## People and Partnership Policy

<table>
<thead>
<tr>
<th>Policy</th>
<th>Date of approval by HR Board of Directors</th>
<th>Date of policy review</th>
</tr>
</thead>
<tbody>
<tr>
<td>People and Partnerships</td>
<td>February 2023</td>
<td>February 2024</td>
</tr>
<tr>
<td>Name and contact details for Safeguarding Lead</td>
<td>Dee Jethwa <a href="mailto:safeguarding@choose.love">safeguarding@choose.love</a></td>
<td></td>
</tr>
<tr>
<td>Name and contact details of the director with safeguarding responsibilities</td>
<td>Geoffrey Cordell <a href="mailto:geoffrey@choose.love">geoffrey@choose.love</a></td>
<td></td>
</tr>
</tbody>
</table>
1. Introduction

Choose Love has a safeguarding framework comprising four standards: Safeguarding, People and Partnerships, Risk Management and Accountability. This policy sets out the standard to be met with respect to Choose Love’s People and Partnerships, which has three main components: safer recruitment, due diligence for partner selection, and a community and beneficiary engagement strategy. Choose Love’s policies are publicly available on its website.

2. Background

This policy is concerned with fostering and nurturing positive relationships between people within Choosing Love Ltd, (referred to as Choose Love throughout this policy) including Choose Love’s staff - permanent and freelance - all volunteers within the UK and abroad, and all visitors¹ and our partners² and other actors in the humanitarian sector. In all instances, these positive relationships share a common value base and are strengthened by written, contractual agreements between Choosing Love Ltd and contracted parties. Positive relationships are an expression of Choose Love’s commitment to nurturing a positive safeguarding culture across all aspects of our work.

A ‘partner’ is an organisation which receives funding from Choose Love or with whom Choose Love collaborates across all its brands to deliver its programmes or which is otherwise associated with the Choose Love’s name and brand.

Partners must:

- Be aware of expectations in relation to appropriate behaviours towards children and adults at risk.
- Have reporting systems and processes that facilitate a timely response to raised concerns.
- Build a culture in which all actions are accountable.

¹ Including consultants, journalists, and others who may represent Choose Love or whose presence it may validate.
² For the purpose of the Safeguarding Framework, means an organisation which receives funding from Choose Love or with which Choose Love collaborates to deliver its programmes or which is otherwise associated with the Choose Love name and brand.
3. People - Safer Recruitment of Staff

3.1. Introduction

In all its recruitment and selection, Choose Love applies safer recruitment guidelines to reduce the risk of unsuitable people entering the organisation and to ensure that its recruitment processes are transparent and fair.

**Staff** means Choose Love’s employees and directors, freelance workers (self-employed or agency staff), consultants, and volunteers, interns and secondees.

3.2. Guiding Principles

Safer Recruitment at Choose Love is guided by the following principles:

3.2.1. Equality, diversity, and inclusion

Choose Love is an equal opportunity and merit employer, offering employment to suitable individuals who exhibit and are willing to ascribe to our mission and values. Choose Love will not discriminate against any of the protected characteristics outlined in the Equality Act 2010 (which include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, or belief, sex, and sexual orientation).

3.2.2. Transparent Processes

Choose Love will follow recruitment, selection and hiring processes that:

- a. Are fair, transparent, merit based and competitive.
- b. Use a systematic approach and consistent standards to select the most suitable candidate.
- c. Are compliant with relevant audit and legal requirements.
- d. Ensure that appropriate background and identity verification checks are carried out (including criminal records checks, where appropriate).
- e. Ensure personal information is kept confidential.

3.3. Recruitment Authority

Final recruitment authority rests with the Choose Love’s Board of Directors.
3.4. Recruitment Process

The recruitment process, outlined below, provides clear guidelines to managers on the steps to be followed and applies to all types of recruitment i.e., regular, short term, consultancy, and internships.

