



WORLD ASSOCIATION OF GIRL GUIDES AND GIRL SCOUTS

Safeguarding Policy (1.4)

Policy Review Controls

Policy Details	
Name of Policy	WAGGGS Safeguarding Policy
Owner of Policy	Head of International Operations
Version	1.4
Date Approved by Board	21 st May 2022
Frequency of Review	No later than May 2023 or when relevant legislation changes

Version Control		
Version number	Details of change	Date of Approval by Board
1.1	Updated definitions of key terms, and clarifying ambiguities relating to the policy's applicability to staff and volunteers. The role of safeguarding lead on the World Board was also introduced. The policy also made it explicit that to meet its duties in relation to safeguarding, the World Board would expect that appropriate due diligence checks are carried out on Member Organisations and other partners to ensure the appropriate safeguarding policies and processes are in place.	July 2018 (WB paper 4796a)
1.2	A number of revisions across the policy following consultation with a consultant from SAFEcic, a UK safeguarding policy consultancy and some minor adjustments to the text to ensure consistency throughout	September 2018 (WB paper 4819a)
1.3	Accounted for organisational changes and the July 2019 safeguarding audit	December 2019
1.4	A new safeguarding policy created that introduces 7 safeguarding standards, the with support from independent safeguarding consultants and consultation with WAGGGS Global Team	May 2022 (WB paper 5025)

Table of Contents

Introduction	2
a) Policy Statement	2
b) Overview of Policy Standards	3
c) Key Policy Terms	4
d) Principles	5
e) Scope	5
f) Limitations.....	5
g) Related Policies	5
1. Standard One: Governance, Accountability and Risk Management.....	6
1.1. Safeguarding Roles and Responsibilities	6
1.2. Safeguarding Champions Group	7
2. Standard Two: Human Resources	8
2.1. Staff Recruitment, Selection and Training	8
2.2. Training	8
3. Standard Three: Working with Volunteers.....	9
3.1. Volunteers Role Safeguarding Children & Young People	9
3.2. WAGGGS Role Safeguarding Youth Volunteers under	10
4. Standard Four: Working with Children & Young People	11
4.1. Risk Assessments	11
4.2. Permissions for Young People to Take Part in WAGGGS Activities	11
4.3. Meaningful Participation & 'REAL'	12
4.4. Data Privacy	12
4.5. Sensitive Activities	13
4.6. In Person Engagement	13
4.7. Digital Engagement	14
4.8. Travel.....	15
5. Standard Five: Working with Member Organisations	
5.1. Delivering Programmes	16
5.2. Capacity Building Support	16
5.3. Member Organisation Engagement with WAGGGS Campaigns and Activities	16
5.4. WAGGGS Global Team Engagement in Member Organisation Activities	16
6. Standard Six: Media, Communications & Data Privacy.....	18
6.1. The Law.....	18
6.2. Informed Consent.....	18
6.3. Privacy & Dignity	19
6.4. Use of WAGGGS equipment and IT systems and storing data.....	19
7. Standard Seven: Reporting and Response	20
7.1. Confidential Reporting	20
7.2. Safeguarding Concerns Related to WAGGGS Work.....	20
7.3. Safeguarding Concerns Related to Member Organisation's Work	20
7.4. Safeguarding Disclosures Unrelated to WAGGGS or Member Organisations	21
7.5. Guidance on Responding to Safeguarding Disclosures	21
7.6. Managing Safeguarding Concerns.....	22

Introduction

a) Policy Statement

The World Association of Girl Guides and Girl Scouts (WAGGGS) believes in a world where all girls can thrive. Where girls are free to express themselves, take risks, learn, and lead; and free from the harassment, discrimination and abuse they too often face.

We recognise that girls and young women do not always feel safe in places they should. For many, travelling to school or out in the evening, speaking their mind, exploring the internet, or even being at home can put them in harm's way. Girl Guiding and Girl Scouting offers our members a rare and vital community of friendship and opportunity for adventure in a safe environment.

Offering safe spaces is an essential foundation for quality Girl Guiding and Girl Scouting and we acknowledge the importance of a strong safeguarding policy to support this. Safeguarding at WAGGGS means the actions we take to prevent harm and promote the welfare of the children and young people we work with and for. Of particular importance is the need to create safe and supportive spaces for Girl Guides and Girl Scouts to participate in our work, to reduce risks and for any (safety and welfare) concerns to be raised and responded to.

We are proud of the great power and diversity held within the Girl Guide and Girl Scout Movement and acknowledge that where there is power there is always scope for harm and abuse, especially in a global community with complex intersecting identities. We are a sisterhood who show trust and respect for all and take special care to understand factors which affect each other's safety and wellbeing.

We are responsible for:

- (1) Children and young people we directly reach through our activities **(Standard 3)**
- (2) Children and young people we reach through programmes or other activities in partnership with Member Organisations (MOs) **(Standard 4)**
- (3) WAGGGS network of youth volunteers and the children and young people our volunteers work with **(Standard 5)**
- (4) The protection of privacy of personal information and data about children and young people **(Standard 6)**

We are committed to safeguarding the children and young people we work with and taking all reasonable steps to reduce risks and ensure safe participation in our work. WAGGGS will not tolerate any form of harm and abuse and alleged breaches of this policy will be taken seriously. The WAGGGS Global Team and Member Organisations contracted by WAGGGS must comply with this policy to:

- **Provide** a safe and supportive environment for those we work with and for
- **Promote** meaningful, inclusive participation in our work
- **Prevent** any harm or abuse as a result of WAGGGS activities
- **Respond** effectively to concerns if and when they arise

b) Overview of Policy Standards

This policy is implemented through seven interlinked standards. It is expected that each team will consider how the standards apply to their work and where needed use this policy to develop further guidelines to support implementation. All guidelines relating to this policy must be signed off by a DSL.

