

Board of Trustees

9-10 March 2022

**Refers to
agenda item 6.**

Q4 2021 Quarterly Safeguarding and Incident Management Report

Introduction

This report covers 1 October 2021 to 31 December 2021 (Q4: 2021) providing quarterly incident management (IM) and safeguarding (SG) management information to support effective management and governance oversight.

In Q1 2022, the 2021 Annual Safeguarding and Annual Incident Management reports will be produced. These will review 2021 across all four quarters and provide analysis of trends, and make recommendations for the focus of our work in these two functions of IPPF's work in 2022.

Since the previous reporting period, the internal audit of the safeguarding and incident management functions has been completed and the report has been finalised. Management accepted all the audit recommendations and provided management responses in terms of how each recommendation would be implemented.

Key Messages

Incident Management

1. Cumulative Status of Concerns reported to end of Q4

Of the 200 concerns reported since the service went live in December 2018, 165 cases (82.5%) have been closed, with 35 cases currently open of which 11 (31%) were reported in 2020 and 24 (69%) in 2021.

The total number of concerns raised during 2021 to end Q4 stands at 45 in comparison with 81 concerns raised during 2020 to end Q4.

Of all open concerns:

- 7 relate to the Secretariat of which 6 relate to Employment and Workplace Matters, and 1 to Financial Wrongdoing.
- 26 relate to MAs (including Associate [Assoc.] MA's and Collaborative Partners [CPs]), of which 12 relate to Employment and Workplace Matters, 2 to Equality, Diversity and Inclusion, 8 to Financial Wrongdoing, and 4 relate to Safeguarding.
- 2 relate to a Hosted Programme (SheDecides), of which 2 relate to Equality, Diversity and Inclusion.

2. Q4 Status

In Q4, 12 reported concerns were closed and 11 new concerns reported; down from 14 concerns reported in Q4 last year. Included in the 12 concerns closed were: the one outstanding open concern from 2019, five concerns from 2020 and two concerns from 2021.

Of the 11 new concerns reported, seven relate to Employment and Workplace Matters, one relates to Safeguarding, and three relate to Financial Wrongdoing.

Safeguarding

From October, all new staff appointed to the Secretariat are required to attend global Safeguarding Induction training. This course is being delivered monthly.

The annual mandatory 2021 Safeguarding Refresher, self-led training was developed and shared with all staff for completion before the end of 2021. Completion data will be reported in the Q1 Safeguarding and Incident Management Report.

Achievements

Incident Management

- **Continued focus and attention on the pace and approach to open cases:** the number of reported concerns that remain open at the end of Q4 (35) has reduced by one in comparison to Q3 (36). In light of the fact that we had 11 new reported concerns in Q4 *and* the overall number of open concerns has reduced, the positive trend of improving attention to and pace of closure continues, irrespective of the number of new reported concerns received.
- **Commenced post migration data cleanse:** following the completion of the migration of the IPPF SafeReport legacy system cases to the new system, we have commenced a review and data cleanse of cases. This data cleanse may impact some of the data reported going forwards. This will not affect overall numbers but may impact some of the underlying data.
- **Commenced subject-expert oversight of Financial Wrongdoing cases:** led by the Director, Risk & Assurance.
- **Systematically collected lessons information:** data is now being collected on lessons learned from all reported concerns. This is a mandatory record and no case can be closed without this data being recorded. Going forwards, this data will be used to contribute to the development of a systematic approach to review, an increase in reflective practice, a lessons learned culture around Incident Management and the continuous review of Incident Management training and resources.

Safeguarding

- **Commenced Global Safeguarding Induction:** from October, all newly recruited staff within the Secretariat received global safeguarding induction training. This is delivered by the Head of Safeguarding on a monthly basis.
- **Improved the collaboration between the Safeguarding and Incident Management Team and HR:** to ensure all Safeguarding related onboarding tasks for all new staff is achieved in a unified way.
- **Rolled out the 2021 Annual Safeguarding Refresher training:** this self-led learning was disseminated to all Secretariat staff in November, for completion before the end of 2021. Completion compliance data will be reported in Q1 2022.
- **Informed the MA Accreditation review survey:** to ensure the review of the accreditation framework can effectively and proportionately accredit practice and MA/Assoc/CP alignment with the IPPF Safeguarding Framework.
- **Continued to impress FCDO:** during the final quarterly safeguarding meeting with FCDO (donor for WISH program), FCDO attendees shared their ongoing praise for our safeguarding work and the progression we are making in respect of capacity building with MAs and CPs. FCDO shared that it quotes IPPF's safeguarding work as a model for other orgs to consider as it is so impressed with our achievements.

