

Board of Trustees  
02-03 June 2021

Refers to  
agenda item 8

## Agenda Item: Q1 2021 Quarterly Safeguarding and Incident Management Report

### Q1 2021 Quarterly Safeguarding and Incident Management Report

#### Introduction

This report covers 1 January 2021 to 31 March 2021 (Q1: 2021). It is IPPF's first Quarterly Safeguarding and Incident Management (IM) Report, contributing to continuous improvement in reporting, transparency, and oversight.

This report provides quarterly management information, additional to the Monthly Incident Management Reports. As the Secretariat restructure and governance reform settle and bed in, and, as the data collected grows over time, more analysis – both qualitative and quantitative – will be possible and required.

Discussions at the BoT and C-FAR meetings held earlier in 2021, reached agreement that quarterly and annual reports should provide safeguarding data separately. The [Incident Management Dashboard](#) on pages 4-6 achieve this wherever possible.

#### 1) Key Messages

A review of performance in Q1 2021 provides evidence of an emerging picture of performance improvement. Performance relates to the way in which IPPF manages reported concerns. At the heart of these improvements lies increased prioritisation *and* a higher expectation in all regions that nominated staff will deliver timely and effective incident management responses to all concerns reported to IPPF SafeReport. This performance expectation is more widely understood and increasingly achieved.

#### Achievements

##### Incident Management

- The first ever Annual Safeguarding and Incident Management Reports were produced and presented to the C-FAR and Board of Trustees in March;
- Improvements made to the monthly Incident Management Reports in respect of the length of the reports;
- Agreement reached that quarterly Safeguarding and Incident Management Reports should be produced;
- A 53% reduction in the number of open cases at the end of Q1 2021 as compared to Q1 2020, with no proportionate reduction in the number of cases reported;
- A huge step forward by and for the Arab World Region, which closed an impressive 42 cases in Q1;
- The final stages of the migration to IPPF's new IPPF SafeReport system completed ready for go live in April, including training delivered to all IPPF Incident Coordinators;
- The development of a new Incident Management Toolkit commenced; *and*
- Improvements to the data sets we collect achieved in collaboration with IPPF's Anti-Racism Working Group.

##### Safeguarding

- Finalisation of IPPF's new Global Safeguarding Training Pack;
- Final stages of the development of a new Safeguarding and Incident Management microsite/hub;
- Recruitment of a new highly skilled Safeguarding Manager in the ESEAOR Region;
- Regular meetings between the Head of Safeguarding, Director General, Director – People and Organisational Culture and the Chair of the Board set up to discuss safeguarding and other topical matters;

- Safeguarding now appears as a standard agenda item on the Board of Trustees meeting agendas;
- Global initiative achieved to increase understanding of the delineation between safeguarding and incident management, to ensure accurate reporting on of the prevalence of safeguarding concerns at IPPF; *and*
- Development of the 2021 safeguarding refresher training for all Secretariat achieved.

**Development, focus and innovation required**

- The WISH programme has identified a small number of MAs that have developed good safeguarding practices, policies and processes. However, the capacity of many IPPF Member Associations (MAs) to fully engage with and deliver robust, effective Safeguarding and Incident Management processes aligned with the IPPF Framework and international best practice remains an area for development and innovation.
- Despite improvements in the pace of case management within regional offices, this is a key area of improvement required.

**2) Incident Management Performance**

Operational performance in respect of safeguarding and incident management has steadily improved from a slow start at the beginning of 2019. Improvements to transparency and reporting have continued and the first quarter of 2021 saw some IPPF ‘firsts’ and some impressive work done across the Secretariat and in a small number of MAs.