3.5. Basis for Recruitment

Recruitment will only take place after Choose Love’s Board of Directors has:

a. Approved the position.
b. Provided for the position in the organisation’s structure and in the annual budget of the relevant team within the organisation.
c. Approved a job description or terms of reference for the position,
d. Approved a risk assessment carried out in relation to the potential post holder’s contact with children and adults at risk in order to establish whether disclosure and barring scheme (DBS) checks are required in addition to the usual references and if so, what level of checks will be required.

3.6. Vacancy Announcement

All potential vacancies are risk assessed for safeguarding (as set out above) and all vacancy advertisements shall include a clear statement about the organisation’s commitment to safeguarding children and adults at risk and the measures it will take to ensure it employs individuals that are best suited to serving the organisation’s purposes. Choose Love’s job adverts will bear a statement of our pledge to uphold our safeguarding standards.

3.7. Short listing and interviews

a. Only candidates who meet the requirements of a vacant position and who are considered suitable for the position will be shortlisted for an interview using the criteria advertised. Short listing will be undertaken by the interview panel, and at least one member of the panel will be trained in safer recruitment.
b. The selection process will include an assessment of the candidate’s understanding of and commitment to safeguarding.
c. Information about previous employment will be sought and satisfactory explanations will be obtained for any gaps in employment (e.g., maternity leave, sick leave, sabbatical).
d. For roles involving direct contact with children and adults at risk through our partners, candidates will be asked further questions and will be asked to respond to specific scenarios and provide examples of previous relevant work to demonstrate their understanding of and commitment to safeguarding.
3.8. Recruitment of Senior Managers

Recruitment of senior managers may be outsourced to specialist recruitment firms to facilitate a more comprehensive search for the best possible candidates for the role. The decision to outsource any part of Choose Love’s recruitment process will be made by the CEO and any recruitment firms engaged by Choose Love will be scrutinised to ensure that they adhere to safer recruitment guidelines and Choose Love’s core values.

3.9. Disclosure and Barring Service, Identity Verification and References

a. Prospective staff members will be subject to a DBS check of an appropriate level where eligible and will be subject to a check of the barred list if the candidate will work directly with children or adults at risk or Choose Love otherwise determines that such a check is required for the role (for example, in the case of the Safeguarding Lead and any staff fulfilling the role of the Safeguarding Focal Point in areas where programme are being delivered). Where it is not possible to carry out a DBS check, for example, when a candidate comes from a country which does not provide this service, Choose Love will seek an equivalent criminal record check for the candidate in accordance with government guidance. Character references may be sought for such candidates from professional sources, such as College or University authorities and tutors. Choose Love does not accept references from friends and family members. Choose Love will undertake a risk assessment for the role undertaken by any prospective volunteers to assess whether a DBS check is required.

b. Choose Love recognises that it may be difficult to obtain police checks and references in some operating contexts, or their reliability may be questionable. No single check will guarantee someone’s suitability for working with children and adults at risk. Choose Love will take a pragmatic view and put in place additional steps when background checks cannot be obtained. This may include seeking permission from potential candidates to approach organisations that can provide relevant information such as earlier employers.

c. For identity checks, Choose Love will verify a candidate’s identification through legally recognised documentation, such as a passport, driving license, national identity card or equivalent.

d. If in a position where specific skills are a requirement of the application process (i.e., legal qualifications, medical training) we will verify any educational qualifications and professional registrations claimed in the applicant’s application by asking to see original certificates.

e. Before a position is confirmed, two satisfactory written references must be received, one of which should be from the current or more recent employer. All references should always be sought using a template provided by Choose Love.

f. The reference template will state that Choose Love may follow up a written reference with a request for a telephone discussion with the candidate organisation’s head of Human Resources. This applies to all candidates for all positions.

g. Choose Love’s reference template will explicitly request confirmation of a candidate’s previous commitment to and appreciation of safeguarding values.
h. Choose Love is a member of the Misconduct Disclosure Scheme. Where relevant, information will be sought from the scheme with consent from the job applicant.

