismissal.
* For C.S.I. Nadez’s visitors or partners - up to and including termination of all relations
* Where relevant - appropriate legal or other such actions.

|  |
| --- |
| **USEFUL CONTACTS** |

1. **Useful contacts in the organization CSI Nadez:**

President of C.S.I. Nadez: Klara Mishel Ilieva: 00389 70 254 526

1. **Useful contacts in Macedonia**
* Center for Social Work Shuto Orizari: 02/2600-440 076/475-096
* Police: 192
* Employment Agency: 02/ 3111-850
* SOS phone for children and youth 0800 1 2222

**This policy has been reviewed and is recommended for approval by:**

Klara Mishel lieva (signed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

President

# SAFEGUARDING POLICY – ANNEX 1

# CODE OF CONDUCT

**GENERAL STATEMENTS**

**ARTICLE 1**

1. The Code of Conduct of Center of Social Initiatives (C.S.I.) Nadez defines the set of rules for the employees at the organization while completing their everyday working tasks.

2. This Code of Conduct defines the working of C.S.I. Nadez’s staff according to the moral and professional directions and gives instructions for resolving the problems that occur in the working environment.

3. With agreeing to apply the core values of this Code of Conduct all employees give their full contribution to raising the quality of the services our organization delivers, including the project participants, but also wider in the Municipality where the organization works. By respecting this Code of Conduct C.S.I. Nadez ensures to create positive atmosphere between the staff.

**LEGALITY**

**ARTICLE 2**

1. The staff at C.S.I. Nadez is obliged to respect the principle of legality based on the appropriate usage of the decisions of the Assembly of C.S.I. Nadez and the laws in Republic of Macedonia.

2. Each employee is obliged to provide revision of their work to the responsible bodies in the organization, the project coordinator and if needed to other external bodies.

**COMMUNICATION**

**ARTICLE 3**

1. The staff at C.S.I. Nadez should act objectively and fair towards the users of the services and other third parties.

2. The staff at C.S.I. Nadez should respond to all concerns and acknowledgments from their colleges as fast as possible. The response should be made as written or oral announcement to the coordinator of the project and when third parties are included in written document in compliance with the responsibilities in the organization.

3. In performing the everyday activities at the organization, the staff is responsible to apply the general accepted rules of official acting; to communicate with politely, not in a superior way, degrading or indifferent. They are obliged to resolve the misunderstandings in a patient manner without usage of impolite wording. If they note that the resolving of the problems is not possible, they should address the issue to the higher structures of the organization. The staff should avoid provocations and conflicts and they are obliged to give correct and relevant information regardless the ethnic origin, sex or religious background.

4. In case any information is delivered with or by mistake, the staff is responsible to apologize for the inconvenience and any mistake should be corrected as soon as possible. Long telephone calls with the target group should be avoided. Any personal needs (eating, smoking, usage of alcohol, reading of other literature than the one for work) are not allowed. Private dialogue should not be performed with other employees, volunteers, target group or other external partners. All employees should not deliver information that is confidential to other third parties that may harm the reputation of the organization.

**PROFFESIONAL BEHAVIOUR**

**ARTICLE 4**

1. All employees should work professionally and the distribution of services must be in compliance with the satisfaction of the users and partners of the organization.

2. The staff must complete their tasks within the predicted deadlines.

3. The employees must respect the official hierarchy in their work, to complete the tasks and responsibilities coming from their coordinator and the management of the organizations and to be careful with preserving the property of the organization and the tools for working.

4. The employees are allowed to refuse any task that is not described in their working curricula and outside the legal framework or acts in the organization.

5. The staff is allowed to ask for written delivery of their tasks if they were previously given orally, and that are against the legal and moral internal acts of the organization.

6. The staff should not be involved in any financial or other obligation towards external partners or persons. They are not allowed to ask for presents or money for a delivered service and on that way to decrease the reputation of the organization.

7. All employees should continuously increase and strengthen their knowledge and competences with monitoring and examining the legislation, scientific and professional data and literature, to participate on seminars, conferences and any other forms of professional development.

**ARTICLE 5**

1. The staff is expected to take self-initiative when resolving problems. Each employee is responsible to monitor the working process, the performances, collect important data from the work, to detect problems connected with their work and to report to their coordinators.

2. All employees have equal opportunities for success and their position in the organization depends on the working results and the success of each individual.

**INTERNAL COMMUNICATION AND STAFF COOPERATION**

**ARTICLE 6**

1. The staff is responsible to maintain professional communication for completing their work.

2. The staff is responsible to deliver on time all information that is required from them orally or in written document and those deliveries must be true, short and clear.

3. Letter, reports and announcements send via email are part of the official communication that the staff use to inform themselves.

