
ANNEX
CHILD PROTECTION
PROCEDURES AND TOOLS

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1. INTRODUCTION AND GUIDING PRINCIPLES FOR CHILD SAFEGUARDING

This document provides procedures and tools for child protection and safeguarding with clear steps on how to achieve the four-broad child protection mandate that CISP Kenya and Somalia is committed to, and as contained in the CP Policy document.

The guiding principles for child safeguarding and reporting of child abuses are the following:

1.1 Child Safeguarding Principles

CISP staff, partners and representatives adheres to the child safeguarding principles below in all steps in raising awareness on potential harm, reporting of concerns, responding to and investigating concerns:

1.1.1. Safety and Security

Ensure the safety of the child and family at all times. Remember that s/he may be frightened, and need assurance that s/he is safe. In all types of cases, ensure that s/he is not placed at risk of further harm by the assailant. If necessary, ask for assistance from security, police, village headmen and chiefs or others who can provide security. Maintain awareness of safety and security of people who are helping the child, such as family, friends, counsellors, health care workers, etc.

1.1.2. Best Interest of the Child

In all cases concerning a child, the best interest of the child should be the primary consideration. Apply the above principles to children, including their right to participate in decisions that will affect them. A child should be listened to and believed in, and their concerns should be taken seriously. If a decision is taken on behalf of the child, the best interests of the child shall be the overriding guide and the appropriate procedures should be followed. It is important to note that some issues affecting /involving children are complex and there are no simple answers.

1.1.3. Do No Harm

This simply means if documenting, reporting, monitoring or providing a service to a child will have greater risks than benefits, it must be avoided.

1.1.4. Confidentiality

Respect the confidentiality of the survivor and their family at all times. If the survivor gives his/her informed consent, share only relevant information with others for the purpose of helping the survivor, such as referring for services. All written information about survivors must be maintained in secure, locked files. Encourage other community members and referral partners to respect the confidentiality of the child and not gossip about a case which may increase the stigma of the child survivor and discourage other survivors from seeking help in future. When relating to children make sure they understand that you have to share the information with their caretakers to ensure the safety and security of the child.

1.1.5 Information

Everyone has the right to information, what services are available, how to reach the services, the potential risks and consequences of accepting additional services and not accepting additional services. Make sure information is given to children in a manner they understand.

1.1.6. Informed Consent

All actors involved in reporting and referral of a child case must receive informed consent from the survivor and the legal care giver prior to any response service or

sharing of information. If the legal guardian/ care giver cannot read and write an informed consent, statement will be read up to the both the child and the care giver and a verbal consent will be obtained.

The child and care giver should have the option to provide limited consent where they can choose which information is released and which is kept confidential. The objective of informed consent is that both the child and care giver understand what they are consenting and agreeing to.

1.1.7. Self-Determination and Child Participation

Ensure that children are participating in the decision-making process of services they can access, make sure that children are involved in all decision-making processes regarding referral and access to services.

1.1.8. Non-Discrimination and Impartiality

Ensure non-discrimination and impartiality in all interactions with child survivors/ children at risk and in all services provision. All actors will provide services without discrimination based on age, sex, religion, clan, ethnicity, wealth, language, nationality, status, political opinion, culture, etc. All service providers must be impartial.

1.1.9. Privacy and Survivor's Comfort

Ensure privacy before starting interviews of child survivors/children at risk of harm. Only ask survivors relevant questions. Be empathetic. Do not show any disrespect for the child or her/his culture or family or situation. Where possible conduct interviews and examinations by staff of the same sex as survivor unless there is no other staff available. Child survivor's comfort must always be taken into consideration, and interview settings must reflect that.

1.1.10. Survival and Development

Children should be provided with the environment that enables them to grow and develop to their full potential. This includes the provision of skills, resources and protection from neglect, exploitation and abuse. Where organizations are not able to provide the necessary resources, they will refer the child to services to ensure the child's health and development, including medical and psychosocial activities.