Table 1: IM related training delivered in Q4.

SafeReport System Training delivered in Q4			
Training delivered	No of courses delivered in Q4	Total No. of participants trained	Participants
Global Triage of Reported Concerns	1	6	Safeguarding Advisers, HR staff
Total no. of staff trained			6

Table 2: SG Training delivered in Q4

Safeguarding-related training delivered in Q4		
Training course	Audience	Total No. of participants
Global Safeguarding Induction Training	New Secretariat staff	39
Staff Association Committee (SAC) - bespoke	SAC members	7
IPPF Safeguarding Training Pack	European Network MAs/CPs	22

Safeguarding-related training delivered in Q4		
Training course	Audience	Total No. of participants
Training of Trainers (ToT)	9 SARO MAs/CPs	14
DLT Mandatory 2021 Safeguarding Refresher - bespoke	Director's Leadership Team	11
Mandatory 2021 Safeguarding Refresher Training (self-led)	All Secretariat Staff	303
Total no. of staff trained		396

Looking ahead to 2022

Looking ahead to 2022, the first quarter of 2022, key priorities will be:

- Continued focus and push for the completion and closure of the 2020 (11), and 2021 (24) open cases.
- Completion of the Post Migration data cleanse.
- Planning the delivery of any management actions identified in the Safeguarding and Incident Management Audit that was completed in December.
- Dissemination of the new Escalation Operational Policy (escalation is already happening as per this policy).
- Completion of the 2021 Annual Safeguarding and 2021 Annual Incident Management Reports for the March Board of Trustees and associated meetings.
- Development of the Training Programme for 2022.

Incident Management Dashboard

No of Secretariat staff and MAs/CPs – Chart 1

Chart 1 shows the number of Secretariat staff and the number of MAs/Assoc./CPs in the Federation by the end of Q4. At the end of Q3 the total number of staff in the secretariat was 280 and number of MAs (including Associate and Collaborative Partners) was 125. By the end of Q4 staff numbers decreased to 277 (-3 on Q3), and increased to 141 MAs/Assoc./CPs (+5 on Q3).

Concerns reported – Charts 2-6

Chart 2 shows the number of concerns reported to IPPF SafeReport *in* Q4 2021 and Q4 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 Q4 2021 and Q4 2020 including safeguarding concerns.

Chart 3 shows *only* the safeguarding concerns reported *in* Q4 2021 and Q4 2020.

Chart 3a shows the cumulative total of safeguarding concerns reported *by* the end of Q4 2021 and Q4 2020.

Chart 4 shows the breakdown by issue type, of *all* reported concerns from the Federation *in* Q4 2021 and Q4 2020.

Chart 4a shows the breakdown of safeguarding concerns reported *in* Q4 2021 and Q4 2020.

Chart 5 shows the number of concerns reported by region in Q4 2021 and Q4 2020.

Chart 6 shows the concerns reported by subcategory in Q4 2021 and Q4 2020

Key takeaway? The number of concerns reported *in* Q4 has reduced year on year. The cumulative number of concerns rises each month which is to be expected, as new cases will always be received.

Cumulatively, the most frequent issue types remain static: Employment and Workplace Matters and Financial Wrongdoing. While this remains static, the number of Financial Wrongdoing cases is reducing overall year on year. It is normal to expect these two issue types to be the most frequently reported, given the number of people employed across the Federation and the levels of funding involved. Over time, as initiatives to improve employment culture and HR practice, safeguarding and anti-fraud awareness and practice, we should expect to see a decrease in the number of Employment and Workplace Matters and Financial Wrongdoing concerns being reported and/or substantiated and an *increase* in the number of reported Safeguarding concerns.

