

Board of TrusteesRefers to
agenda item 809-10 March 2023**Agenda Item: Safeguarding and Incident Management****Summary:**

This is the IPPF 2022 Annual Safeguarding Report, providing an overview of the progression of IPPF's SG work over the last year. This report also provides Trustees with data and analysis in respect of the five SG concerns reported to SafeReport in 2022 and the cumulative status of cases reported in previous years since safe report was launched in December 2018. Throughout this report, the terms - case, concern and reported concern, are used interchangeably. These terms relate to concerns that have been reported to IPPF SafeReport and may be - concerns, grievances, allegations or complaints.

Key achievements 2022

- 1. Completion of Annual SG Refresher Training:** at 95% across the secretariat, a significant shift from last year, which illustrates the embedding of SG into our operating rhythm and culture.
- 2. Delivered training to 55 MAs:** raising awareness and clarity about the rights to protection from, SG related harm of staff and clients/beneficiaries
- 3. Harnessed the benefits of technology:** to achieve a 55% in year improvement in the number of new staff that returned SG induction course evaluation feedback, facilitating improvements on a 'You said, We Did' basis.
- 4. Further translation of the SG Training Pack** into the following languages: Malay, Swahili, Russian, Nepali, Hindi, Kannada, Bengali, Sinhalese, Tamil and updated the Arabic, English, French, Portuguese and Spanish versions.
- 5. Delivery of Mandatory SG Induction training within eight weeks of start date:** at 67% across all secretariat locations.

We strengthened the Safeguarding and Incident Management Team with a highly experienced, French-English bilingual SG Adviser to support ARO, AWRO and SARO. The new Team Member joined the team in Q4.

CONTENTS**PAGE**

1) SG cases: 2022 in-year and cumulative data – at a glance summary	1
2) SG cases: 2022 in-year and cumulative data – detail	2-3
3) Activities and outcomes	3
4) Other progress	5
5) Take-aways	5
6) Key priorities for 2022	5
Appendix 1: List of MAs that received SG training in 2022	6

KEY TO ACRONYMS

ACRO: Americas and the Caribbean Regional Office	ENRO: European Network Regional Office
ARO: Africa Regional Office	FCDO: Foreign, Commonwealth & Development Office
AWRO: Arab World Regional Office	MA: Member/Associate Members/Collaborative Ptnrs
BoT: Board of Trustees	SARO: South Asia Regional Office
C-FAR: Finance, Audit and Risk Committee	SG/SGIM: Safeguarding/Safeguarding and Incident Management
CO: London Office	W2A: Women's Integrated Sexual Health Programme
DLT: Directors Leadership Team	

Action Required: The Board to read and note the report

2021 Annual Safeguarding Report

1. Safeguarding cases: 2022 in-year and cumulative data - at a glance summary

In Year: 1 Jan to 31 Dec 2022 – at a glance				Cumulative: 1 Dec 2019 to 31 Dec 2022 – at a glance			
5 new cases	7 cases closed	100% MA related	55% backlog cases closed	23 cases received	21 cases closed	22% Sec. related	78% MA related
43% of closed cases substantiated	43% of closed cases partially substantiated		14% of closed cases unsubstantiated	73% of cases: sexual harassment	14% of cases: sexual exploitation and abuse	13% of cases: other forms of abuse	1 backlog case remains open
100% of cases: alleged sexual harassment				6 average no. of new SG cases received each year		5 average no. of SG cases closed each year	

This report considers data relating *only* to reported safeguarding concerns (SG), except where clarity is provided about the relative number of SG cases compared to the other five Issue Types and/or our total caseload of 282 cases. Due to the confidential nature of SG concerns, case details are not included.

a) 2022 case intake: In 2022, five new SG cases were received. This is 6% of *all* new cases reported in 2022 across all six Issue Types – see **Table 1** below.

b) Cumulative case intake: by the end of 2022, a total of 23 were SG cases were received. This represents 8.2% of the 282 cases reported across *all six* Issue Types since SafeReport was launched in Dec 2018 – see **Table 1** below.

c) 2022 and cumulative case closures and outcomes: in 2022, seven SG cases were closed, including three backlog cases reported in 2021. Three cases were substantiated, three partially substantiated and one unsubstantiated. By the end of 2022, a total no. of 21 SG cases were concluded and closed – see **Table 2**.

d) Open cases at 31 December 2022: Two SG cases remain open, one reported in 2020 and one in 2022. Both are MA cases. Following significant challenges arising between the MAs senior management and the board, the older of these two cases is finally progressing and it is hoped this will be concluded and closed in early 2023 – see **Table 3**.

e) Most common SG cases: the most common SG concern reported is sexual harassment, accounting for 76% of SG cases reported cumulatively - The 2020 case is projected to be closed early in 2023 – see **Table 1**.

