Evangelical Fellowship of Zambia

Action Plan on Child Protection
Guiding our leaders and Guarding our children

September 2011
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**Acronyms**

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<th>Acronym</th>
<th>Description</th>
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<tr>
<td>AIDS</td>
<td>Acquired Immune Deficiency Syndrome</td>
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<tr>
<td>CPO</td>
<td>Child Protection Officer</td>
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<td>EFZ</td>
<td>Evangelical Fellowship of Zambia</td>
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<tr>
<td>HIV</td>
<td>Human Immunodeficiency Virus</td>
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<tr>
<td>Mk</td>
<td>The gospel of Mark of the Holy Bible</td>
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<td>OVC</td>
<td>Orphan and Vulnerable Child</td>
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<td>UNICEF</td>
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Foreword

We are inspired by the words of our Lord Jesus Christ found in the book of Matthew 19:13-15 to provide support to children. Through this Scriptural passage, Jesus Christ taught us that we need to care for our children. The action which was exhibited by the disciples by preventing children to meet Jesus Christ could be likened to that of many of our brothers and sisters worldwide today who do not have regard about the importance of children nor their rights. When Jesus Christ demanded that the disciples allow the children to be brought to him and not to be hindered, meant a lot about how Jesus dealt with the children’s rights. Oftentimes, the plight of the children is overlooked and sometimes they are deliberately denied of their fundamental Human Rights and consequently, their survival is affected.

The development of this Action Plan on Child Protection by the Evangelical Fellowship of Zambia marks a critical milestone in ensuring that the organization’s staffs, visitors, members of the board and partners are guided in ensuring the safety, security and protection of children whenever they came into contact with them during their project visits to the communities or to our offices. It also sets out as a guide in ensuring advocacy in favor of the protection and wellbeing of children.

This Action Plan is aimed at providing a fundamental basis for the appropriate code of conduct in ensuring a child-friendly environment at all times in all places. Children are often vulnerable to many abuses and mistreatment by adults and their peers in homes, schools, workplaces and in Childcare facilities etc. Children can be abused by imposing on them unfavorable conditions and demands beyond their ability, contrary to their will and consent and also because of threats from adults.

In order to effectively implement this Action Plan, we shall collaborate with the Government of the Republic of Zambia through the line Ministries dealing with children. Further, we shall liaise with our counterparts, the Non – Government Organizations on projects pertaining to children.

Through this Action Plan, we make clear that it is important to care and protect children as human beings and that they have rights like any other person. This Action Plan also points out various dangers to which children can be exposed to and provides mechanisms for ensuring their protection and safety. EFZ will endeavor at all times to strengthen the understanding of child protection issues in homes, schools, churches, communities and the general public.

We urge everyone to understand and adhere to this code of conduct and by so doing contribute to the creation of a child-friendly society for the appropriate growth and development of our children in Zambia.

Pukuta N. Mwanza (Rev.)

EXECUTIVE DIRECTOR
1.0 Background

1.1 About our organization

Evangelical Fellowship of Zambia (EFZ) is a Christian umbrella organization representing Christian denominations, local congregations, mission agencies and para-church organizations working together in providing a united effort for the holistic transformation of Zambia. EFZ achieves this objective through serving the member churches and through direct humanitarian initiatives and sustainable interventions at community level.

EFZ carries out various programs in education, health, HIV/AIDS, OVC support, livelihoods, agriculture and food security, entrepreneurship, advocacy and water and sanitation etc. This means that EFZ staffs spend a lot of their time in the field working with communities in various projects. The participating groups include volunteers, community leaders and members of collaborating agencies with children as the primary beneficiaries of a number of programs.

In working with the poor and marginalized, EFZ staffs, volunteers and partners regularly come into contact with children. We recognize the weakness and vulnerability of children to abuse and EFZ seeks to prevent this problem through this child protection policy.

In this Action Plan, a child is defined as a person under the age of 18 according to the United Nations International Children’s Fund (UNICEF). EFZ staffs shall cooperate at all times in the implementation of this policy when carrying out work that involves children or when they come into contact with them. This will ensure the safety, well being and protection of the children.

EFZ shall have one full time staff to lead on child protection and provide awareness of this policy and guidelines among other staff in enforcing it. The officer will take a leading role in sharing the policy with the community leaders in which the fellowship is implementing its development activities. Child protection policy will also be mainstreamed during project formulation to ensure that the needs of the children are addressed.

EFZ will ensure that all children, regardless of their age, culture, disability, gender, language, racial origin or ethnicity, physical condition or religious beliefs have the right to protection from abuse at all times. All suspicions and allegations of abuse that are either discovered or reported to EFZ management will be taken seriously and acted upon swiftly and appropriately. All staffs have a responsibility of reporting concerns to the appropriate child protection lead member of staff for follow up action on any issues related to child abuse.

