

Board of Trustees
20-21 June 2024

Refers to
agenda item 11

Agenda Item: Safeguarding and Incident Management

Summary:

This is the Q1 2024 Safeguarding and Incident Management Report. Highlights noted are:

1. As recruitment to the new secretariat structure continued apace, we delivered Safeguarding Induction to 45 new joiners.
2. We achieved a 23% improvement rate of new starters attending their safeguarding induction within the first four weeks of joining IPPF.
3. In Q1 we commenced the roll out of Member Association Safeguarding Communities of Practice. One was held in ACR, one in ESEAOR and one in SAR. The other three regions are still working on plans for the launch of their MA Safeguarding CoP meetings.
4. The identification of suitably skilled and experienced HR and Safeguarding investigators is complete – we have identified a small number of individuals to be onboarded.

Action Required:

The Board to note the progress in this areas of our work

KEY TO ACRONYMS

ACR	Americas and the Caribbean Region
AR	Africa Region
AWR	Arab World Region
BoT	Board of Trustees
DLT	Directors Leadership Team
EDI	Equality, Diversity and Inclusion
EN	European Network Region
ESEAOR	East and Southeast Asia and Oceania region
EWPM	Employment and Workplace Matters
FW	Financial Wrongdoing
IC/ICs	Incident Coordinator/s
IM	Incident Management
ISPC	Information and service provision to clients
MA/Assoc/CP	Member Association/Collaborative Partner
PIT	Primary Issue Type
SG	Safeguarding
SAS	Safety and Security

Quarterly Safeguarding and Incident Management Report – Q1 2024

This report covers 1 January to 31 March 2024 (Q1: 2024), providing quarterly incident management (IM) and safeguarding (SG) information to support effective management and governance oversight. All cumulative data originates from December 2018, when IPPF SafeReport was launched.

Incident Management Data: at-a-glance

Chart 1 summary chart showing Q1 2024 and cumulative IM data. All figures in brackets relate to MA cases.

Q1 2024: 01 Jan to 31 Mar 2024			Cumulative: 01 Jan 2018 – 31 Mar 2024			
30 (22) Total: all cases received in Q1 (Jan - Mar 2024)	1 (0) Total: SG cases received in Q1 (Jan - Mar 2024)		370 (217) Cumulative total: all cases received by end Q1		31 (24) Cumulative total: SG cases received by end Q1	
13 (6) Total: no of cases closed in Q1 (Jan - Mar 2024)	2 (1) Total: SG cases closed in Q1 (Jan - Mar 2024)		331 (182) Cumulative total: all cases closed by end Q1		28 (22) Cumulative total: SG cases closed by end Q1	
PITs: Reported in Q1 ↓	Outcomes: Closed cases in Q1 ↓		PITs: Reported by end Q1 ↓		Outcomes: Closed cases by end Q1 ↓	
EWPM - 21 (18)	Substantiated	4 (1)	EWPM	214 (126)	Substantiated	100 (57)
			EDI	17 (7)	Partially Substantiated	40 (19)
			FW	97 (54)		
FW - 7 (4)	Other*	9 (5)	ISPC	5 (4)	Not Substantiated	121 (63)
SG - 1 (0)			SG	31 (24)		
SAS - 1 (0)					SAS	6 (2)

Safeguarding Achievements

- **Delivered Mandatory Safeguarding Induction** to **45** new starters across all secretariat locations. For Q1, 30 (67%) new starters attended the training within four weeks and 15 (33%) new starters did not attend the training within four weeks. This is a **23%** improvement on Q4 2023 and we hope to see this rise further during 2024.
- **Achieved the launch of a new SG initiative** - the set up and roll out of MA Safeguarding Communities of Practice (MA SGCoP) in each region. This is one of the key objectives for delivery by the Safeguarding and Incident Management Team in 2024. On 14 March, ACRO was the region to facilitate IPPF's first ever MA SGCoP meeting. This was swiftly followed by SARO on 21 March and ESEAOR on 27 March. The remaining regions will follow as their planning progresses.

The intended purpose of the SG MACoP is to facilitate MAs to come together to discuss the development of safeguarding in their organisation, how, as a Federation we can better reach clients and community members to understand the concept of their rights to be safeguarding from abuse and exploitation and, their ability to report harm when it does happen.

These first meetings looked at the proposed Terms of Reference; considered how MAs could share cases with others in the region examples of best and poor practice, risks, policies and lessons for learning etc, via the CoP. One of the MAs in ACR shared their experience and challenges with implementing safeguarding policies and this created energy and discussion amongst other MAs in the region.