Chart 1



Chart 2

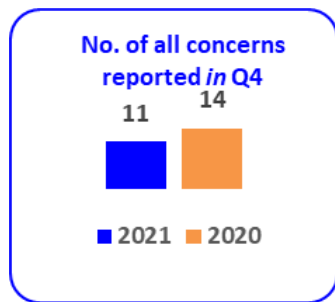


Chart 2a

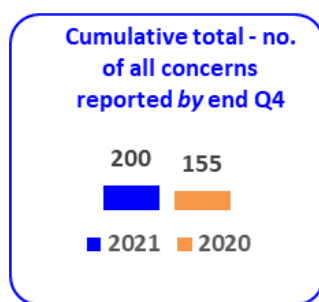


Chart 3



Chart 3a

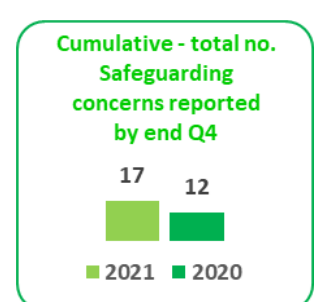


Chart 4

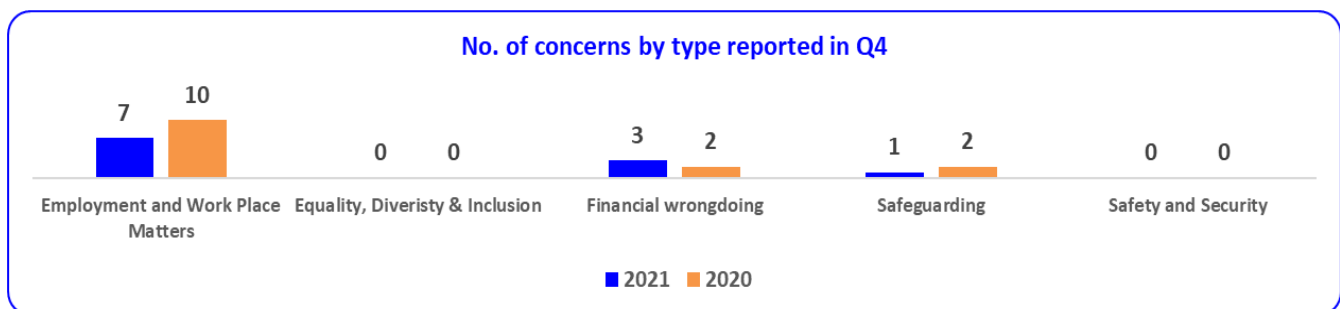


Chart 4a



Chart 5

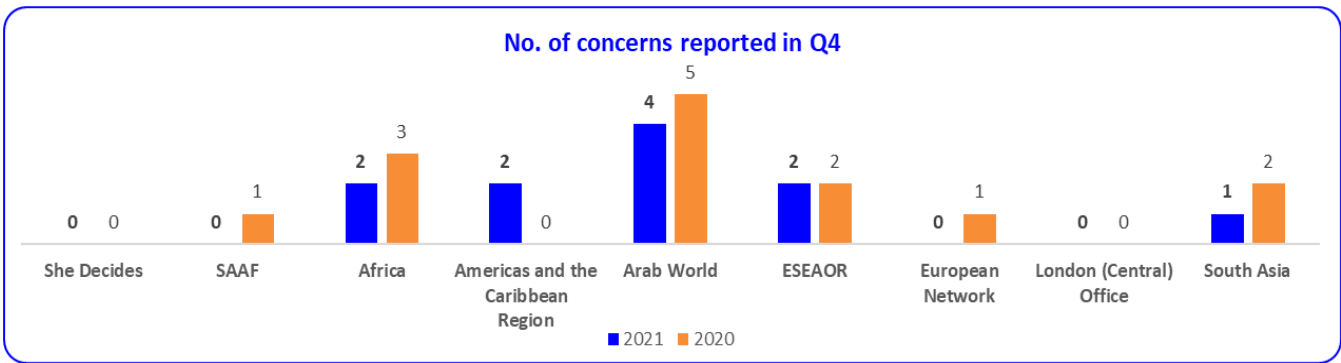
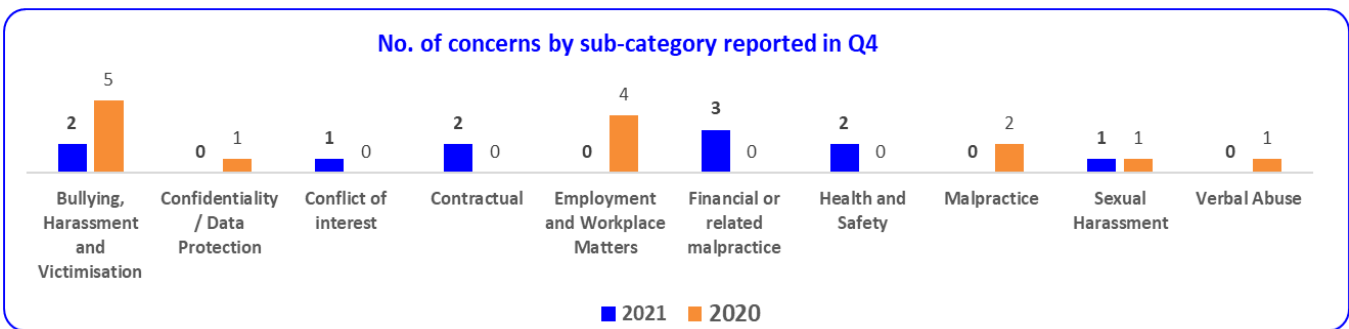


Chart 6



Concerns closed – Charts 7 - 9

Chart 7 shows the number of all concerns that were closed *in* Q4, irrespective of when they were reported.

Chart 7a show the cumulative total of all concerns closed *by* the end of Q4.

Chart 8 shows the number of safeguarding concerns closed *in* Q4, irrespective of when they were reported.

Chart 8a shows the cumulative total of safeguarding concerns closed *by* the end of Q4.

