

Child Protection & Safeguarding Policy

1. Introduction

The Butterfly Tree Charity, founded in 2006, supports Zambian orphans and rural communities decimated by the HIV and AIDS pandemic. The charity ensures that all donor funds go directly into grassroot projects, and no personal fees or administration costs are deducted, consequently the charity is run entirely by UK and Zambian volunteers. The Butterfly Tree Charity is committed to the welfare and the safeguarding of children, young people, and vulnerable adults within all the activities that we undertake. We believe that the welfare of the child is paramount. The United Nations Convention on the Rights of the Child (UNCRC) declares that every child has the right to enjoy childhood. All children without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality, or beliefs.

Sadly, there is a lack of Child Protection and Safeguarding in Zambia. Child abuse and neglect are prevalent, and processes and procedures dealing with such concerns are different to the UK. Many families, including children, survive on less than £2 a day and do not have access to basic needs such as nutritional food and water. As a charity we strive to prevent and tackle child abuse, and to encourage children's rights, including the right to education and will continue to work with traditional leaders and the authorities to raise awareness of child protection. Any form of child abuse that is reported to us will be acted upon in accordance with the local law and procedures. If the abuse involves a UK citizen, information about that person will also be passed on to the Independent Safeguarding Authority (ISA) or its equivalent for non-UK volunteers. Any abuse caused by our volunteers, whether local or international, will not be tolerated and will be acted upon.

We deem all beneficiaries of the charity, regardless of their age, in the communities that we work in, to be vulnerable due to their situation and extreme poverty levels. The Safeguarding and Child Protection Policy uses the word vulnerable to describe the situation created by the social and economic environment that many adults are living in, rather than local vulnerability to any individual in terms of their personal characteristics. Poverty can result in adults suffering significant ill health, both physically and psychologically, exposing them to the risk of exploitation and coercive practices. The term is not meant to patronize any adult but to recognize the challenges people face. The Butterfly Tree supports adults primarily through health centres, women's shelters, and community projects.

The Butterfly Tree is committed to treating everyone with respect and dignity. All concerns and allegations of abuse will be taken seriously by the Trustees and will be responded to appropriately as outlined in the Policy. It is an active document that runs closely alongside our Volunteer Code of Conduct (section 6 below) for which all volunteers must read, sign and adhere to. Both documents outline our minimum expectations of behaviour to ensure that child protection and safeguarding are at the core of our project delivery. We are not a volunteer hosting charity, therefore volunteers with The Butterfly Tree must ensure that they hold an adequate level of insurance and a visa to cover any volunteer activities and stay. Volunteers are responsible for

organising their own accommodation, transport to and from the project, and seeking travel health and immunization guidance before travel.

For the purposes of The Butterfly Tree Safeguarding and Child Protection Policy, adults supported by the charity are deemed to be vulnerable through circumstances arising primarily, but not exclusively, from extreme poverty.

Volunteers must be sensitive to the power relationships that can exist where adults are compromised due to lack of resources or disabilities. Volunteers must avoid making promises that cannot be kept, such as offering to support a person or family financially without intention or ability to follow through. The giving out of gifts, food or money to individuals can only be done by prior arrangement with The Butterfly Tree Charity. Romantic and sexual relationships with beneficiaries of The Butterfly Tree Charity are strictly prohibited and cases of such will be dealt with in accordance with our Safeguarding and Child Protection Policy Procedures.

All volunteers and associates of The Butterfly Tree must follow the procedures set out in the Safeguarding and Child Protection Policy should they suspect that any adult beneficiary of the charity is suffering abuse or is at risk of significant harm. Volunteers will be asked to read, understand, and sign the Whistle Blowing Policy at the same time as the Safeguarding and Child Protection Policy when applying to volunteer with The Butterfly Tree. The Whistle Blowing Policy sets out the procedures that should be followed by volunteers if they suspect any wrongdoing other than those concerns which are related directly to Child Protection and Safeguarding.

