

Board of Trustees
21, 25, 26 November 2022

Refers to
 agenda item 9

Agenda Item: Q3 2022 Safeguarding and Incident Management Report

Summary: This report covers 1 July 2022 to 30 September 2022 (Q3: 2022) providing quarterly incident management (IM) and safeguarding (SG) management information to support effective management and governance oversight.

Action Required: The Board to read and note the report

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KEY TO ACRONYMS

ACR	Americas and the Caribbean Region
AR	Africa Region
AWR	Arab World Region
BoT	Board of Trustees
C-FAR	Finance, Audit and Resources Committee
DLT	Directors Leadership Team
EN	European Network Region
ESEAOR	East and Southeast Asia and Oceania Region
IC/ICs	Incident Coordinator/s
MA/Assoc/CP	Member Association/Associate Member/Collaborative Partners

Q3 2022 Quarterly Safeguarding and Incident Management Report

Introduction

This report covers 1 July 2022 to 30 September 2022 (Q3: 2022) providing quarterly incident management (IM) and safeguarding (SG) management information to support effective management and governance oversight.

Key Messages

Incident Management

1. Cumulative Status of Concerns reported to end of Q3

The cumulative number of all reported concerns received since IPPF SafeReport went live in December 2018 to the end of Q3 2022 now stands at 270. Of this total, 224 (83%) have been closed and 46 (17%) remain open.

Of all open concerns:

- Four (9%) relate to the Secretariat, of which three relate to Employment and Workplace Matters, and one to Equality, Diversity and Inclusion.
- 42 (91%) relate to MAs, of which 26 relate to Employment and Workplace Matters, one to Equality, Diversity and Inclusion, 14 to Financial Wrongdoing, and one relates to Safeguarding.

2. Clearance of the 2020/2021 backlog

Three more backlog concerns were closed in Q3, increasing the total number of backlog cases closed in 2022 to 28 and the number of open backlog concerns down to seven. Of the seven outstanding backlog concerns, three (reported in 2020) are still unactionable by IPPF as they remain pursuant to court action.

This leaves four 'actionable' concerns, three of which were reported in 2021 and one in 2020 and all of which arose from and relate to MAs. Close observation of these three concerns will continue and support will be offered to MAs where possible and appropriate.

Q3 Status

In Q3, 22 reported concerns were closed and 22 new concerns reported. Of the 22 new concerns reported in Q3, 16 (72%) relate to Employment and Workplace Matters, four (18%) to Equality, Diversity and Inclusion and two (9%) to Financial Wrongdoing.

Achievements

The Q2 report noted the work planned for completion in Q3

- **Continued focus and push for the completion** and closure of the 2020 & 2021 backlog concerns: **Achieved.**
- **Increase the number** of participants that return Induction training evaluation forms: **48% increase achieved.**
- **Completion of the Safer Recruitment** Management Action from the audit report: **In train**
- **Completion of the development** for the 2022 Safeguarding Refresher Training and roll out plan: **Achieved.**
- **Development and delivery** of Safeguarding Refresher Training for the Board of Trustees: **Achieved.**
- **Continued input and advice** to the General Assembly project team: **Achieved.**

In addition, we achieved the following:

Incident Management

- **Escalation Policy, Process and Procedure:** these were finalised in draft and shared with relevant senior secretariat colleagues for comment and these will be rolled out in Q4 and reviewed after six months.
- **Piloted a technical drop in session** for staff responsible for Incident Management work.
- **Audit Management Action Plan** building on the good work done in Q1 and Q2, a total of 11 of the 18 actions required management actions have been completed. A bank of evidence and responses to the actions required was submitted to the internal auditors in September.

Safeguarding

- **Arrangements now in place for MA safeguarding training** to be delivered in ACRO in Q4.
- **128 people** received safeguarding training.