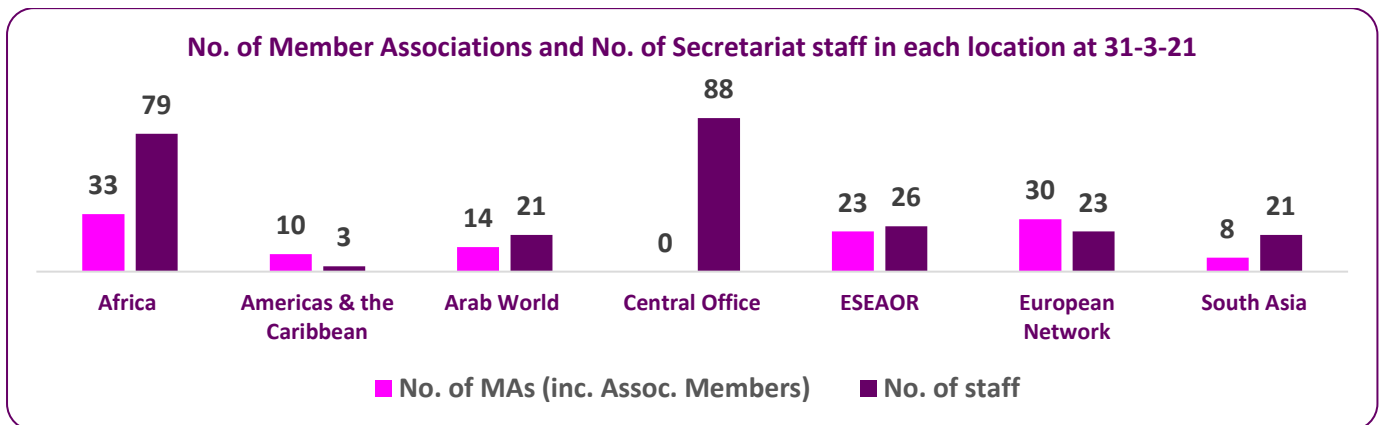
**Regional context: do higher numbers of concerns mean poor or unsafe practice and/or working culture?**

Higher number of concerns should not automatically give rise for concern about practice or working culture being poor or unsafe in a particular region/location. Higher numbers of reports may be as indicative of better promotion of IPPF SafeReport and people’s awareness of their rights and responsibilities, as it may be indicative of poor practice. As such, it will be important as we progress, to interrogate these issues qualitatively and quantitatively.

Every IPPF region operates in a different context and, when compared to other regions, may have more or fewer staff, MAs, countries of operation and/or jurisdictions, laws and cultural norms.

These differences need to be understood to correctly interpret the data provided further below. For example, the Africa region employs one third of all Secretariat staff and has the largest number of MAs of all IPPF regions – see **Chart 1**. As a result, the Africa Region should expect to have a higher number of concerns. Incident Management is more likely to be more complex and take more time, due to the various legal and other jurisdictional issues faced.

**Chart 1**



The following key points summarise performance improvements and trends that indicate further development, focus and innovation is required.

**Improvements achieved**

- Increased attention and time for this work has been the focus of all regions throughout Q1.
- Significantly, the Arab World Region has done impressive work in closing an impressive 42 cases in Q1. Many of the cases were deeply complex and historical in nature relating to issues that IPPF has been working hard to put in the past. Evidence of an improving working culture in this region has been shared. This huge success in the Arab World has achieved a watershed moment to be acknowledged by all.

- At the end of Q1 2021, only 9 (20%) of all open cases relate to Secretariat offices. For the same period in 2020 this figure was 52 (47%). This raises a corresponding area of concern which is noted below.
- Incident Coordinators, are increasingly acting more quickly on cases as they come in. The length of time cases are open is reducing steadily. We are not yet performing within desired timelines but plans to move us steadily in the right direction are in place.
- A big push for case closures to be achieved by the end of Q1 was requested and responded to positively from regions. This was needed for the final stages of migration to the new IPPF SafeReport supplier. The new reporting mechanism will go live in April 2021 and bring with it improvements to the data we collect and report.
- Dedicated short term support has been prioritised to look at financial wrongdoing cases to commence in April. This temporary work will engage an appropriately skilled individual and seeks to achieve increased pace of response to reports received, especially those that have been outstanding for some time, as well as review the quality and standards of casework, processes etc.
- The clarity of understanding about the distinction between safeguarding and non-safeguarding cases is growing, with fewer colleagues referring to every case on IPPF SafeReport as a safeguarding case.