<u>Standard 1. Governance, Accountability & Risk Management</u>	<p>There are clear roles and responsibilities for safeguarding and managing risks at all levels of the organisation, and the safety and welfare of children and young people is a governance priority. Safeguarding is championed by key staff and there is an action plan to implement this policy and create a strong safeguarding culture and accountability framework within the organisation.</p>
<u>Standard 2. Human Resources</u>	<p>Safeguarding is embedded into all relevant human resource processes, particularly recruitment and selection. This ensures Staff¹ and volunteers who join WAGGGS share our values and commitment to the safety and welfare of children and young people and have the knowledge and skills to fulfil their safeguarding duties.</p>
<u>Standard 3: Working with Volunteers</u>	<p>WAGGGS work is delivered through a dedicated network of volunteers² who work in partnership with staff and lead volunteers. It is important that our volunteers, many of whom work directly with children and young people, understand their safeguarding duties. In addition, WAGGGS has a duty of care towards our youth volunteers, any volunteer under 30 years of age, whose safety, well-being, and satisfaction is of great importance. This standard explains the processes in place for supporting and safeguarding WAGGGS volunteers.</p>
<u>Standard 4. Working with Children and Young People</u>	<p>Best practice safeguarding is embedded into all WAGGGS activities where WAGGGS works directly with children and young people. Risks are identified and managed, appropriate permissions are sought, and we ensure all participation is safe, meaningful, and inclusive.</p>
<u>Standard 5. Working with Member Organisations</u>	<p>When WAGGGS delivers programmes and activities to children and young people in partnership with MOs there are appropriate contracts and processes in place to safely deliver this work, and all contracted MOs have a safeguarding policy in place. WAGGGS offers capacity building support to all MOs where safeguarding is identified as a priority in the Capacity Assessment Tool (CAT) or other capacity building requests. Member Organisations are responsible for any safeguarding concerns or non-compliance within their organisation.</p>
<u>Standard 6. Media, Communications & Data Privacy</u>	<p>WAGGGS will ensure that no harm comes from our publicity activities, communication materials or campaigns. WAGGGS will comply with UK data protection law and best practice in the handling of personal data and confidential information and ensure that WAGGGS information is held securely and shared on an appropriate lawful basis.</p>
<u>Standard 7. Reporting and Response</u>	<p>Mandatory reporting is a requirement for all those engaged in the work of WAGGGS. Global Team members are aware of their duty to report and must report any current or historical safeguarding concerns relating to the actual or potential harm or abuse of children and young people at WAGGGS, or which suggests this policy may have in any other way been breached. Processes are in place to effectively receive and respond to any concern either directly or indirectly related to the work of WAGGGS and/or Member Organisations. Processes are also in place to respond to disclosures of abuse not related to WAGGGS or MOs but have been reported to a Global Team member. Records are kept on a global register and key principles are followed when responding to reports.</p>

¹ **WAGGGS Staff** – For the purpose of this policy only, the term ‘WAGGGS Staff’ means all employees and contractors.

² **WAGGGS Volunteer Network** – all governance roles including those on the World Board, sub-committees, working groups and Regional Committees, and all operational roles which include volunteer roles that support the delivery of membership services, programs, events and other operational activities that comprise the WAGGGS Global Team operational plan.

c) Key Policy Terms

<p>Safeguarding: Safeguarding at WAGGGS means the actions we take to prevent harm and promote the welfare of the children and young people we work with and for. Of particular importance is the need to create safe and supportive spaces for Girl Guides and Girl Scouts to participate in our work, to reduce risks and for any (safety and welfare) concerns to be raised and responded to.</p>
<p>Abuse: any action or inaction resulting in actual or potential harm to a person. There are many forms of abuse which include but are not limited to physical abuse - any contact resulting in discomfort, pain or injury; emotional abuse - any action or inaction that causes mental anguish; sexual abuse or exploitation - any form of sexual activity without consent; financial or material abuse; any use of a person's money or possessions without permission; online abuse - any form of abuse that happens while interacting with digital technologies; neglect - the failure to identify and/or meet care needs.</p>
<p>Harm - any detrimental effect on an individual's physical, psychosocial, or emotional wellbeing.</p>
<p>Safeguarding Concern: a feeling or worry that a person may be at risk of harm, or may have been harmed.</p>
<p>Safeguarding Disclosure - a process by which a person will let someone know that they are experiencing / have experienced abuse. Abuse can be disclosed directly - in a specific statement; indirectly - by implying something is wrong either through statement or behaviour; or a non-verbal disclosure - writing letters, drawing pictures or trying to communicate something is wrong in any other non-verbal way.</p>
<p>Participation: the involvement of participants (especially girls and young women) in decisions that concern them, doing so in a way that their perspectives, needs, and concerns influence WAGGGS vision, decisions, and projects.</p>
<p>Young Person / Youth - any person up to and including the age of 30 years old.</p>
<p>Child - any person under the age of 18 years according to the United Nations Convention on the Rights of the Child.</p>
<p>WAGGGS Global Team - The WAGGGS Global Team is the central 'business organisation' part of WAGGGS used to manage the affairs of the organisation and deliver the WAGGGS Strategic Plan. It includes all staff and volunteers engaged by WAGGGS, both governance and implementation, and at region and world level.</p>
<p>WAGGGS Staff - For the purpose of this policy only, the term 'WAGGGS Staff' means all employees and contractors.</p>

d) Principles

This policy is to be upheld and guided by the following principles:

Protection – All children and young people are entitled to protection from any form of harm and abuse
Responsibility – Safeguarding is an organisational and individual responsibility. We are all responsible for creating a safe, inclusive, and supportive culture at WAGGGS and will proactively listen to, learn from and act on any concerns safeguarding concerns raised
Girl-Led - we strive for all decisions and actions that relate to this policy to be led by the voices and interests of children and young people
Do No Harm – to always carefully consider and manage any risks or negative impact caused by our work
Duty of Care –to always act with care and kindness, ensure we can safely carry our out work and never do anything (or neglect to do) something that may harm others
Universality - this policy applies in all contexts (in person and digital) where WAGGGS works, regardless of geographical location, race, social origin, physical or mental ability, gender, religious or political beliefs, sexual orientation or identity or any other characteristic.
Leadership – to always champion the importance of safeguarding within the Girl Guide and Girl Scout movement

e) Scope

This policy applies equally to the WAGGGS **Global Team** and **Member Organisations** (MOs) only when they are delivering written contracted activities with WAGGGS. The purpose of this policy is to safeguard the children and young people WAGGGS works with and for, particularly those under the age of thirty as a key WAGGGS constituency.

f) Limitations

This policy does not address the specific needs of vulnerable adults³, however, we expect the standards in this policy to contribute to a safe environment for all. Any concerns related to abuse or harm of vulnerable adults should be raised through the related policies below.

g) Related Policies

Anti-Bribery Policy
 Anti-Bullying & Harassment Policy
 Code of Conduct
 Disciplinary Policy and Procedure (Staff)
 Equality Policy
 Whistleblowing Policy
 WAGGGS Volunteer Disciplinary Policy and Procedure

³ **Vulnerable Adult** - Any person who may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to care of himself or unable to protect him or herself, against significant harm or exploitation (UK Department of Health)

Standard One: Governance, Accountability and Risk Management

Overview: There are clear roles and responsibilities for safeguarding and managing risks at all levels of the organisation, and the safety and welfare of children and young people is a governance priority. Safeguarding is championed by key staff and there is an action plan to implement this policy and create a strong safeguarding culture and accountability framework within the organisation.