1.2 Our motivation and basis for child protection

Firstly, we are motivated and inspired by the biblical mandate exemplified by the life and ministry of our Lord Jesus Christ regarding the safety and protection of children. Secondly, we feel that the protection of children and ensuring a child friendly society is a human rights issue that should be complied with.
1.3 What we recognize:

i. We recognize that the protection of children is our biblical responsibility as well as our moral obligation so as to ensure that children are given an opportunity to grow up properly into responsible adults and enjoying their fundamental rights and freedoms.

ii. We recognize the example given by Jesus Christ using the metaphor of the humility of the child as a requirement for the adults to enter the Kingdom of God (Mt.18:1-3). He rebuked the disciples who tried to hinder the children from being brought to him. Jesus promoted the children’s rights by allowing them to be brought to Him.

iii. We recognize that children can play a critical role in societal transformation from the story of the little child that carried two fish and five pieces of bread that were used as a means for the provision of food aid which can be likened to a huge humanitarian emergency food response to feed more than 5,000 hungry persons (Mk.6:44). We shall seek to incorporate the children in the development work by listening to their needs and encouraging them to participate in decision-making.

iv. We recognize the importance of creating a conducive environment for the holistic development of the children taking action against child abusers. We shall prevent actual abuses through sensitization programs and infrastructural considerations for facilities meant for children.

v. We recognize that children become vulnerable to various catastrophes affecting humanity and the communities in which they live. We seek to integrate the needs of children in our disaster assessment and in developing response interventions that will take into account the needs of children. During disaster times, children become vulnerable to forced child labor, sexual abuse, human trafficking, early marriages, rejection, neglect and deprivation etc.

vi. In educational programs, we seek to promote safer environment for learning for all the children such as infrastructure or buildings, social environment such as the people that are in the community in which the children learn such as teachers, fellow pupils and parents. We will ensure that children have peer support suitable for learning and protecting the vulnerability of children to bullying, harassment, or any form of peer abuse. We seek to ensure that there are adequate suitable resources for the safety and protection of children including the resources needed to support children with special needs and children with disabilities.

vii. We will ensure the orientation of teachers and PTA committees in the child protection policy. We will lobby and advocate that child protection is an integral part of all teacher training curricula in the country. Bible colleges and theological institutions under EFZ will be encouraged to ensure that students are exposed to and learn about child protection.

viii. In churches, we will encourage leaders to pay special attention to the needs of children during meetings and that there is appropriate safety and security for all the children at all times. Also, we will promote the training of Sunday school teachers in child protection and children’s rights.
ix. In feeding programs, we will seek to pay attention to the nutritional requirements of children to ensure appropriate dietary allocation that is suitable for their age, health and physical needs.

x. In physical infrastructure, we will promote the design of buildings that is sensitive and appropriate for the safety of children. Children with special needs will require appropriate support systems or resources to ensure their safety and access to their requirements without being disadvantaged. Roads should be properly marked with signs showing the presence of children in the vicinity or road markings that show children crossing to ensure that the road users take special caution to the safety of children. At all times, children should be given the right of way and should be supported with safe passage on roads. Public conveniences should be designed with special consideration on the needs of children.

2.0 Code of conduct

In order to ensure the safety and protection of children in the conduct of our duty, we demand that at all times there is compliance with this code of conduct for all the staffs, members of the board, volunteers, visitors to the communities, partners and staffs of collaborating agencies by adhering to the following requirements:

i. All persons working under and through the EFZ shall conduct themselves in an appropriate manner. Appropriate conduct involves behavior that does not threaten the safety of the child, or conduct that may affect the privacy of the child or deprive the child of his or her fundamental freedoms or rights or any conduct that puts the life of the child in danger or any harm.

ii. The recruitment of new employees in the EFZ shall include screening on cases related with child protection clearance with the Zambia Police against any previous child abuse cases. Failure to disclose previous involvement in child abuses will lead to the nullification of the offer of employment or disqualification of a candidate from being considered for a job placement in the organization.

iii. Everyone who visits the project sites and field offices where EFZ is implementing its community projects will have to be made aware of the child protection code of conduct and upon careful understanding of the policy, the visitors shall be made to append their signatures indicating that they have received the child protection policy, have read it and therefore shall adhere to the code of conduct as set out in the policy before coming into contact with children. This will be done for each visit or entry to the field offices or communities or project sites even if such visitors have signed the policy before in their previous visits.

iv. Visitors that come into contact with children will not be allowed to take photographs of children without the child’s consent or in the absence of the authorized staff of EFZ. Children will be sensitized against unauthorized photographing by visitors without their consent. Children will not be photographed with nudity or in a posture that is inappropriate as this may be perceived or interpreted as child exploitation.
v. EFZ staffs that are mandated to enforce this policy will be reprimanded for lack of enforcement to any degree and at any time.