### Development, focus and innovation required

- At the end of Q1 80% of the cases that remain open relate to MAs. When looking at Q1 2020, only 28% of open cases were MA related. The issues being reported are in the main employment culture and practice or financial wrongdoing.
- MA knowledge about safeguarding and incident management principles and best practice and the capacity to do this work has been raised before and continues to be a challenge. We need to understand these gaps more fully and find new and innovative ways to support MAs to understand the importance of this work and the requirement to do it, and do it well.
- A light touch review of all case records was undertaken to inform this report. The review considered:
  - a. the quality of record keeping;
  - b. the quality of evidence used to substantiate or partially substantiate outcomes;
  - c. the use and quality of terms of reference;
  - d. the standard and frequency of communication with people that report concerns;
  - e. whether victims/survivors/reporters were placed at the centre of IPPF's response;
  - f. the pace of response;
  - g. the standard and achievement of pre case closure checks;
- Review of the quality of incident management records, indicates a clear and present need for the Secretariat to develop and disseminate new guidance resources, staff training, standards and processes.
- The low number of reported safeguarding concerns needs further consideration. With the number of people that IPPF provides services to, we should expect a higher number of safeguarding concerns to be reported.
- We must steadily create *and* respond to opportunities that raise to communicate with people that access IPPF Services; to ensure they are aware of their right to be protected from harm and their ability to report poor quality services or harm they may experience.

### 3. Looking to the future

Responding to the various issues identified as requiring development focus and innovation will continue as we continue efforts and progress initiatives mapped out for 2021. The Safeguarding Team have progressed to

conclusion a range of initiatives and products that will support safeguarding and incident management capacity building across the Federation. Updates on the roll out of these will be provided in the Q2 Report in July 2021.

#### 4. Questions

- This report *proposes* the key data requiring oversight and scrutiny. Feedback is requested about whether this report provides the data, narrative and analysis *required* so that changes and further improvements can be made. Does the content of this report provide the information required – if not, what other information, data, analysis etc could support senior management and Trustees?
- What level of transparency is appropriate – i.e., is it considered appropriate to share some or all of report with staff, donors and other stakeholders?

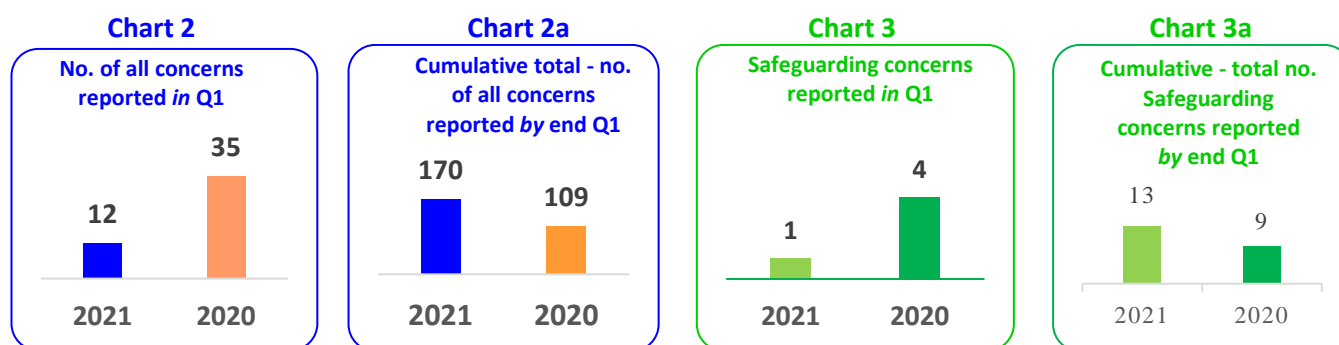
### 3. Incident Management Dashboard

#### Concerns reported – Charts 2-5

**Chart 2** shows the number of concerns reported to IPPF SafeReport *in* Q1 2021 and Q1 2020. **Chart 2a** shows the cumulative total of all concerns reported *by* the end of Q1 2021 and Q1 2020.