1.1. Safeguarding Roles and Responsibilities

<p>All members of the WAGGGS Global Team</p> <ul style="list-style-type: none"> • Fully implement and champion this policy throughout their day-to-day work • Stay up-to-date and familiar with safeguarding training • Contribute to a culture of safeguarding and a safe and supportive environment • Act immediately if they become aware of any safeguarding concerns, following the safeguarding policy and procedures
<p>World Board of Trustees:</p> <ul style="list-style-type: none"> • Are accountable to the UK Charity Commission for global safeguarding policy and procedure adherence • Will ensure that safeguarding responsibilities are included in the Terms of Reference of relevant board sub-committees, for example Audit, Finance and Risk Committee and People Committee • Will ensure safeguarding is a standard agenda item at all Audit Financial and Risk Meetings • Receive safeguarding updates at Board meetings from the Chief Executive on: <ul style="list-style-type: none"> - Policy updates (implementing standards, training, staffing etc.) - Reducing organisational risk • Are notified within 48 hours when reports are filed with the Charity Commission • Will nominate a Safeguarding Trustee Lead and People Committee to work with the Senior Management Team to provide oversight and ensure policy implementation
<p>WAGGGS People Committee</p> <ul style="list-style-type: none"> • Oversee and uphold WAGGGS' commitment to safeguarding, through the policy and safeguarding standards, ensuring it is embedded in all areas of work across the organisation and WAGGGS Global Team; • Consider recommendations from, and provide advice to the Designated Safeguarding Lead, on strategic safeguarding issues; • Receive an annual report from the Designated Safeguarding Lead.
<p>World Board Safeguarding Trustee Lead:</p> <ul style="list-style-type: none"> • Ensure that the Chief Executive is held to account for the day-to-day operation of this policy • Act as a point of contact within the Board for any issues relating to safeguarding • Support Senior Management Team in managing serious safeguarding concerns and investigations • Report any serious safeguarding incidents⁴ to the Charity Commission in the UK and regulatory bodies in-country and notify the World Board of Trustees
<p>Chief Executive (CE):</p> <ul style="list-style-type: none"> • Accountable to the World Board for global safeguarding policy and procedure adherence and overall organisational risks relating to safeguarding • Responsible for providing regular updates to the World Board on safeguarding issues • Receive quarterly updates on policy implementation and high level of detail of reported concerns • Be notified immediately of allegations made against a WAGGGS Global Team member

⁴ **Serious Safeguarding incidents** - incidents that have resulted in or risk significant harm to beneficiaries and other people who come into contact with the charity through its work ([The Charity Commission](#))

Designated Safeguarding Leads (DSLs):

- Ensure that specialist training and technical support is provided to Safeguarding Focal Points
- Support the Senior Management Team (SMT) to embed the safeguarding policy in their department or area of responsibility
- Monitor and keep records of reported safeguarding concerns in a global register
- Manage safeguarding concerns in accordance with the Reporting & Response Standard (7) and ensure there is necessary support to those affected by safeguarding incidents
- Approve high risk programme and activity risk assessments
- Ensure this policy is reviewed annually or earlier if necessary

Designated Safeguarding Leads are the Deputy Chief Executive (Deputy DSL); Head of International Operations (DSL); Girl Experience and Safeguarding Lead (DSL)

Safeguarding Focal Point (SFPs):

- Ensure safeguarding training and refreshers are provided for all employees and volunteers
- Manage safeguarding concerns in accordance with the Reporting & Response Standard (7)
- Complete /and or review risk assessments for low-risk activities

Safeguarding Focal Points will be named across the organisation, with each World Centres and Campfire permanently in place.

WAGGGS Senior Management Team (SMT):

- To promote a strong safeguarding culture at WAGGGS
- Ensure the effective implementation and awareness of this policy
- Review risk assessments where high level risks have been identified in their department and seek approval from DSL
- Ensure safeguarding is built into all organisational processes and programme cycles and that safeguarding risks are assessed and mitigated where possible

1.2. Safeguarding Champions Group

This policy and standards will be supported by a Safeguarding Champions group whose role will be to:

- Promote this policy and a safeguarding action plan within their team and work,
- Periodically review and recommend updates to this policy taking special consideration of the voices and needs of girls and young women WAGGGS reaches.

Membership and objectives of this group are written in a Terms of Reference.

This Standard is being met when...

- ✓ All staff and volunteers with safeguarding duties are clear of their role and responsibilities
- ✓ The safety and welfare of children and young people at WAGGGS is a governance priority
- ✓ There is regular and clear communication between safeguarding personnel listed above
- ✓ WAGGGS Global Team feel informed and engaged in the implementation of this policy
- ✓ WAGGGS is aware of and actively managing all risks related to safeguarding to an acceptable level
- ✓ WAGGGS continues to learn and strengthen our safeguarding practice through a process of continual improvement, implementation, and compliance review

Standard Two: Human Resources

Overview: Safeguarding is embedded into all relevant human resource processes, particularly recruitment and selection. This ensures Staff⁵ and volunteers who join WAGGGS share our values and commitment to the safety and welfare of children and young people and have the knowledge and skills to fulfil their safeguarding duties.

2.1. Staff Recruitment, Selection and Training

Staff recruitment processes minimise the risk of engaging anyone unsuitable to work with children and young people, these include:

- Two professional reference checks for all new Staff prior to them commencing work for WAGGGS, including from their most recent employer. Referees must confirm the suitability for the candidate to work for a child and youth focused organisation.
- All WAGGGS Staff roles will be risk assessed at team level or within the team with an updated register to understand the level of contact with children and young people and where applicable roles are subject to advanced vetting (as below) and updated at a minimum every 3 years.
 - Those in the UK will complete a DBS police check and where WAGGGS Staff are based outside of the UK (for example at World Centres), equivalent criminal background/ police checks will be conducted.
 - In countries where criminal background/police checks are not available, or are known to be unreliable, an additional verbal reference check should be carried out.
- Compliance with the WAGGGS Code of Conduct and this Safeguarding Policy is in all staff contracts.

