



St John
International



St John International
Safeguarding policy and procedure guidance



Section 1

Policy statement

Children and vulnerable adults who come into contact with St John as a result of our activities must be safeguarded to the maximum possible extent from deliberate or inadvertent actions and failings that place them at risk of abuse, sexual exploitation, injury and any other harm.

This responsibility falls upon all of our staff and representatives and is reflected across many policies. This duty of care is enshrined in our Safeguarding Policy.

The policy requires:

- St John to recruit only representatives who are suited to work with children and vulnerable adults, and to apply strict safe recruitment practices
- that everyone associated with the organisation is aware of their obligations and responds appropriately to issues of abuse and the sexual exploitation of children and vulnerable adults
- that anyone who represents our organisation behaves appropriately towards children and vulnerable adults, and never abuses the position of trust that comes with being a member of the St John family
- that everyone who represents the organisation must actively create a safe environment for children and vulnerable adults who come into contact with the organisation
- all activities and programmes of work including during the response to humanitarian emergencies are assessed for risks which are reduced or removed by all means within our control.
- St John Offices to establish and maintain systems which promote awareness of safeguarding, enable the prevention of harm and facilitate the reporting of and responding to safeguarding concerns.

In this way we make St John *safe* for children and vulnerable adults. By creating a safe organisation, we honour their rights and our aspirations. The policy has the personal support of the Lord Prior and requires you to comply fully with this policy. This includes staff, volunteers, trustees and uniformed members, as well as representatives.

Name

St John position

Signature

Date

Section 2

Principles

The Safeguarding Policy is committed to and guided by the following principles:

Personal responsibility

All representatives of St John must demonstrate the highest standards of behaviour towards children and vulnerable adults both in their private and professional lives. They have a responsibility to understand and promote the policy. They must do all that they can to prevent, report and respond appropriately to any concerns or potential breaches of the policy.

Universality

The Policy includes mandatory requirements that apply to everyone in all aspects of St John's work regardless of how and where they work, including during the response to humanitarian emergencies.

Standards-based approach

St John has adopted a standards-based approach to safeguarding. Our safeguarding standards and standards of staff behaviour are often higher than those of the national laws and community custom or tradition. Nevertheless, it is our standards that representatives agree to when they join the St John family and it is to these that they will be held to account.

Openness

We aim to create an environment in relation to safeguarding issues, where any issues or concerns can be raised and discussed.

Transparency and accountability

This is essential in order to ensure that poor practice can be addressed, potentially abusive behaviour can be challenged and best practice promoted.

Accountability to children, vulnerable adults, and their communities

Through strengthening our internal systems, standards and practice we will be more accountable to the people we aim to serve.

Participation and non-discrimination

Children and vulnerable adults should be empowered to understand their rights in this area, made aware of what is acceptable and unacceptable, and what they can do if there is a problem or a concern.

The best interests of the individual

When dealing with a safeguarding concern, the best interest of the individual will be our priority and we will strive to ensure their safety, health and wellbeing, including meeting their emotional, psychological and physical needs.

Confidentiality

All safeguarding concerns, reports and investigations will be dealt with on a need to know basis and all records will be held securely. Likewise, communication will be confidential and secure.

Timeliness

Given the potential for increased or repeated abuse, timely responses are essential and the accompanying procedures establish mandatory time limits on reporting and responding to concerns.

Compliance

The policy will be implemented in adherence with the Safeguarding Protocol of St John, the U.N.C.R.C. 1989; The U.N. Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse 2003, the U.K. Charity Commissioners and with due consideration to the local legal frameworks.

Uniformity

This policy applies both during, after and in-between work hours.

Ambition

St John aims to be able demonstrate that it is a leader in the field of safeguarding children and vulnerable adults.

Partnership

We will work together with other agencies to promote safeguarding within organisations and protection within the wider community.



Section 3

Definitions

Child

A child is anyone under the age of 18 years

Adult

An adult is anyone over the age of 18 years

Vulnerable adult

A vulnerable adult is someone who has needs for care and support, is experiencing, or is at risk of, abuse or neglect and is unable to protect themselves

Safeguarding

Within St John, 'safeguarding' refers to the set of policies, procedures and practice that we employ to ensure that St John itself is a safe organisation for children and vulnerable adults.

We know that harm can befall children and vulnerable adults as a result of deliberate actions by a tiny minority of staff and representatives. We have a zero tolerance to such behaviour and pursue rigorous policies to prevent and respond to these issues.

