

Board of Trustees

2-3 December 2021

Refers to
agenda item 6

Q3 2021 Quarterly Safeguarding and Incident Management Report

Introduction

This report covers 1 July 2021 to 30 September 2021 (Q3: 2021) and provides quarterly incident management (IM) and safeguarding (SG) management information to support effective management and governance oversight.

The previous (Q2) report noted that an audit of our safeguarding and incident management functions would be undertaken by our auditors, RSM; this was completed towards the end of Q2 and at the time of writing, we await the full report.

Key Messages

Incident Management

1. Cumulative Status of Concerns reported to end of Q3

Of the 189 concerns raised since the service went live in December 2018, 153 cases (81%) have been closed, with 36 cases currently open of which 15 (43%) are carried over from 2020 and 1 (3%) from 2019.

The total number of concerns raised during 2021 to end Q3 stands at 34 in comparison with 67 concerns raised during 2020 to end Q3.

Of all open concerns:

11 relate to Secretariat of which 9 relate to Employment and Workplace Matters, 1 relates to Equality, Diversity and Inclusion, 1 relates to Financial Wrongdoing.

22 relate to MAs, of which 7 relate to Employment and Workplace Matters, 3 relate to Equality, Diversity and Inclusion, 6 relate to Financial Wrongdoing, 1 relates to Information and Service Provision to Clients, 4 relate to Safeguarding and 1 relates to Safety and Security.

3 relate to a Hosted Programme (SheDecides), of which 2 relate to Equality, Diversity and Inclusion and 1 relates to Safety and Security.

While there has been small increase (2 concerns) in the total number of open concerns at the end of Q3 when compared to Q2, we have received an additional nine reported concerns in the same period. When compared to our performance in 2020, the improvement is clear as our overall open case count is not growing at the same rate of concerns being reported.

2. Q3 Status

In Q3, 7 reported concerns were closed and 9 new concerns reported. This is down from 14 concerns reported in Q3 last year. Of the 9 new concerns reported, 3 relate to Employment and Workplace Matters, 3 relate to Equality, Diversity and Inclusion, 1 relates to Safeguarding, 1 relates to Financial Wrongdoing and 1 relates to Safety & Security.

It is likely that the small spike in Equality, Diversity and Inclusion cases was triggered by the anti-racism work underway at IPPF. A spike during or following an organisational wide commitment in a specific domain, is expected to create a slight increase in reporting.

The pace, progression and approach to managing the live case load remains an issue, as will be evidenced in the RSM audit report yet to come, where expected standards and timelines are not being met and action to address this is required.

To progress Financial Wrongdoing cases more speedily, considerable time, resource and effort has been applied, including the use of RSM to strengthen the standard of work being carried out.

It is positive that a new Director of Legal Risk and Assurance (L,R&A) is now in post, holding responsibility for oversight of Financial Wrongdoing cases. He has been working closely with an RSM audit team member to help manage Financial Wrongdoing incidents in the Africa Region and has been liaising with colleagues in the Arab World Office. The Head of Safeguarding and the new Director L,R&A will work closely to ensure an acceleration of incident management and to identify/fill gaps in processes, training and communication.

Safeguarding: There has been good progress made on the roll out of the global capacity building Safeguarding Training Pack to MAs and the ongoing development and delivery of Safeguarding training to Secretariat staff.

The list of achievements below provides a positive picture of a huge amount of effort from everyone. The development and delivery of new safeguarding training for different audiences within the Secretariat and beyond has been central to our work.

Achievements

Incident Management

- Working closely with the experts engaged to lead the anti-racism work, we raised that IPPF SafeReport did not ask reporters to share with us any matters related to their ethnicity, age, sexuality, gender or gender expression etc. Following the launch of the new IPPF SafeReport system on 28 April 2021, a new feature of the reporting service has been introduced from September, asking anyone reporting a concern to provide information to help with our Equality, Diversity and Inclusion efforts. This is a voluntary form and was not completed in the one report received in September. We will look at how to strengthen communication to explain the purpose of the request for information and reassurance of continuing anonymity, although appreciate it may continue to be difficult to capture data to support Equality, Diversity and Inclusion reporting.
- As planned, we delivered system training to all colleagues across the Secretariat responsible for Incident Management – see Table 1 below.
- Progression of the development of the content of guidance.
- Significant progress on the mapping of donor requirements to improve understanding and compliance with donor reporting via the escalation policy that is being developed.
- IPPF SafeReport promotional materials have been disseminated to all regional offices and all MAs for display in Secretariat, and MA offices, and in Client service locations.
- We have completed the migration of legacy cases from the old to the new SafeReport system.