The meetings also looked at what support the secretariat could provide, including training for MA Safeguarding Focal Points, the provision of safeguarding related resources and other initiatives. It is hoped that meetings will be possible on a quarterly basis. They are held virtually, with simultaneous translation where required, and provide an efficient way of sharing expertise, experience and creating real MA lead Communities of Practice.

Incident Management: Achievements

- **We continued to train and support new staff** designated to be responsible for incident management work. In Q1 we trained another 10 new starters in Incident Management work.
- **The identification of investigators to join our roster of Safeguarding/HR Investigators is complete.** We have identified a small number of highly qualified and experienced investigators and the invitation to apply will remain open, so we can grow the roster. This closes the loop of one significant lesson we have learned as an organisation; that we need to do effective due diligence to ensure investigators have the right skills and experience to deliver high quality investigations and we need to reduce the delays that arose as a result of us having to advertise for an investigator each time we need one. All that remains is the process of onboarding the chosen investigators in a way that means they can commence assignments immediately.
- **Lessons learned analysis informed new training materials:** Our analysis of lessons learned continues, with lessons identified in Q1 noted on the final page of this report.

Incident Management: Data

Chart 2 below provides the data on the 39 SafeReport cases with an open status at the end of Q1. All figures in brackets relate to MAs. Backlog cases are classified as any case that has been open for 12 months or more. As reported at the end of 2023, we cleared all backlog cases in the first half of 2023. However, towards the end of Q1 2024, an old backlog case had to be reopened – showing in Chart 2 > 18 months. This was as a result of the discovery that the MA had not reported the required information to the appropriate authority. It is expected this case will be closed once we have feedback about what the MA has done to improve systems and confirmation about the required reporting.

Chart 2 shows the breakdown of all open concerns by region.

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
SAAF	1 (0)				1 (0)
Africa Region	9 (9)	2 (2)			11 (11)
Americas & the Caribbean*	1 (1)				1 (1)
Arab World Region	9 (8)	5 (5)			14 (13)
Central Office	1 (0)				1 (0)
ESEAOR	8 (7)			1 (1)	9 (8)
European Network	2 (2)				2 (2)
South Asia Region					0
Total	31 (27)	7 (7)	0	1 (1)	39 (35)

Chart 3 breakdown of cases received *in* Q1 by Region

Chart 4 breakdown of cases received *by end* Q1 by Region

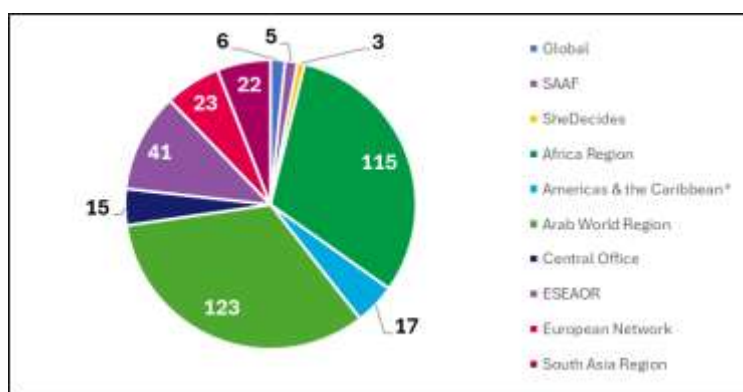
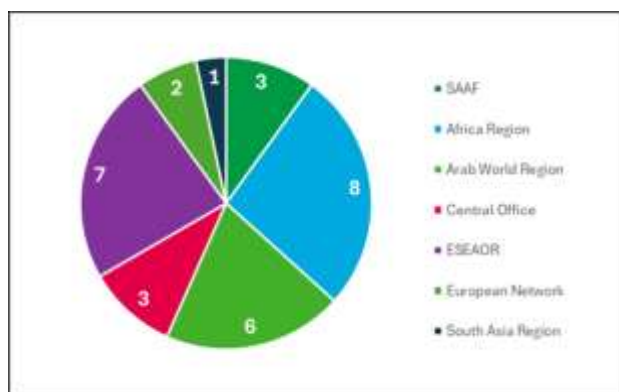


Chart 5 breakdown of cases by primary issue type *in* Q1 **Chart 6** breakdown of cases received *by end* Q1 by PIT