3.10. Managing concerns identified through background checks

In the course of conducting background checks, Choose Love may uncover confidential information that suggests an individual’s unsuitability to work with vulnerable groups. Where such situations arise, the hiring manager will work closely with the HR Director and Safeguarding Lead in managing the communication process to the applicant and informing relevant statutory bodies reflecting national guidance.

3.11. Employment of Relatives

The recruitment of close family members of current staff may create a conflict of interest or other work challenges. For the purposes of this policy, close relatives are defined as:

- A spouse or partner.
- A child, stepchild or adopted child.
- Parents and parents-in-law.
- A brother, brother in-law, sister, and sister in-law.

Should recruitment take place that involves employing a relative of an existing staff member, the following actions and precautions will be taken to minimise challenges in the workplace.

- Relatives/family members must not be in a position whereby one is in a position of authority to the other (i.e., direct line management).
- Any decisions regarding working conditions, pay or promotions must not be made by a family member towards their relative. Another member of the ELT should be present in all such decisions to avoid preferential treatment.
- Grievance or disciplinary processes must not be conducted between relatives.
- Staff members cannot be part of the recruitment process when a relative is considered for the position.
- It is not acceptable to line manage a relative.

3.12. Induction

- At induction, employees will be made aware of the Choose Love safeguarding team, including the Non-Executive Director with safeguarding responsibilities, the Safeguarding Lead and Focal Points. The employee will receive a copy of the organisation’s Safeguarding Policy, its Code of Conduct, and its Complaints and Whistleblowing Policy.
b. The Safeguarding Policy clarifies the steps that Choose Love takes to ensure the safety of beneficiaries and staff, including children and adults at risk.

c. The Code of Conduct describes the ethics and behaviours required when working with Choose Love. It is designed to create a culture of safeguarding best practice to which all staff must adhere. Prospective employees will read and sign the Code of Conduct. Volunteers will be required to read and sign a volunteer specific Code of Conduct for particular volunteering projects (e.g., the Choose Love shop) that operate in the UK.

d. Choose Love’s safeguarding procedure provides the mechanism for making a safeguarding incident report.

e. The Grievance and Whistleblowing Policies details the reporting routes for raising and escalating a concern, where dissatisfaction has been experienced with internal reporting routes.

f. Staff will receive mandatory safeguarding training as part of their induction, as well as annual refresher training. The induction process will cover the safeguarding values of Choose Love. Specialised training will be provided for roles involving working directly with children and adults at risk.

4. Partnership - Partner Selection and Management

Choose Love raises funds through its social media platforms and works with individual and institutional funders to access funding for its work. Choose Love is affiliated with the registered charity Prism the Gift Fund (“Prism”), which governs its collection of and disbursement of funds to its partners for charitable purposes.

Choose Love’s Programmes team provide advice and guidance to partners to support the delivery of projects funded by Choose Love.

In addition to working with partners that deliver projects, Choose Love may also choose to collaborate with partners on advocacy initiatives to raise awareness about human rights issues affecting the communities they serve and lobby decision makers to act to better protect the rights and serve the needs of these communities.

Choose Love’s relationships with such partners, funders, and Prism, are beneficial to Choose Love and enable it to utilise its network to fulfil its purposes in the interests of the communities that it serves. The benefits of these relationships with partners are as follows:

a. Groups with local knowledge provide a nuanced understanding of the local situation in the areas where projects funded by Choose Love are being delivered, which external teams are less able to do.

b. Grassroots partners are flexible, agile, and adaptable, in that they are able to redirect their operations to wherever the need is greatest, to ensure that funding allocated by Choose Love can be used in ways that will best serve the communities that it is established to assist.
c. Choose Love’s aim is to fill the gaps in provision left by larger organisations and governments, and this aim is best achieved through the use of grassroots partners for the reasons set out above.

d. Choose Love’s approach to partnership working reflects and enables – and adds legitimacy to – Choose Love’s advocacy and campaigning work on behalf of people on the move.