Table 2: SG Training delivered in Q3

Training course	Audience	Total No. of participants
Global Safeguarding Induction	New Secretariat staff	21
Safeguarding Sensitisation and Awareness	Indonesia Planned Parenthood Association	70
Safeguarding Sensitisation and Awareness	Reproductive Health Association of Cambodia	30
Safeguarding Refresher course 2022	IPPF Board of Trustees	7
Total no. of people trained		128
Total no. of hours		15

The Safeguarding Team has reduced further in Q3. As of 1 October, all three secretariat safeguarding posts are vacant; one post has been recruited to, with the new staff member commencing in late October. Pending the recruitment of a Safeguarding Manager for ESEAOR, consultancy cover is being sought to bridge the gap. The final vacancy which supports the WISH programme in the SARO and AWRO regions, will be progressed in Q4.

These vacancies have impacted progress we have been able to make with support to Member Associations on their development of safeguarding practices, policies and awareness, but this is expected to pick up again once we have a full complement of staff.

Looking ahead to Q4 2022

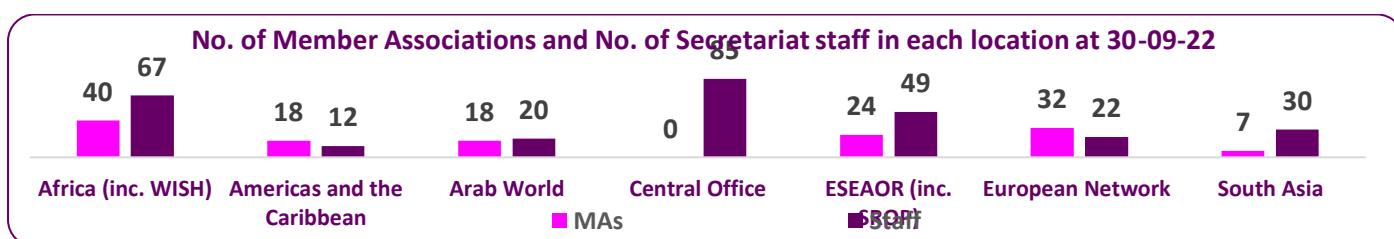
Looking ahead to key priorities will be:

- **Continued focus and push for the completion** and closure of the 2020 (four), and 2021 (three) open cases.
- **Roll out** of the Reportable or Serious Incident (Escalation) policy, process and procedure
- **Roll out** of the Safer Recruitment Initiative.
- **Roll out of 2022 Safeguarding Refresher Training** all secretariat staff will be required to complete this by 31 December.
- **Completion of delivery** the annual safeguarding course to the Board of Trustees
- **Progress on the development of an organisational database** of potential investigators/audit firms to reduce the delays caused to the pace of case management arising from the process for identification and engagement (contracting) of appropriate experts.

Incident Management Dashboard

No of Secretariat staff and MAs – Chart 1

Chart 1 shows the number of Secretariat staff and MAs in the Federation by the end of Q3. By the end of Q3 2022, staff numbers decreased to 285 (-10 on Q2 2022) and the number of MAs decreased to 139 (-2 on Q2 2022).



Concerns reported – Charts 2-6

Chart 2 shows the number of concerns reported to IPPF SafeReport *in* Q3 2022 and Q3 2021. 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 2022 and Q3 2021 including safeguarding concerns.

Chart 3 shows *only* the safeguarding concerns reported *in* Q3 2022 and Q3 2021.

Chart 3a shows the cumulative total of safeguarding concerns reported **by** the end of Q3 2022 and Q3 2021.

Chart 4 shows the breakdown by Primary Issue Type (PIT), of **all** reported concerns from the Federation **in** Q3 2022 and Q3 2021.

Chart 4a shows the breakdown of safeguarding concerns reported **in** Q3 2022 and Q3 2021.

Chart 5 shows the number of concerns reported by region in Q3 2022 and Q3 2021.

Chart 6 shows the concerns reported by PIT sub-category in Q3 2022 and Q3 2021.

Key takeaway?