2. RAISING AWARENESS OF POTENTIAL HARM/RISKS WITHIN CISP OPERATIONS

Procedure Name:	Raising awareness of potential harm /risks within CISP operations
Procedure Number:	CP-PT-2
Responsibility:	HR
Department:	HR, Admin and Finance
Approved By:	October 2017
Effective Date:	October 2017
Officially Registered:	October 2020
Next Revision Date:	HR upon request by Management and/or HQ
Responsible for Revision:	HR upon request/solicitation by Management/ HQ
Applicability and Objectives:	<p>This manual provides guidance on raising awareness of potential harm /risks within CISP operations</p> <p>The objective of the manual is to guide CISP towards achieving the goal of a child safe organization.</p> <p>This manual is applicable to all national employees of CISP Kenya and CISP Somalia programs.</p>
<p><i>It is the policy of CISP Kenya and CISP Somalia to ensure that children are safe and that our operations do not cause any harm to children we work for and with. This document sets out the control steps and procedures that should exist in relation to this area.</i></p>	

2.1 Raising Awareness of Potential Harm/Risks within CISP Operations

CISP Kenya and Somalia adheres to the following procedures with regard to raising awareness of potential harm/risk within CISP operations:

STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
1	CISP commits to keeping children safe in all its operations	Development of a child protection and safeguarding policy and support its implementation. The policy to be reviewed after every 3 years.	Policy document template and HR manual -Annex 3.9	HR Manager/Regional Coordinator, Country Coordinators	HQ	Appointment of child protection and safeguarding focal points (1 per country)
2	Sharing of the CP Policy to all CISP's employees and partners	The policy to be shared with all employees and an acknowledgement of understanding and commitment to adhere to the policy signed. All partners working with CISP through MOUs must commit by signing to adhere to the CISP CP policy	MOUs, acknowledgement form annex of the contract for all CISP staff	HR Manager,		
3	Appointment of CP focal points and training	Nominate/appoint Child Protection and Safeguarding (CPS) focal points with clear TORs and train them on Child protection and safeguarding measures. These could be staff with managerial roles or those with CP expertise.	Appointment letters and communication to all staff	Regional Coordinator, Country Coordinators	HQ	If approved move to STEP 4

STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
4	Creating awareness on the CP policy	4.1. Prepare a training plan and budget for Programme Managers and senior management on the child safeguarding policy.	n/a	CPS Focal point	HR Manager and Programme Coordinator with the assistance of CP Expert	IF approved go to 4.2
		4.2 Conduct training for PMs and senior management team	Annex CP 2.1.3 PowerPoint presentation on CISP CP Policy	CPS Focal point	CPS Focal point	
5	Cascade training to other staff, field staff and partners	Prepare a training plan/ schedule for CISP staff and partners. A list of staff attending CP training sessions should be kept. ALL new staff joining CISP must be trained on the policy within 3 months.	Annex CP 2.1.3 PowerPoint presentation on CISP CP Policy, Participants list of those trained on CP Policy	Programme Managers	HR Manager, Programme Coordinator with the assistance of CPS Focal point	Proceed to step 6
6	Fill in the child protection risk identification chart	Fill the risk identification chart for existing and new programmes including those implemented through partners.	Annex CP 2.1.5 Risk identification Chart	Programme Managers with support of CPS focal point	Programme Coordinator with the assistance of CP Expert	When form CP 2.1.5 is filled go to STEP 6
7	Create awareness on the policy to communities including children and other stakeholders.	The awareness for children should be done using simple language. Local languages should always be used where necessary. Ensure introduction of CISP to public meetings with emphasis on the CP policy and other related policies. All CISP job advertisements must make a reference of the CP policy	n/a	Programme Managers/ CPS Focal Points; HR Manager	Programme Managers/ CPS Focal Points	

		and CISP commitment to preventing child abuse and sexual exploitation. Ensure the CP Policy is uploaded on relevant CISP website The CP Policy abstract will be displayed in all CISP offices.				
STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
8	CP and safeguarding programme monitoring	The Child safeguarding focal points to provide continuous support to field team. Annual staff performance appraisals should reflect CP and safeguarding achievements attained by staff.	Annex HR – 3.9 Performance appraisal form	Programme Managers/ CP Focal Points	Programme Managers/ CPS Focal Points	

3. PREVENTING HARM OR ABUSE FROM HAPPENING

Procedure Name:	Preventing harm or abuse from happening within CISP operations
Procedure Number:	CP-PT-3
Responsibility:	HR
Department:	HR, Admin and Finance
Approved By:	HQ
Effective Date:	October 2017
Officially Registered:	October 2017
Next Revision Date:	October 2020
Responsible for Revision:	HR upon request by Management and/or HQ
Applicability and Objectives:	<p>This manual provides guidance on how to prevent harm or abuse of children from happening within CISP Kenya and Somalia operations</p> <p>The objective of the manual is to provide some directions on the behaviour of CISP staff, representatives and partners.</p>
<p><i>It is the policy of CISP to ensure that all staff, representatives and partners' staff employed or entrusted with children are cleared off any criminal activity. Child protection is mainstreamed in all CISP programmes. All possible child protection risks must be established at the start of projects and mitigation measures clearly defined and agreed upon.</i></p> <p>The objectives of this guidelines are to ensure that:</p> <p>Staff are aware of the desired behaviours they are expected to conduct themselves when working with and for children in Kenya and Somalia programmes.</p> <p>Staff are aware of behaviours that are discouraged and that if tolerated can result into breach of the CP policy.</p>	

