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**Safeguarding Policy**

**Version Control**

**Version number 2.1**

**Date effective from 6th March 2025**

**Next planned review date 6th March 2025**

**Owner Kate James : Chairperson**

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We are committed to reviewing our policy and good practice at least every 24 months.

**Next review due by date: 6th March 2027**

**Signed:**



1. **Zambia and Malawi Community Partnership**

ZMCP is a UK charity which operates in Zambia and Malawi. The charity activities are undertaken through Partners located on the ground in Zambia and Malawi.

The charity runs a scholarship program for around 30 young adults in Zambia. The day-to-day operation of this is managed by our Partner, Zambia Scholarship Fund, a US registered NGO with a Zambian registered entity operating from Kasama.

In Malawi the charity works on a holistic set of development projects through its Partner Tafika Youth Organisation (a Malawi Registered CBO) based in Mzuzu.

1. **Safeguarding definition, principles**

**2.1 Definitions:**

Safeguarding is the process of protecting people from abuse or neglect, enabling them to maintain

control over their lives and make informed choices without coercion. It involves empowering people,

consulting them before taking action unless someone lacks the capacity to make a decision, or their

mental health poses a risk to their own or someone else’s safety, in which case, always acting in his or her best interests

**2.1 Principles:**

**Prevention –** The act of organisations working to stop abuse before it happens, raising

awareness, training staff and making information easily accessible are all ways that they can

demonstrate prevention measures and encourage individuals to ask for help.

**Empowerment –** Ensuring people are supported and confident in making their own

decisions and giving informed consent.

**Protection –** Organisations put measures in place to help stop abuse from occurring and

offer help and support to those at risk.

**Proportionality –** Ensures that services take each person into account when dealing with

abuse, respecting each individual and assessing any risks presented, taking a proportionate

and least intrusive response to the issue presented.

**Partnership –** Forming partnerships with local communities and other appropriate

organisations provides the opportunity to work together, to create solutions, so as they can

assist in preventing and detecting risk and abuse.

**Accountability –** Safeguarding is everyone’s responsibility and accountability and having

complete transparency in delivering safeguarding practice makes sure that everyone plays

their part when it comes to safeguarding children.

1. **Policy statements**

This policy covers all those conducting ZMCP business, including: ZMCP Trustees and ZMCP volunteers directly representing ZMCP and Partners. Given the complexity of some safeguarding issues, this policy may not cover all issues that arise. In such cases judgements will need to be made on a case-by-case basis, communicated to the Chairperson.

In addition to the elements of this ZMCP Safeguarding Policy which primarily relate directly to the ZMCP’s own operations and activity in the UK, ZMCP actively promotes the critical importance of safeguarding throughout its work overseas.

3.1 ZMCP commits itself to an ethos of ‘do no harm’ and has high expectations from all who work for and represent the Partnership. We take seriously all those affected by our work and we have a zero-tolerance policy to the abuse of power, bullying and harassment, or other forms of misconduct, whether related to children or adults.

3.2 ZMCP is committed to the protection of all, including children and vulnerable adults and to the rights of the child and has responsibility to ensure that those rights are upheld. We do not tolerate any violation or infringement of those rights and strive to ensure that the needs, dignity and safety of all children and vulnerable people, regardless of gender, ethnicity, faith, ability or culture, are protected in our work.

3.3 ZMCP is committed to the highest standards of safeguarding. ZMCP Trustees and other direct representatives must agree to, and adhere to, this Safeguarding Policy. Ultimately, the Board of Trustees is responsible for safeguarding.

3.4 ZMCP is committed to always operating within the Law in England. Where there is any

suggestion of illegality it will be reported to the relevant authorities.

3.5 The ZMCP Safeguarding Policy will be reviewed at least every two years, and whenever appropriate, to ensure it is in line with all current national guidance and legislation.

3.6 ZMCP will share its Safeguarding Policy with its partners.

3.7 ZMCP will draw attention to all volunteers of its own Safeguarding Policy, accessible on the ZMCP website. We strongly encourage our partner organisations working with children and vulnerable adults to develop their own Safeguarding Policy, tailored to their own work and compliant with the legal needs and societal expectations in this domain in both Zambia and Malawi.