We aim to ensure that everyone associated with the organisation is aware of and responds appropriately to issues of abuse and the sexual exploitation. We aim to ensure that anyone who represents our organisation behaves appropriately towards children and vulnerable adults both in work and outside work and never abuses the position of trust that comes with being a part of the St John family.

However, we also know that inadvertent actions, the lack of preventative actions and other failings on our part can and do sometimes have the unintended consequence of causing harm. Plus, preventable accidents can happen. Applying a safeguarding approach to the planning of programmes or in a myriad of other forms of engagement we have with children and vulnerable adults can be effective in mitigating and removing those risks.

In other words, safeguarding is our attempt to ensure that everything which lies within our control is done to ensure the safety and welfare of children and vulnerable adults that we work with. Some agencies continue to use the term child protection for this aspect of work; however, we have found it advantageous to differentiate between this and the broad scope of child protection work. UN agencies often refer to aspects of this work under the term 'Prevention of Sexual Exploitation and Abuse' (PSEA) as outlined in the U.N. Secretary General's Bulletin of 2003

Abuse

Abuse consists of anything which individuals, institutions or processes do or fail to do which directly or indirectly harms children and vulnerable adults, or damages their prospect of safe and healthy development. The main categories of abuse are defined by WHO as **physical abuse, emotional abuse, neglect and negligent treatment, sexual abuse and exploitation.**

Physical abuse

Physical abuse involves the use of violent physical force so as to cause actual or likely physical injury or suffering (eg. hitting, shaking, burning, female genital mutilation or torture).

Emotional abuse

Emotional or psychological abuse includes humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation.

Neglect

Neglect and negligent treatment is the continuing failure to prevent harm that damages or impairs health and/or development by not meeting a person's basic physical and/or psychological needs.

Sexual abuse

Sexual abuse includes all forms of sexual violence including incest, early and forced marriage, rape, involvement in pornography, and sexual slavery. Child sexual abuse may also include indecent touching or exposure, using sexually explicit language towards a child and showing children pornographic material.

Sexual exploitation

Any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including – but not limited to – profiting monetarily, socially or politically from the sexual exploitation of another.

Establishment

A Priory, Independent Commandery, Dependent Commandery or a St John Association.

Sexual exploitation of a child

The sexual exploitation of a child who is under the age of consent is child sexual abuse and a criminal offence. An underage child cannot legally give informed consent to sexual activity. St John considers that:

- sexual activity with a child with or without their consent is child abuse and a crime (eg. rape or indecent assault)
- any sexual activity with a child who is under the legal age of consent of the country in which they live and/or in which the offence occurs regardless of whether they consent is child abuse and a crime
- consensual sexual activity with a child over the legal age of consent of the country in which they live and/or in which the offence occurs, but below 18 years (although not a crime) will be dealt with as a breach of this policy and the code of conduct.

The scope of this policy

This policy applies to:

- St John staff and volunteers, whether national, international, full time, part time or engaged on short-term contracts, e.g. consultants, researchers etc
- volunteers, trustees and board members, staff and representatives of partner agencies (including consortium partners) and any other individuals, groups or organisations who have a formal or contractual relationship with St John that involves any contact with children (unless it is formally agreed that a partner organisation may enforce its own safeguarding or protection policy), referred to as 'partners or staff of partner agencies'
- donors, journalists, celebrities, politicians and other people who visit St John programmes or offices in order to make contact with children and vulnerable adults, who must be made aware that this policy applies to them while visiting our programmes or offices (during which time they are referred to as 'representatives').

All of the above must act in accordance with this protocol in both their professional and their personal lives. Breaches in the policy can lead to disciplinary action including possible dismissal. For partners/contractors, breaches can lead up to and including termination of relation including contractual and partnership agreement. Where relevant, the appropriate legal or other frameworks as per the national laws will be referred to.



Section 4

What to do if someone shares a concern with you

Convey these messages to the child or vulnerable adult

- > It is not their fault
- > It was right to tell you
- > It is important to explain to them that, though they are talking to you in confidence, it is your job to inform those parties that can help when they have been/or are at risk of harm
- > Explain what will happen now
- > Acknowledge any concerns the child or vulnerable adult may have eg. 'What will happen next?' or 'What will happen to the alleged offender?'