4. Each employee has their own personal computer and they are responsible to open their email regularly, to respond and deliver information via email in a predicted deadline, if required.

5. The project coordinators/managers are responsible to inform the other staff for important activities in the project or the organization in general, as well as, for the objectives that the staff should complete.

6. Each employee is responsible to engage in patient, kind and cooperative communication.

7. The staff is responsible to maintain internal cooperation based on the principles of respect and toleration.

8. All employees, especially project coordinators/managers, are responsible to give their unconditional professional support in mentoring the new staff with transferring the knowledge and experience as important factor for improving the creative potential in the organization and for achieving the objectives and results that the organization has set.

**CONFIDENTIALITY OF INFORMATION**

**ARTICLE 7**

1. All staff is obliged to respect the principles of confidentiality and discretion regulated with the legal prescriptions, valid documents and acts of the organization, with the colleges and the users of the services, as well as, with other third parties.

2. Each employee at C.S.I. Nadez is responsible to stop any dissemination of information from the organization that may affect the reputation of the organization or the colleges.

**CONFILCT OF INTERESTS**

**ARTICLE 8**

1. The employees are not allowed to participate in any activities that may harm the work, interest or reputation of the organization.

2. The employees are not allowed to misuse their work position for engaging in activities for their own personal or family interests.

3. Each employee is responsible to report on illegal work to their coordinator. The reporting should be made if any work is noticed that conflicts the interests of the organization.

4. Irespecting the principles of this Code of Conduct lead to responsibilities for the employee and sanctions according to the legal and normative prescriptions of the organization.

5. This Code of Conduct becomes effective on the day of the signing from the President of the Governing Assembly of C.S.I. Nadez and the Conduct will be published at C.S.I. Nadez’s premises.

6. One week after the signing of this Code of Conduct, each employee will sign a declaration for applying the Code of Conduct. The declaration is effective for new employees also.

# SAFEGUARDING POLICY – ANNEX 2

 **Statement of approval for participation in projects**

****Center for Social Initiatives “Nadez”**

**Statement of approval for participation in projects**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, with an address on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Municipality of Soto Irizarry, approve of my child\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, born on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, to regularly attend and actively participate in the activities that are realized in the Educational Center of the Center for Social Initiatives “Nadez” during the 2017/2018 school year. I am aware that the visit will contribute to his/her greater success in education.

Also, as parent/s, I/we agree to participate in the activities that are organized in the Educational Center, and if necessary, and in the interest of the child, to welcome the educators and social worker to visit my home.

Parent

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# SAFEGUARDING POLICY – ANNEX 3

 **Consent for media publications**

****Center for Social Initiatives “Nadez”**

**Consent for media publications**

I,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,with an address on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Municipality of Soto Irizarry, I agree that my child should be photographed and recorded during the activities and the photos should be used only for the promotion of projects and education of Roma children.

The photos and video materials will be used in media promotion of C.S.I. Nadez and promotion of education of Roma children only and won’t be used for other purposes.

Parent

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# SAFEGUARDING POLICY – ANNEX 4

 **Safeguarding Policy acceptance statement**

****** **Center for Social Initiatives “Nadez”**

**Safeguarding Policy acceptance statement**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, with address of residence \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hired as an employee/volunteer/intern in the project \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ implemented by the Center for Social Initiatives “Nadez”, agree with the principles of the Safeguarding Policy and I commit myself to implement and respect them.

I am informed and I accept that sanctions will follow if I do not adhere to the Safeguarding Policy principles.

Name, surname and signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# SAFEGUARDING POLICY – ANNEX 5

 **Consent to use and process personal data**

****** **Center for Social Initiatives “Nadez”**

**Consent to use and process personal data**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, with address of residence \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, in the role of parent/guardian of the child \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, give consent for use and processing of personal data that will be used exclusively for the purposes and programs of C.S.I. “Nadez”.

The personal data will be collected for clear, specific and legally determined purposes and will be processed in a manner consistent with those objectives.

When personal data is used for the purposes of Article 5, paragraph 2 (according to the Law on Personal Data Protection), the right to protection of the privacy of the personal and family life of the entity must be respected.

The Controller is responsible for the quality of the protection of the personal data in accordance with paragraph 5 of Article 1.

Parent Controller

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# SAFEGUARDING POLICY – ANNEX 6

# Safeguarding Report Form

****** **Center for Social Initiatives “Nadez”**

**Safeguarding Policy Report Form**

If you have information that a child/vulnerable adult might be at risk of harm, please complete this form to the best of your information. Please note that child protection concerns must be reported directly to the Safeguarding Focal Person (preferably within the same working day) – depending on the urgency. Safeguarding Focal Person will hold the report in a safe and secure place and treat it with full confidentiality. Confidentiality must be achieved at all times. Information must be shared only on the basis of necessity of the knowledge of it, i.e. only if this will protect the child.