2. Named Persons for Safeguarding

<p>Name of Safeguarding Lead: Jane Kaye-Bailey – Chairman & Founder of The Butterfly Tree Charity (UK based) - +44 (0) 203 161 5877 & +44 7535 424416.</p>
<ul style="list-style-type: none"> - Oversees all safeguarding allegations and concerns relating to Butterfly Tree volunteers, visitors, donors and Trustees.
<ul style="list-style-type: none"> - Responsible for referring all safeguarding allegations relating to Butterfly Tree volunteers, visitors, donors and Trustees to the Local Authority Designated Officer, Independent Safeguarding Authority, and the Charity Commission.
<p>Name of Deputy Safeguarding Lead: Natasha Mufaya – Trustee of The Butterfly Tree Charity NGO (Zambia based).</p>
<p>Emergency Contact No (Zambia): Natasha Mufeya +260 (0) 979787745</p>
<ul style="list-style-type: none"> - Oversees all safeguarding allegations and concerns relating to orphans and other beneficiaries of The Butterfly Tree NGO in Zambia.
<ul style="list-style-type: none"> - Responsible for referring allegations against a Butterfly Tree volunteer, visitor, donor, or Trustee in Zambia to local Zambian police, when deemed appropriate.

3. Recognising the Signs and Symptoms of Abuse

It is important that all volunteers understand the different forms of abuse that some children may experience, and the signs and symptoms of such abuse.

There are four types of abuse which can cause long term damage to a child, a young person, or a vulnerable adult.

PHYSICAL ABUSE: May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent/carer fabricates the symptoms of or deliberately induces illness in a child.

EMOTIONAL ABUSE: 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 in so far as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or "making fun" of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, (including cyber - bullying) causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

SEXUAL ABUSE: Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing, they may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

NEGLECT: In the UK neglect is defined as 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. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. However, failing to meet a child's need for food, shelter etc. when you live in extreme poverty is not neglect, it is poverty. When a Zambian family has the means to provide food, basic needs, shelter and hygiene for their child/children and chooses not to provide them, then this could be classed as neglect.

Possible signs of abuse include:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries or the explanation of the cause of the injury is does not seem right.
- The child discloses abuse or describes what appears to be an abusive act.
- Someone else (child or adult) expresses concern about the welfare of another child.
- Unexplained change in behaviour such as withdrawal or sudden outbursts of temper.
- Inappropriate sexual awareness or sexually explicit behaviour.
- Distrust of adults, particularly those with whom a close relationship would normally be expected.
- Difficulty in making friends.
- Eating disorders, depression, self-harm, or suicide attempts.

4. Safe Volunteer Recruitment

The Butterfly Tree Charity is aware that sometimes there are people who volunteer or seek to volunteer, with children and young people, who may pose a risk to children and who may harm them. We have a clear process for recruiting volunteers to help reduce this risk. Even if we know someone very well, we ensure that they go through the same recruitment and selection process as those whom we do not.

Our volunteer recruitment procedure:

- Prospective volunteers must complete an application form, CVs are not accepted, which we will use to assess the candidate's suitability for the role.
- We show our commitment to safeguarding and protecting children and provide all prospective volunteers with a copy of the Child Protection and Safeguarding Policy, which they must read and sign before commencing volunteering.
- Check the candidate's identity by asking them to provide photographic ID.
- Face-to-face interviews are always conducted with pre-planned and clear questions, if not in person these are performed via Skype video link. If necessary, check if the candidate holds any relevant qualifications they say they have.
- Apply for a DBS check through an umbrella body or request a recent copy (no older than 3 years), or equivalent for non UK volunteers such as a 'fit-person' check.
- Request a recent professional reference for all volunteers that will be undertaking direct volunteer activities with children and young people.
- Ensure that all volunteers have read, understood, and signed the Volunteer Code of Conduct.
- A face-to-face induction in person or via an online meeting platform will be provided for all volunteers undertaking direct volunteer activities with children and young people that will include a briefing on child protection issues.
- Whilst in Zambia, local Butterfly Tree volunteers and the community will observe and provide feedback on the volunteers' progress and performance via regular email correspondence through our lead Zambian volunteers to the Chairman Jane Kaye-Bailey. Lead Zambian volunteers are listed in **section 6** below.

5. Management and Supervision of Volunteers

It is important that all volunteers have an opportunity to discuss with a senior representative of The Butterfly Tree Charity any safeguarding matter giving them concern and this is best done by providing regular remote supervision via email, WhatsApp, and face to face by Zoom.