2. Safeguarding cases: 2022 in-year and cumulative data – detail

Table 1 : SG Concerns Reported to 31 Dec. 2022 and year by year.

SG Subcategories	Cumulative total at 31 Dec 2022	Reported in 2022	Reported in 2021	Reported in 2020	Reported in 2019
Sexual Exploitation and/or Abuse	3 (4, 100%)	1 (1, 100%)	1 (1, 100%)	0 (0%)	1 (1, 100%)
Sexual Harassment	17 (13, 76%)	4 (4, 100%)	3 (3, 100%)	6 (4, 67%)	4 (2, 50%)
All Other Forms of Abuse	3 (2, 67%)	0	2 (2, 100%)	1 (0%)	0 (0, 0%)
Total No. of SG cases	23 (19, 83%)	5 (5, 100%)	6 (6, 100%)	7 (4, 57%)	5 (3, 60%)

Figures in () are the no. and % of SG concerns that relate to MAs/Assoc/CPs.

Table 2: Safeguarding closures and case outcomes – year by year and cumulatively.

Case outcomes	Cumulative total	2022	2021	2020	2019
Substantiated	13	3	6	2	2
Partly unsubstantiated	3	3	0	0	0
Unsubstantiated	3	1	0	2	0
Retracted	1	0	1	0	0
No response from reporter	1	0	1	0	0
Total	21	7	8	4	2

Table 3: No. of open cases at 31-12-22

Open cases	Cumulative open concerns	Reported in 2022	Reported in 2021	Reported in 2020	Reported in 2019
No of SG concerns open at 31-12-22	2 (2, 100%)	1 (1, 100%)	0 (0, 0%)	1 (1, 100%)	0 (0, 0%)

Figures in () is the number and % of SG concerns that relate to MAs

3. Activities and outcomes

b) Secretariat Safeguarding Induction Training – see Table 1 below: following Q4 2022 pilots of a new secretariat approach to the delivery of mandatory SG induction training, we rolled out the model and set a target performance indicator for all new staff to receive SG induction training within eight weeks of their start date.

By the end of 2022, 85% of new staff (including consultants, employees and interns) attended SG training. Of those that attended the training, 67% attended within the first eight weeks of their start date. The success rates in each region are dependant on regional HR staff ensuring new starters are notified to the SG and Incident Management (SGIM) Team in accordance with agreed timeframes. Some staff joined in December 2022 and may fall into compliance if they attend a SG induction course in Jan '23 or Feb '23.

Table 4: Mandatory Safeguarding Induction Training Attendance

Secretariat location	No of new joiners in 2022	No and % of staff that completed SG Induction Training		KPI No. of staff that completed in the first 8 weeks	RAG 0-33% Red 4-66% Amber 67 -100% Green
ACRO	7	4	(57%)	1	(25%)
AWRO	3	2	(67%)	1	(50%)
ARO	19	17	(74%)	10	(59%)
CO	21	16	(76%)	10	(63%)
EN	8	8	(100%)	8	(100%)
ESEAOR/SROP	10	10	(100%)	9	(90%)
SARO	13	12	(92%)	7	(58%)
Total	81	69	(85%)	46	(67%)

b) Annual Safeguarding Refresher Training – See Table 5 below. Following a review of the 2021 SG refresher course, a new course was designed and launched on a new platform – ‘Academy’. The 2022 course was made available to all staff on 24 October 2022, with a requirement for completion by 31 December 2022.

Completion compliance was at 95% by 31 December 2022 as compared to 75% in 2021.

This is a significant improvement, achieved through addressing the IT challenges, shortening the length of the course and the significant support and clear messaging from DLT colleagues and line managers about the mandatory nature of the course.