Safeguarding

- Developed a new global course of Safeguarding Induction for all staff. This will be mandatory and has been designed to ensure all new staff receive face to face (including online) training from a safeguarding team member in their first 4-8 weeks of work. From October 2021, this will be offered every month in each region and contribute to building the culture of safeguarding and a unified approach to developing people’s understanding and responsibilities of safeguarding at an early stage.
- Annual safeguarding refresher training will be mandatory and rolled out to staff from October, to be completed as a self-led package by the end of 2021.

Table 1: IM related training delivered in Q3.

SafeReport System Training delivered in Q3			
Training delivered	No of courses delivered in Q3	Total No. of participants trained	Participants
Global Triage of Reported Concerns	1	4	Safeguarding Advisers and Manager
Regional Incident Reporting Unit (RIRU):	1	11	Regional HR and Safeguarding staff

IPPF SafeReport: Using the System	4	26	Incident Coordinators
Total no. of staff trained			41

Table 2: SG Training delivered in Q3

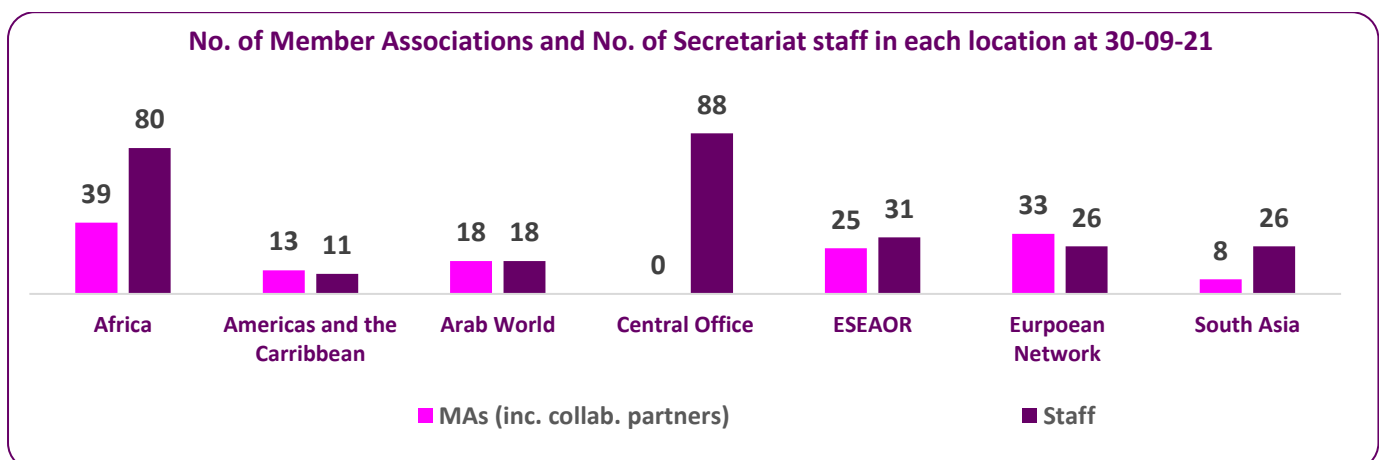
Safeguarding-related training delivered in Q3		
Training course	Audience	Total No. of participants
IPPF Safeguarding Training Pack Training of Trainers (ToT)	Tanzania - UMATI	15
	Malawi - FPAM	30
	Chad - ASTBEF	16
	Morocco - AMPF	8
Safeguarding Sensitisation	Indonesia - IPPA	58
IPPF Safeguarding Training Pack Training of Trainers	SARO	4
Safeguarding Induction/sensitisation	Secretariat and BoT members	21
Total no. of staff trained		152

Looking ahead to Q4 and beyond

Looking ahead to the final quarter of 2021, energy and focus will target:

- Delivering induction training.
- Completion of a set of draft safeguarding KPIs to support the MA accreditation review underway.
- Consideration and development of the actions expected from the Audit undertaken by RSM.
- Development of an Incident Management working group to develop an organisational approach to learning lessons, undertake peer support, review case studies and anonymised cases to strengthen understanding and develop expertise.
- Closure of older cases.