Decision-making in relation to the work that Choose Love carries out and the partnerships it enters into is initially delegated to those best placed to assess emerging or fast-moving circumstances. In Greece, Choose Love’s Programme Managers conduct needs assessments, and bring issues and needs to the Programmes team in London. Our teams that are located in areas where we support programme delivery have become experts through their experience in those locations and are well placed to suggest new funding partners. In programme locations where we do not have permanent teams, we work with partners to understand the changing needs and gaps in provision. These partners provide insight and identify opportunities for effective funding and bring this to the attention of Choose Love. The Choose Love Director of Programmes conducts a due diligence review, which is approved by a designated member of the Executive Leadership Team (ELT) before submission to Prism for its approval.

4.1. Compliance and best practice responsibilities

Choose Love currently funds many projects internationally through its collective fund managed by Prism. Our partners are often grassroots groups, which have been established in response to the failure of large organisations and governments to meet a given need. Such groups are often managed by members of the local community or people with lived experience.

We acknowledge that while activities may be delegated, responsibility for safeguarding remains with Choose Love’s ELT, and, ultimately, its directors and the board of trustees of Prism the Gift Fund. The respective responsibilities of Choose Love and Prism, and the lines of reporting and accountability of each organisation in relation to any safeguarding concern, is set out in greater detail in the Choose Love Safeguarding and Accountability Policies.

In order to avoid the dangers of misconduct or mismanagement or a breach of Prism trustee duties or a breach of funding requirements, Choose Love will ensure that its partners have suitable policies and procedures in place and that adequate due diligence has been carried out. Choose Love’s minimum safeguarding standards for partners can be accessed in Attachment 1.

Should safeguarding concerns be reported, Choose Love will ensure that Prism trustees have adequate oversight, that appropriate remedial action is taken, when necessary, that incidents are reported to authorities where appropriate, and that the Charity Commission and donors are informed through Serious Incident Reporting as required.

---

3 Including asylum seekers, displaced people, and refugees.
Though Choose Love is not a charity, it works to the Charity Commission definition of safeguarding - "taking reasonable steps to protect from harm people who come into contact with your charity. This includes: people who benefit from your charity’s work, staff, volunteers, other people who come into contact with your charity through its work".

Consequently, Choose Love will:

- Take reasonable steps to safeguard and protect all beneficiaries from abuse, as well as children and adults at risk.
- Take reasonable steps to protect beneficiaries, staff, volunteers, those connected with the activities of Choose Love and who come into contact with it, from harm.

Given this level and degree of responsibility, Choose Love applies enhanced due diligence standards when selecting its downstream partners as part of its risk management approach. See Choose Love’s Due Diligence Framework for more details. The process includes a qualification (for partnership) check, and six key red flag risk assessments. The process then reviews organisational, programme and financial capacity. As well as our own internal checks, Prism the Gift Fund will carry out a second level due diligence check on partners recommended by Choose Love.

### 4.2. The partnership selection process.

Prism the Gift Fund will carry out appropriate due diligence on prospective partners by checking the partner’s name against an updated list of proscribed organisations and designated individuals and entities. Choose Love expects prospective partners to check the qualifications and experience (including any unexplained gaps) of its staff and to take up written references – and, if necessary, telephonic, or electronic references - which confirm suitability for employment/engagement. The main features of the due diligence process are as follows.

- All prospective partners will be subject to Choose Love’s due diligence review process, in accordance with Choose Love’s Due Diligence Framework, a copy of which shall be provided to all prospective partners. The Due Diligence Framework will clarify the requirements of Choose Love’s four Safeguarding Framework standards and will communicate these to prospective partners. There will be a requirement for prospective partners to demonstrate their compliance with the content of these standards.
- As part of its due diligence process, Choose Love will carry out on-going due diligence throughout any project it funds to assess a partner’s contact with, and impact on, beneficiaries at regular
intervals during the partnership and on the partner’s compliance with the memorandum of understanding (MOU) in place between Choose Love and the partner.