3.0 Implementation of the action plan.

EFZ will enforce the action plan by the following actions:

i. Job or employment adverts in the media/press will indicate child protection compliance.

ii. The Human Resource Department will ensure that the recruitment of new staffs in the organization has provided relevant evidence of clearance and screening by the Zambia Police on cases related to child abuse. This information will be confidential.

iii. The field staff and Secretariat Heads of Department will ensure that visitors to the field offices and project sites are first referred to the Child Protection Officer (CPO) to undergo child protection orientation and signing of the child protection protocols prior to conducting the visit.

iv. Project and field staffs will analyze any suspected child abuse cases and refer them to the CPO for thorough investigation and follow up action. Children may report cases of abuse to any staff or employee of EFZ who will have to refer the case to the CPO for further investigations and follow up with appropriate action. Failure to investigate or report cases of child abuses to the appropriate officer or unit in the organization will be an offence.

v. For all matters dealt with as part of this policy, it is essential to have respect for confidentiality for both the allegedly abused child and the suspected abuser at all times. Information being collected during investigations shall not be passed on to unauthorized persons and shall be kept in secure storage facilities to restrict or prevent access by unauthorized persons in the organization. Computers will be protected by password only known by the authorized EFZ staff and filing cabinets will be securely locked at all times. Staff handling child abuses shall not be allowed to solicit for prayer support in public meetings for cases involving child abuse.

vi. Lack of confidentiality may hinder the effectiveness in investigations and affect the quality of information being collected. It may affect cooperation with principal informants or other collaborating persons. The victims may feel jeopardized and go into withdrawal, remain quiet and feel unhappy to share any more information about their condition or experience.

vii. Advocacy – the EFZ will lobby and engage government, traditional rulers and members of parliament and advocate for the safety and protection of the children at all times. EFZ will achieve this through the use of the public media, the hosting of website materials and the sharing of information on child protection with all the stakeholders and partners. EFZ will make child protection an integral part of any development initiative and will ensure that there is the involvement of the community in the implementation of the policy at all times. EFZ will conduct sensitization and awareness campaigns on child protection and children’s rights both to the community and to the children to ensure adherence.
Employment standards for domestic servants – Since some of the abuses are caused by people in homes, EFZ will ensure government facilitates for the formulation of appropriate legislation to ensure that persons employed as domestic servants or child minders have undergone prior training in child protection from appropriate service providers.

EFZ will lobby the Ministry of Education to integrate child protection issues in the teacher training curriculum to ensure that teachers are knowledgeable in child protection. Later on they can help in disseminating the information to the children to ensure that they know their rights and also prevent or minimize the number of child abuse cases by teachers.

viii. National registration of child offenders – EFZ will work with the appropriate departments in government to ensure that there is a register for child offenders which will help to track such persons and reduce the repetition of offences. This will also prevent persons already on record for child related offences from being recruited for work involving children unless they have been cleared by the Police service.

ix. In responding to issues and concerns regarding possible abuse, staffs and others shall exercise extreme vigilance in protecting information and must pass on this information only to those people who need to be aware of it.

4.0 Types of child abuses

i. Physical abuse – beating or caning of a child, or punishing by denying food, appropriate nutritional provisions, accommodation or shelter, child labor, denial of clothing, abduction, and kidnapping.

ii. Sexual abuse – inappropriate touching of a child with intent to molest or rape a child and noncontact sexual abuse that involves exposing the child to view obscene materials, pornography, sexual acts or induced sexual act involving a child or motion pictures bearing an adult theme, violence or strong language.

iii. Emotional abuse – emotional humiliation involves use of abusive language, derogatory words, cursing, neglect, insults, negative gender remarks, recruitment of children into armed forces, damaging the dignity of the child through ridicule, racial/discriminatory remarks, bullying, deprivation of essential provisions, blame and stigma associated with the child’s disabilities or physical handicap.

iv. Harmful cultural practices - that lead to the denial of fundamental freedoms and rights of the child. These harmful practices include female genital mutilation, sexual cleansing involving children, infanticide, circumcision, child labor and early marriage.

v. Early marriage - often leads to pregnancy at a young age preventing the child from completing her education. This hinders and affects the proper development of the child when the girl becomes a mother at a tender age.
vi. **Child labor** - involves giving a child tasks for which he or she is not physically or emotionally ready to perform; expecting children to do work that does not allow time for their education, rest, and play. Examples include bonded or forced labor, persuading children to sell or be used as couriers for drugs, recruiting children into fighting forces, domestic work, selling alcohol, or working with dangerous tools and equipment or unsafe and unsupervised work.

**5.0 Places where child abuses often occur**

Child abusers cannot be easily identified. Abusers can be male or female members of any social, cultural, or economic group and of any age.

i. **Abuse in the family**
Most abuses of children occur within the home by other family members that may be close to the child and these may be people that are meant to provide safety and protection to them. These may include child minders, domestic servants, parents, dependents or other members of the family or visitors to the family.

ii. **Within the community**
In most cases, children are abused by people known to them, and the abuse may take place in the local area. This may involve rape or other forms of sexual abuses, harassment, physical bodily harm, ridicule or insults etc.

iii. **In institutions** – in schools, daycare centers, refugee camps, orphanages, correctional/rehabilitation centers and children’s homes.

iv. **By visitors to communities** – outsiders visiting the communities may sometimes take advantage of a child’s vulnerability, for example; drug dealers, sex tourists, pedophiles, debt collectors, human traffickers, development agents, traders, business persons, tourists, etc.