2.2. Training

- All of WAGGGS' Global Team will complete safeguarding induction training within their first three months of service, and refresher training as required
- Designated Safeguarding Leads, Focal Points and employees with specific safeguarding responsibilities will receive enhanced safeguarding training on a periodic basis
- Clear processes for reporting and responding to safeguarding concerns and incidents are widely communicated to WAGGGS Global Team members

This Standard is met when...

- ✓ Systems are in place to monitor and manage safe recruitment of staff
- ✓ The WAGGGS Global Team have good knowledge and awareness of how to implement this policy in their work and where to report concerns
- ✓ Named DSL and SFPS are able to receive and manage safeguarding concerns
- ✓ WAGGGS is aware of, monitors and supports Global Team members who are in direct contact with children and young people (online and offline) through their WAGGGS role
- ✓ All necessary safeguarding training members is undertaken by the WAGGGS Global team in line with this policy

⁵ **WAGGGS Staff** – For the purpose of this policy only, the term 'WAGGGS Staff' means all employees and contractors.

Standard Three: Working with Volunteers

Overview: WAGGGS work is delivered through a dedicated network of volunteers⁶ who work in partnership with staff and lead volunteers. It is important that our volunteers, many of whom work directly with children and young people, understand their safeguarding duties. In addition, WAGGGS has a duty of care towards our youth volunteers, any volunteer under 30 years of age, whose safety, well-being, and satisfaction is of great importance. This standard explains the processes in place for supporting and safeguarding WAGGGS volunteers.

3.1. Volunteers Role Safeguarding Children & Young People

The WAGGGS network of volunteers contribute to a safe and supportive environment for children and young people. As well as staff, it is critical that they carry out their safeguarding duties, are aware of safeguarding risks, always abide by the WAGGGS Code of Conduct and never do anything to harm a child or young person, intentionally or unintentionally. It is also important that volunteers can foster healthy and positive relationships with children and young people. To achieve this, the following processes should be in place:

3.1.1. Onboarding

- Volunteer Terms of Reference clearly state safeguarding responsibilities
- All new volunteers will discuss this policy and the specific guidance detailed below with their Staff Lead or Lead Volunteer
- All WAGGGS volunteers are endorsed by their Member Organisation for their suitability to work with children and young people
- No WAGGGS volunteers are ever to be in unsupervised contact with children and young people during WAGGGS activities without a police check or equivalent background check

3.1.2. Appropriate training, information, and guidance

- All volunteers complete Safeguarding training and Behaviours of WAGGGS Volunteers training and any refresher or additional training where required.
- A 'snapshot' of key information will be provided to volunteers and includes an overview of the policy, Code of Conduct, how to respond to a disclosure and report a safeguarding concern, and their Safeguarding Focal Point (SFP) is

3.1.3. When working directly with children and young people and representing WAGGGS, volunteers should:

- Conduct or familiarise themselves with the risk assessment and any steps they must take to keep people safe
- Ensure they know who and how to contact either a WAGGGS or MO staff member in the event of an emergency or urgent situation, including safeguarding/child protection concerns
- Retain appropriate boundaries with children and young people they interact with. This means not favouring any individuals, recognising any power they may hold and always acting as a positive role model. It also means to not request or accept friend requests with children on social media or initiate contact outside of their WAGGGS role
- Maintain the 'two-adult' rule – never work alone with a child. This includes online interactions.
- WAGGGS must ensure that volunteers understand the need to always abide by the Code of Conduct. This includes time spent officially representing WAGGGS as well as outside of official WAGGGS duties.

⁶ **WAGGGS Volunteer Network** – all governance roles including those on the World Board, sub-committees, working groups and Regional Committees, and all operational roles which include volunteer roles that support the delivery of membership services, programs, events and other operational activities that comprise the WAGGGS Global Team operational plan

3.2. WAGGGS Role Safeguarding Youth Volunteers under

WAGGGS recognises that our volunteers vary in age, come from different backgrounds and cultures, and have diverse knowledge and intersecting identities. When working with youth volunteers, it is important to understand these realities and identify how that affects our ability to meaningfully engage with them and ensure their safety and well-being. In practice, this means we will make efforts to understand the cultural context we operate in and understand how power may influence or inhibit someone's ability to fully engage as a volunteer. It also means that we will think holistically about our volunteers' experience and potential factors that could make them more at risk of experiencing harm and abuse. The following processes will be in place for youth volunteers active on projects:

- **Appropriate support & training** – no volunteer is asked to perform tasks or take on responsibilities without relevant training and support
- **Regular check-ins** with youth volunteers will ensure to cover aspects of their safety, well-being, and any additional support they require
- **Support System** – create opportunities for youth volunteers to support each other through buddy / peer systems
- **Power and Participation** – WAGGGS will recognise and address how power, influence and hierarchies may affect youth volunteers' participation at WAGGGS paying special consideration to age, gender, disability, race, sexual orientation, religious or cultural beliefs or socio-economic status
- **Feedback** – we will seek and act on feedback on issues related to diversity, inclusion, safety and wellbeing during the volunteer experience at WAGGGS. We will build learning and reflection sessions into our engagement with volunteers to ensure their views, voices and ideas are captured and acted upon.

This Standard is being met when...

- ✓ Volunteers feel confident and supported to keep the children and young people they work with safe through appropriate training and guidance
- ✓ Volunteers are aware of safeguarding risks and mindful of factors which affect vulnerability in a diverse multi-cultural global context
- ✓ Volunteers contribute to a safe and supportive environment for children and young people
- ✓ There are clear reporting lines between volunteers and SFPs
- ✓ Youth volunteers feel safe and supported and able to raise issues relating to their participation and well-being

Standard Four: Working with Children & Young People

Overview: Best practice safeguarding is embedded into all WAGGGS activities where WAGGGS works directly with children and young people. Risks are identified and managed, appropriate permissions are sought, and we ensure all participation is safe, meaningful, and inclusive.

For all work with children and young people processes for risk assessment (4.1) permissions (4.2) meaningful participation (4.3) and data privacy (4.4) must be followed. Additional processes are detailed for sensitive activities (4.5) in person engagement (4.6), digital engagement (4.7) and travel (4.8).

4.1. Risk Assessments

Risk Assessments are completed, reviewed by a SFP, and approved by SMT member or DSL prior to any activity where the WAGGGS Global Team are in direct physical or digital contact with children and young people participating in WAGGGS activities. Specific risks regarding welfare, travel, digital safety, data protection are identified and managed and high-risk activities, such as large-scale events or face to face activities with children or young people, are reviewed by a SMT member and approved by a DSL. Contact with WAGGGS youth volunteers aged 30 and under is managed in Standard 3 (section 3.2) and interaction with this group does not need additional risk assessment.