3.8 ZMCP will follow standard practice where a senior volunteer or Board Trustee is implicated in a safeguarding issue i.e. if a senior volunteer implicated, the Chairperson would lead any investigation; if the Chairperson is involved the Trustees would lead and seek neutral advice externally.

3.9 All ZMCP Trustees and volunteers will adhere to conditions relating to set professional standards associated with each position including any published codes of conduct, such as whistleblowing, bullying or standards of ethical conduct. ZMCP expects volunteers to raise issues, concerns or complaints to the Trustees or Chairperson in the first instance. These will always be taken seriously and will be escalated as appropriate.

3.10 ZMCP has a duty to protect trustees and volunteers from any detriment as a result of their whistleblowing actions. This includes protection of the identity of any person who raises a concern.

3.11 ZMCP is a learning organisation, striving for continual development and encourages all feedback to this policy and procedures, through the Chairperson.

1. **Safeguarding of children and adults**

**4.1 Definitions**

ZMCP considers a YOUNG PERSON to be anyone between the ages of 16-18 and treats them as adults.

ZMCP considers ADULTs at risk of harm to be individuals aged 16 years or over, who are unable to safeguard themselves, their property, rights or other interests from the risk of harm because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than others who are not so affected

ABUSE is defined as a form of maltreatment of a child or adult.

**4.2 The key personnel in this strategy are defined below:**

Trustees – Members of the ZMCP Board

UK contractor – a business or consultant contracted in the UK working for ZMCP

Volunteer - a volunteer who works under the guidance of ZMCP in the UK or overseas on an

unpaid basis

Partners – organisations which deliver projects funded by or through ZMCP

Safeguarding Committee - A group of ZMCP Trustees responsible for reviewing the safeguarding strategy and acting upon safeguarding concerns

Lead Child Protection Officer (LCPO) - Chair of the ZMCP’s Safeguarding Committee. This is normally a trustee.

Child Protection Officers (CPOs) - Other members of the Safeguarding Committee

**4.3 Principles of Child and Vulnerable Adult Protection**

All children and vulnerable adults have equal rights and their welfare is always promoted.

Children and vulnerable adults are protected from any form of sexual, physical, verbal or emotional abuse or exploitation, from adults and other children.

The health and safety of children and vulnerable adults is always paramount.

Children and vulnerable adults are empowered to participate freely in decisions which affect their lives, recognising the importance of parents, families and other carers in their lives.

Children and vulnerable adults are treated with respect and valued as individuals and equals with respect to the context of their own culture, religion and ethnicity.

Children and vulnerable adults are empowered to raise and discuss any concerns and are always listened to.

Any allegation of abuse is treated seriously and dealt with appropriately and promptly. Victims and other involved parties are supported and perpetrators are held to account.

Investigation of any Child and Vulnerable Adult Protection concern is conducted with reference to national laws and employment rights and immediately referred to relevant statutory authorities where appropriate.

Staff and volunteers are recruited, supported and trained with respect to the Safeguarding Policy.