All volunteers will be assigned a lead Volunteer of The Butterfly Tree in Zambia to supervise their activities in country, and a UK volunteer will provide online support and supervision on a regular, but remote basis depending on the duration of the volunteers stay and type of activities undertaken by the volunteer.

Our lead Zambian volunteers have many years of experience, volunteering with us and coordinate in-country projects and volunteer activities. These lead volunteers do not supervise international volunteers all the time, as international volunteers will be allocated supervisors depending on their role for example:

- **Education** – a volunteer will be working alongside a teacher at the school.
- **Health Centre** – a volunteer will be taken to meet the District Health Officer for his approval and will then be supervised by a qualified medical person when working in a local clinic.
- **Community** – any other activities such a building community houses will be supervised by a volunteer member of The Butterfly Tree.

The lead volunteer will liaise regularly with the international volunteer's allocated supervisors and provide the Chairman with regular updates. The lead volunteer will meet with the international volunteer directly at key points throughout their volunteering period to check on progress, achievements and any concerns that may have arisen.

Zambian Butterfly Tree lead volunteers include:

- **Rev. Presley Mulenga** Trustee and Vice-Chairman for The Butterfly Tree Charity. Tel: +260 (0) 97469018
- **Natasha Mufeya** Trustee and manager of The Butterfly Tree Orphan Sponsorship Programme in Zambia. Tel: +260 (0) 954952290

We recognise the stressful and traumatic nature of child protection disclosures; therefore, any volunteer who experiences a disclosure will receive support via Zoom call supervision and a debriefing session. If required, further supervision sessions may be provided depending on the severity of the incident or disclosure and trauma experienced by the volunteer.

All local and international Butterfly Tree volunteers will sign and abide by the Volunteer Code of Conduct. The Butterfly Tree holds two versions of the Volunteer Code of Conduct, one for local Zambian volunteers and another for international volunteers.

6. Volunteer Code of Conduct

The Butterfly Tree volunteers are in a position of trust and will be seen by others and the community as representatives of The Butterfly Tree Charity and therefore must respect both the local people and the charity's reputation. Therefore, anyone volunteering with or through The Butterfly Tree Charity must adhere to the following code of conduct:

1. Read and follow The Butterfly Tree Charity's Child Protection & Safeguarding Policy. We take child protection and safeguarding very seriously and encourage you to do the same.
2. Always act professionally and in a way, which supports and upholds the reputation of The Butterfly Tree Charity.
3. Avoid talking to the press if requested to or releasing information publicly, including but not limited to publishing videos, photographs, statements, articles or reports on social media or any other forms of media sharing or public forum about The Butterfly Tree Charity that may compromise our image and be contrary to our values, without gaining prior consent from the charity.
4. You should not act outside the scope of your role or undertake any volunteer activity you do not feel prepared for or able to do in accordance with your own knowledge, professional training, and experience. Always seek guidance if unsure or concerned.
5. Be aware that local communities may have different values and customs to you, so please demonstrate sensitivity for the customs, practices, culture, and personal beliefs of others. Please do reserve judgement and respect their opinions and beliefs.
6. Comply with prevailing laws and do not encourage, assist, or collude with others who may be breaking them. Remember, if you break the law of the country, you are in, you risk facing the local legal system.
7. Preserve all confidential and personal data and share any safeguarding or other concerns that you may have with senior representatives of the charity without hesitation.
8. Whilst volunteering with the charity volunteers must not use, possess, or be under the influence of alcohol or illegal drugs.
9. It is important to wear appropriate clothing whilst in the villages; shorts and skirts must be a minimum of knee length and revealing tops should be avoided e.g. vest tops or low-cut tops or garments that contain offensive or objectionable material. This is to avoid offending any villagers. Wearing expensive jewellery and accessories is not recommended.
10. Do not use bad language as local people are likely to find it offensive.
11. Photographs and videos can be taken whilst volunteering, but please ask any individuals for their permission before taking photographs of them.
12. Money and gifts are not to be given to individuals. All money should be donated through The Butterfly Tree Charity website, and gifts should be given to senior representatives of the charity to be distributed where it is most needed. Please refrain from giving sweets, other items, or money to begging children, as this does not help in the long term and can encourage begging and discourage school attendance.
13. Do familiarise yourself with the surroundings and customs and remain vigilant of any potential risks or dangers whilst volunteering, such as avoiding isolated routes if walking alone. If you are unsure, ask a representative of The Butterfly Tree Charity and always avoid putting yourself or others at risk.
14. Bringing friends or tourists to the village or inviting them to join in with your volunteer activities is not permitted, unless prior agreement has been made with senior representatives of The Butterfly Tree Charity.
15. It is not permitted to buy alcohol for peer educators and any other beneficiaries (any person involved with or benefitting from The Butterfly Tree Charity – this strictly includes all children, young people, and vulnerable adults) of the charity.
16. Avoid smoking in view of villagers and The Butterfly Tree Charity beneficiaries.