Listen to the child or vulnerable adult

- > Use a calm and reassuring tone
- > Respect their privacy – move your conversation to a location that is private, but not in a room with the door closed
- > Avoid showing your own emotional reactions to their story eg. judgment, shock
- > Let them talk at their pace – your job is to listen and support, so avoid placing pressure on them to tell you more and don't ask intrusive questions.
- > If possible, take notes of what is said, but wait till after the disclosure if it distracts them.

What not to do

It is not appropriate to question a child or vulnerable adult about the details of the abuse/neglect. The party best suited to help will need to investigate, so minimising the need for the child or vulnerable adult to re-tell details is paramount.

Make sure you do not make promises you cannot keep, such as 'You won't have to go home', 'They will go to jail' or 'Your parents won't be angry' etc. You can only guarantee what you will do. Don't fall in the trap of playing rescuer – by just being straight and supportive, and passing the information on, you have done your job correctly.

Do not try to silence them. This will convey the message that they are wrong to tell anyone.

Reporting a safeguarding concern

Complete a cause for concern form (see Annex 1) to capture the detail of the complaint and who is involved. When recording the details of the allegations/concerns of potential abuse in a log, include the following information:

- > the name of the individual
- > your name and any other personnel present
- > the time and date
- > the location where you acquired the information
- > the details of allegation/concerns or direct information the child or vulnerable adult has said
- > the actions you then took (eg. who you contacted with the information).

Do not breach confidentiality. Only tell personnel who are required to know and then dispose of the written disclosure carefully once the information has been passed on.

Serious complaints

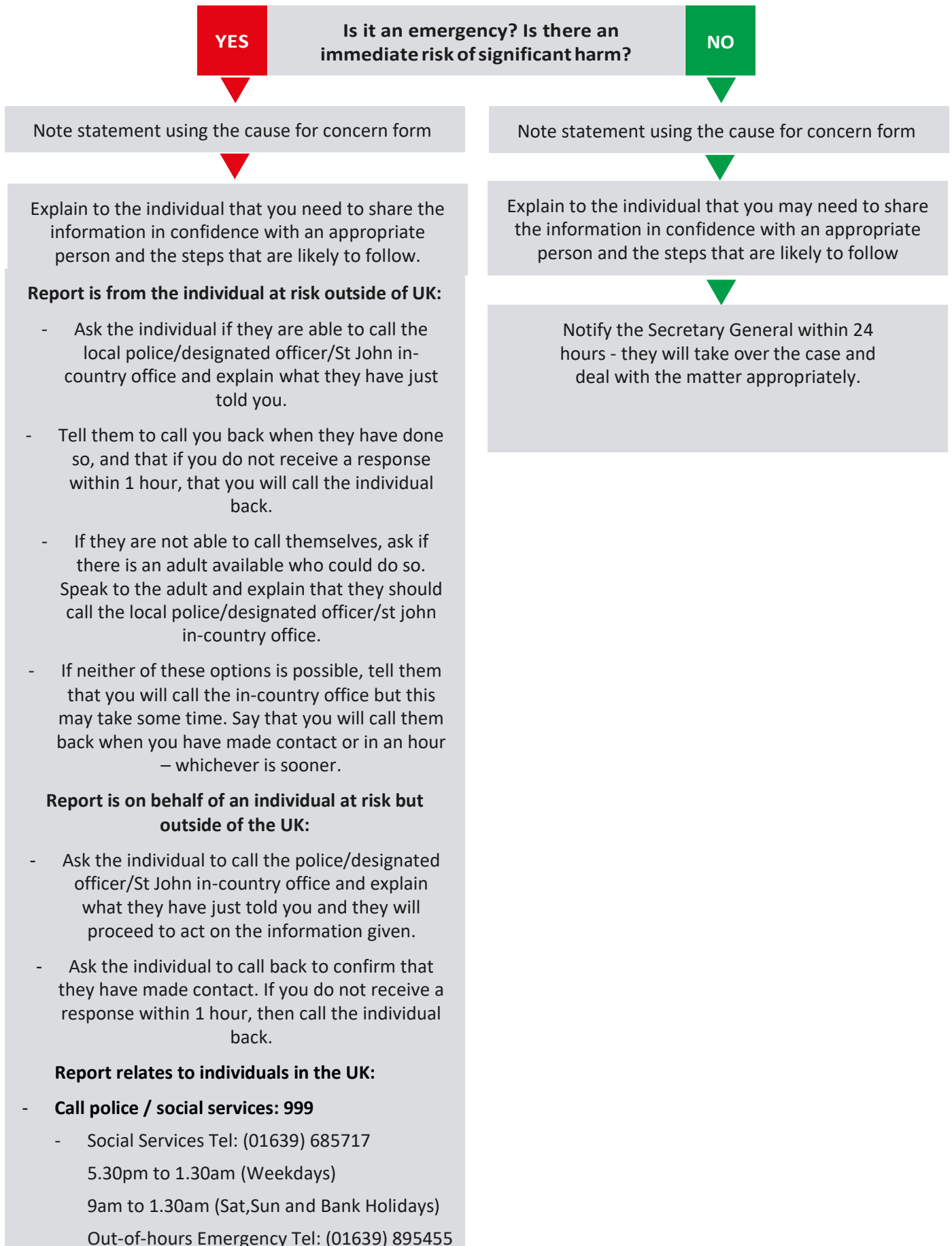
A serious complaint is related to a breach of the codes of conduct, and if a complaint is an allegation or suspicion of:

- > a concern about the behaviour of staff
- > physical and psychological abuse
- > sexual exploitation and abuse
- > child abuse/exploitation.

In a situation where a person discloses such allegations, it must be reported immediately through established mechanism. See **Section 3** for definitions of abuse, **Section 4** for what is required to be recorded and **Section 5** for reporting procedure.

Section 5

Reporting a safeguarding concern in the UK



Section 5

Reporting a safeguarding concern overseas

Before you travel to an Establishment

- > A Terms of Reference (annex 4) is required before all travel overseas to visit Establishments.
- > The Terms of Reference requires that you identify the Safeguarding contact for the Establishment prior to your visit, so that you know who to report to in the event of a cause for concern.

If you do identify a cause for concern, take the following procedure;

Outside the UK on project Visits

Reporting a safeguarding concern outside of the UK.

Notify the Designated Officer of the country you are in within 24 hours to inform them of the situation. Refer to your country visit Terms of Reference for their details.

Secretary General
Name
Telephone
email

If you are in the UK:

Notify the Secretary General within 24 hours - they will take over the case and deal with the matter appropriately

If you are outside of the UK on a St John visit:

Notify the Designated Officer of the country you are in within 24 hours to inform them of the situation. Refer to your country visit Terms of Reference for their details.

If you are outside of the UK on a St John visit:

Notify the Designated Officer of the country you are in immediately to inform them of the situation. Refer to your country visit Terms of Reference for their details.

If they are unavailable: notify the most senior individual available, and request that they take over the situation.

Do not leave the individual until you can hand them over to an appropriate responsible person and do not discuss the situation with anyone who does not need to know.



Annex 1

Cause for concern form

This form must be completed on every occasion where there is a safeguarding cause for concern. The form should be completed and forwarded to the designated officer within 48 hours of notifying of the concern.

Details of the person completing the form	
Name	Role/position
Address	
Telephone	Mobile
Email	
Details of the individual at risk of harm	
Name	Gender
Role/position or beneficiary	
Address	
Telephone	Mobile
Email	
Does the individual at risk of harm know about the concern? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	
If applicable, does their carer know about the concern? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	
Details of what you have seen, been told or know to support this cause for concern	
Incident date/time	Incident location
Abuse type	
Details	
Details of the individual against whom the allegation or concern has been raised	
Name	Gender
Role/position or beneficiary	
Address	
Telephone	Mobile
Email	
Is the individual aware of the allegation or concern being raised? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	
If a crime has been committed, has this been reported to the police? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	
<i>If yes, please provide the crime reference number and name and contact details of the police officer it was made to</i>	
Details of the crime reference	
Crime reference number	Officer name
Contact details	

Annex 2

Code of conduct

Safe working practice means working professionally to create a safe environment. You can help to achieve this by:

- being friendly, courteous and kind; never making suggesting or discriminatory comments
- treating all with dignity and respect regardless of race, gender, age, disability, religion, sexuality, appearance or cultural background
- respecting personal privacy
- considering where possible individual needs, likes and dislikes
- being available to listen
- being ready to refer to someone more experienced than yourself if required
- never ignoring a concern or failing to act
- knowing how to contact your designated officer
- avoiding any questionable activity eg. rough or sexually provocative games – horseplay and violent games must be avoided
- reporting any unacceptable behaviour, concerns or allegations of abuse
- avoiding favouritism or singling out those who cause trouble or offer challenging behaviour
- avoiding one-to-one contact – whenever possible ensure other people can see or hear you
- not using any form of inappropriate language or subject matter – be careful not to do or say anything that could be misinterpreted as innuendo
- never ignoring or trivialising bullying
- not allowing or engaging in any kind of physical contact that is inappropriate – remember someone else may misinterpret your actions
- establishing links with parents and carers
- making sure you have all appropriate contact details readily available for those in your care.