**6.0 What EFZ will do with child abuse cases or allegations**

i. **Investigate** – EFZ will thoroughly and objectively investigate all the alleged child abuse cases with utmost confidentiality and in a professional manner.

ii. **Professional reference** – EFZ will refer the allegedly abused children for specialized attention, help or investigations such as to doctors for medical tests and forensic examinations in order to establish clear evidence and facts about the extent of abuse. In addition, the alleged abuser may be referred for special examination to establish facts about the alleged crime or conduct.

iii. **Law enforcement** – EFZ will refer cases of child abuse to the Zambia Police in order to ensure that the investigations and/or prosecution is conclusive and will collaborate to ensure fairness in dealing with the rights of the affected children.
iv. **Counseling** – EFZ will ensure that the abused child’s immediate members of the family are talked to and counseling is provided to help in the healing or recovery process.

v. **Safer home** – Where abuses have been caused in the same home where the abuser and the affected child resides, EFZ may seek to protect the child from perpetual abuse by transferring the child to a safer home. This may be possible in homes where the children or a particular child has been perpetually abused and the child fears that revealing the truth about the abuse may worsen the condition of staying at home.

vi. **Employment** – EFZ will instantly dismiss any of its employees found guilty of any form of child abuse. In addition, any staffs who fail to report a child abuse case will be perceived to have colluded in the abuse and will be treated as an abuser. For non full time staffs of EFZ such as consultants, EFZ will immediately terminate the consultancy and this may be coupled with legal action.

vii. **Visitors** – EFZ will take appropriate action on visitors who are found guilty of child abuse, and this will involve reporting them to the law enforcement agents in Zambia and to their own organizations for follow up legal or appropriate action.

viii. **Partnership and collaboration** – EFZ will leverage its collaborative efforts with the appropriate government ministries such as Ministry of Sports, Youth and Child Development, Ministry of Education, Ministry of Health, Ministry of Community Development and Social Services, Zambia Police Service, other civil society organizations, human rights organizations involved with child protection and legal counsels to ensure that the due process of dealing with the problem is legally followed and becomes conclusive in a just and fair manner.

**Note**- Child protection is the mandate of the Ministry of Community Development & Social Services and all laws related to children thereof.

### 7.0 Children’s rights

The following are the children’s fundamental rights that must be upheld:

i. The right for physical care and attention
ii. The right for intellectual stimulation
iii. The right for emotional love and security
iv. The right for social contact and relationships
v. The right to have their needs met and safeguarded
vi. The right to be protected from neglect, abuse and exploitation
vii. The right to be protected from discrimination
viii. The right to be treated as an individual

8.0 Awareness of actual or likely occurrence of abuse

Here are a number of ways in which an abuse becomes known:

i. A child’s personal disclosure of the abuse.
ii. Any concerned person can express concern about a child that he/she believes may have been or is being allegedly abused.
iii. A child may show signs of physical injury which may be linked to a likely abuse.
iv. A child’s behavior may be a pointer to a possible case of the child’s abuse.
v. Concerns may be raised on a member of staff’s behavior in the manner in which he/she relates to a child that may be cause for concern for inappropriate behavior.

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Appendix -1

Definition of Terms¹

¹ Definition of terms adapted from “A Summary of Tearfund's Child Protection Policy 2009
Child – Any person aged 18 years and below.

I. Disabled Children – children are often excluded or marginalized as result of mental, physical or emotional impairments they may have, including learning difficulties. These also tend to make a child more vulnerable to abuse and the effects even more harmful.

II. Children in vulnerable circumstances would include children who are in vulnerable circumstances due to, for example, poverty and hardship, affected or orphaned by HIV and AIDS, in the commercial sex trade and affected by conflict.

III. Representative – all paid or unpaid staff, volunteers, freelancers, consultants, board members, visitors appointed or recruited by EFZ or deemed to be representing EFZ in any way in Zambia or anywhere in the World.

IV. Partner – any organization or church which has a formal partnership agreement with EFZ and is in receipt of funding for projects, programs and activities.

V. Alliances – any formal or informal arrangement entered into, with a faith-based organization, non-governmental organization or individual, by EFZ for one-off events or in order to maintain a long-term existing relationship.

VI. Child Protection Officer – a member of staff of the EFZ responsible for this Policy and its application.

VII. Investigating Officer – person(s) appointed by the Child Protection Officer or line management to investigate child protection concerns in the EFZ.

VIII. Child Development Advisor – a person employed by EFZ to advise on child protection issues generally, the application of this Policy and to develop good practice guidelines, or equivalent.

IX. Human Resource Advisor – (or equivalent) person(s) employed by EFZ to advise on recruitment, selection and dismissal or representatives in accordance with this policy, national laws in Zambia and internationally.