- Based on the findings of the due diligence review, Choose Love will determine if the capacity building needs of the prospective partners are more than can be reasonably met by Choose Love in the required time period. Choose Love is not obliged to work with a prospective partner, nor to invest in its institutional development and will take all decisions in the interests of Choose Love, having considered the risks presented by any potential partnership.

- Should Choose Love decide to work with an organisation that does not meet its minimum standards, but which Choose Love believes has the potential to meet such standards, Choose Love will notify its potential partner of what it must do to become compliant and by when, and will confirm what help (if any) it will offer to support the prospective partner in becoming compliant. Each area of development should be set out in writing between the parties and a date agreed for expected compliance. Since a partnership with a non-compliant delivery partner carries considerable organisational risk, Choose Love’s Directors will be made aware of this, and Prism the Gift Fund’s trustee board’s approval will be required before work with the partner will commence.

- The prospective partner will be required to enter into a written partnership agreement with Choose Love (referred to as an “MOU”). As a minimum, this agreement will include a clear description of the work to be undertaken by the partner, the time periods for expected commencement and conclusion of this work, the minimum standards to be met by the partner in fulfilling its obligations under the agreement, the minimum reporting requirements from the partner to Choose Love (and Prism) about the work undertaken (including the obligation to report any serious incidents, including any safeguarding incidents), agreed mutual responsibilities and sanctions for non-compliance (including suspension and claw back of funding and/or the ability to terminate the work or instruct a new partner to complete the project in the event of the partner’s breach of any agreed conditions).

4.3. Expectations and Management of relationships with Partners

The proposed work to be carried out by a partner must:

- Align with the purposes and values of Choose Love.

- Be developed alongside, or with the key involvement of those with lived experience of the situation. Projects working with children and unaccompanied minors will seek the involvement of parents and / or carers wherever possible.

- Work towards proactive, creative, and flexible responses to the needs, and, by so doing, encourage the sustainability of the work.

- Establish clear links between its inputs, activities and expected outcomes.
Implementing partners will:

- Share Choose Love’s values in relation to safeguarding.
- Agree to a due diligence assessment as part of the grant application process in order to receive funding.
- Have, or agree to put in place within a time frame agreed by Choose Love, a safeguarding framework that meets standards required by Choose Love, and in the interim period to use Choose Love’s own policies. Further details may be seen in Attachment 1.
- Agree a set of monitoring and evaluation requirements that will be set out in the MOU between it and Choose Love. Typically, this requires the submission of a monthly narrative report which should always include a section on safeguarding, and financial reports. The MOU will also agree formal monitoring visits from members of the Choose Love’s team.

4.4. Addressing non-compliance

Should a partner organisation not comply with Choose Love’s requirements to develop their own safeguarding policy or code of conduct within the agreed timeline, or should it breach the terms of the partnership agreement/MOU, Choose Love reserves the right to terminate the partnership.

Partners are expected to inform their Choose Love point of contact about serious safeguarding incidents (Attachment 2) and to manage these within their own organisation’s procedures. External support can be sought where necessary, however the responsibility for managing the concern rests with the partner. Choose Love expects partners to share the outcome of the safeguarding concern with their Programmes focal point and Choose Love’s safeguarding lead and any lessons learnt to be incorporated in subsequent reviews of the safeguarding policy.

3. Community and Beneficiary Engagement

The third element of the People and Partnerships policy concerns the relationship between Choose Love’s partners and their beneficiaries. In order to avoid the danger that ‘policy-based compliance’ becomes an acceptable minimum standard, Choose Love expects its partners to have a community engagement strategy that prioritises their relationship with beneficiaries, and which ensures that beneficiaries are informed about the partner’s safeguarding practices and engages beneficiaries in such practices and in the work that the Partner carries out. The partner will be expected to report to Choose Love on the implementation of its community engagement strategy.