**4.4 Code of Conduct where there is contact with children**

* ZMCP Trustees, volunteers, partners and other direct representatives:
* Never hit or physically abuse a child or vulnerable adult in any way.
* Never knowingly place a child or vulnerable adult in danger or at risk of abuse.
* Never have sexual contact or use sexualised language with a child or vulnerable adult.
* Never develop personal relationships with a child or vulnerable adult which could lead to, or constitute abuse.
* Never fondle, hold, kiss, hug or touch a child or vulnerable adult inappropriately.
* Never intentionally behave in a way that frightens or intimidates a child or vulnerable adult.
* Never do things of a personal nature for a child or vulnerable adult that they can do for themselves.
* Never single out a child or vulnerable adult for special treatment.
* Never invite a child or vulnerable adult into their home or arrange to see them outside project activities unless authorised by the Child Protection Officer.
* Never stay alone overnight with a child or children or any vulnerable adult.
* Never take a child or vulnerable adult alone in a car, except in exceptional circumstances.
* Never hire a child or vulnerable adult for any service, or treat in any way which could be deemed exploitative.
* Never use internet resources such as social networking sites to make inappropriate contact with children or vulnerable adults which could lead to or constitute abuse.
* Never use racist, sexist, discriminatory, inappropriate, abusive or offensive language around children or vulnerable adults.
* Never intentionally humiliate or degrade children or vulnerable adults.
* Never smoke, use illegal drugs, consume or be under the influence of alcohol in the presence of children or vulnerable adults.
* Always treat children and vulnerable adults with respect.
* Always listen to children and vulnerable adults and their concerns.
* Always use sensitive language when a child or vulnerable adult reveals a serious issue (such as child abuse or sexual violence).
* Always be accompanied by another adult when in the presence of children and vulnerable adults.
* Always deal with any allegations or concerns relating to abuse immediately and appropriately in accordance with prevailing Child and Vulnerable Adult Protection Procedures.
* Always be aware of the health and safety of children and vulnerable adults and ensure that they are protected from harm when they are in our care.
* Always respect the rights of children and vulnerable adults and empower them to be aware of and act upon their rights.
* Always challenge the mistreatment of children and vulnerable adults and report any suspicions or allegations that may breach the safeguarding policy.
* Always ensure that images of children and vulnerable adults are respectful and obtain permission from a child, vulnerable adult and/or their parent/guardian or carer before using their image (ideally before the image is taken). This applies to images taken in UK or overseas.

**4.5 Awareness raising and training:**

4.5.1 The ZMCP Safeguarding Policy is freely available to all ZMCP Trustees, volunteers, partners and other representatives. The Safeguarding Policy is regularly referenced in appropriate documents.

4.5.2 All CPOs and Trustees are required to have read, and signed acceptance of the Safeguarding Policy within two months of appointment. All ZMCP CPOs are required to undertake safeguarding training within two months of starting their position within ZMCP. The ZMCP Chairperson is responsible for ensuring that the CPOs have participated in Safeguarding training and can show an understanding of the Policy and its implications.

4.5.3 All new and existing volunteers, whose role involves contact with children and vulnerable adults will be required to participate in Safeguarding training and are updated on the issues by the ZMCP CPOs.

4.5.4 All new and existing Trustees and volunteers are required to follow the ZMCP Child and

Vulnerable Adult Protection Code of Conduct (as in Section 4.4 above) and have signed a copy of the ZMCP Safeguarding Policy). Refusing to sign may result in disciplinary action for staff and the termination of a relationship with volunteers.

4.5.5 Child and vulnerable adult protection issues, including health and safety issues, are always considered in relation to any ZMCP event or visit.

**4.6 Prevention Measures**

4.6.1 Volunteer Recruitment. Any volunteer job offers for posts which would have regular contact with children and vulnerable adults are subject to a Disclosure / PVG Process in full compliance with current regulations.

4.6.2 Any volunteers who are recruited or designated for work with children and vulnerable adults will be asked to complete a Self-Disclosure form and, where required, complete an Enhanced Disclosure / PVG, or the relevant local checks through the relevant national government agencies where possible.

4.6.3 ZMCP schools and children’s groups. ZMCP Trustees and volunteers will always endeavour to ensure that another responsible adult or teacher is present when working with children. ZMCP staff and volunteers must minimise the likelihood of situations occurring in which they are lone adults working with one or more children.

4 .6.4 ZMCP Partners who are involved in meetings with children during visits to the UK or abroad will be briefed on the ZMCP Safeguarding Policy and are asked to sign the Safeguarding Code of Conduct. A Trustee of ZMCP a volunteer should be present in any work involving children.

4.6.5 Children working as Volunteers

4 .6.5.1 All children are supervised by their legal guardian or by a responsible adult nominated by their legal guardian whilst undertaking voluntary work for the ZMCP. Adults do not supervise more than six children each.