4.2. Permissions for Young People to Take Part in WAGGGS Activities

When WAGGGS works directly with any young person, where we are responsible, the following permissions must be followed for all activities.

	Accompanied by Chaperone	Consent Parent /Guardian	Member Organisation Informed
Under 16 years old	✓	✓	✓
16-17 years old	<i>Chaperone may be required.⁷</i>	✓	✓
Over 18 years old 18+			✓

Chaperone - a chaperone's duty is to accompany the young person (online and offline). If the chaperone is different to the parent/guardian, the chaperone must be named in the consent form completed by the parent/guardian. The chaperone is responsible for the safety and wellbeing of the individual during WAGGGS activities and for contacting the Safeguarding Focal Point and/or MO if any concerns or incidents occur. The chaperone must be a known and trusted adult to the young person. Chaperones for online activities may or may not be in the same physical location.

Consent - WAGGGS must ensure parent/guardian consent to work directly with any child under the age of eighteen. Parent/guardian consent can be gained directly or via the child's Member Organisation.

Member Organisations - Member Organisations will be kept informed of all WAGGGS work with children and young people within their organisations. WAGGGS will alert the MO's Safeguarding Focal Point or appropriate staff member or volunteer of any safeguarding concerns that arise.

⁷ WAGGGS recognises the evolving capacities of participants and is committed to taking a proportionate approach when working with youth. When engaging age 16+ youth participants in WAGGGS activities an adult chaperone may be required, this will be risk assessed based on the on the experience and/or vulnerability of the young person and the nature of the activity required.

4.3. Meaningful Participation & 'REAL'

Quality Girl Experience is an essential foundation of the Girl Guide and Girl Scout Movement. It is important that children and young people take part in our work in a way that is safe, inclusive, and meaningful. To support meaningful participation⁸, WAGGGS uses the concept of 'REAL' to promote Relevant, Exciting, Accessible and Learner-Led experiences. Within a safeguarding context this means:

Relevant -	<ul style="list-style-type: none"> • Deliver preparatory and de-brief activities so that participants understand the purpose and benefits of their participation as well as any known risks • Design activities that are suited to the interests, needs and ability of participants • Work in ways that are culturally sensitive and celebrate and respect the diverse nature of our Movement
Engaging -	<ul style="list-style-type: none"> • When providing opportunities that challenge, encourage risk taking or embrace debate and tension in sensitive or taboo topics, do so in a way that never compromises safety • Actively engage children and young people in their own safety and well-being and encourage personal and peer responsibility
Accessible -	<ul style="list-style-type: none"> • Always recognise and accommodate different needs of children and young people with special attention to the diverse cultural contexts we operate in. <i>For example, consider how digital literacy skills, access to technology, language, learning styles, cultural norms and tradition may affect participation</i> • Always gain consent in an informed, accessible, and meaningful way • Provide clear and accessible versions of information relating to safeguarding – this includes considering the format and language uses and removing unnecessary jargon
Learner-Led -	<ul style="list-style-type: none"> • Proactively build in opportunities to listen to girls and young women's ideas for how to identify risks and improve participation (risk assessments, evaluations, project feedback focus groups)

4.4. Data Privacy

- Global Team members will complete self-led training on Data Protection⁹
- Children and young people's personal identifiable information (PII¹⁰) will only be obtained, used, and stored with consent, in line with relevant data and privacy laws and in an ethical way that ensures their safety and privacy, and minimises risk of harm.
- Data that is collected will be restricted to only information required to carry out WAGGGS activities.
- The number of WAGGGS Global Team members who have access to sensitive data will be restricted and protocols will be in place to ensure the safe storage of physical and electronic data. When WAGGGS sends data to a third party a data sharing agreement must be in place.

⁸ **Participation:** the involvement of participants (especially girls and young women) in decisions that concern them, and to do so in a way that their perspectives, needs, and concerns influence WAGGGS vision, decisions, and projects.

⁹ **Data Protection** –the careful handling of personal data and confidential information and ensuring that information is held securely and shared on an appropriate lawful basis. In January 2021, the UK General Data Protection Regulation (UK GDPR) came into effect, following EU GDPR law as the toughest privacy and security law in the world. It has set high standards for data protection and is based on the principles that privacy is a fundamental human right.

¹⁰ **Personal Identifiable Information (PII)** - any information that could identify a person either directly or indirectly. For example, full names and contact details and photos and videos with identifying markers. In general, where personal data is collected, WAGGGS will need evidence of the individual's informed consent to collect, use and share this information.

4.5. Sensitive Activities

Girls and young women's education, empowerment and advocating for change are integral to our Movement. As girls and young women engage with issues that are important to them, they may encounter risks in many if not all societies. It is important that WAGGGS delivers our activities in a safe and protected way, especially when learning about or advocating for change on sensitive topics such as gender-based violence or gender equality.

When facilitating or leading activities on sensitive topics Global Team Members should:

- Identify and prepare for any content which may cause distress or trigger disclosures on abuse, harm, or violence
- Consider the mental safety and emotional well-being of participants and facilitate in a way which is non-judgemental
- Make themselves available for any follow-up conversations on sensitive topics with appropriate safeguarding staff or volunteers
- Be able to recognise a safeguarding disclosure and know who to report this to
- Take care to frame topics in a balanced and impartial way

When delivering advocacy activities with sensitive content the following processes must be in place:

- Specific safeguarding training which covers how to identify and manage advocacy risks for Global Team members
- Guidance on digital safety and 'safe storytelling'⁶ online and offline, including dedicated and monitored accounts for online activities
- A named adult responsible for children and young people's participation and safeguarding during advocacy activities. This is likely to be a volunteer with a clear reporting line to the MO and/or WAGGGS Safeguarding Focal Point
- A safeguarding statement in any content or resources produced

4.6. In Person Engagement

All activities where children and young people are present must build safeguarding measures into their planning and delivery stage including:

- A designated Safeguarding Focal Point known and available immediately during the activity
- Safeguarding Clause or agreement with any third-party vendors working at the activity
- Circulation of the risk assessment in advance to all those involved in planning the activity
- A safeguarding briefing for all participants covers how any risks will be managed and other information, such as who to report any safeguarding concerns or disclosures to
- Consent forms for any under 18s participating in the activity and for any media consent required
- Data collection is collected and stored in a secure location (*see also Standard 6, Media & Communications & Data*)