Community engagement is based in dialogue. It enables a more contextualised understanding of community members’, beneficiaries’, and staff members’ perceptions, and facilitates stronger relationships among and between individuals. Choose Love’s focus on community engagement, and its expectation that partners also prioritise this, is an expression of Choose Love’s commitment to putting local people and knowledge at the heart of its work.
One of the outcomes of positive community engagement is stronger relational and representative networks, which are helpful in upholding high standards of safeguarding practices. A Community Engagement Strategy should:

a. Describe how the organisation facilitates beneficiary representation and feedback mechanisms to inform appropriate, community-based safeguarding policies and practices.
b. Describe what processes are in place to enable wider community accountability mechanisms (e.g., with host communities) and how this encourages support and adoption of the partner’s safeguarding policies and practices, and
c. Describe how user and local authority and humanitarian aid coordination and accountability systems will be strengthened for the purpose of sustaining safeguarding policies and practices.

Choose Love recognises that the extent to which the above objectives are achievable depends upon the nature of the work carried out by the partner and the communities in which they are operating.

In a stable community, strengthening the relationship between beneficiaries and community structures to improve their accountability to beneficiaries is more likely to enable positive change and sustainability. However, Choose Love and its partners work in many transitory and fast-changing scenarios which do not lend themselves to community development approaches and the capacity strengthening of local authority coordination and accountability systems. Consequently, Choose Love and its partners will assess each situation on a case-by-case basis to agree which elements of community engagement are appropriate and feasible to the work that the partner is carrying out.

At a minimum, however, Choose Love requires its partners to demonstrate its commitment to Beneficiary representation (see a. above), the key elements of which are as follows:

- Beneficiaries and their carers are informed and updated about their partners’ safeguarding commitments, practices, and reporting routes (including any policies). Communications between the partner and its beneficiaries should consider language or communication differences. Materials used to communicate will be appropriate, accessible, and easy to understand.
- The partner will be expected to have a clear complaints procedure for use by beneficiaries. This complaints procedure should be publicised to increase awareness and accessibility. The names and contact details of the partners’ Safeguarding Officer(s) are to be included, and if possible, a phone / messaging number should be made available for complaints.
- Partners will be expected to regularly explain the principles of safeguarding to beneficiaries at community meetings, and to emphasise their commitment to it and the importance of observing confidentiality. Partners will seek feedback from beneficiaries, including the parents and carers of children, to ascertain what is being done well and not so well and to lesson-learn, and to discover ongoing concerns that remain unaddressed. Records will be kept of these general meetings with beneficiaries and shall be provided to Choose Love at its reasonable request.
• Arrangements should be in place to respond to any disclosures of harm that may be made during awareness raising activities.

For its part, Choose Love:

• Requires every narrative report from its partners to include an update on safeguarding matters, including: any safeguarding concerns raised and a description of how such concerns were/ are being dealt with (Attachment 2); a summary of meetings held with the community (numbers, dates, headlines of the minutes); details of any training provided to the community and lessons learned from the training; details of any safeguarding training undertaken by partner staff.
• Will provide/facilitate safeguarding capacity building to its partners if this need is identified.
• Will include safeguarding in every report to its board of directors.

Choose Love, February 2023

---

5 For the purposes of the Safeguarding Framework, ‘partner staff’ means employees and directors/board members of a partner, freelance workers (self-employed or agency staff) of a partner; and volunteers, interns and secondees of a partner.
Attachment 1. Supporting partner safeguarding policy development - safeguarding minimum standards

Introduction
Choose Love has a responsibility to ensure that its partners have appropriate arrangements in place for the safety and well-being of their staff, volunteers and the beneficiaries who are the recipients of the services that it funds. This is normally expressed in a suite of safeguarding policies.