Of the 22 concerns reported to IPPF SafeReport in Q3, 17 were related to MAs and five to regional secretariat offices.

Of the 17 MA concerns reported, 14 were about Employment and Work Place Matters, two about Financial Wrongdoing and one about Equality Diversity and Inclusion.

Of the five RO concerns reported, two were about Employment and Work Place Matters and three about Equality, Diversity and Inclusion.

It is likely that the antiracism work being progressed across the Federation has raised awareness of issues relating to Equality Diversity and Inclusion. This, in turn, may be the reason for the increase in related concerns being reported. This is a positive outcome of the antiracism work.

Chart 2

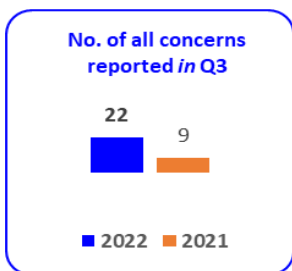


Chart 2a

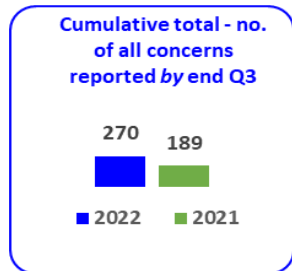


Chart 3



Chart 3a

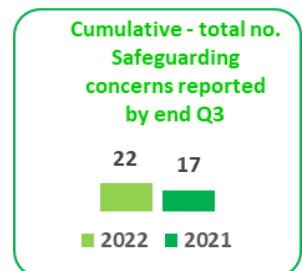


Chart 4

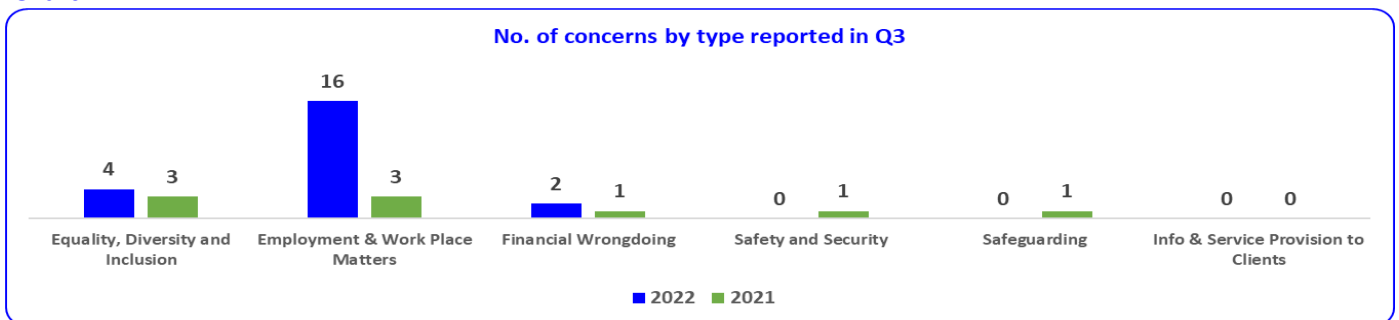


Chart 4a



Chart 5

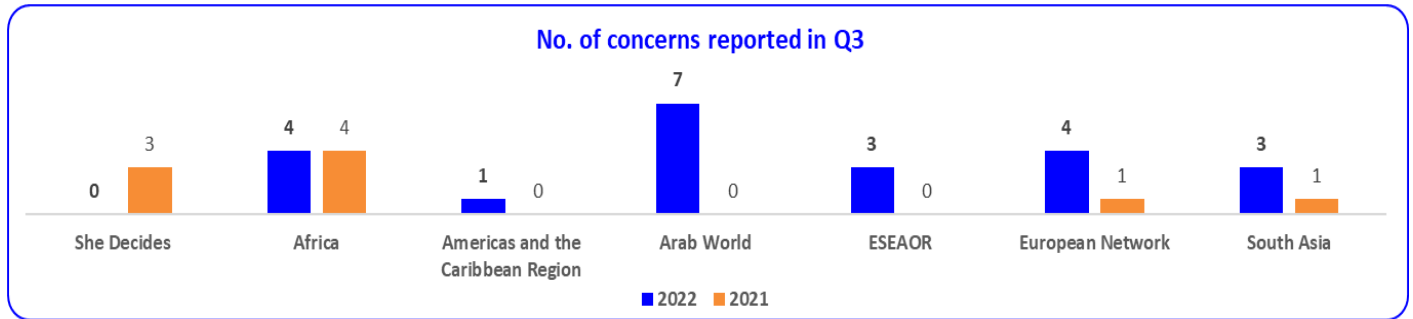
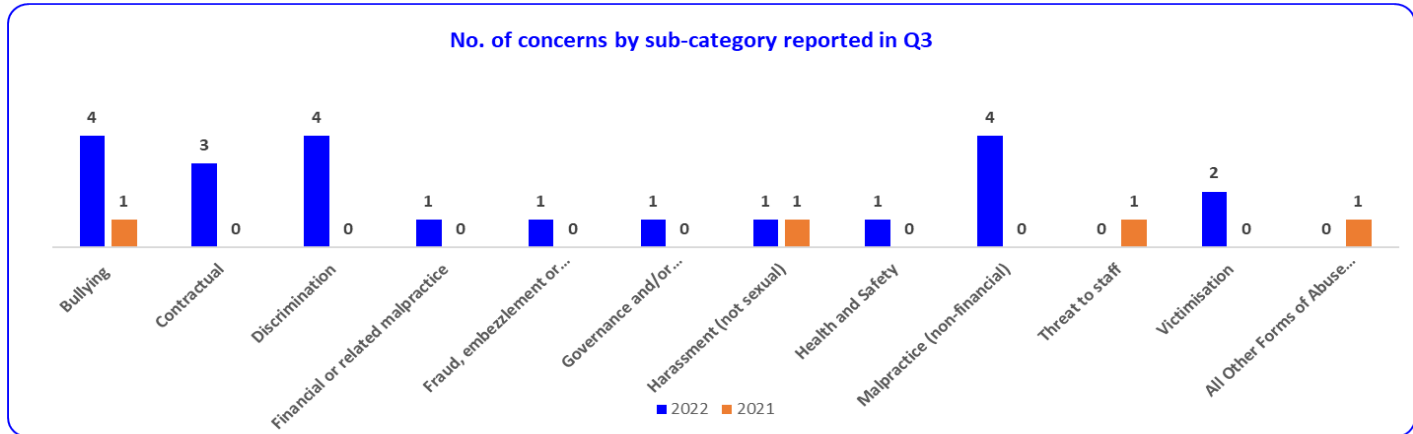


Chart 6



Concerns closed – Charts 7 - 9

Chart 7 shows the number of all concerns that were closed *in* 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.

Key take-away? Despite the number of new reported concerns in Q2 and Q3 being almost identical, Q3 has seen an increased number of closures - 22 compared to 15 closures in Q2. The closure of 2020/2021 backlog concerns continues with deliberate focus; 88% of the backlog concerns open at 1 January, were closed by the end of Q3. This increases to 93% when the three unactionable cases are excluded from the backlog list.