4.6.5.2 ZMCP staff or volunteers working with groups of children, such as school or scout groups who are volunteering for ZMCP, ensure that school or relevant group leaders have obtained the necessary permission from parents or guardians. Responsibility for these children remains with the school or group.

4.6.5.3 ZMCP supervisors ensure that children who are volunteering as individuals have provided a completed Child Volunteer Permission Form. A new form is completed on every occasion, unless the volunteer works with ZMCP more than once a month, in which case the Form is kept on file and renewed on an annual basis.

4.6.5.4 ZMCP ensures attendance records are recorded and safely stored for all interactions in person and online, wherever possible.

1. **Safeguarding procedures**

5.1 ZMCP Trustees and volunteers will respond sensitively to any safeguarding issue that they witness or is disclosed to them and treat the issue confidentially. If a disclosure of abuse is made, ZMCP Trustees and volunteers should:

* stay calm,
* listen carefully and take the allegation seriously,
* not promise to keep it secret but explain that they need to tell someone else,
* stress that the individual was right to tell them, that they have taken it seriously and that they
* have understood what they have been told,
* only ask questions for clarity and not ask for explicit details,
* take notes after the disclosure using the voice of the disclosing party,
* reassure the individual that they will take steps to help them and tell them what will happen next.

5 .2 Any ZMCP Trustee or Volunteer who witnesses or is informed of any potential breach of the Safeguarding Code of Conduct must report the concern to the Child Protection Officer as soon as possible.

5.3 ZMCP Trustees and Volunteers should be confident that the serious disclosure of any allegation will not impact on their position or reputation within ZMCP.

5.4 ZMCP Trustees and Volunteers must inform the Lead Child Protection Officer(LCPO) of any allegation or concern immediately. If the LCPO is not immediately available (of if the allegation involves the LCPO) another CPO will deputise in this capacity. If for any reason this is not possible, staff must ensure that the matter is referred to an appropriate senior member of staff, to ensure the concern is managed with the necessary urgency.

5.5 The Lead Child Protection Officer (or the deputising CPO) is responsible for the management of the issue of concern. Trustees and volunteers should not seek to conduct their own investigation or discuss the issue with any other parties such as other Trustees or Volunteers. In the first instance, specific consideration will be given to whether the disclosure constitutes a safeguarding issue. If not, alternative processes should be followed.

5.6 The Lead Child Protection Officer (or the deputising CPO) is responsible for ensuring that all records of any breach of the code of conduct are full and detailed, are treated confidentially and stored securely.

5.7 ZMCP will follow a victim-centred approach in its handling of safeguarding matters and will balance this with public interest given the nature of any specific complaint. However, ZMCP will not discuss with a victim the detail of how the matter is being dealt with in relation to the alleged perpetrator.

5.8 ZMCP recognizes that where a disclosure is made by an adult of sound mind and where there is no compelling evidence of an immediate risk to that or other individuals, then ZMCP will usually follow the wishes of this individual if they state that they do not want the matter investigated or referred elsewhere, unless this compromises legal or moral obligations. There may also be circumstances where ZMCP receives incomplete, or second-hand information, and is not reasonably able to collect any further information. In such circumstances the course of action followed must be in line with the standard procedures and with the full agreement of the LCPO and a comprehensive Case Handling Report would be compiled. This can be made available for External Expert Review, while protecting identities. Such cases will be dealt with on a case-by-case basis.

ZMCP recognises that a Safeguarding Policy does not aim to foresee every scenario and is not prescriptive. There may be rare cases where the Safeguarding Committee is of the view that some aspect of policy or process should be amended in order to (a) most effectively safeguard those involved, or (b) comply with English Law. In such instances the Committee is able to deviate from the processes outlined in this policy as long as:

* There is unanimous agreement in the Safeguarding Committee
* A clear case report is made outlining the reasons for this decision, and kept by ZMCP for five years
* There is an external expert review of this decision after the event
* This aspect of the ZMCP Safeguarding Policy is reviewed following this expert review

5.9 Partners must inform ZMCP of any child or adult protection concerns that occur within ZMCP funded projects as soon as possible. Failure to do so may lead to suspension of the Partner.