17. As a volunteer you are in a position of trust and must not engage in any form of romantic or sexual relationship with children, young people, or any other beneficiaries, including vulnerable adults. Any relationship with a child or young person under the age of 18 will be reported to the police.
18. Any behaviour of an aggressive nature or otherwise, towards beneficiaries or village members will not be tolerated. Please be aware that any abusive behaviour of a verbal, emotional, physical, or sexual nature towards children or young people will result in the immediate termination of your volunteering as well as police involvement, if deemed necessary.
19. We discourage volunteers from connecting via any forms of social media including Facebook with children, young people, orphans, Peer Educators, or other beneficiaries during or after volunteering with The Butterfly Tree Charity. This is to protect both the volunteer and our beneficiaries. If asked to connect on social media, please politely refuse and state that you are not permitted to as a volunteer.
20. All volunteers must remember that you're in a professional and responsible position and therefore must not invite beneficiaries (regardless of age), including orphans and peer educators, on unauthorised trips, activities or days out e.g. swimming, safari, visiting bars, trips to the falls, meals or to events etc. without prior permission from the charity.

7. Safeguarding Orphan Sponsorship

The Butterfly Tree is fully committed to protecting the security, privacy and dignity of its orphans and their families and guardians. The Butterfly Tree Charity recognises that there are risks presented in orphan sponsorship and whilst the majority of sponsors mean well and help orphans to thrive and achieve, there are rare exceptions of people that may want to sponsor a child for the wrong reasons.

It is important for us to understand that many orphans have experienced traumatic life experiences, loss and even abuse and are exceptionally vulnerable and must be protected emotionally and physically. Therefore, we follow strict guidelines to ensure that sponsorship is a positive experience for both the sponsor and most importantly the child. The procedures detailed in this section are in place to ensure the safety and welfare of children, and to offer them protection from exploitation or abuse. These conditions are as follows:

- The exact location of where a child lives will not be provided. Sponsors will only receive the name of the child and the name of the zone that they live in.
- The Butterfly Tree will not publish or make public the address of any of the children or their families.
- Sponsorship is based on the agreement that donors will not attempt to contact the orphan or their family by any means without the specific permission of The Butterfly Tree if deemed appropriate.
- Photographs and other data posted on the website are for the purpose of supplying potential sponsors with relevant information about the orphan's welfare programme. The information and photographs may not be downloaded, copied or replicated without the express permission of The Butterfly Tree.
- The Butterfly Tree must abide by data protection laws and therefore does not give out the orphans' date of birth or their home address.

- Two-way communication with individual orphans is not permitted. The main reason for this is that the orphans have suffered a great loss and could assume that a sponsor replaces their parents. On many occasions we have had sponsors drop off due to change of circumstances and this could significantly affect the orphan's mental health, if a relationship has been built, creating a sense of further loss. In addition, orphans may have expectations to meet or visit the sponsor, which is almost never possible.
- In exceptional circumstances, the donor may visit the orphan at their own expense, provided written permission is obtained in advance. The visit will take place in a public place, not in the child's home, and will be supervised at all times by a member of The Butterfly Tree Charity.
- We will not allow unannounced visits to the sponsored orphan.
- Gifts and/or written correspondence for orphans will be thoroughly checked by members of the Butterfly Tree before being given to a sponsored child, this is to ensure the gift or content of a letter is appropriate and that personal details are not being shared.
- The most important thing from sponsorship is that sponsors are offering vulnerable children hope by giving them an education.