Chart 7



Chart 7a

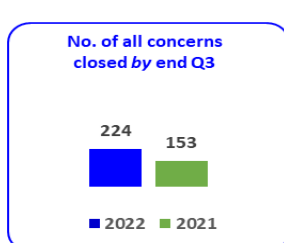


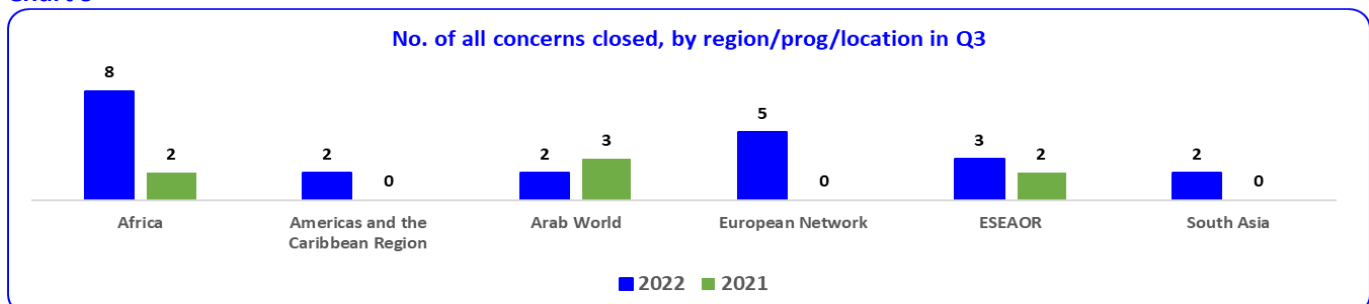
Chart 8



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 Q3 2022, including safeguarding concerns.

Chart 10a shows the outcomes of **only** safeguarding concerns concluded and closed in Q3 2022.

Key Takeaway? It is challenging to extract trends or patterns from outcomes data alone. The context, location, issue type, and relevant entity is different for every reported concern. As such, to accurately identify trends, these case-by-case factors need to be built into the analysis process. The ‘other’ category relates to a number of outcomes which also apply, Q3 other outcomes are: Duplicate report (2); Insufficient info to investigate (1); No response from reporter (1); Out of scope (1); Vexatious (1).

Chart 10

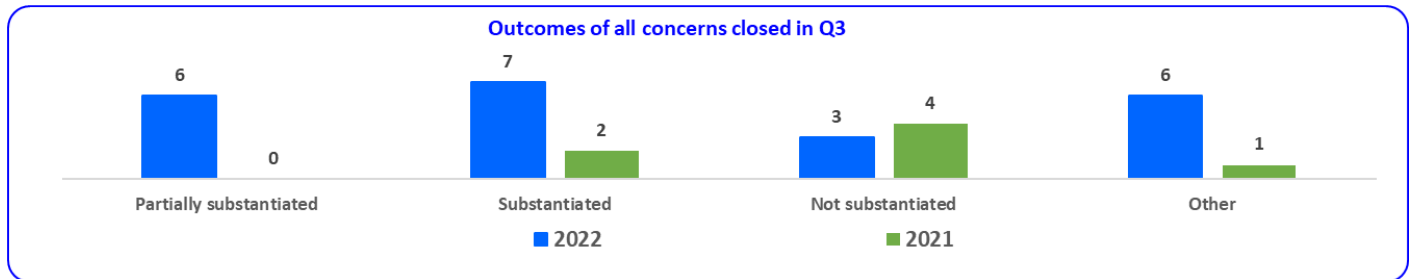
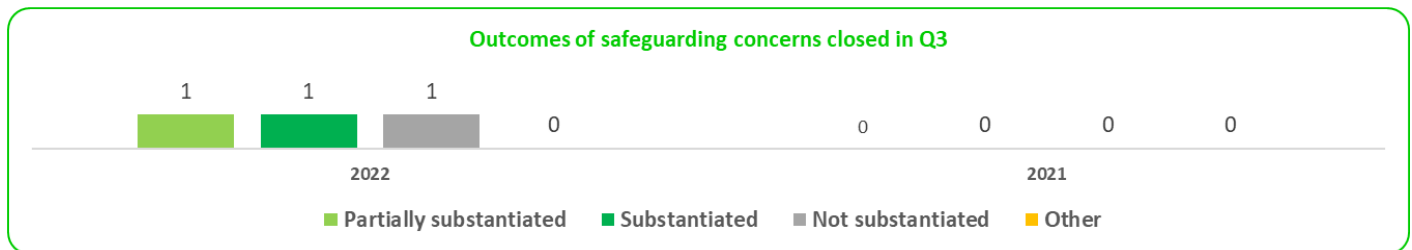