Table 5: 2022 Annual Safeguarding Refresher Training by Region or Division

Region	No of people	KPI: Number who completed the training by the deadline	RAG: 0-99 % Red 100% Green
Board of Trustees	14	14	100%
ACR	12	12	100%
ARO	62	59	95%
AWR	19	19	100%
CO	80	72	90%
EN	26	25	96%
ESEAOR/SROP	47	46	98%
SARO	31	31	100%
DLT	11	11	100%
Total Sec. staff	288	275	95%

c) Delivery of MA Safeguarding – Appendix 1 below - 11 MA SG training workshops were delivered in 2022 to a total of 330 participants. Development support/coaching offered by the Head of SG has facilitated three members of the global SG Task Force to become competent to deliver MA SG training. This increased capacity to deliver training; vital in 2022, in which two full time SG Advisers posts (66% of the team’s full complement) were vacant throughout Q3.

However in Q4, we recruited a very experienced SG Adviser who has already added value in a number of ways and bringing very developed thought leadership to SG matters, providing much needed support to the team.

The Head of SG travelled to Bogota in November 2022 to attend the Board meeting and to deliver Safeguarding training to all 14 ACRO MAs. This was an important moment for ACRO, being the first time all MAs had attended a workshop together as a new region. The participants were super engaged and very keen to further develop, or, start developing SG in their organisations.

A joint mission to support the Family Planning Association of Malawi was attended by the Head of SG and colleagues from W2A and the ARO. 37 staff and trustees attended tailored training. A visit to a clinic was organised to discuss how effectively SG has been normalized into the clinic’s work – both for staff and clients – and to identify how the secretariat could better support these endeavours. The joint nature of the mission was a great example of an effective, unified approach to MA facing support.

The SG-related outcomes achieved were increased board, senior management and staff understanding of the SG responsibilities of each and a good introduction to the new accreditation standards and process, including the newly embedded SG elements.

4. Other progress:

a) Safe Recruitment - IPPF’s Safeguarding (Children and Vulnerable Adults) policy requires the practice of safe recruitment across the Federation. Starting with the secretariat, we assessed the compliance of all secretariat offices against these requirements and developed guidelines and resources to embed this requirement.

Outcome: being aligned to internationally prescribed best practice in safe recruitment reduces the opportunity for individuals with serious SG related disciplinary actions or criminal convictions being prevented from working at IPPF.

b) Update of the global SG Training Pack – the Pack was updated and by the end of 2022, in addition to the standard translations into Arabic, French, Portuguese and Spanish, we progressed translation into a further nine languages Malay, Swahili, Russian, Nepali, Hindi, Kannada, Bengali, Sinhalese, Tamil.

Outcome: as we have identified the need to further extend awareness about SG to people that access IPPF SRHR services, it has become clearer that this can be better achieved if resources can be provided in many more languages. These additional languages translations will contribute to this identified need.

c) Development of WISH MAs: face-to-face TOTs and virtual sessions were held with IPPF MAs in Ethiopia, Sudan, Uganda, Malawi and Tanzania. In addition, ongoing safeguarding technical support was provided to Burundi, Tanzania, Uganda, Malawi, Sudan & South Sudan MAs to ensure compliance with the IPPF and FCDO safeguarding standards.

A safeguarding self-assessment questionnaire was developed and distributed to MAs to check the level of compliance with safeguarding standards. Moving forward to bring all MAs to a common understanding of safeguarding requirements and to strive to achieve a unified approach of working together with MAs safeguarding focal persons. The questionnaire will also serve as a guiding document to for planning safeguarding activities, as it will be completed at the end of every year to highlight the achievements and the gaps present

Outcome: increased compliance of W2A MAs with the FCDO enhanced safeguarding requirements.

5. Take-aways

a) Trends: sexual harassment is by far the most common SG concern being reported. While we have improved our reach to clients/beneficiaries and will continue to do so, the number of sexual exploitation and abuse being reported by clients/beneficiaries is lower than might be expected in light of the number of people that receive IPPF services.

b) Risks: risk and the likelihood of harm to IPPF's reputation and income generation, on the basis of how well IPPF responds to SG cases, is mitigated through the dedicated subject expertise offered by the SG and Incident Management Team. In addition, global initiatives developed by the global SG Task Force and SG Focal Points, where these exist, continue to contribute to risk mitigation measures. There is more to do in this arena, if we are to support MAs to better understand the importance of creating safe services and work place cultures.

c) Outlier secretariat office: ACRO achieved 100% compliance for the SG Refresher training completion for its staff. However, the region struggled to achieve the KPI for new staff attending SG training within eight weeks of their start date, ending the year at 25% compliance. This appears to be a result of staff changes in the region leading to 75% of new staff not attending the training in their first eight weeks.