X. Visitor – a person authorized to visit EFZ, its operations or partners within Zambia
Appendix – 2

Evangelical Fellowship of Zambia Child Protection Protocol

I ___________________________ do hereby declare that I am visiting the Evangelical Fellowship of Zambia projects or field offices in which I am likely to come into contact with children. I confirm that:

i. I have received orientation or a copy of the child protection code of conduct (or summary) that clearly stipulates the appropriate conduct expected of me during my visit and that I need to pay special attention against interfering with the rights of the children or coercing them into doing anything contrary to their consent or personal will.

ii. I am aware of the consequences that may be imposed on me in case I am found to have breached the code of conduct.

iii. I accept that I will adhere to the code of conduct and abide by the behavioral protocol that will ensure the protection and safety of children.

I am visiting EFZ programs or field offices as a (consultant, partner, board member, staff, sponsor/donor, government official etc) _____________________________ (specify)

Full name ___________________________________________ ____________________________

Contact details:
Full residential address (house number, street name etc)
___________________________________________________ ____________________________
___________________________________________________ ____________________________
___________________________________________________ ____________________________

Full organizational contact details (with telephone numbers, email address, fax numbers etc)
___________________________________________________ ____________________________
___________________________________________________ ____________________________
___________________________________________________ ____________________________

Name and contact details of the supervisor in your organization or of the next of kin
___________________________________________________ ____________________________

Signature______________________________ Date________________

Name of an EFZ Official ___________________________ ____________________________

Signature______________________________ Date________________
EFZ Child Protection Standards

Introduction

EFZ has developed Child Protection Standards based on the EFZ Child Protection Action Plan. The Standards are also informed by Stockton-on-Tees & Bracknell, UK Local Safeguarding Children Board, Churches Child Protection Advisory Service (CCPAS), ChildFund Zambia, Keeping Children Safe Coalition and Kerith Community Church, UK Safeguarding Policy.

Standards are used in many different areas of life. They describe the basic level of performance or ability that is required for a product or service to be effective and do the job it was designed to do. The aim of the standards is to provide EFZ staff, volunteers, children and member churches, communities & other stakeholders with a clear framework on which the commitment to protecting children is based. These will in turn help staff to create a protective environment for children and young people.

Advantages of implementing child protection standards

1. Children are protected
No standard can offer complete protection for children, but following these standards minimises the risk to children of abuse and exploitation.

2. Agency representatives are protected
By implementing these standards, all EFZ representatives will be clear about how they are expected to behave with children and what to do if there are concerns about the safety of a child.

3. The organisation is protected
By implementing these standards EFZ can make clear their commitment to keeping children safe. The standards will help EFZ to move towards best practice in this area and deter potential abusers from joining the organisation.

The EFZ standards are as follows:

1) Child Protection Policy (Guidelines)
2) Allegation & Incident Management
3) Preventing harm to children
4) Written guidelines on behaviour towards children
5) Meeting the standards in different locations
6) Education & Training
7) Adhering to EFZ core values
8) Advocating for & Communicating the ‘keep children safe’ message
9) Access to advice & support
10) Implementation & Monitoring
Standard 1: Child Protection Policy (Action Plan)

Why should EFZ meet this standard?

The policy communicates that EFZ is committed to keeping children safe. It makes clear to everyone that children must be protected, helps to create a safe and positive environment for children and shows that EFZ is taking its duty of care seriously.

Criteria

i. Written child protection action plan, including guidance.
ii. Policy written in a clear and easily understandable way.
iii. The policy is publicised, promoted and distributed widely.
iv. The policy is approved and signed by the relevant management body.
v. All staff or other representatives are required to comply with the policy – there are no exceptions.
vi. The policy is reviewed as a minimum every three years and is adapted whenever there is a significant change in the agency or if there are any legal changes.
vii. The policy covers child protection in the different types of work undertaken.
viii. The policy clearly describes the agency’s understanding and definitions of abuse.
ix. Allocated EFZ Officer responsible for championing/promoting Child Protection who is aware of his or her responsibilities.
x. Allocated Child Protection Officer who deals with concerns & suspicions of abuse or misconduct on behalf of EFZ management.
xi. A clear line of accountability within EFZ across all staff.

The evidence to meet criteria

i. A copy of the action plan
ii. Action plan translated into local languages
iii. A list of names to show who the policy has been sent to
iv. Examples of ways the policy has been promoted, including to communities and to children
v. A copy of the policy signed by the management board or minutes of the meeting when the policy was signed by the management board.
v. Written evidence of how abuse is dealt with in the organisation, and a timetable for review.
Standard 2: Allegation & Incident Management

This includes clear guidance on what to do when a child protection incident or concern arises.

Why EFZ should meet this standard

Clear procedures and guidance will help to make sure there is a prompt response to concerns about a child’s safety or welfare. They will also help EFZ to meet any legal or practice guidance requirements. Effective child protection policies have two parts. First, there must be an aggressive system of prevention through clear-cut expectations, effective hiring and training, top-level awareness, and good programming. Second, there must be a supportive system for allegation and incident management.

