Incident Management Report March 2023

Introduction

This report provides Incident Management data for the period 1 March – 31 March 2023, in which four new concerns were reported, and two were closed. In addition to the data, is the analysis of lessons learned from cases closed in March, based on the narrative provided by regional Incident Coordinators. Two new initiatives are being developed:

1) **Improvement to record keeping in relation to cases reported to the UK Charity Commission** (CCom). SafeReport has been revised to collect CCom reporting data and report this quarterly. The Head of Safeguarding and Director of Risk and Assurance (R&A) will ensure these fields are completed for all new cases from 3 April 2023 and retro-completed for existing cases, as time allows.
2) **Guidance for Incident Coordinators (ICs) on what should be recorded as lessons learned.** Internal Audit are contributing to a list of questions being developed for ICs to consider when recording 'lessons' in SafeReport.

Cumulative Data
Cumulative intake: 1 December 2018 to 31 March 2023
- The cumulative total of concerns reported now stands at 294 of which, 74 were received in 2019, 81 in 2020, 45 in 2021, 82 in 2022, and 12 in 2023.
- 166 incidents (56%) relate to MAs, 117 (40%) relate to ROs and 11 (4%) to other categories.

March intake by Primary Issue Type (PIT)
- Two Employment and Work Place Matters (AR – 2)
- Two Financial Wrongdoing (AR – 1; ESEAOR - 1)

Safeguarding (Vulnerable Adults and Children and Sexual Harassment of staff)
- None

Table 1: Concerns reported by Primary Issue Type (PITs) in month. Figures in brackets are the cumulative total for each PIT, to 31 Mar 2023

PITS - in month	Global	SAAF	SheDecides	AR	ACR	AWR	CO	ESEAOR	EN	SAR	Total
Equality, Diversity and Inclusion	0	0	0 (2)	0 (1)	0	0 (3)	0 (2)	0 (3)	0 (6)	0	0 (17)
Employment & Work Place Matters	0 (3)	0	0	2 (41)	0 (8)	0 (69)	0 (7)	0 (17)	0 (5)	0 (18)	2 (168)
Financial Wrongdoing	0 (3)	0 (2)	0	1 (33)	0 (3)	0 (28)	0 (1)	1 (3)	0 (2)	0 (2)	2 (77)
Safety and Security	0	0	0 (1)	0 (2)	0	0	0	0	0 (1)	0	0 (4)
Safeguarding	0	0	0	0 (9)	0	0 (4)	0 (2)	0 (7)	0 (1)	0	0 (23)
Info & Service Provision to Clients	0	0	0	0 (1)	0 (1)	0	0	0	0 (3)	0	0 (5)
Total	0 (6)	0 (2)	0 (3)	3 (87)	0 (12)	0 (104)	0 (12)	1 (30)	0 (18)	0 (20)	4 (294)

Open Cases

The total number of open cases at the end of March 2023 is 31. This table indicates how long cases have been open for in each region/entity. Backlog cases are those that have been open for 12 months or more.

Table 2: No. of open cases, by region and length of time cases are open for. Backlog cases are those open for 12 months or more. Numbers that appear as e.g., 13 (6), means 13 reported concerns, of which 6 relate to MAs

Region/Entity	Length of time cases have been open for				Total no. of open cases
	0-6 months	6-12 months	BACKLOG CASES 12-18 months	>18 months	
Global					0 (0)
SAAF					0 (0)
Africa Region	6 (3)	4 (4)		4 (4)	14 (11)
Americas & the Caribbean*	2 (2)				2 (2)
Arab World Region	4 (4)	4 (3)	1 (1)		9 (8)
Central Office					0 (0)
ESEAOR	1 (1)	1 (1)	1 (1)		3 (3)
European Network	1 (1)				1 (1)
South Asia Region		2 (1)			2 (1)
Total	14 (11)	11 (9)	2 (2)	4 (4)	31 (26)

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Closure of cases

In March, two concerns were closed (AR – 1; AWR - 1). By the end of March, the total number of reports closed is 263 (89% of the total caseload). No backlog cases were closed in March.

Lessons for learning

For this and all future monthly IM Reports, for cases closed in the reporting month, the Head of Safeguarding will provide analysis of the narrative recorded in SafeReport by Incident Coordinators, in respect of lessons learned. Where relevant, recommendations will be made for DLT for decision making.

Table 3: Lessons learned narrative recorded by Incident Coordinators for the two cases closed in March 2023

Region	Primary Issue Type [Subcategory]	Outcome	Narrative recorded by regional ICs, as lessons learnt
AR	**Financial Wrongdoing** ➢ Financial or related malpractice	Unsubstantiated	It is not a common process that in a Member Association, the General Assembly discusses the recruitment of a staff member even if it is the highest governance body. The fact of this complaint proves that MAs can report complain when adequate answers are not available locally and when there are doubts about a decision-making mechanism. We can conclude that the combined action of the letter from the Regional Office and this complaint have led the Association to take the decision to continue the recruiting process of a new ED. We need to encourage MAs to continue using the IPPF SafeReport.
AWR	**Financial Wrongdoing** ➢ Financial or related malpractice	Out of Scope	I think it is important that the Governance and Accreditation staff in the RO should be informed in similar cases because he could have information related to governance that the IC could not be aware of. or also with the new structure the AoC could be a good source of information to the IC.
Analysis of Lessons Learnt from oversight of cases closed and narrative recorded by ICs			

- **What is a lesson learned?** From the entries of the two narratives noted above, it remains clear that ICs need support/training to understand what a lesson learned *is* and how these should be recorded. As noted in the introduction, work on this has commenced and will be implemented when we train new ICs; required as a result of staff changes brought about through the restructure.

- **Evidence that reporting to SafeReport** does and has led to change being implemented to redress genuine issues.

- **Criteria should determine when a new SafeReport case assessed as being is out of Scope?** The Head of Safeguarding will develop proposed criteria with input from subject matter experts. This will enable us to minimise the time spent on cases that have no merit or basis for investigation and which will either be closed once assessed as out of scope or needing only some basic checks and fact finding being undertaken before closure.

- **We should triangulate information and intelligence** from different teams/functions of the secretariat wherever possible, to inform the way SafeReport cases are progressed. It is expected that the new structure, will better facilitate triangulated information.