In addition, ACRO has no dedicated SG Adviser, or designated SG focal point/member of the global SG Task Force. This has resulted in the region being less able to take part in global SG initiatives. The solution going forwards is for ACRO to consider the dedicated and designated SG roles/responsibilities it requires and to align with the global approach to SG people resources - this may well be achieved via the realignment plans. ACRO HR staff should ensure the process for new joiners and attendance at SG induction training is followed.

6. Key Priorities for 2023

- **Target SG KPIs for 2023** - to be validated and prioritised as part of the MA Support and Development plans during 2023:
 - a. 100% of staff attend SG Induction Training within four weeks of their start date.
 - b. 100% of IPPF new board/committee members receive SG induction training.
 - c. 100% of existing IPPF board/committee members participate in SG refresher training.
 - d. 100% of staff complete SG refresher training by the agreed deadline.
 - e. 70% of MAs receive SG training at senior management and Board level.
- **Assess the implementation of the Safe Recruitment initiative:** in all secretariat locations.
- **Review and redesign the Safeguarding and Incident Management Hub:** to achieve an increase in visits to this site and use of the resources made available.

Appendix 1: MA safeguarding training delivered in 2022

Region and date	MA	Total No. of participants
ACRO 28 November	Family Planning Association of Trinidad and Tobago	14
	Instituto Peruano de Paternidad Responsable	
	Stichting Lobi - Suriname	
	Bahamas Family Planning Association	
	Foundation for the Promotion of Responsible Parenthood - Aruba	
	Caribbean Family Planning Affiliation	
	Jamaica Family Planning Association	
	Dominica Planned Parenthood Association	
	Antigua Planned Parenthood Association	
	Mexfam	
	Cemoplaf/Bolivia	
	Colectivo ebeldía / Ecuador	
	Fudacion LLaves - Honduras	
ARO 24 May	Association Tchadienne pour le Bien-Etre Familial	30
	Mauritius Family Planning & Welfare Association	
	Association Burundaise pour le Bien-Etre Familial	
	Association pour le Bien-Etre Familial/Naissances Désirables	
	Reproductive health of Uganda	
	UMATI – Tanzania	
	Family Guidance Association of Ethiopia	
	Sudan Family Planning Association	
	Family Planning Association of Malawi	
	Reproductive Health Association of South Sudan	
ARO 12 & 13 Dec	Family Planning Association of Malawi	37
EN 9-11 May	Austrian Family Planning Association (Österreichische Gesellschaft für Familienplanung)	23
	Fédération Francophone Belge pour le Planning Familial et l'Éducation Sexuelle	
	Cyprus Family Planning Association	
	Väestöliitto (The Family Federation of Finland)	
	Mouvement Français pour le Planning Familial	
	Irish Family Planning Association	
	Israel Family Planning Association	
	Reproductive Health Alliance Kyrgyzstan	
	Rutgers	
	Sex og Politikk	
	Associação para o Planeamento da Família	
	Slovak Family Planning Association	
	Federación de Planificación Familiar de España	
Riksförbundet för Sexuell Upplysning - Sweden		

ESEAOR 14 & 15 June	Cook Islands Family Welfare Association	30
	Kiribati Family Health Association	
	Family Health Association of Fiji	
	Samoa Family Health Vanuatu Family Health Association	
	Solomon Islands Planned Parenthood Association,	
	Tonga Family Health Association	
	Tuvalu Family Health Association	
ESEAOR 15 & 16 June	China Family Planning Association	17
	Family Health Association of Korea	
	Family Planning Association of Hong Kong	
	Mongolian Family Welfare Association	
	Myanmar Maternal and Child Welfare Association	
ESEAOR 23 & 24 June	JOICFP Japan staff and overseas partner staff	40
ESEAOR 30 June	Reproductive Health Association of Cambodia	30
ESEAOR 13 and 14 July	Indonesia Planned Parenthood Association	70
SARO 19 Aug	IPPA-Indonesia	30
SARO 13 & 14 Dec	AFGA	9
	Total participants	330