Criteria

i. Child protection procedures should be consistent with international standards and good practice in the protection of children.

ii. Clear child protection procedures in place that provide step-by-step guidance on what action to take if there are concerns about a child’s safety or welfare.

iii. The allegation and incident management system provides for reporting, documenting, investigating and actions-taken as a result of an allegation and/or determination that child abuse has occurred.

iv. The management system must encourage reporting by instilling trust in the involved parties.

v. Ensure child protection procedures are available to everyone (including children, parents/carers) and actively promoted. Consideration will be given to language, different ways of communicating and making sure that everyone can find the information easily.

vi. A process for dealing with complaints by parents/carers and by young people about unacceptable and/or abusive behaviour towards children, with clear timescales for resolving the complaint.

vii. Ensure that a confidential, thorough, timely and impartial investigation and resolution are performed.

viii. Act immediately if there is a risk to the child, performing an internal investigation (which may include interviews of witnesses and others), collecting factual information, gathering documentation and reporting the incident to external authorities as required by local laws.

ix. Guidance on interviewing children

The following should be included:

i. How to respond to a child who says they, or another child, are experiencing abuse

ii. How to respond to allegations against a member of staff/volunteer or another young person

iii. How to respond to concerns about a child’s welfare where there are concerns but no specific allegation has been made

iv. Contact details for local child protection services – where they exist
v. Information on the people who are involved, i.e., which children and families and which representatives
vi. Definitions of abuse
vii. How some groups of children are particularly vulnerable, including disabled children and young people.

**Suggested evidence to meet criteria:**
i. A copy of written procedures and guidance
ii. A flow chart that describes steps in the child protection process
iii. Name and duties of those people with special responsibility for child protection in the agency
iv. Examples of forms for recording details of child protection incidents.
Standard 3: Preventing harm to children

Processes exist to help minimise the possibility of children being abused by those in positions of trust.

Why should EFZ meet this standard?

Some people who work in, or who seek to work in agencies (whether it is paid or voluntary work) pose a risk to children. It is possible to minimise the dangers and to prevent abuse by putting certain measures in place.

Criteria

i. All Job adverts in the media/press will indicate child protection compliance.

ii. A formal recruitment policy for all EFZ representatives

iii. To include criminal record checks & taking up references if interview is successful

iv. EFZ will not recruit anyone with a previous conviction for child abuse or related offence.

v. Signed statement by each EFZ staff member indicating that s/he understands and will abide by the Child Protection Policy and the Code of Conduct

vi. Clear ways both inside and outside the agency for representatives to raise concerns, confidentially if necessary, about unacceptable behaviour towards children by other representatives.

vii. Guidance on assessing all possible risks in working with children – especially in activities that involve time spent away from home.

viii. Projects and programmes make sure that children are adequately supervised and protected at all times.

ix. Where agencies are involved in placing children in the care of other families, checks should be made that families are suitable.

x. Guidelines exist for appropriate use of information technology (such as email, digital cameras, websites, internet) to make sure that children are not put in danger and exposed to abuse and exploitation.

The following should be included:

i. At least two suitable references are taken up for all representatives who have regular contact with children and evidence of identity and any relevant qualifications are seen

ii. A policy on recruitment that applies to everyone who has contact with children, even
if the contact is not direct or a part of their job

iii. Prevention strategies that reflect the fact that abuse may not necessarily be planned in advance

iv. Basic guidelines on setting up websites, the use of videos and photography of children.

Suggested evidence to meet criteria:

i. A copy of agreed methods for recruiting

ii. Examples of application, reference and declaration forms

iii. A copy of the document explaining how representatives can confidentially discuss their concerns about children with senior staff (Whistle-blowing Policy) and information about this procedure

iv. Use of tools that can help determine dangers (risks) to children in planning activities with children and development of guidelines for keeping children safe

v. Example of plan for transporting children or taking them on trips

vi. Evidence of written proof of contact with, or identification of, agencies that are in a position to provide details of an applicant’s past behaviour, such as criminal records information.
Standard 4: Written guidelines on behaviour towards children

A Code of Conduct exists to outline what is appropriate behaviour towards children.

Why should EFZ meet this Standard?
Children should experience a safe, positive and encouraging atmosphere. Written standards of behaviour for everyone should define what acceptable and unacceptable behaviour towards children is. These guidelines can help minimise opportunities for abuse and help prevent false allegations being made against staff and other representatives.

Criteria

i. There are written guidelines for behaviour.

ii. There is guidance on expected and acceptable behaviour of children towards other children.

iii. There are alternative, positive ways of managing the behaviour of children that do not involve physical punishment or any other form of degrading or humiliating treatment.

iv. Managers and senior staff promote a culture that ensures children are listened to and respected as individuals.