8. Allegations Against Volunteers

- Any allegations made against a volunteer in Zambia should be discussed with the local and UK senior representatives, including the Chairman Jane Kaye-Bailey. These allegations may be passed onto the local Zambian Police Authorities to be dealt with in accordance with local law. If the volunteer is a British Citizen, this information will also be shared with the appropriate authorities in the UK. If the volunteer is of any other nationality this information will be shared with the relevant authorities in their home country.
- Any allegations made against a volunteer in the UK should be discussed with the Local Authority Designated Officer (LADO).
- If the allegation is about a lead person who is British Citizen in The Butterfly Tree Charity, then the matter should again be discussed with the Local Authority Designated Officer (LADO).
- In all cases the charity must ensure that that the child is safe and away from the person against whom the allegation is made.
- Regardless of whether a police and/or Children Social Work Service investigation follows, an internal investigation should take place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident. The Butterfly Tree Charity will inform the Charity Commission of all allegations made and significant concerns raised.

The contact details of the LADO can be found on your local Children's Safeguarding Board website.

These procedures must be followed in any case in which it is alleged that a trustee, visiting professional or volunteer has:

- a. behaved in a way that has harmed a child or may have harmed a child.
- b. possibly committed a criminal offence against or related to a child.
- c. behaved in a way that indicates s/he is unsuitable to work with children.

Inappropriate behavior by trustees/volunteers could take the following forms:

- Physical includes, for example, intentional use of force as a punishment, slapping, use of objects to hit with, throwing objects or rough physical handling.
- Emotional includes, for example, intimidation, belittling, scapegoating, sarcasm, lack of respect for children's rights, and attitudes which discriminate on the grounds of race, gender, disability or sexuality.
- Sexual includes, for example, sexualised behaviour towards pupils, sexual harassment, sexual assault and rape.
- Neglect may include failing to act to protect a child or children, failing to seek medical attention or failure to carry out appropriate/proper risk assessment etc.

A safeguarding complaint that meets the above criteria must be reported to the Chairman, Jane Kaye-Bailey, immediately. If the complaint involves the Chairman, then the next most senior member of the Board of trustees must be informed. The Chairman or other trustee should gather as much information about the alleged incident as possible to establish whether there is substance to the allegation. The Chairman or trustee should then contact the local authority designated officer (LADO) if the allegation is made in the UK or regarding a British Citizen. Chairman or trustee should not carry out any investigation or directly interview an individual about whom there is a concern, until the above process has been duly completed and relevant partners have been consulted.

A multi-agency allegations management meeting may be arranged to look at the complaint in its widest context, the Chairman / trustee must attend this meeting, which will be arranged by the LADO. All issues must be recorded, and the outcome reached must be noted to ensure closure.

In many cases it may be appropriate to provide further training and support to trustees/volunteers and ensure that they are clear about the expectations for their conduct.

In more serious cases, allegations may be investigated under formal disciplinary procedures and, where allegations are upheld, formal warnings are issued as well as specific training and support. In cases where children/young people may be at further risk and/or evidence/witnesses may be compromised and/or the allegations are so serious that they may, if upheld, constitute gross misconduct, suspension of the trustee/volunteer may be appropriate.

Any trustees/volunteers who are dismissed by The Butterfly Tree Charity for gross misconduct or cumulative misconduct relating to safeguarding of children/young people will be referred to the DBS (or equivalent if a non-UK volunteer) for consideration of barring. If a volunteer has harmed or posed a risk of harm to vulnerable groups including children, The Butterfly Tree is legally required to forward information about that person to the Independent Safeguarding Authority (ISA) within the UK. An equivalent to ISA would be sought if the volunteer's home country is not the UK. It is a criminal offence not to do so. Should The Butterfly Tree believe that the person has committed a criminal offence, we will pass the information to the police in both Zambia and the volunteers' home country.

Our safeguarding procedures apply to all representatives of The Butterfly Tree Charity irrespective of role or status. Any concerns about trustees/visitors/volunteers etc. should be reported to the named safeguarding officer shown in 'section 2' of this policy and will follow the procedures outlined above.