**Chart 3** shows the safeguarding concerns reported *in* Q1 2021 and Q1 2020. **Chart 3a** shows the cumulative total of safeguarding concerns reported *by* the end of Q1 2021 and Q1 2020.

The number of concerns reported overall *and* the number of safeguarding concerns has reduced year on year.

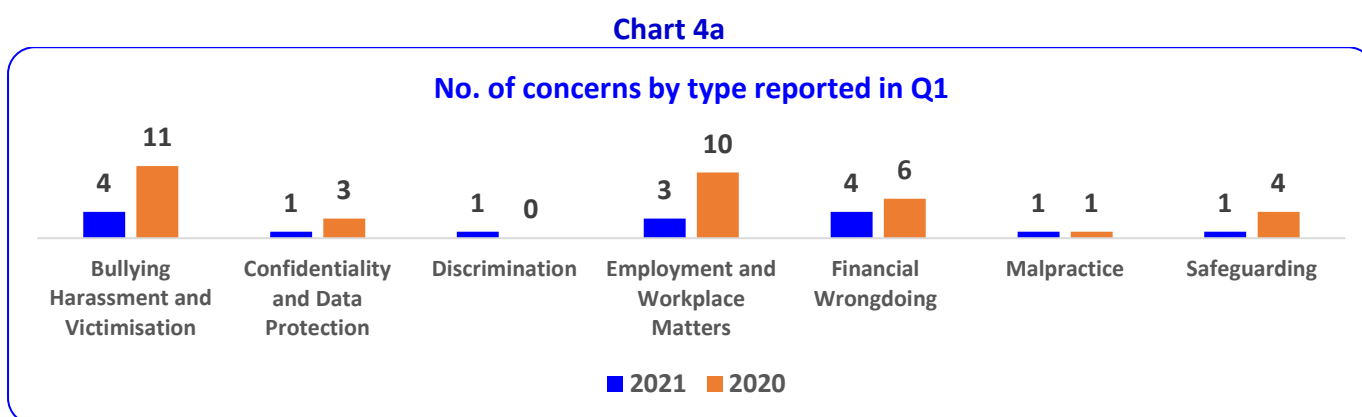


**Chart 4** shows the breakdown by type, of all reported concerns from across the Federation *in* Q1 2021 and Q1 2020.

**Chart 4a** shows the breakdown of safeguarding concerns reported in Q1 2021 and Q1 2020. Both tables relate to concerns arising from or about regional Secretariat Offices or MAs and/or partners.

**Chart 5** shows the number of concerns reported by region in Q1.

The most frequent issue types remain static – Bullying Harassment and Victimization, Employment and Workplace Matters and Financial Wrongdoing. However, *all* issue types have had fewer reported concerns year on year.