Chart 9 shows the number of reported concerns closed by region/programme/location *in* Q4. 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? We have steadily worked to achieve closure of older cases, including the one outstanding 2019 case in addition to five cases from 2020. 165 concerns of the 200 concerns reported to date, being concluded and closed by the end of Q4 also evidences continuation of improving response rates and timelines for newer cases.

Chart 7



Chart 7a

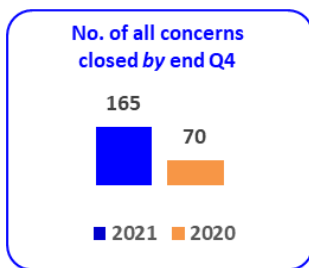


Chart 8



Chart 8a

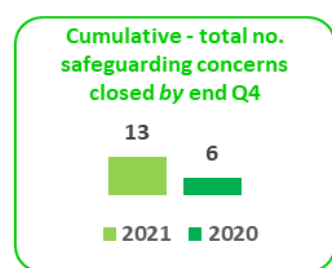
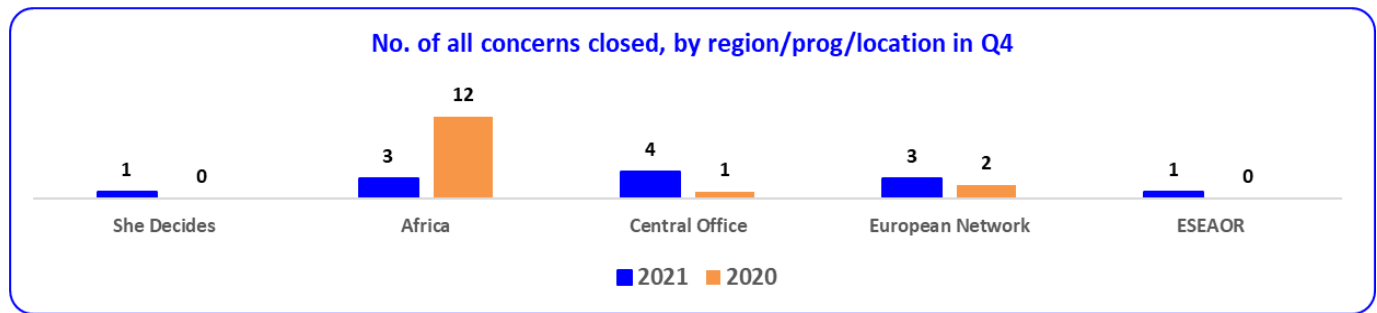


Chart 9



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 Q4 2021, including safeguarding concerns.