Chart 10a



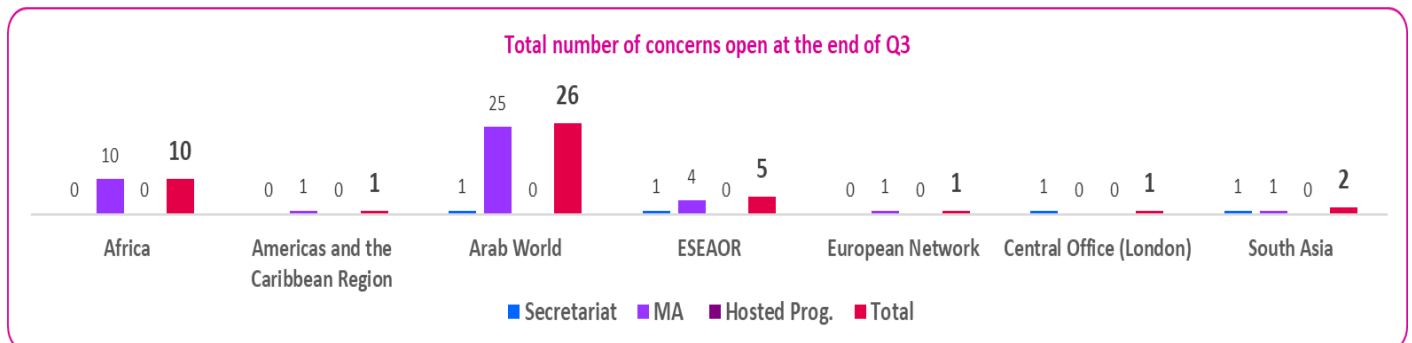
Open concerns

Chart 11 shows the number of reported concerns that remain open at the end of Q3 - 46, which is 17% of the total caseload. Secretariat locations and hosted programmes with no open cases do not appear in the chart. Of the 46 cases which remain open, 42 (91%) relate to MAs and four (9%) relate to Secretariat Offices.

Key Takeaway? MAs are responsible for progressing concerns reported about or from within the MA. As such, while we can support MAs with guidance and advice, the pace at which MAs can/are able to progress cases to conclusion is the remit and responsibility of MA staff and board members.

It is important to recognise the improvement in the closure of secretariat related concerns. At the end of Q1 18% of open concerns related to regional offices, this reduced to 15% at the end of Q2 and 9% at the end of Q3.

Chart 11



Appendix 1: Evaluation of Global Safeguarding Induction Training delivered in Q3

	Q1	Q2	Q3
No. of participants trained	21	17	21
No. of participants who returned evaluation forms	8	5	17
No of total participants that returned evaluation forms	38%	29%	81%
% of participants that responded, who strongly agreed they could confidently apply what they had learnt	37%	100%	35%
% of participants that responded, who agreed they could confidently apply what they had learnt	62.5%	-	53%
Comments from participants	<ul style="list-style-type: none"> • I do feel the trainer was great and made the best effort to have people engaged and comfortable asking questions • Everything was explained clearly, glad that materials will also be provided after the training. Questions were also answered well. • Thanks for the great training, it was really clear and the PPT will be a great resource • Grievance redressal time frame should also be defined. • One thing that has come to mind just now is that I have found that there is some confusion at MA level around the difference (and similarity) between safeguarding and GBV. It could be useful to address this point in this training as those who are MA facing may have a similar experience, just a thought 		

Summary

Following the Q2 evaluation, significant efforts have been made to increase the return rate of training participant evaluation forms. An innovative approach commenced at the beginning of Q3 and this has achieved a 48% improvement rate with 81% of training participants completing the evaluation exercise, providing richer feedback and suggestions for consideration, when materials are reviewed.