**Chart 4a**

### No. of safeguarding concerns by type

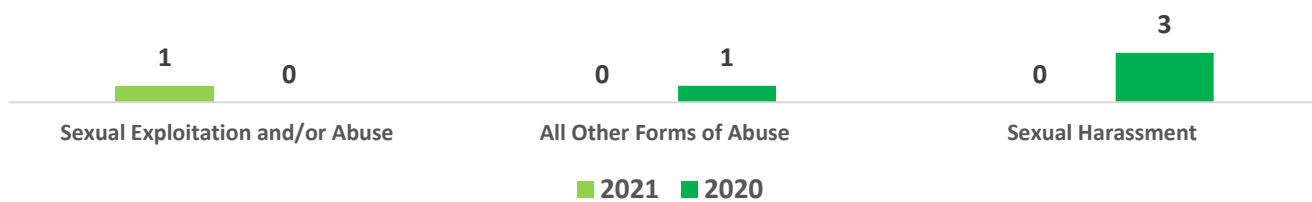
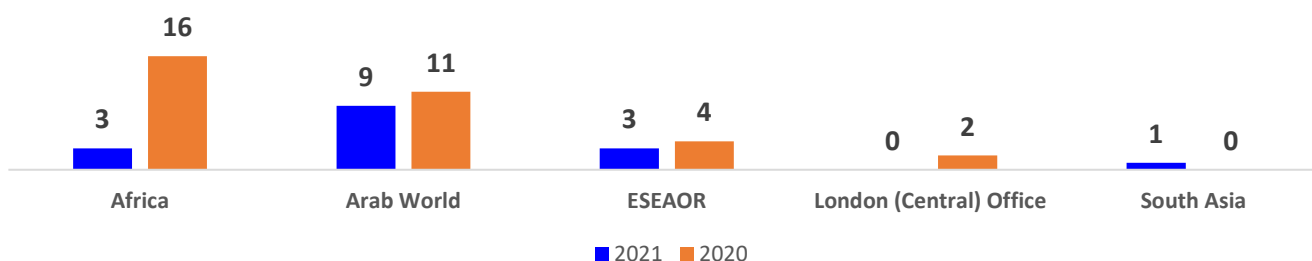


Chart 5

### No. of concerns reported in Q1



### Concerns closed – Charts 6 - 8

**Chart 6** shows the number of all concerns that were closed in Q1, irrespective of when they were reported. **Chart 6a** show the cumulative total of all concerns closed by the end of Q1.

**Chart 7** shows the number of safeguarding concerns closed in Q1, irrespective of when they were reported. **Chart 7a** shows the cumulative total of safeguarding cases closed by the end of Q1.

Chart 6

No. of all concerns closed in Q1

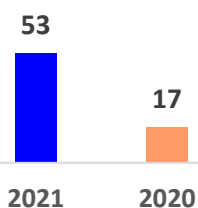


Chart 6a

No. of all concerns closed by end Q1

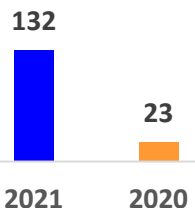


Chart 7

No of safeguarding concerns closed in Q1

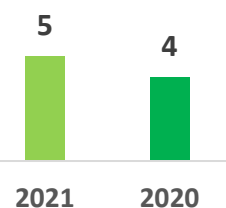
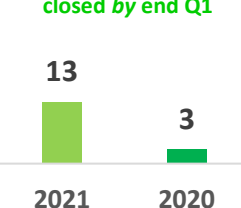


Chart 7a

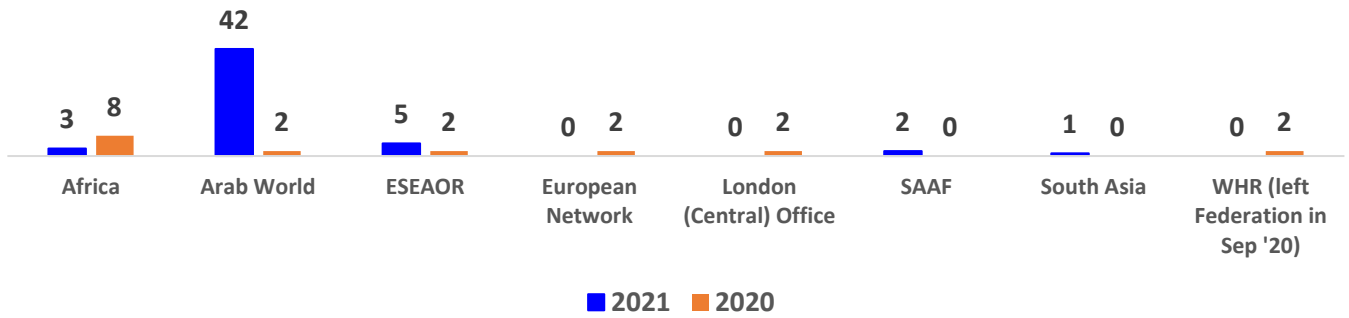
Cumulative - total no. safeguarding concerns closed by end Q1