5.10 Any child or adult protection concern relating to Partners which is raised by Trustees, volunteers or members of the public must be properly recorded and raised with the relevant Child Protection Officer and Safeguarding Committee who will manage any response to this.

5.11 The Lead Child Protection Officer is responsible for ensuring that an enquiry into any concern is conducted, either by the LCPO or by an appropriate member of staff, as soon as possible where there has been an alleged breach of the Code of Conduct by a member of staff or a volunteer. The LCPO should always refer any reported concern to the Chairperson who may decide to report this to the Board of Trustees.

5.12 The LCPO is responsible for determining the scale and scope of the fact-finding process, including where it is inappropriate to conduct a full enquiry because of on-going investigation by other agencies.

5.13 Where there is alleged illegality, the Child Protection Officer must ensure that the concern is referred to the relevant statutory authorities (i.e. Police /or child/adult protection services in the relevant Council or Health and Social Care Partnership), in the most appropriate manner, to ensure that the child or vulnerable adult is protected from any further harm. In these instances, the Child Protection Officer should always refer any reported concern to the Chairperson who will report this to the Board of Trustees.

5.14 It may be necessary for a Trustee or volunteer to be suspended whilst fact-finding is taking place. Any suspension will be as brief as possible and any action taken will be in line with prevailing ZMCP Disciplinary, Appeal and Grievance Procedures. It will be made clear that suspension is not an indication of guilt on the subject of the complaint: it is suspension without prejudice. Following a full enquiry, ZMCP may implement the relevant disciplinary action for Trustees and volunteers in accordance with ZMCP Disciplinary Procedure. Trustees and volunteers have the right to respond to this as appropriate.

5.15 It may be necessary for a volunteer to be suspended whilst fact-finding is taking place. Any suspension will be as brief as possible. Occasionally, ZMCP may choose to end the volunteer relationship.

5.16 ZMCP will endeavour to ensure that any child, vulnerable adult or other party who has been affected by any breach of the code of conduct is given immediate and appropriate support and care, and that steps are taken to ensure that the child or vulnerable adult will receive appropriate long-term support where necessary. ZMCP will take advice from appropriate leading agencies in this scenario to ensure such support is appropriate and to a high standard.

5.17 ZMCP will endeavour to ensure that any of ZMCPs Trustees or volunteers who has been suspended whilst a fact-finding process is taking place is given appropriate support. It should be clear that suspension during an enquiry does not constitute disciplinary action or imply guilt and if no breach has taken place, records of any enquiry will be destroyed with one year of the disclosure.

5.18 The LCPO is responsible for ensuring that a full report of the fact-finding process is produced, which will be reviewed by the appropriate line manager and senior staff. Any such process will always be conducted with reference to national laws and employment rights and where any concern could constitute a criminal act the details will be immediately referred to any relevant statutory authorities.

5.19 A full report will be prepared and circulated to the Safeguarding Committee regarding any safeguarding referrals the actions taken and the outcome. The Chair of the Safeguarding Committee will report back to ZMCP Board appropriately and timeously.

5.20 Notification will be made to the relevant external organisations such as Charities Commission and the UK Government, as appropriate. Initially a brief and anonymized account of the matter will be given, with sufficient detail to enable the recipient to understand the nature and severity of the event and to take an informed view of what is required for further reporting. The eventual outcome will be notified to relevant bodies.

5.21 The Safeguarding Committee will monitor the number of safeguarding disclosures regularly to ensure that any patterns or trends are identified and addressed as appropriate.

5.22 ZMCP Partners should report the outcome of any internal analysis regarding a child or vulnerable adult protection concern to ZMCP as soon as possible. ZMCP expects Partners to ensure that appropriate actions are taken in relation to any concern and to report the action taken to the ZMCP. In cases where ZMCP judges that sufficient actions have not been taken, ZMCP may choose to end a Partner relationship.