4.7. Digital Engagement

In March 2022, WAGGGS launched Campfire, our digital home designed to serve our Global Team and wider Girl Guide and Girl Scout network of volunteers, including children and young people. As we strive to connect our community through digital platforms such as Campfire, Zoom, social media and other technology we acknowledge that technology poses new safeguarding risks that must be managed. Specific digital risks include:

Content	- content that may be unsuitable or illegal, which might include offensive or upsetting language and behaviour
Conduct	- unwanted or inappropriate contact such as grooming, unsolicited sexual contact, bullying, harassment, or online scams
Data	- collecting or sharing information without consent or permissions, or breach of personal or sensitive data
Disclosures	- safely managing safeguarding concerns online where there are no support services identified and we do not have an ongoing relationship with the reporting person

When connecting with children and young people online the following processes must be in place:

- Moderation of digital platforms by designated staff or volunteers (e.g., as a group, course or event leader or a site manager) who are responsible for managing safe engagement and reporting any inappropriate content, conduct, data or safeguarding concerns to a SFP or DSL.
- Information is available about safety features and how to report concerns.
- A briefing and de-brief on digital safety is given to the volunteer before and after their first online session.
- Ensure that appropriate permissions are followed and confirm that all under 16s are accompanied by an adult chaperone.
- All Global Team members names and roles are written in their profile and wear official WAGGGS uniform or scarfs.
- Activities are hosted through official WAGGGS logins and account and shared with volunteers where appropriate, these logins must not be shared more widely.
- Only record activities if absolutely necessary and with appropriate permissions and consent in place.
- For further guidance refer to the Virtual Programme Safeguarding.docx.

For extended digital engagement such as Campfire or other long-term activities:

- A system is in place to verify users of online platforms with Member Organisations and monitor 16-17 user participation.
- A safeguarding declaration is included in the platform user agreement.
- Consent for users aged 16-17 years is managed by a designated person and is time bound to the activity.
- There is a named and trained Safeguarding Focal Point for Campfire.
- Digital Safety guidance and/or training is provided to users aged 16+.

4.8. Travel

WAGGGS hosts a range of International Experiences for girls and young women, this includes visits to World Centres, participation at international events, conferences, training, and advocacy meetings that require travel. Minimum requirements for travel to participate in any WAGGGS activities include:

- Travel arrangements must be organised well in advance of the travel date to ensure the participating child/young person and their parent/guardian are fully informed, consulted and agree to the arrangements in writing.
- A brief must be provided to the participant, and their parent/guardian if under the 18, to explain the programme of activities that they are travelling to. Ample time must be given to allow the participant or parent/guardian to ask questions or clarify anything related to the proposed schedule.
- A protocol document must be shared with relevant personnel, participants, and their parents/guardians that details information like the scope of WAGGGS's responsibilities for children and young people during the activity, pre-departure checklists (e.g., WAGGGS Code of Conduct, consent forms, medical history recorded, emergency contact information, etc.), scheduled check-in times, methods for checking in, escalation procedures for missed check-ins, sleeping arrangements, etc.
- After travelling home from the activity participants are given the opportunity to debrief and feedback on what they feel could be improved to ensure their safety, well-being, and overall experience.

This standard is being met when...

Youth:

- ✓ Understand and are aware of the conduct expected of WAGGGS Global Team members, the steps WAGGGS takes to reduce risks and ensure their safety and well-being
- ✓ Feel able to shape the activities and events they take part in at WAGGGS and raise any concerns they may have
- ✓ Can access information in an accessible format and languages which meet their learning needs
- ✓ Can give feedback about their experiences and ideas for how it can be improved

WAGGGS'

- ✓ Staff and volunteers with designated safeguarding responsibilities receive enhanced safeguarding training
- ✓ WAGGGS Global Team members understand the risks associated with working with girls and young women, how to manage them and what to do if they have a safeguarding concern
- ✓ Appropriate permissions and consent is obtained and data is managed in line with best practice data protection guidance
- ✓ We are assured that all digital and physical spaces for children and young people are monitored, safe and promote quality experiences

Standard Five: Working with Member Organisations

Delivering programmes and other activities to children and young people through Member Organisations

Overview: When WAGGGS delivers programmes and activities to children and young people in partnership with MOs there are appropriate contracts and processes in place to safely deliver this work, and all contracted MOs have a safeguarding policy in place. WAGGGS offers capacity building support to all MOs where safeguarding is identified as a priority in the Capacity Assessment Tool (CAT) or other capacity building requests. Member Organisations are responsible for any safeguarding concerns or non-compliance within their organisation.

5.1. Delivering Programmes

Where WAGGGS has a written contractual agreement with a Member Organisation to deliver a programme, at a minimum, the following must be in place:

- An up-to-date safeguarding policy
- A safeguarding clause written in the project contract
- Agreed timely reporting lines for any positive safeguarding improvements, safeguarding concerns or disclosures
- A process to monitor how safeguarding is implemented through the project

In addition, WAGGGS would expect to see the relevant standards in this policy being met.

Member Organisations who are not under a contractual partnership with WAGGGS are strongly encouraged to implement their own safeguarding policy and ensure best practice relevant to their own context.

5.2. Capacity Building Support

All Member Organisations (MOs) are unique and will be at different places on their safeguarding journey. Some may have robust policies in place and others may be less confident and/or established with their safeguarding work. To support MOs with safeguarding, WAGGGS will:

- Include safeguarding in the Capacity Assessment Tool
- Offer capacity building safeguarding support to all MOs who indicate safeguarding as a priority

5.3. Member Organisation Engagement with WAGGGS Campaigns and Activities

WAGGGS regularly produces educational content, campaigns, and activities for MOs to deliver. All substantial content that WAGGGS produces for use across the Girl Guide and Girl Scout Movement should include a safeguarding statement with reference to best safeguarding practice. When MOs use WAGGGS branded content independently we encourage MOs to follow the relevant standards in this policy.

5.4. WAGGGS Global Team Engagement in Member Organisation Activities

If a WAGGGS Global Team member attends an activity led by the Member Organisation and they do not have any responsibility for co-organising or delivering the activity, for example a World Board member is asked to deliver a welcome speech at an MO youth conference, the Member Organisation is responsible for implementing safeguarding measures.

Where a WAGGGS Global Team member formally co-organises and co-delivers an activity jointly with a Member Organisation, this policy applies in full and the WAGGGS Global Team member is responsible for briefing the MO and ensuring the safeguarding measures as set out in this policy are followed for this activity.