9. Our Role in Preventing Abuse

We strive to identify and provide opportunities for children and young people, along with the community, to develop skills, concepts, attitudes and knowledge to promote their safety and well-being. In our work to protect children and vulnerable people The Butterfly Tree continues to provide peer led education programmes that aim to raise awareness in schools and communities on issues such as sex and relationship education to help prevent and tackle abuse. Training is provided to our Zambian volunteers on working effectively with young people to provide excellent standards of informal education and factual information. Knowledge is shared in schools through our Peer Educators and to small, facilitated groups through our orphan mentoring programme that includes discussion and delivery of subjects such as relationships, sexual health, consent, body image, friendship, drugs and alcohol awareness, gender and identity, bullying, emotions, culture, sexual exploitation and online safety. Our Zambian volunteers are trained by highly experienced and qualified international volunteers.

The Charity's trustees are made aware of issues affecting local people and the forms of abuse that can be found in the communities that we work in, by regular sharing of information through annual AGM's and email correspondence, ensuring that information is delivered in a confidential manner.

10. Recording and Managing Confidential Information

- The Butterfly Tree is committed to managing confidential information safely. All confidential information is held the Chairman, Volunteer Coordinator and Finance Advisor only in secure paper and electronic files.
- The information revealed in a DBS is considered only for the purpose for which it was obtained. The DBS will be destroyed after a suitable period has passed – usually not more than 6 months.
- All children and young people have a right to confidentiality unless the charity considers they could be at risk of abuse and/or harm by not sharing this information through the correct procedures.

11. Distributing/ Reviewing Policies and Procedures

- The Butterfly Tree' Child Protection and Safeguarding Policy and Volunteer Code of Conduct are reviewed annually and signed off by the Board of Trustees.
- Our Child Protection and Safeguarding Policy and Volunteer Code of Conduct are prominently displayed on our website and a copy is provided by email to prospective and

current volunteers. Paper copies of the policy and code of conduct are kept with The Butterfly Tree NGO in Zambia.

12. Responsibilities of The Board of Trustees

- This policy is approved and endorsed by the Board of Trustees and applies to all Trustees and volunteers of The Butterfly Tree Charity. The Butterfly Tree Trustees understand that they are ultimately accountable for all that happens within the charity and that includes the implementation of effecting safeguarding procedures.
- All Trustees understand their legal duties and responsibilities.
- Trustees will ensure that this Child Protection and Safeguarding Policy is implemented effectively.

As a volunteer of The Butterfly Tree Charity, I confirm that I have read and fully understood this Child Protection and Safeguarding Policy and that I will adhere strictly to all the provisions therein by completing and signing in the spaces provided below.

Volunteer Name.....

Volunteer Role.....

Signature.....

Date.....

Appendix 1: The Butterfly Tree Charity - Cause for Concern Form

Section 1: Details of Person Making the Report			
Name:		Tel. Number & E-mail	
Relationship with The Butterfly Tree		Relationship to Child	
Date report submitted		Submitted to (Name & role)	

Section 2: Details of Concern			
Was the concern (please tick):			
Observed	Reported by a child	Reported by a Third Party	
If reported by a third party, please state their name & relationship to the child:			
.....			
Details of Child/Children involved:			
Name	Age	M/F	Contact Details
<u>DETAILS OF Concern (What happened; When; Where; Who was involved)</u>			
<u>What does the child want to happen?</u>			

Section 3: Details of Initial Response
<u>Discussion with Safeguarding Officer: Date/Time:</u>
Agreements:

Is there a trusted adult who can be contacted to support the child?

Name of Trusted Adult:

Relationship to Child:

Contact Details:

Details of Discussion & Agreements with Trusted Adult:

What actions were taken to ensure the immediate safety of the child?

Was the case referred to the police or other agencies? YES / NO

If yes, please give details. If no, please give reasons.

Section 4: Follow Up Action – by The Butterfly Tree & other agencies (To be completed by the Safeguarding Officer)

Date	Description of Decisions /Action taken/Outcomes

Section 5: Closure & Summary (To be completed by the Safeguarding Officer)

Reasons for Closing the Concern:

Learning: What can we learn from this concern that will help improve practice in the future?

**Closure Approved
by
(Signature)**

Date

Appendix 2: Steps to Take

3. What to Do if You are Concerned About a Child or Vulnerable Adult Whilst Volunteering in Zambia

It is important that you treat any allegations or concerns extremely seriously. Never think that someone else may be dealing with it. If you are worried about a child, always act on that concern – it is better to be safe than sorry.