First part -

1. Details of the person filing a report

|  |
| --- |
| Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Position/job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Contact details -Phone Number and E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Nature of your contact with the child: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. ***Details of the child/vulnerable adult***

|  |
| --- |
| Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Child’s gender/Vulnerable adult’s gender: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date of Birth or Child’s age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Child’s Address/Vulnerable adult’s Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Child’s parents/guardians/ those who take care about him/her: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| The names and addresses of parents/guardians/those who take care fort him/her:Has any treatment been given to the child?Treatment given by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Taken to hospital YES \_\_\_\_ NO \_\_\_\_\_\_\_\_\_\_\_\_\_If the answer is yes, which hospital and how taken \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. ***Details of the incident/concern***

Date of occurrence of the incident/concern: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time of the alleged incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place/location of the alleged incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Was the incident: ⃝ observed by you ⃝ Suspected ⃝ Disclosed by someone else\*

\*If the concern was shared by someone else, please state who and the relationship to the child

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Names and addresses of other people who may have information regarding the concern/incident:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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What happened? If you include personal observations, please make sure a distinction between the facts and the opinions.

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Describe in detail visible injuries and disturbing behavior of a child/vulnerable adult (motional state etc) , if there are any --------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Was the child/vulnerable adult asked about the incident? If yes, how did you respond to him/her?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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If YES, state exactly with his/her/their words what he/she/they have said, and state any question asked, if there was a need to clarify the incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are there any other children at risk or harm/Are there any other adults in risk or harm?

***---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------***

***Details of actions taken***

Please, describe in detail which actions, if any, you have taken?

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1. Other information

Please write any other information you might have, regarding this event. Please pass all the information, even those you may think are not relevant

Name and Surname ----------------------------------------------------------------------------------

Date --------------------------------------------------------------------------------------

Signature --------------------------------------------------------------------------------------------------------

**Second part**

For completion by the Safeguarding Focal person/ or Social Worker:

Incident investigated: Yes No

Written investigation report: Yes No

Details of actions taken \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In order to determine the cause of the incident or accident, it may be appropriate to interview parties who were involved. Witness detail, statements, etc. can be added here \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How the case is closed / resolved? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_----

Name and Surname ----------------------------------------------------------------------------------

Date --------------------------------------------------------------------------------------

Signature --------------------------------------------------------------------------------------------------------

1. Source: United Nations: [Convention on the Rights of the Child](http://www.ohchr.org/EN/ProfessionalInterest/Pages/CRC.aspx) [↑](#footnote-ref-2)
2. Source: [Safeguarding matters](http://www.safeguardingmatters.co.uk/the-new-disclosure-and-vetting-service/in-the-news/recent-cases-relating-to-vulnerable-adults/) [↑](#footnote-ref-3)
3. Source[: Child protection fact sheet: The definitions and signs of child abuse. NSPCC, 2009](http://www.ncl.ac.uk/studentambassadors/assets/documents/NSPCCDefinitionsandsignsofchildabuse.pdf) [↑](#footnote-ref-4)
4. Source: [Child protection fact sheet: The definitions and signs of child abuse. NSPCC, 2009](http://www.ncl.ac.uk/studentambassadors/assets/documents/NSPCCDefinitionsandsignsofchildabuse.pdf) [↑](#footnote-ref-5)
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6. Source: [Child protection fact sheet: The definitions and signs of child abuse. NSPCC, 2009](http://www.ncl.ac.uk/studentambassadors/assets/documents/NSPCCDefinitionsandsignsofchildabuse.pdf) [↑](#footnote-ref-7)
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11. Source: [SABP Safeguarding](http://www.sabp.nhs.uk/advice/safeguarding/safeguarding-adults), 2012 [↑](#footnote-ref-12)
12. Source: [International Labour Organization 2013](http://www.ilo.org/ipec/facts/lang--en/index.htm) [↑](#footnote-ref-13)
13. Law on Protection of Children, Official Gazette of the Republic of Macedonia, No. 27/16; available at the following ling from the official web site of the Ministry of Labor and Social Policy of Macedonia <http://mtsp.gov.mk/content/%D0%97%D0%90%D0%9A%D0%9E%D0%9D__%D0%97%D0%90_%D0%97%D0%90%D0%A8%D0%A2%D0%98%D0%A2%D0%90_%D0%9D%D0%90_%D0%94%D0%95%D0%A6%D0%90%D0%A2%D0%90_%D0%BA%D0%BE%D0%BD%D1%81%D0%BE%D0%BB%D0%B8%D0%B4%D0%B8%D1%80%D0%B0%D0%BD_%D1%82%D0%B5%D0%BA%D1%81%D1%82_juli_2016%D0%B3____.PDF> [↑](#footnote-ref-14)