Regardless of who coordinates and delivers the activity, WAGGGS Global Team members must always comply with this policy and our Code of Conduct.

This Standard is being met when...

- ✓ Both WAGGGS and MOs are clear on safeguarding expectations and reporting lines when working with children and young people
- ✓ All contracted MOs have an up-to-date safeguarding policy in place and are taking steps to strengthen their safeguarding practice
- ✓ ALL MOs are aware of and engaged with WAGGGS safeguarding policy where appropriate
- ✓ The WAGGGS Capacity Assessment Tool (CAT) identifies and addresses MO safeguarding support needs and WAGGGS offers support where needed
- ✓ Appropriate policies, checks and training ensure that all people delivering WAGGGS programmes with MOs are suitable and supported in their safeguarding duties

Standard Six: Media, Communications & Data Privacy

Overview: Sharing stories is a powerful way to demonstrate the impact of the Girl Guide and Girl Scout Movement. WAGGGS will ensure that no harm comes from our publicity activities, communication materials or campaigns. WAGGGS will comply with UK GDPR law and best practice in the handling of personal data and confidential information (Data Protection¹¹) and ensure that WAGGGS information is held securely and shared on an appropriate lawful basis.

6.1. The Law

WAGGGS is required to satisfy the legal obligations of:

- the UK General Data Protection Regulation (GDPR)
- the Data Protection Act 2018
- The Common Law of Confidentiality

6.2. Informed Consent

The WAGGGS guidance document 'Capturing the voice of young girls' details our approach to the use of media (such as images, audio, and video content) This should be always applied. The guidance includes the commitment that WAGGGS will:

- Only use images, audio recordings or video content where we have written informed consent¹², with additional parental or guardian consent for those under 18.
- Ensure children and young people understand
 - how their images, audio recordings or video content will be used
 - the platforms they may be displayed on
 - how long their images, audio recordings or video content will be stored for
 - their consent can be withdrawn at any time, and that WAGGGS will delete all content from our systems, comms channels and not use it again
 - that once images are in the public domain, we do not have authority to remove from external sites
 - providing images is not a condition of their involvement in WAGGGS activities or programmes
- Never interview or photograph a child/ young person under 18 individually without the parent / guardian giving their explicit consent.
- When you are taking pictures of young people in a group setting you do not need to secure individual consent. A trusted adult, e.g., the guide leader running the session may give consent on behalf of the group and this consent should be documented.
- If there is time to interview someone, there is time to ask for consent.

¹¹ **Data Protection** –the careful handling of personal data and confidential information and ensuring that information is held securely and shared on an appropriate lawful basis. In January 2021, the UK General Data Protection Regulation (UK GDPR) came into effect, following EU GDPR law as the toughest privacy and security law in the world. It has set high standards for data protection and is based on the principles that privacy is a fundamental human right.

¹² **Informed Consent** – the act of agreeing to do something or for something to happen based on a full understanding of the relevant information (including benefits, risks)

6.3. Privacy & Dignity

We never reveal PII¹³ about any child or young person participating in WAGGGS activities. For example, when we share images on our online platforms, in our publications or any public space, the maximum information given about a child or young person is their first name and the district or country they live in.

We take special care to portray children and young people with accuracy, dignity and with their privacy in mind. We will ensure images of children and young people are respectful e.g., they are not degrading or sexualised, they do not show children or young people partially clothed.

6.4. Use of WAGGGS equipment and IT systems and storing data

Any Global Team member reproducing images and names they have taken for WAGGGS purposes (e.g., to produce a report or poster) must share a copy of the consent form with the communications team and provide a copy of the photograph to be stored in a secure location for a maximum period of four years.

This Standard is being met when....

- ✓ All WAGGGS Global Team members have read and understand this guidance, completed relevant training and are made aware of the WAGGGS Capturing the Voice of Girls guidance and email and IT policy
- ✓ Informed consent is collected for all images/videos
- ✓ Consent documentation is stored securely alongside the data, stories and/or photos
- ✓ Images and stories are held securely, and access restricted to the minimum number of people.
- ✓ Consent is provided for use of images and stories over a 4-year period after which the images/stories are archived or destroyed unless consent extension is gained.

¹³ **Personal Identifiable Information (PII)** - any information that could identify a person either directly or indirectly. For example, full names and contact details and photos and videos with identifying markers. In general, where personal data is collected, WAGGGS will need evidence of the individual's informed consent to collect, use and share this information.

Standard Seven: Reporting and Response

Overview: Mandatory reporting is a requirement for all those engaged in the work of WAGGGS. Global Team members are aware of their duty to report and must report any current or historical safeguarding concerns¹⁴ relating to the actual or potential harm or abuse of children and young people at WAGGGS, or which suggests this policy may have in any other way been breached. Processes are in place to effectively receive and respond to any concern either directly or indirectly related to the work of WAGGGS and/or Member Organisations. Processes are also in place to respond to disclosures of abuse not related to WAGGGS or MOs but have been reported to a Global Team member. Records are kept on a global register and key principles are followed when responding to reports.

7.1. Confidential Reporting

If you have any concerns at all you need to report this and keep information confidential. Anyone can report a concern either directly to a Safeguarding Focal Point (SFP) or Designated Safeguarding Lead (DSL) or through the WAGGGS confidential reporting inbox safeguarding@waggs.org which is monitored by DSLs. The WAGGGS Whistleblowing Policy should be followed if an individual is concerned that a safeguarding issue has not been appropriately addressed.

How WAGGGS responds to reports will depend on the nature of the information which are classified and explained in 7.2-7.4 below:

7.2. Safeguarding Concerns Related to WAGGGS Work

Explanation	A disclosure ¹⁵ or information ¹⁶ about harm or abuse that someone has experienced as a result of WAGGGS work. This includes WAGGGS events, international experiences, advocacy, online learning, volunteering, or a programme delivered in a contracted agreement with a MO
Process	Any harm and abuse that falls within the explanation above is a breach of this policy and should be reported and responded to in line with the principles in section 7.5
Response	It is a mandatory requirement that any concerns from a WAGGGS funded programme, activity or World Centre are reported to the relevant SFP or DSL, appropriately responded to and securely stored on the global safeguarding register

7.3. Safeguarding Concerns Related to Member Organisation's Work

Explanation	A disclosure or information about harm or abuse that a person has experienced as a direct result of engaging with anyone associated with a Member Organisation or a MO activity that is not associated with WAGGGS activities or personnel
Reporting Process	WAGGGS may receive reports regarding MO safeguarding incidents that do not relate to WAGGGS associated activity or personnel
Response	If WAGGGS receives a report of a safeguarding concern within a Member Organisation WAGGGS will record and report this to the MO Safeguarding Focal Point or other appropriate staff member or volunteer and take such other action as is appropriate to the facts and

¹⁴ **Safeguarding Concern:** a feeling or worry that a person may be at risk of harm, or may have been harmed.