If a Butterfly Tree volunteer receives information that a child or vulnerable adult may be at risk of, or experiencing harm they must follow the following stages immediately:

Stage 1

- Notify The Butterfly Tree's Named Person for safeguarding (above) immediately.
- Initially talk to a child/young person/vulnerable adult about what you are observing. It is okay to ask questions, *for example: "I've noticed that you don't appear yourself today, is everything okay? But never use leading questions.*
- Listen carefully to what the child/vulnerable adult has to say and take it seriously. Act at all times towards the child/vulnerable adult as if you believe what they are saying.
- It is not the responsibility of the volunteer to investigate incidences of suspected abuse, but to gather information and refer only. Your role is to gather the basic facts, not to conduct an investigation.
- Always explain to children, young people or vulnerable adults that any information they have given will have to be shared with others, if this indicates they and or other children/ vulnerable adults are at risk of harm.
- Record what was said as soon as possible after any disclosure; the person who receives the allegation or has the concern, should write a statement on The Butterfly Tree Charity's cause for concern form (see appendix 1) and ensure that it is signed and dated. The contents of the statement should include:
 - Date and time of notification
 - Young person's/vulnerable adult's name
 - What was said
 - Actions to be taken (both internal and external actions - based on the issues raised in the allegation. E.g., Notify a responsible person for safeguarding in the UK and/or Zambia.
 - Respect confidentiality and file documents securely.

Stage 2

- The Named Person(s) should take immediate action if there is a suspicion that a child or vulnerable adult has been abused or likely to be abused. In this situation the Named Person should contact the Zambian Police and Department of Social Welfare Child Protection Unit.
- NB Parents / carers will need to be informed about any referral unless to do so would place the child at an increased risk of harm.

How a volunteer should respond to the child or young person in the case of a safeguarding disclosure:

Receiving a disclosure can be very distressing, but it is important that we keep as calm as possible to enable the young person to tell their disclosure.

- Listen to the child and believe them.
- Keep calm and do not panic, never show that you are shocked or upset in front of the child.
- Do not stop or interrupt the child when they are speaking.
- Do not seek help whilst the child is talking to you, listen to them until they have finished disclosing all the information they wish to.
- Keep good eye contact and body language.
- You cannot keep what they have shared with you a secret, if they ask you not to tell anyone, be honest and do tell them that you must share the information with someone else.
- Do be aware that the child may have been threatened.
- Assure them that they are not to blame for the abuse.
- Never ask leading questions e.g. did your uncle do this to you? Do use open questions e.g. who did this to you, where did it happen, when did it happen, what happened?
- Try not to repeat the same questions to the child.
- Never push the child for further information.
- Do not fill in their words or their sentences.
- When you record the information in writing after the disclosure use their words only e.g. if they called a part of their body by a certain name, you must write that word they used and not translate it into the biological word that you think it is.
- If they point to parts of their body when disclosing, rather than saying the actual word, write down where and what they pointed to.
- Never make assumptions and remember accuracy is extremely important.
- Let the child know what will happen next with the disclosure.
- If the child is in immediate danger, you must ensure that help is sought immediately, act without delay, whilst the child is safely supervised. Inaction may place the child in further danger.
- Reassure the child that they were right to tell you.
- Write down accurately what the child has told you in their words, include your full name, their name, the place of disclosure, date, time and sign as described above.
- These notes are essential for the child protection officer, even the police to decide what the right action to take for that child is. The police may use these notes as evidence.
- Report the disclosure immediately to the child protection officer in Zambia and the UK. Do not hold onto the information. It is important to share this on the same day as the disclosure, as soon as possible after the disclosure has taken place.
- The child protection officer will deal appropriately with the referral that you make to them.
- You should never investigate the abuse yourself.
- Ensure that you seek support from a Butterfly Tree named child protection officer to debrief and discuss the disclosure. We are aware that disclosures can be distressing, so it is good to talk them through.
- Child protection and safeguarding disclosures are highly confidential. Do not share the disclosure with anyone other than the named child protection officers for The Butterfly Tree Charity.