A safeguarding risk assessment is integrated into Choose Love’s partner selection and due diligence process. Due diligence assessment may reveal that a partner does not have appropriate safeguarding measures reflecting Choose Love standards in place. In such situations Choose Love may agree funding on the condition that the selected partner develops its safeguarding measures within an agreed timeline.

Choose Love sets out its minimum safeguarding standards for partners below. Choose Love recommends partners use the BOND safeguarding policy template. Alternatively, the partner may choose to develop its own. This should be discussed with Choose Love.

The four standards of Choose Love’s safeguarding policy

The following four safeguarding standards reflect Choose Love’s minimum standards. Choose Love partners must ensure that that the four standards are reflected in its safeguarding measures. Choose Love will work closely with the partner to ensure that it understands and is committed to upholding the principles and practices detailed in the safeguarding policy.

Standard 1 – Safeguarding Policy and reporting procedure, including Whistle Blowing Policy

The organisation develops a safeguarding policy that describes how it is committed to preventing and responding appropriately to harm to children and adults at risk.

- The policy reflects the rights of children and adults at risk to protection from abuse and exploitation as outlined in the United Nations Convention of the Rights of the Child (UNCRC), and related International (Hague Convention) and national legislation for the protection of children and adults at risk in the country of operation.
- An easily accessible reporting and responding process for safeguarding incidents and concerns is developed which is locally appropriate.
- Arrangements are in place to report safeguarding concerns occurring in the community and reported to the partner or to Choose Love by beneficiaries.
- The scope of the policy is clearly spelt out. (E.g it applies to all the organisation’s staff, volunteers, trustees, consultants, interns, associates and people associated with the organisation’s work).
- The policy and reporting procedure translated in relevant languages where necessary and is publicised in an appropriate manner, promoted, and distributed widely.
- A Whistle Blowing Policy accompanies the Safeguarding Policy.
Choose Love - A Collective Fund under Prism the Gift Fund 20 Gloucester Place, London, W1U 8HA
Policy most recently reviewed: February 2023. To be reviewed again: February 2024

- Managers have specific responsibility for overseeing the implementation of the policy.

**Standard 2 – People - Safer Recruitment and Code of Conduct**

The organisation has procedures in place for safer recruitment of staff and volunteers and communicates clear responsibilities and expectations on its staff, volunteers, trustees, and associates and supports them to understand and act in line with these.

- Recruitment processes have strong child and vulnerable adult safeguarding measures in place, reflecting local systems for appropriate background checks.
- There is a code of conduct with written guidelines for appropriate behaviour of staff and volunteers towards children, adults at risk, and the consequences for breaching these are clearly stated.
- There are appropriate human resource policies in place for safeguarding staff against bullying, harassment, and abuse in the workplace.
- There are arrangements for engaging and raising awareness with staff, volunteers, communities, adults at risk, and beneficiaries on the organisation’s arrangements for safeguarding.

**Standard 3 – Risk management**

Safeguarding risk management is an essential part of good management. The organisation has a system in place to identify internal and external risks and how to mitigate these.

- There are processes in place to identify situations where there is a risk of abuse.
- Strategies are in place to mitigate against identified risks, and incident management procedure are in place.
- A risk matrix is developed and systematically reviewed.

**Standard 4 – Accountability**

Arrangements are in place to monitor compliance with and implementation of safeguarding policies and procedures through specific measures and/or integration into existing systems for quality assurance, risk management, audit, monitoring, and review.