**Chart 8** shows the number of reported concerns closed by region/programme/location in Q1. The Western Hemisphere Region left the Federation in September 2020 but is included to ensure the data stays intact for the historical period.

Chart 8

**No. of all concerns closed, by region/prog/location in Q1**



**Concern outcomes – Charts 9 - 10**

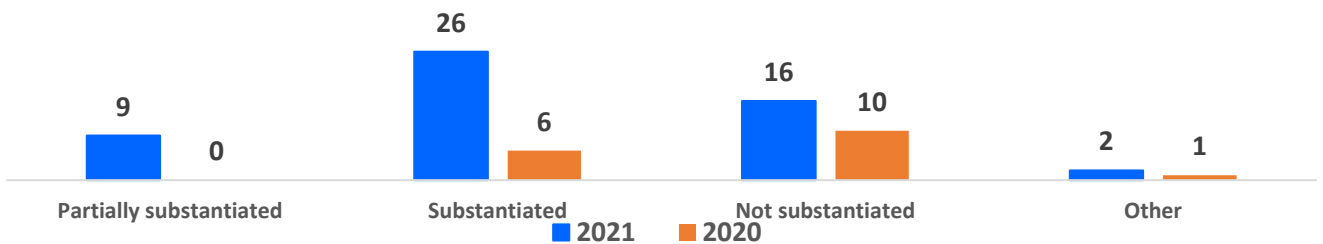
When concerns reported to IPPF SafeReport are concluded and closed, the outcome of each case is recorded.

**Chart 9** shows the cumulative outcomes of *all* concerns closed in Q1.

**Chart 10** shows the outcomes of safeguarding concerns that were closed in Q1 2020.

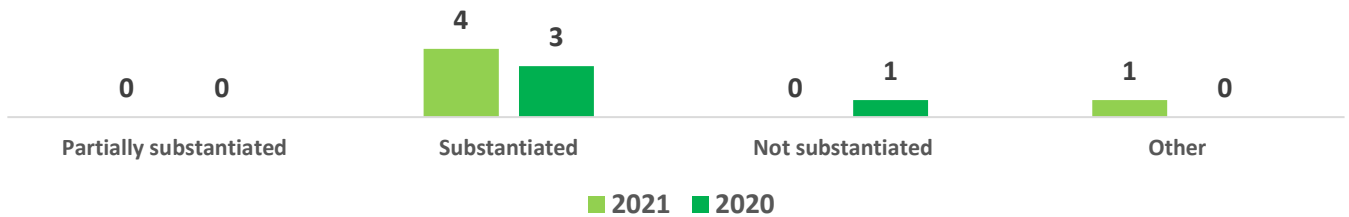
**Chart 9**

**Outcomes of all concerns closed in Q1**



**Chart 10**

**Outcomes of safeguarding concerns closed in Q1**



**Open concerns**

**Chart 11** shows the number of concerns not progressed to conclusion by the end of Q1. The total number of open concerns at the end of Q1 is 46 which is 27% of the total caseload. It also shows the source of the remaining open concerns. 80% of open concerns are about MAs and the remaining 20% about Secretariat Offices.

Year on year this is a significant improvement; at the end of Q1 2020, 86 concerns remained open - 78% of the total caseload at that time.

**Chart 11**

Total number of concerns open at the end of Q1