3.1 Preventing Harm or Abuse from Happening within CISP Operations

CISP endeavours to mainstream child protection in all programmes. It is the responsibility of all programme managers to establish all possible child protection risks at the start of projects and have mitigation measures clearly defined. The Child protection risk and mitigations measures must be shared with the Child safeguarding focal point/ or the country programme coordinators.

STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
1	Fill the CP risks and mitigation measures template	All programmes staff should discuss and identify the key risks children may face within the Programme and develop mitigations plans. For any new programme, the risk assessment and mitigation plans must be incorporated in the design of the project and funds allocated where necessary for mitigation actions.	Annex CP-3.1.1: CP Risks assessment and mitigation template	Programme Managers	Child Safeguarding Focal Point/ Country Programme Coordinator	All project staff must be made aware of the potential child protection risks and how to mitigate their impact on children.
2	Sensitize staff, representatives and partners on rules and behaviours required for them as stipulated in the CP policy	Disseminate the DOs and DON'Ts - i.e. crucial indications about the kinds of behaviours that are required or shall not be accepted by CISP staff, representative or partner organization staff.	Refer to chapter 3.3 and 3.4 of the Child protection policy	Programme Managers, CPS Focal Points		Staff can add into the list and have the dos and don'ts approved by the CSG focal point and PM If clear with the do's and don'ts move to next step 3

STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
3	Taking photos and writing stories of children	<p>Only official cameras must be used for all programmes photos. Any staff taking photos using personal camera must seek approval from the PM/child safe guarding focal point.</p> <p>When writing stories, taking pictures, making videos, or otherwise portraying children, do so in a respectful manner, and make sure to get the consent from their caregivers and the children first. No staff will be allowed to share children photos for whatever purpose without approval of the Project Managers or Child Safeguarding focal points.</p>	Annex CP 3.1.3: Photo release consent form	All Programme Managers/ Child Safeguarding Focal Points	Country Programme Coordinator, Regional Representative	All children photos to appear in CISP publications must be approved by the Country Programme Coordinator and CSG focal point.

4. REPORTING CHILD PROTECTION CONCERNS

Procedure Name:	Reporting child protection concerns
Procedure Number:	CP-PT-4
Responsibility:	HR
Department:	HR, Admin and Finance
Approved By:	HQ
Effective Date:	October 2017
Officially Registered:	October 2017
Next Revision Date:	October 2020
Responsible for Revision:	HR upon request by Management and/or HQ
Applicability and Objectives:	<p>This manual provides guidance on how to report child protection concerns happening in CISP programmes.</p> <p>It provides the principles of reporting to be adhered by CISP staff, representatives, partners and other agencies.</p>
<p><i>It is the policy of CISP to ensure that all staff, representatives and partners' staff employed or entrusted with children are aware of their duty to report of concerns of children. Knowing about a child protection concern and failure to report will be interpreted as a breach of the policy and staff or representative will face disciplinary action if established beyond doubt that he/she was aware of the concern.</i></p> <p>The objectives of this guidelines are to ensure that:</p> <ul style="list-style-type: none"> - Staff report concerns, including both specific reports and unconfirmed concerns, regarding child abuse or sexual exploitation happening within CISP programme, in a timely manner and within the procedures laid down by CISP. - Staff are aware of the child safeguarding focal points and their contacts or any other channels for reporting a concern. - Staff follow the stipulated procedures in reporting a concern and that the principles of child safeguarding are always adhered to. 	