- Key staff are designated at different levels (including director level) as “focal points” with clearly defined roles and responsibilities. Names and contact details are made known to stakeholders.
- There is a system of regular reporting to key management forums, including Director level, to track progress and performance on safeguarding, including information on safeguarding issues and management of reported cases.
- Governance mechanisms are in place. There is a director or trustee with assigned responsibility for safeguarding. Safeguarding policies are monitored and reviewed. The governing body holds senior executives to account for safeguarding.
- Learning from practical case experience is used to strengthen safeguarding policies and practice.
• Arrangements are in place for directors or trustees to ensure that policies are reviewed and dated and approved no less than every two years.
• Within the Executive team, there is a dedicated person who is responsible for enforcing and managing safeguarding activity.
• There are internal mechanisms for monitoring and reporting on safeguarding activity in the organisation – reports to senior management, board members, donors, and regulatory bodies.
Attachment 2. Serious incident Reporting Form for Partners of Choose Love

Reporting form for safeguarding allegations and concerns

Choose Love is committed to protecting every person supported or assisted by the work we do, fund and advocate for, as well as our team, and our partners’ teams. This form should be used to report any safeguarding incident or concern relating to Choose Love staff, volunteers, directors, and trustees.

Choose Love has a duty of care to all who work for or volunteer for the organisation. It takes a survivor centred approach to complainants. Throughout, it is guided in its response by its policy base and agreed procedures and by its accountability to its governing body and obligations to the Charity Commission.

We understand that talking and writing about incidents can be a difficult and emotional process. We appreciate the time and energy you invest into this report.

This form will not be shared beyond Choose Love. We will always aim to seek consent before acting unless it describes a situation in which you or others are at risk of harm. In such circumstances, we may be obligated to notify others, including relevant authorities. We will always inform you of actions taken.

We understand that you may wish to submit this report anonymously. However, in some cases, anonymised reports can limit Choose Love’s ability to investigate further. If you wish to disclose your name on a confidential basis, we will make every effort to maintain this confidence. Please return this form to our confidential email: Safeguarding@choose.love

1. Reporters’ details

<table>
<thead>
<tr>
<th>Detail</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date and time.</td>
<td></td>
</tr>
<tr>
<td>Your name. *</td>
<td></td>
</tr>
<tr>
<td>Your location.</td>
<td></td>
</tr>
<tr>
<td>Your contact details. Email and phone number.</td>
<td></td>
</tr>
</tbody>
</table>

* If you would prefer to stay anonymous, you can leave this box empty.
2. **Type of incident**

<table>
<thead>
<tr>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Safeguarding</td>
</tr>
<tr>
<td>Adult Safeguarding</td>
</tr>
<tr>
<td>Sexual Exploitation</td>
</tr>
<tr>
<td>Safety/Security</td>
</tr>
</tbody>
</table>

3. **Details of allegations/concerns**

<table>
<thead>
<tr>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of individual(s) involved.</td>
</tr>
<tr>
<td>Date / time of incident.</td>
</tr>
<tr>
<td>Location of incident.</td>
</tr>
<tr>
<td>Summary of incident. Please state in few words what the incident/concern comprises of.</td>
</tr>
<tr>
<td>Details of the incident. (Please include facts, not opinions)</td>
</tr>
<tr>
<td>Were/are there any [other] witnesses? *</td>
</tr>
<tr>
<td>If yes, and where the witness is happy to be contacted by Choose Love, please give their contact details.</td>
</tr>
<tr>
<td>Are there any other factors you would like us to consider?</td>
</tr>
</tbody>
</table>

*We ask this question because witness testimony can help further investigation, however it is not required.*
4. **Immediate action**

<table>
<thead>
<tr>
<th>Please provide details of action taken to date.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the incident been reported to any external agency? Please provide details of name of agency, contact person, email, phone number.</td>
</tr>
</tbody>
</table>

5. **Preferred next steps.**

<table>
<thead>
<tr>
<th>What would you like to happen next in relation to this report?</th>
</tr>
</thead>
<tbody>
<tr>
<td>How would you like the Designated Safeguarding Lead to contact you about this report?</td>
</tr>
<tr>
<td>Please share your email and telephone number.</td>
</tr>
</tbody>
</table>

Thank you very much for the time you have taken to complete this report. Please send it to safeguarding@choose.love