Chart 10a shows the outcomes of **only** safeguarding concerns concluded and closed in Q4 2021.

Key Takeaway? Outcomes of cases closed in Q4 indicate an even spread of outcomes in all four categories. More information will be provided in the review of outcomes throughout 2021 in the Annual Incident Management Report.

Chart 10

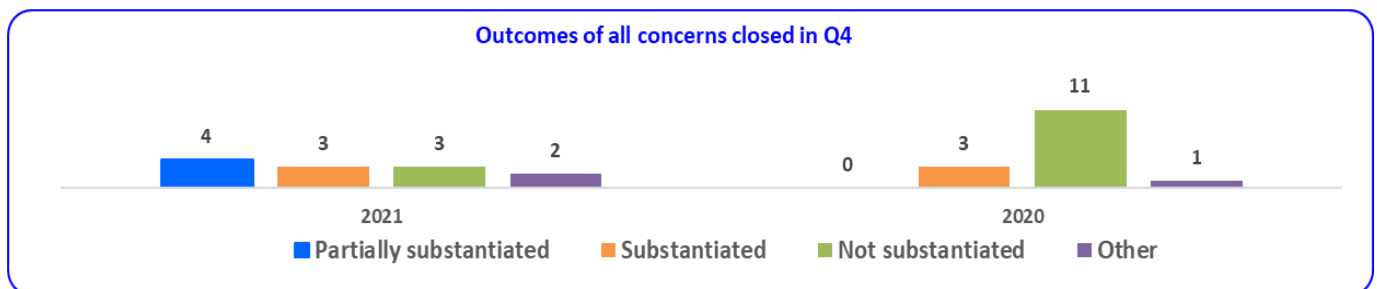
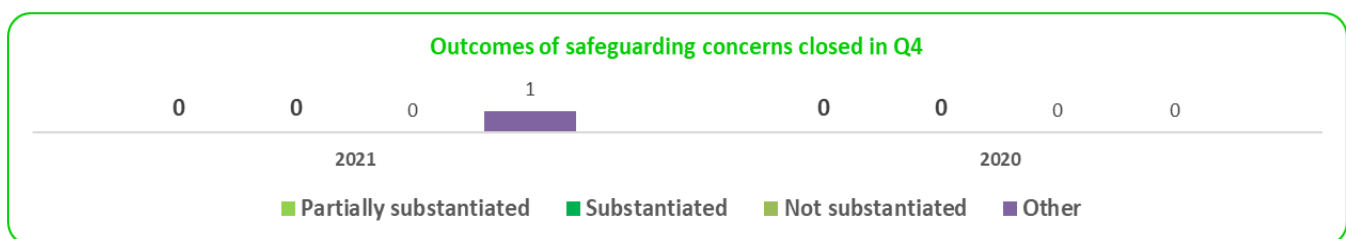


Chart 10a



Open concerns

Chart 11 shows the number of reported concerns that remain open by the end of Q4. The total number of open concerns at the end of Q4 is 35 which remains at 17.5% of the total caseload. This chart only includes Regions that have open cases, i.e., ENRO and the London (Central) Office have no open cases.

Of the 35 cases which remain open, 26 (74%) relate to MAs (including associate MA's and collaborative partners; an increase of 13% on the Q3 figures), seven (20%) relate to Secretariat Offices (a decrease of 11% on the Q3 figures) and two (6%) relate to a Hosted Programme [SheDecides] (a decrease of 1% on the Q3 figures).

Key Takeaway? In light of the fact that we had 11 new reported concerns in Q4 and the overall number of concerns has reduced, the positive trend of improving attention to and pace of closure continues, irrespective of the number of new reported concerns received.

Chart 11