Annex 3

List of unacceptable behaviour

Staff, partners and other representatives must never:

- hit or otherwise physically assault or physically abuse children and vulnerable adults
- engage in sexual activity or have a sexual relationship with anyone under the age of 18 years regardless of the age of majority/consent or custom locally – mistaken belief in the age of a child is not a defence
- develop relationships with children and vulnerable adults which could in any way be deemed exploitative or abusive
- act in ways that may be abusive in any way or may place a child or vulnerable adult at risk of abuse
- use language, make suggestions or offer advice which is inappropriate, offensive or abusive
- behave physically in a manner which is inappropriate or sexually provocative
- have a child or vulnerable adult with whom they are working stay overnight at their home unsupervised, unless exceptional circumstances apply and previous permission has been obtained from their supervisor
- sleep in the same bed as a child or vulnerable adult with whom they are working
- sleep in the same room as a child or vulnerable adult with whom they are working, unless exceptional circumstances apply and previous permission has been obtained from their supervisor
- do things for children or vulnerable adults of a personal nature that they can do themselves
- condone or participate in behaviour of children or vulnerable adults which is illegal, unsafe or abusive
- act in ways intended to shame, humiliate, belittle or degrade children and vulnerable adults, or otherwise perpetrate any form of emotional abuse
- discriminate against or show unfair differential treatment or favour to particular individuals to the exclusion of others
- spend excessive time alone with children or vulnerable adults away from others in a manner which could be interpreted as inappropriate
- expose a child or vulnerable adult to inappropriate images, films and websites including pornography and extreme violence
- place themselves in a position where they are made vulnerable to allegations of misconduct.

This is not an exhaustive or exclusive list. Staff, partners and other representatives should at all times avoid actions or behaviour which may allow behaviour to be misrepresented, constitute poor practice or be potentially-abusive behaviour.

Annex 4

Terms of Reference for Establishment Visits

Terms of Reference (TOR) for St. John International Staff on Establishment visits				
Name:			Position:	
Section 1. Basic travel plans				
Country(ies) being visited	1:	2:	3:	
Dates of Travel	Departing:	Returning:		
Flight details	Flight numbers:			
In country contact	Name:	Phone:		
In country Safeguarding contact	Name:	Phone:	Position:	
Emergency UK contact	Name:	Phone:	Relationship:	

Section 2: Overview. <i>Please give a brief overview of the purpose of your visit and any previous activity it relates to.</i>

Section 3: Specific aims. <i>Please list the aims that you wish to achieve during this visit. (please add more rows as necessary)</i>			
Aim 1		Expected outcomes	Achieved? Y/N
Aim 2		Expected outcomes	Achieved? Y/N
Aim 3		Expected outcomes	Achieved? Y/N
Aim 4		Expected outcomes	Achieved? Y/N
Aim 5		Expected outcomes	Achieved? Y/N

Section 4: Specific Actions. <i>Please list the actions that you will undertake to achieve the aims. Be specific about dates and times, and identify key organisers</i>				
1		Participants required		Achieved? Y/N
Duration:		Participants required		Achieved? Y/N
2		Participants required		Achieved? Y/N
Duration:		Participants required		Achieved? Y/N
3		Participants required		Achieved? Y/N
Duration:		Participants required		Achieved? Y/N
4		Participants required		Achieved? Y/N
5		Participants required		Achieved? Y/N
6		Participants required		Achieved? Y/N
7		Participants required		Achieved? Y/N
8		Participants required		Achieved? Y/N
9		Participants required		Achieved? Y/N

Section 2: Outcomes. <i>To be completed post trip and shared with all involved and line manager. Focus on learning and report all agreed action points for follow up.</i>	
Outcome / learning 1:	
Action point 1:	
Outcome / learning 2:	
Action point 2:	



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