¹⁵ **Safeguarding Disclosure** – a process by which a person will let someone know that they are experiencing / have experienced abuse. Abuse can be disclosed **directly** – in a specific statement; **indirectly** – by implying something is wrong either through statement or behaviour; or a **non-verbal disclosure** – writing letters, drawing pictures or trying to communicate something is wrong in any other non-verbal way

¹⁶ **Information** may refer to a singular act of harm and abuse or multiple instances. It may also relate to historical abuse, which must be taken as seriously as incidents that have recently occurred. It can also relate to a concern or incident that was witnessed or talked about by an individual.

	circumstances of the individual case. Member Organisations are responsible for any safeguarding concerns or non-compliance within their organisation.
--	---

7.4. Safeguarding Disclosures Unrelated to WAGGGS or Member Organisations

Explanation	It is possible that individuals may disclose instances of harm and abuse that do not relate to WAGGGS or MO activities. For example, a disclosure could relate to abuse someone experiences at the hands of someone at school, a relative or someone they do not know. These instances may also be historical, one-off or recurring, and can be intentional or accidental disclosures
Reporting Process	WAGGGS has a duty of care to report this information to the MO Safeguarding Focal Point or other appropriate staff members or volunteer, or a parent/ trusted guardian (if known) to ensure the survivor can receive appropriate support.
Response	When responding to harm or abuse that is not related to WAGGGS or MOs in any way details of the disclosure should be recorded and reported to the relevant WAGGGS or MO Safeguarding Focal Point (SFP) or Designated Safeguarding Lead (DSL). The DSL and/or SFP will review the details of the concern and where it is risk assessed as safe and appropriate to do so, will contact the Survivor ¹⁷ and signpost them to the most appropriate support services.

7.5. Guidance on Responding to Safeguarding Disclosures

All safeguarding concerns must be reported to a SFP or DSL as soon as reasonably possible and within one working day. Any serious concerns must be immediately reported to a DSL, unless a person is believed to be in imminent risk of significant harm contact emergency services / relevant authorities in the first instance. In the event of a disclosure the following guidance should be followed:

Dos	Don'ts
<ul style="list-style-type: none"> • Remain calm and try not to look shocked or alarmed • Listen • Empathise • Reassure them that they were right to tell you and they are being brave by speaking to you • Ask who, what, where, but not why • Write down what they have said exactly • Repeat and check what you understand • Ask what they would like to happen next • Let them know that you will need to report this • Report to the appropriate SFP or DSL 	<ul style="list-style-type: none"> • Be defensive • Argue with the person • Be dismissive • Blame the survivor or others • Make assumptions • Promise to keep anything a secret • Ask leading or probing questions • Ignore the problem • Try to investigate yourself

¹⁷ **Survivor** - Applicable to any individual who has experienced or been targeted by abuse, violence, exploitation, or neglect. The terms 'victim' and 'survivor' can be used interchangeably. 'Victim' is a term often used in the legal and medical sectors. 'Survivor' is the term generally preferred in the psychological and social support sectors because it implies resilience.

7.6. Managing Safeguarding Concerns

The following principles apply to WAGGGS reporting and response process:

Response

- WAGGGS will adopt a survivor centred approach to managing safeguarding concerns or disclosures, this means WAGGGS will place the individual's well-being at the forefront of any concern and involve them in any safeguarding procedures as far as reasonably possible.
- Where an individual is concerned that a safeguarding concern has not been handled appropriately, they should follow processes laid out in Whistleblowing Policy.

Reporting

- All WAGGGS programmes and activities have a Safeguarding Focal Point and participants, volunteers, employees, visitors, and partners know how to make a report.
- Risk assess and determine if reporting to relevant authorities is safe and in the best interest of the child/ young person, then if so, report.
- All serious safeguarding concerns¹⁸ will be reported to the Charity Commission.

Documentation

- All safeguarding concerns and disclosures are recorded on a global safeguarding log which is kept up to date and analysed to ensure effective case management and organisational learning is streamlined.
- All sensitive and personal data must be kept confidential (including the names of the Complainant) and be shared on a strictly need-to-know basis.
- Records from safeguarding cases will be kept for a minimum of 10 years

Allegations against WAGGGS Global Team¹⁹ members

- WAGGGS is not an investigative authority. Concerns will be dealt with on a case-by-case basis and where a case warrants criminal investigation, and it is deemed safe and in the best interest of the child/ young person, referrals will be made to relevant law enforcement agencies. This decision is reviewed and approved by the Chief Executive and the Safeguarding Trustee Lead
- Where a WAGGGS Global Team Member is the Subject of Complaint²⁰, the case will be handled as set out in the Employee or Volunteer Disciplinary Policy, the lead DSL will provide case management and liaise with the appropriate statutory authorities.
- Where a WAGGGS Global Team member is the Subject of Complaint a decision will be made whether they should be suspended from WAGGGS activities pending an enquiry and/or investigation
- Where an allegation is made about a Global Team Member, appropriate support will be provided to the Subject of Complaint²¹ (SOC) and careful consideration will be given in line with our relevant policy. (For more guidance, refer to the Employee and Volunteer Disciplinary policies.)

This Standard is being met when....

- ✓ Reporting and response processes are communicated and well understood across the WAGGGS entity.
- ✓ All concerns are responded to in a timely (within 1 working day) and confidential manner with the best interests of the people affected in mind.
- ✓ The case management system is survivor centred and considers mandatory reporting risks and the best interest of the child/ young person.
- ✓ All concerns relating to WAGGGS Global Team Members are subject to an enquiry and full investigation if deemed necessary with appropriate action taken

¹⁸ [Guide on what to report to the Charity Commission](#)

¹⁹ **WAGGGS Global Team** – The WAGGGS Global Team is the central 'business organisation' part of WAGGGS used to manage the affairs of the organisation and deliver the WAGGGS Strategic Plan. It includes all staff and volunteers engaged by WAGGGS, both governance and implementation, and at region and world level.

²⁰ **Subject of the complaint (SOC)** - A person or entity who/that is the focus of an investigation.