Chart 1: At the end of Q2 the total number of staff in the secretariat was 259, and number of MAs was 118. By the end of Q3 these increased respectively to 280 staff (+21) and 125 MAs



Incident Management Dashboard

Concerns reported – Charts 2-6

Chart 2 shows the number of concerns reported to IPPF SafeReport *in* Q3 2021 and Q3 2020. This is inclusive of Safeguarding Concerns, but these are reported separately in **Charts 3 and 3a** for clarity.

Chart 2a shows the cumulative total of all concerns reported **by** the end of Q3 2021 and Q3 2020 Including safeguarding concerns.

Chart 3 shows **only** the safeguarding concerns reported **in** Q3 2021 and Q3 2020.

Chart 3a shows the cumulative total of safeguarding concerns reported **by** the end of Q3 2021 and Q3 2020.

Chart 4 shows the breakdown by issue type, of **all** reported concerns from the Federation **in** Q3 2021 and Q3 2020.

Chart 4a shows the breakdown of safeguarding concerns reported **in** Q3 2021 and Q3 2020.

Chart 5 shows the number of concerns reported by region in Q3 2021 and Q3 2020.

Chart 6 shows the concerns reported by subcategory in Q3 2021 and Q3 2020

Key takeaway? The number of concerns reported **in** Q3 has reduced year on year. The cumulative number of concerns rises each month which is to be expected.

Cumulatively, the most frequent issue types remain static: Employment and Workplace Matters and Financial Wrongdoing. However, there has been a small increase in the number of concerns reported in Q3 about Equality, Diversity and Inclusion. This is likely to be a result of the work being done to promote a culture of safeguarding, deliver training and also the significant work being done around anti-racism. Other issue types have had fewer reported concerns year on year. Safeguarding concerns received in Q3 compared to Q3 2020 increased by one case.