1. **Communications policy for child and adult protection**

We live in a world where images, audio and films of children and vulnerable adults are often exploited and we recognise that children are particularly vulnerable to trafficking and abuse. ZMCP is committed to the protection of children and vulnerable adults as a fundamental principle of the way it works and to ensure that the rights of children and vulnerable adults are respected, while allowing ZMCP to report on the work of its partner organisations using stories and images (both still and moving). This is achieved through programme implementation, recruitment of employees and volunteers, and communications as described in previous sections.

This section sets out ZMCP’s policy and practice in the gathering and publication of images, video footage, audio and text referring to children and vulnerable adults, and is one of a set of documents governing the Safeguarding Policy.

**6 .1 Use of images, audio, films and stories**

ZMCP’s communications about children and vulnerable adults will respect the individual’s dignity and identity. We will strive to:

* Portray children and vulnerable adults as realistically as possible, in their own context, without being overly sensational or overly positive, and without portraying children and vulnerable adults as victims;
* Represent the different types of children and vulnerable adults in the areas where our partners work and take care to give the perspectives of children and vulnerable adults their rightful importance;
* Be aware that some children and vulnerable adults may need extra protection when their stories are told, for example, those who have been orphaned by AIDS or those who are living with HIV/AIDS;
* Ensure that children and vulnerable adults and their legal guardians are fully informed of any possible risks and made aware of their rights so that they can make informed decisions about sharing their story;
* Ensure that participants see how their story is used in ZMCP materials;
* Empower children and vulnerable adults through telling their story.

6.1.1 ZMCP ensures that the welfare of children and vulnerable adults is paramount and that their interests and safety always take priority over any editorial requirement.

6.1.2 The impact and possible consequences of any material which involves a child or vulnerable adult will be carefully considered, both before and after publication or broadcast. The risks that children and vulnerable adults may face through their involvement in ZMCP communications are continuously monitored and considered on a case-by-case basis.

6.1.3 ZMCP endeavours to ensure that images and/or stories about children and vulnerable adults cannot be misused or exploited.

6.1.4 ZMCP endeavours to ensure that any material featuring in ZMCP publications and website are suitable for a general audience, including children.

**6.2 Consent**

6 .2.1 Wherever possible, as well as gaining consent from the child or vulnerable adult, the ZMCP shall acquire verbal or written consent from the parent, carer, the child’s school or whoever is acting in loco parentis (e.g. the partner organisation responsible for the child or vulnerable adult) to use images and stories for external communication. This may not always be possible when dealing with crowd shots.

6.2.2 No payment or reward shall be given in order to gain consent. No payment must be made to minors for information involving the welfare of children or vulnerable adults, or payment to parents, guardians or carers (including schools and partner organisation) for information about their children or wards.

6.2.3 All children, vulnerable adults, parents (and those in loco parentis), carers and guardians will be advised that receiving support from an ZMCP partner organisation does not make them obligated to participate in our communications and that there is no reciprocal arrangement in terms of support if they do or do not participate.

6.2.4 When photographing or filming in schools, schools will be given sufficient advance notice so that they can contact the children’s parents to gain consent.

6.2.5 ZMCP may decide not to publish a story if it is regarded as damaging to the child’s interest even if informed consent has been received.

**6.3 Confidentiality**

6.3.1 While it is extremely important to publish real stories and photographs for the sake of authenticity and transparency, ZMCP shall strive to protect the identity of children on two fronts:

1. To avoid the exploitation of images and stories by those who may wish to misuse them; and

2. To protect children and vulnerable adults from being stigmatised or mistreated in their own communities as a result of any publication arising from the interview or subsequent publication of photographs or images.

6.3.2 ZMCP will not use the family name of a child or vulnerable adult in external communications and/or reports to donors and will not use any combination of information which could allow the individual to be identified.

6.3.3 Identities will be further protected where children and vulnerable adults have particularly sensitive stories to tell.

6.3.4 Exception to the above guidelines can be made when the audience for a particular communication is limited and is known by ZMCP (e.g. a letter to major donors or a funding report to a known funding agency). Family names and school names may be used for the sake of transparency to illustrate non-sensitive stories in these circumstances.