The following should be included:

i. Written guidelines that describe what is appropriate behaviour of adults with children, both at work and in the community

ii. Information that makes it clear that discrimination, prejudice, or oppressive behaviour or language in relation to any of the following are not acceptable: race, culture, age, gender, disability, religion, sexuality or political views

iii. Where relevant, there are guidelines on intimate care of disabled children or young people, including advice on the proper ways of touching


Suggested evidence to meet criteria:

i. Guidelines for adult-to-child behaviour and for child-to-child behaviour

ii. Guidance on physical contact.
Standard 5: Meeting the standards in different locations

Clear guidance exists on how EFZ’s guidelines will be adapted in different locations to fit with local circumstances.

Why should EFZ meet this Standard?
EFZ works in a variety of settings with variations in understandings and arrangements for child protection. There are sometimes different understandings of what child abuse means. EFZ needs to give clear guidance to staff, partners and other organisations (including funding organisations) on how the child protection policy will be adapted and applied practically in these different circumstances. The guidelines must be applied in ways that are sensitive to different cultures but without condoning practices that are harmful to children.

Criteria
i. Local mapping exercises can be carried out that analyse the legal, social welfare and child protection arrangements in the contexts in which it works.

ii. The UN Convention of the Rights of the Child (UNCRC) is clearly identified as the basis for child protection.

iii. There is a participatory process of dialogue and discussion through which differences between what is acceptable behaviour locally and what is acceptable under the child protection policy can be resolved.

iv. There is an appropriate process for reporting and responding to child protection incidents and concerns that fits with the local systems for dealing with incidents of child abuse (as identified in the mapping exercise).

v. Guidance exists on establishing a reporting procedure based on local child protection systems and resources.

vi. Guidance should cover the distinction between children generally in need of protection and those in need of protection from specific acts of maltreatment.

The following should be included:

i. Advice on how to establish local understanding and definitions of abuse and child protection

ii. A document that makes clear that a child is someone under the age of 18.

Suggested evidence to meet criteria

i. A document describing practices used.
Standard 6: Education & Training
There are learning opportunities for staff to develop and maintain the necessary attitudes, skills and knowledge to keep children safe.

Why should EFZ meet this Standard?
Everyone in contact with children has a role to play in their protection. They can only carry out this role confidently and effectively if they have the right attitude towards children, are sufficiently aware of child protection issues and have the necessary knowledge and skills to keep children safe. EFZ has a responsibility to provide training and development opportunities for their staff and to ensure that children are also included in programmes to learn more about keeping children safe.

Criteria
i. All members of staff, volunteers and other associates have training on child protection when they join the agency which includes an introduction to the organisation's child protection policy and procedures.

ii. All members of staff and volunteers are provided with opportunities to learn about how to recognise and respond to concerns about child abuse.

iv. Pastors & community leaders are equipped with knowledge and supported to ensure they disseminate information & awareness on child protection to people in their congregations and communities.

v. There is a process of engagement with church pastors & community leaders on child protection issues to ensure common agreements, mutual learning and development of good practice.

vi. Children are provided with advice and support on keeping themselves safe.

vii. Staff members and volunteers with special responsibilities for keeping children safe have relevant training and regular opportunities to update their skills and knowledge.

viii. Training is provided to those responsible for dealing with complaints and disciplinary procedures in relation to child abuse and inappropriate behaviour towards children.

ix. Training and written guidance on safer recruitment practice is provided for those responsible for recruiting and selecting staff.

x. Opportunities exist for learning from practical case experience to be fed back into organisational training and development programmes.

xi. Refresher training offered to staff every 3 years.

The following should be included:

i. A way of identifying staff training needs
ii. A budget for training staff on child protection
iii. A list of people who are experienced in child protection and can provide training.

Suggested evidence to meet criteria:
  i. A copy of training plans and/or programmes
  ii. Records of course attendance
  iii. Induction documentation/guidance
  iv. Course evaluations

Standard 7: Adhering to EFZ Core Values

Why should EFZ meet this standard?
EFZ is a Christian umbrella organisation motivated and inspired by the biblical mandate exemplified by the life and ministry of the Lord Jesus Christ regarding the safety and protection of children. EFZ representatives must adhere and others made aware of the core values under which we work so that all are clear of the beliefs that provide a foundation and purpose for our work.

Abuse happens to male and female children of all ages, race, gender, age, religion or disability, sexual orientation, social background or culture. Some children, such as disabled children, are particularly vulnerable. Prejudice and discrimination can prevent some children getting the help they need and EFZ should take steps to ensure that all children are protected and receive the support they require.

Criteria
  i. Adhere to equal opportunities & ensure that all children, regardless of their age, culture, disability, gender, language, racial origin or ethnicity, physical condition, or religious beliefs have the right to protection from abuse at all times.
  ii. Recognize that the protection of children is our biblical responsibility & recognize the example given by Jesus Christ.
  iii. Steps are taken to address the needs of all children to be protected from abuse.
  iv. Child protection procedures, guidance and training help representatives to recognise the particular risks faced by some children and the extra difficulties they face getting help, because of their race, gender, age, religion or disability, social background or culture.
  v. Codes of conduct/behaviour include statements about the responsibility of adults and children to treat one another with dignity, respect, sensitivity and fairness.
  vi. The primary responsibility for the protection of children lies with the parents and other adults within the community. However, children can also be active participants in their own protection. EFZ will commit to give them a voice within programs and provide them with skills for protecting themselves.
vii. Codes of conduct/behaviour make it clear that all behaviour that discriminates, offends or is violent is unacceptable and that complaints will be acted on.

viii. Processes for dealing with complaints are fair and transparent and include a right of appeal.