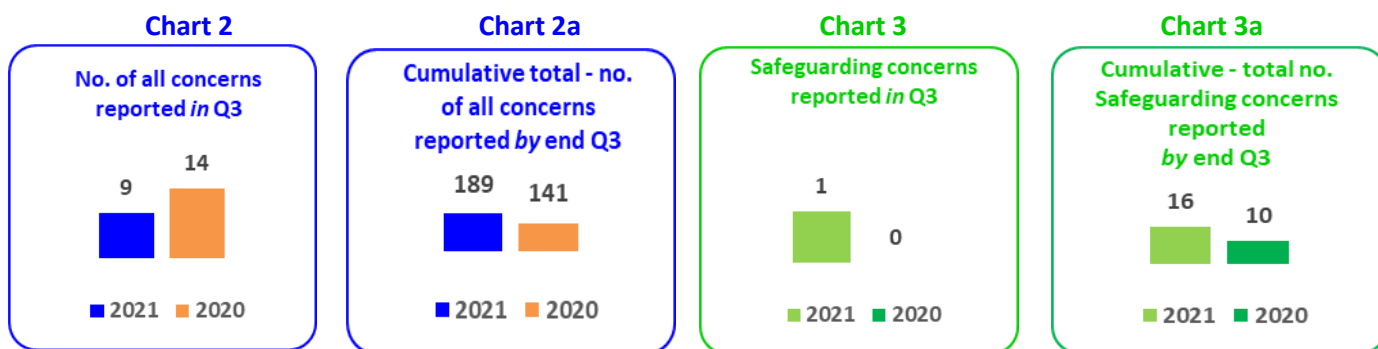


Chart 4

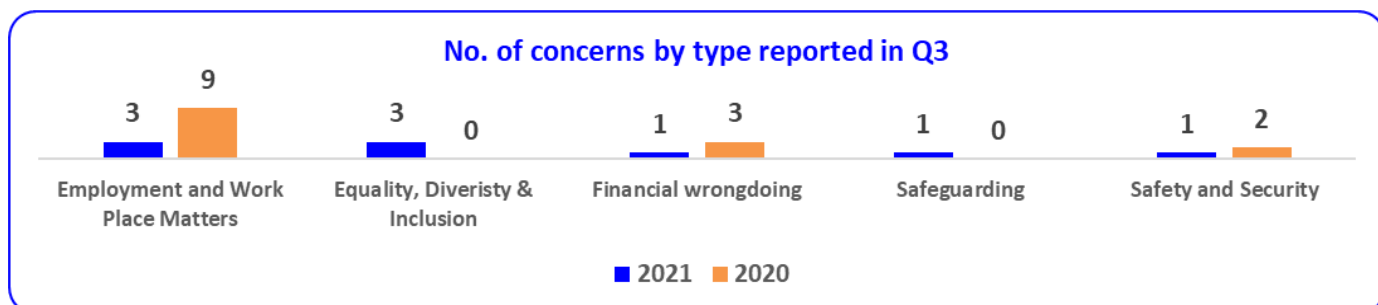


Chart 4a

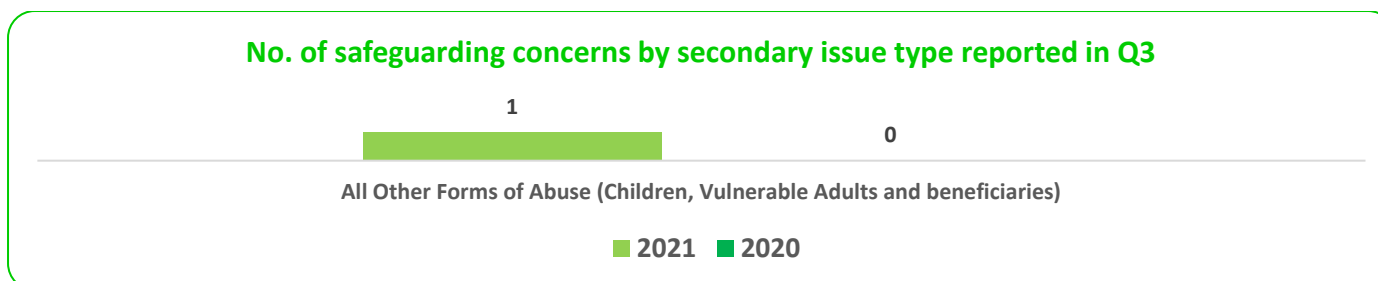


Chart 5

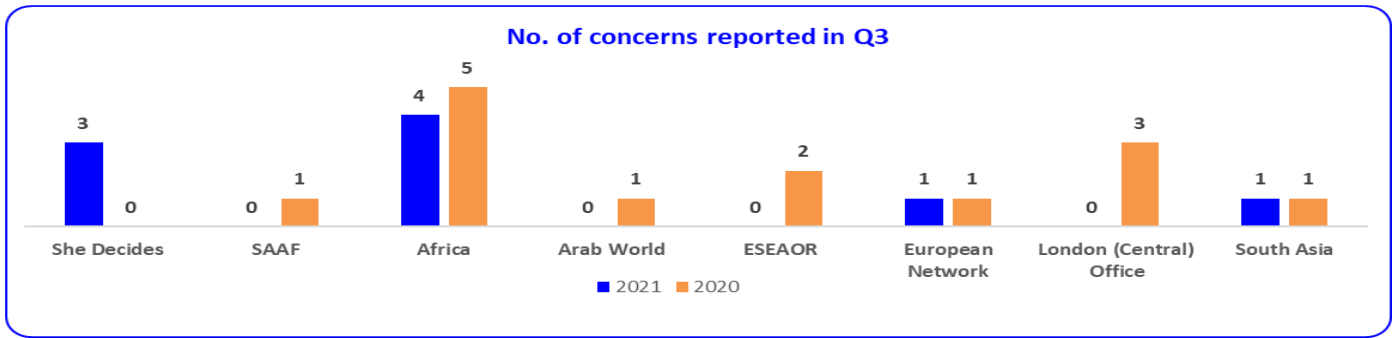
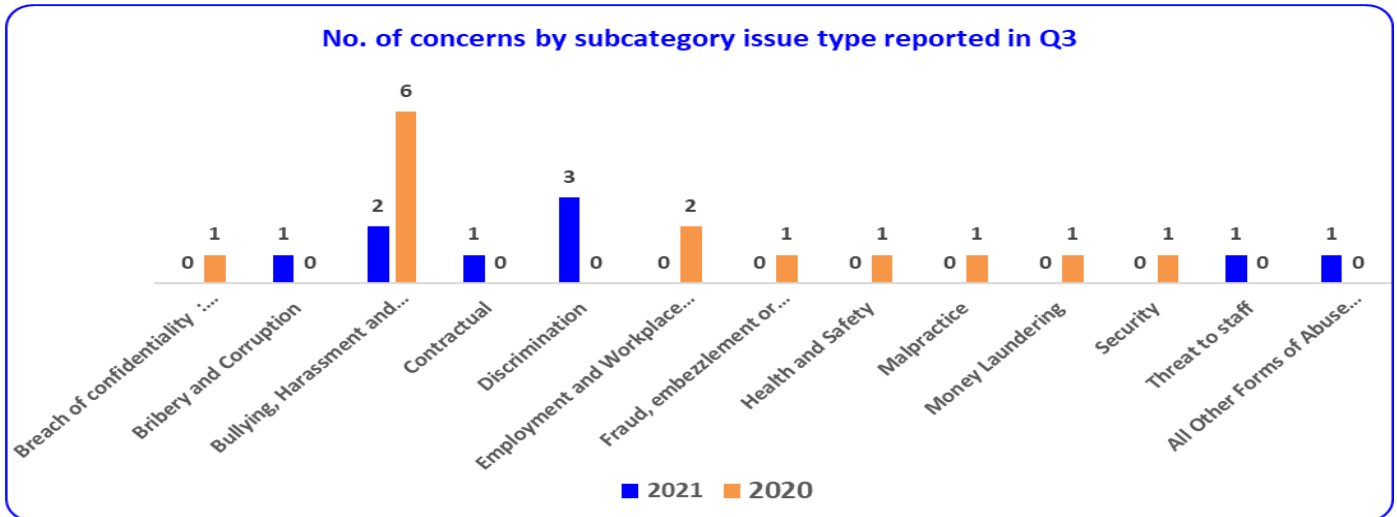


Chart 6



Concerns closed – Charts 7 - 9

Chart 7 shows the number of all concerns that were closed *in* Q3, irrespective of when they were reported.

Chart 7a show the cumulative total of all concerns closed *by* the end of Q3.

Chart 8 shows the number of safeguarding concerns closed *in* Q3, irrespective of when they were reported.

Chart 8a shows the cumulative total of safeguarding concerns closed *by* the end of Q3.

Chart 9 shows the number of reported concerns closed by region/programme/location *in* Q3. The Western Hemisphere Region is included to ensure the data stays intact for the historical period but will change from Jan 2022.

Key take-away? With 153 concerns of the 189 cases received to date being concluded and closed by the end of Q3 indicates improving response rates and timelines for newer cases. With a slight increase in the number of safeguarding concerns received, it is positive that these are moving swiftly to closure.