**6.4 Interviewing Children and Vulnerable Adults**

6.4.1 All interviews with children and vulnerable adults will be conducted with extra care and sensitive to the welfare and safety of the individual. The cultural values, interests and priorities of the individual must be honoured and child-friendly language should be used. Information should be shared with the interviewee in a transparent way.

6.4.2 Care should be taken so that children and vulnerable adults are free to express their feelings about the assistance given to them, so that ZMCP’s partners’ community work is reinforced by the respect and protection accorded the individual. Questions that are overly intrusive or sensationalised will not be allowed.

6.4.3 Children and vulnerable adults should not be interrogated to find out about private family matters nor asked expressions of opinion on matters likely to be beyond their judgement.

6.4.4 The ZMCP Safeguarding Policy will be adhered to at all times when interviewing and photographing or filming a child or vulnerable adult.

1. **Online safety policy**

**7.1 Purpose**

ZMCP works with children and families as part of its activities. These include activities both in person and online such as trainings, meetings and events. The purpose of this policy statement is to:

* ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices provide staff and volunteers with the overarching principles that guide our approach to online safety;
* ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

**7.2 Legal Framework**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in the UK and abroad. Summaries of the key legislation and guidance are available on:

* online abuse: learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse
* bullying: learning.nspcc.org.uk/child-abuse-and-neglect/bullying
* child protection: learning.nspcc.org.uk/child-protection-system

**7.3 Policy Statements**

These policy statements apply to all Trustees, volunteers, children and young people and anyone involved in ZMCP’s activities. They should be read alongside all other ZMCP policies and procedures outlined in this document.

7.3.1 We believe that

* children and young people should never experience abuse of any kind;
* children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times;

7.3.2 We recognise that:

* the online world provides everyone with many opportunities; however, it can also present risks and challenges;
* we have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online;
* we have a responsibility to help keep children and young people safe online, whether or not they are using ZMCP’s network and devices;
* all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse;
* working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people’s welfare and in helping young people to be responsible in their approach to online safety.

7.3.3 We will seek to keep children and young people safe by:

* providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults;
* supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others;
* supporting and encouraging parents and carers to do what they can to keep their children safe online;
* having at least 2 ZMCP Trustees / volunteers present on all social media platforms and interactions which ZMCP has established to engage with children and young people under 18 years’;
* developing an online safety agreement for use with young people and their parents/carers;
* developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person;
* reviewing and updating the security of our information systems regularly;
* ensuring that user names, logins, email accounts and passwords are used effectively;
* ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate;
* ensuring that images of children, young people and families are used only after their permission has been obtained, and only for the purpose for which consent has been given;
* providing supervision, support and training for staff and volunteers about online safety;
* examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

7.3.4 If online abuse occurs, we will respond to it by:

* having clear and robust safeguarding procedures in place for responding to abuse (including online abuse);
* providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation;
* making sure our response takes the needs of the person experiencing abuse as a priority.
1. **Safeguarding allegations concerning Partners:**

ZMCP recognizes that it may receive safeguarding allegations concerning the work of its Paetners.

8.1 ZMCP makes it clear externally that it is not responsible for, or liable for, its Partners work, including in terms of safeguarding.

Notwithstanding the above, ZMCP will take seriously any safeguarding allegations relating to any of its Partners of which it becomes aware.

8.2 Decision-making regarding the handling of safeguarding allegations concerning Partners will be led by the ZMCP’s Safeguarding Committee, with strategic input as required from the Trustees. All decisions to suspend or cancel a ZMCP Partnership must be made by the Board.

8.3 The primary responsibility of ZMCP in receiving safeguarding allegations is to ascertain whether the allegations are criminal in nature. If there are credible grounds to believe there is alleged criminality, or if anyone is in imminent danger, ZMCP’s immediate responsibility is to inform the police or relevant authority.

8.4 Responsibility for due reporting and investigation lies with the Partner concerned.

8.5 If the alleged abuse has occurred in Malawi or Zambia, the investigation should be undertaken by appropriate authorities within Malawi or Zambia.