**Suggested evidence for above criteria:**

i. Child Protection Policy  
ii. Code of Conduct  
iii. Copies of sections from relevant, agreed guidelines  
iv. Examples of how training programmes include issues of equality and child protection
Standard 8: Advocating for & communicating the ‘keep children safe’ message

Systems and processes are put in place to ensure that everyone in EFZ knows how to keep children safe, are asked their opinion on keeping children safe and have their opinions listened to.

Why should EFZ meet this Standard?
Policies and procedures put in place by EFZ to keep children safe are only effective if people are aware of them, can contribute to their development and have the opportunity to express their views on how they are working.

Criteria
   i. Information about the agency’s commitment to keeping children safe is openly displayed and available to everyone.

   ii. Children are made aware of their right to be safe from abuse.

   iii. Information for children parents/carers is made available about where to go for help in relation to child abuse.

   iv. Information provided is in a format and language that can be easily understood by everyone, including children.

   v. Everyone in the agency knows who has responsibility for child protection and how to contact them.

   vi. Contact details are readily available for local child protection services, such as safe houses, advocacy services, national authorities, emergency medical help and local telephone help lines.

   vii. Steps are taken to find out the views of children on policies and procedures and how they are working.

   viii. EFZ will lobby and engage government, traditional rulers and members of parliament and advocate for the safety and protection of the children at all times.

The following should be included:
   A process to ensure that children are consulted and listened to, to ensure their voices are heard and that their views inform and influence the development of protection measures in the organisation.

Suggested evidence to meet the criteria
   i. Examples of resources and materials that encourage listening to and participation of, children, including those with different communication methods
ii. Information about who and where the focal points are for children to go to when they have a worry or a concern and how to contact them, these focal points should be different from the ones dealing with complaints from adults.

iii. Education programmes which include guidance on keeping safe and information on rights to protection from abuse and exploitation.

**Standard 9: Access to advice & support**

Arrangements are made to provide essential information and support to those responsible for keeping children safe. Children who are being abused are assisted to get help.

**Why EFZ should meet this Standard?**

Child abuse is a serious violation of a child’s rights and often has long term consequences on the emotional and physical development of the child. In addition, it is distressing and can be difficult to deal with. EFZ has a duty to ensure advice and support is available to help people to play their part in protecting children. Children need someone to turn to when they are being abused. Often they do not know where to go for help.

**Criteria**

i. Children are provided with information on where to go to for help and advice in relation to abuse, harassment and bullying.

ii. Staff members with special responsibilities for keeping children safe have access to specialist advice, support and information on child protection.

iii. Contacts are established at a national and/or local level with the relevant child protection/welfare agencies that can provide information, support and assistance to children and staff.

iv. Arrangements are in place to provide support to individuals – both the people the agency works with and staff members, during and following an incident or allegation of abuse or a complaint.

v. EFZ will ensure pastoral care & support is offered to those affected by abuse, recognizing that some people may need professional help.

**The following should be included:**

i. Named staff who can provide advice and guidance

ii. Effective working relationships with local staff and other organisations that may offer support to children.

**Suggested evidence to meet criteria**

i. Copies of information for children about sources of support

ii. Information about training, advice and support – for staff, adults outside the organisation, and children

iii. Lists of contacts for specialist advice and information, including on reporting
Standard 10: Implementing and monitoring
A plan of action is developed to monitor the effectiveness of the steps being taken to keep children safe.

Why should EFZ meet this Standard?
To keep children safe, policies, procedures and plans have to be implemented across all parts of the organisation. Checks are needed to ensure this is happening consistently. The views of those involved inside and outside the organisation can help to improve the effectiveness of any measures taken.

Criteria
i. There is a written plan showing what steps will be taken to keep children safe, who is responsible for implementing these measures and when these will be completed.

ii. The human or financial resources necessary for implementing the plan are made available.

iii. Policies and practices are reviewed at regular intervals, ideally at least every three years, and revised based on changes in needs, legislation, guidance, practice experience changes within the organisation, and so on.

iv. Processes are in place to ask children and parents/carers about their views on policies and practices for keeping children safe.

v. All incidents, allegations of abuse and complaints are recorded and monitored.

vi. Arrangements are in place to monitor compliance with child protection policies and procedures.

The following should be included
i. Regular management meetings such as supervision and appraisal sessions and team meetings to provide an opportunity for on-going monitoring of policy implementation.

ii. Ways of consulting with children on how safe they feel in an organisation and what they would do if they had a complaint.

Suggested evidence to meet criteria
i. A written copy of a child protection policy

ii. A record of a date planned for review and who is responsible

iii. A summary of the number of incidents of abuse and number of complaints.