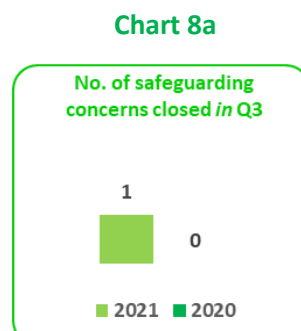
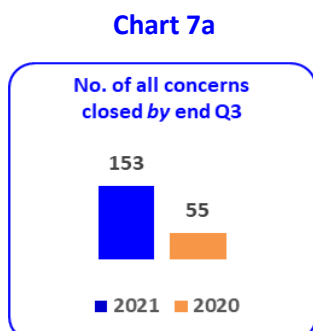
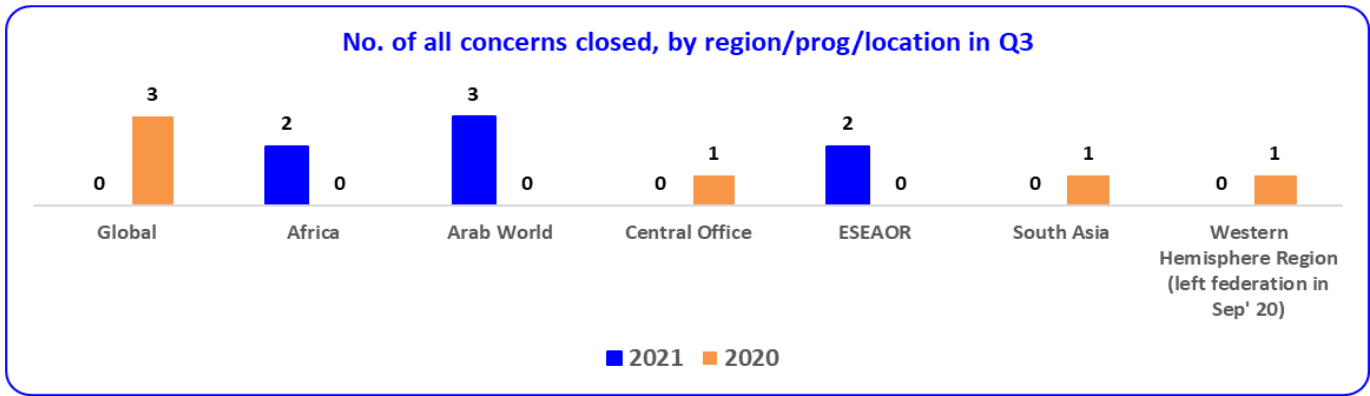


Chart 9



Concern outcomes – Charts 10 – 10a

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

Chart 10 shows the cumulative outcomes of **all** concerns closed in Q3 2021, including safeguarding concerns.

Chart 10a shows the outcomes of **only** safeguarding concerns concluded and closed in Q3 2021.

Key Takeaway? While we continue to push improvements to case management pace and record keeping, we need to focus harder on identifying lessons for learning from our casework.

Chart 10

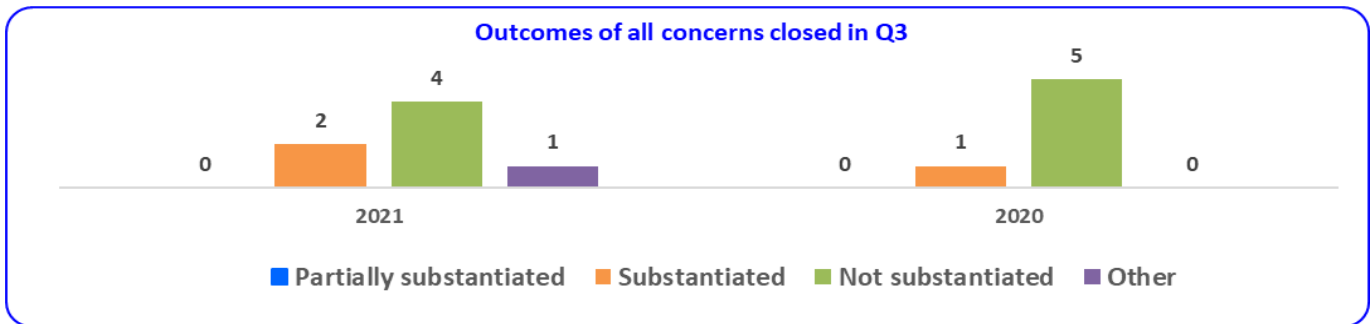


Chart 10a



Open concerns

Chart 11 shows the number of concerns not progressed to conclusion by the end of Q3. The total number of open concerns at the end of Q3 is 36 which remains at 19% of the total caseload.

Of the 36 cases which remain open, 22 (61%) relate to MAs, a reduction of 7% on the Q2 figures, 11 (31%) relate to Secretariat Offices (no change on Q2) and 3 (8%) relate to a Hosted Programme (SheDecides).

Key Takeaway? While there has been small increase (2 concerns) in the total number of open concerns at the end of Q3, when compared with Q2, we have received an additional nine reported concerns in the same period. When compared to our performance in 2020, the improvement is clear as our overall open case count is not growing at the same rate of concerns being reported.

Chart 11