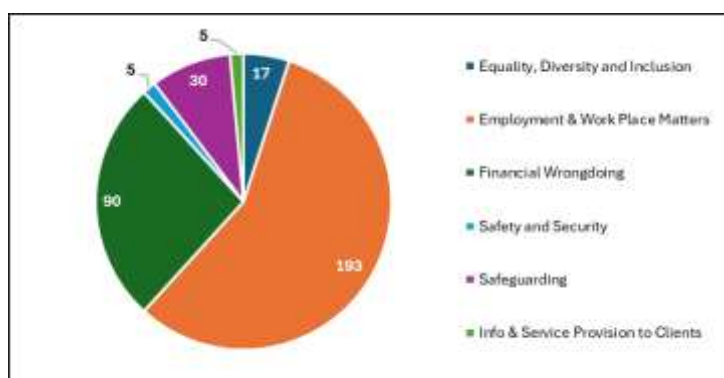
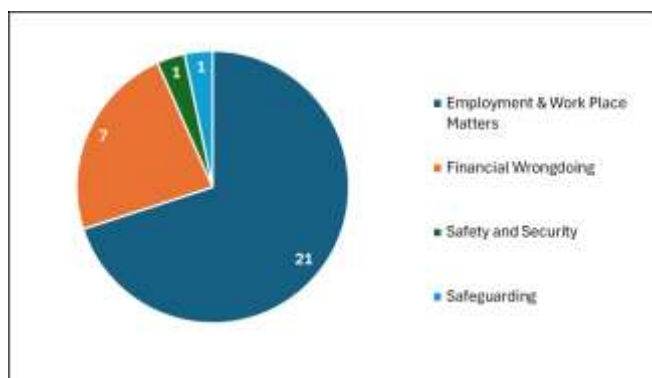
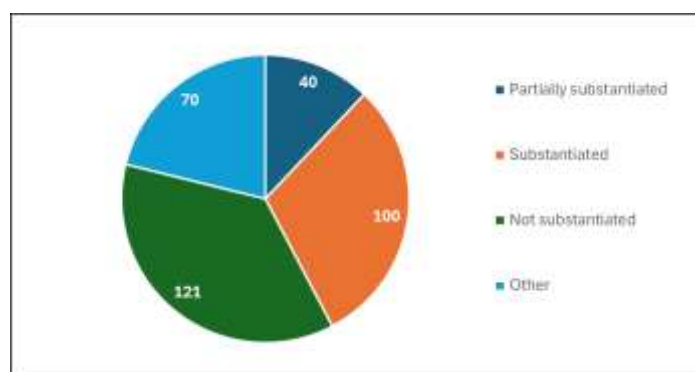
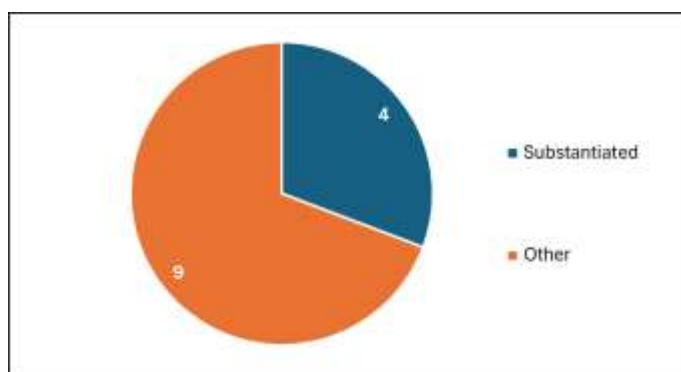


Chart 7 breakdown by outcome of all cases closed *in* Q1 **Chart 8** breakdown by outcome, all cases closed *by end* Q1



Incident Management: Lessons Learned

In Q1 we closed a total of 13 cases. Lessons identified prior to case closure are reported and analysed and shared with the DLT on a monthly basis. During Q1 2024, the following lessons were identified and actions taken and yet to be taken is indicated below.

- Issue:** While all staff receive safeguarding induction training and awareness when they start working for IPPF, in some regions, there is a need to support staff to be more familiar with the expected behaviour.

Lesson: When staff need different ways of understanding what our behaviour culture is at IPPF, we need to create those learning channels.

Action taken already: Some regions are delivering SG sessions with staff more frequently.

Further Action to be taken: To monitor the impact of frequency of SG awareness sessions on no. of staff reports relating to SG harm.

- Issue:** Staff travel needs significant attention, our harm prevention is not working effectively enough, our risk assessments are not being done systematically.

Lesson: People can be significantly harmed if their travel safety and risks are not properly assessed and mitigating measures put in place.

Action taken already: discussions commenced about the need for a much more effective and inclusive approach to travel safety.

Further Action to be taken: IPPF needs to develop and implement an effective travel safety policy to replace the existing version; one that considers the intention to become (and where we already have become) a much more diverse organisation. Line Managers need training to understand their responsibilities in respect of assessing travel risks with their team members who are planning to travel. Pre travel risk assessment and safety briefings need to be standardised *and* more inclusive. Work on this has already commenced.