4.1 Procedures for Reporting a Child Protection Concern/Abuse

CISP Kenya and Somalia adheres to the following procedures:

STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
1	Allegation, suspicion, incident – e.g. child harmed or at risk of harm	The concern is reported via email, telephone, in person to line Manager, and /or child protection and safeguarding focal point. If the line manager is the one involved in the abuse, report to the next level in the organogram.	n/a	Any CISP staff, representative or partners	Line Manager and CPS Focal Point	If the allegation is determined to be a potential child safeguarding concern, proceed to step 2, if not STOP
2	Report case by filing the case incident form	Gather information about the incident, allegation and complete the case incident reporting form. Completed forms must be submitted to the line Manager or the CPS focal point within 24 hours. DO NOT start investigating a concern.	ANNEX CP-4.1.3 Child safeguarding Incident reporting template	Person reporting the concern	PM/CPS focal point	Once the incident form is fully filled and all information related to the allegation/case has been documented, the line manager and CPS focal point takes up. The action of person reporting ends at this step unless required later during the investigation of the case. If case is internal (involves a CISP staff, partner or representative) go to Step 3, if concern is external (involves other agencies' staff, family, school, community) go to step 7

STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
3	Case discussion	The PM or CPS focal point must always share all reports of allegation, abuse, involving a CISP staff, representative or partner or other agencies to the senior management (country programme coordinator, Regional representative).	n/a	Line Manager and CPS focal point	Country Coordinator	
4	Agree on nature of concern and action	Meeting composed of appointed senior staff held to discuss the case. The team discusses about the case and the action to be taken based on the nature of the case. CISP may seek the advice of local professional Action must be agreed upon within 48 hours after the report of the allegation.	n/a	HR Manager/CPS focal point; Country/Regional coordinator	Country/Regional coordinator	If case is criminal proceed to Step 5.
5	Report case to local/national authorities	All criminal cases must be reported to the national authorities as required by the national law (where possible)	n/a	HR Manager; Country/Regional coordinator	Rome -HQ	CISP should provide all required information related to the alleged staff to help in the investigation of the case.
6	Investigation and Disciplinary action	CISP will follow the investigation and disciplinary procedures as stipulated in HR policy - HR -P-10 for both criminal and non-criminal cases involving CISP staff or representative.	Annex HR-P - 10.2 Disciplinary action form	HR Manager/ Country/Regional coordinator	Country/Regional coordinator	CISP has a responsibility to provide feedback on action taken for all reported concerns unless the person reporting advises otherwise.

STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
		<p>The investigation report for child safeguarding report must be precise and in the CISP standard format.</p> <p>For cases involving staff of partner organizations, CISP Country/Regional coordinator Should refer to the Head of Agency.</p>	Annex CP- 4.1.7: Investigation Report template			
7	Refer concern via appropriate local mechanisms	For external non- criminal concerns i.e. in family, school, community, CISP CPS focal point/s to follow up to ensure adequate support	n/a	Programme Managers/ CPS Focal Points		END OF PROCESS.

5. RESPONDING TO CHILD PROTECTION CONCERNS

Procedure Name:	Reporting and responding to child protection concerns
Procedure Number:	CP-PT-5
Responsibility:	HR
Department:	HR, Admin and Finance
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Responsible for Revision:	HR upon request by Management and/or HQ
Applicability and Objectives:	<p>This manual provides guidance on how to respond to child protection concerns happening in CISP programmes.</p> <p>It provides the principles of CP response to be adhered by CISP staff, representatives, partners and other agencies.</p>
<p><i>It is the policy of CISP to ensure that all staff, representatives and partners' staff employed or entrusted with children are aware of their duty to report of concerns of children. Knowing about a child protection concern and failure to report will be interpreted as a breach of the policy and staff or representative will face disciplinary action if established beyond doubt that he/she was aware of the concern.</i></p> <p>The objectives of this guidelines are to ensure that:</p> <ul style="list-style-type: none"> - Staff address CP concerns in an appropriate way, according to CISP CP principles and guidelines. - The principles of child safeguarding are always adhered to in all efforts to respond to child protection and safeguarding concerns. 	

5.1 Procedures for Responding to Child Protection Concern/Abuse

CISP Kenya and Somalia adheres to the following procedures:

STEP	STEP TITLE	DESCRIPTION OF ACTION	FORM TO BE USED	RESPONSIBLE FOR THE ACTION	APPROVED BY	FOLLOWING ACTION
1	What are the immediate needs of the individual child?	Establish the immediate needs of the child just upon having identified the case; this can include safety of the child, health needs of the child, etc. This requires immediate action. Refer the child for support to address his/her immediate needs within 24 hours. Consult the line manager and CPS focal point.	n/a	The person identifying the concern, line manager and or the CPS focal point.	PM, Country/ Regional coordinator, CPS Focal point	This must be done immediately a case is identified or concern raised.

NOTE: Child safeguarding is everyone's **Responsibility**, everyone's **Business** and everyone's **Concern**. Knowing about a child protection concern and failure to report will be interpreted as a breach of the Child Protection Policy and staff or representative will face disciplinary action if established beyond doubt that he/she was aware of the concern.