



**Sema**



# CHILD SAFEGUARDING POLICY



**C-Sema**

Call +255 222 135 819

WhatsApp | SMS +255 624 100 100

Call 116, tollfree

[www.sematanzania.org](http://www.sematanzania.org)

**ABOUT THIS REPORT**

This policy, along with specific employment contracts, job descriptions, other policy documents, defines, sets out the principle financial guidelines for C-Sema

**DESIGN**

Jamii Design

# CONTENTS

<b>DEFINITION OF KEY TERMS USED IN THIS POLICY</b> .....	<b>6</b>
<b>INTRODUCTION</b> .....	<b>8</b>
About C-Sema.....	9
<b>TWO – THE POLICY</b> .....	<b>10</b>
2.1 Purpose of the Policy.....	11
2.2 Scope of the Policy.....	11
2.3 Foundations of the Policy.....	11
2.4 C-Sema’s child safeguarding framework.....	13
<b>THREE – ROLES AND RESPONSIBILITIES</b> .....	<b>14</b>
3.1 C-Sema Trustees, Staff, Volunteers, Interns and Consultants.....	15
3.2 Visitors to C-Sema programmes.....	15
3.3 Chief Executive .....	15
3.4 Safeguarding Focal Person .....	16
3.5 Safeguarding Committee .....	16
3.6 Safeguarding Focal Person on the Board of Trustees .....	17
3.7 Safeguarding Committee of the Board .....	17
<b>FOUR – PREVENTATIVE STRATEGIES</b> .....	<b>18</b>
4.1 Guidelines for Safe Recruitment.....	19
4.2 Code of Conduct.....	20
4.3 Safe Programming.....	21

**FIVE – RESPONSE TO SAFEGUARDING CONCERNS.....26**

5.1 Reporting Procedure.....27  
5.2 Safeguarding the Affected Child.....28  
5.3 Investigation Procedure.....28  
5.4 Decision Making.....29

**SIX – POLICY IMPLEMENTATION, MONITORING AND REVIEW.....30**

6.1 Plan for Policy Implementation.....31  
6.2 Access to Advice and Support.....31  
6.3 Education and Training on Keeping Children Safe.....32  
6.4 Safeguarding Children with Stakeholders and Partners.....32  
6.5 Plan for Policy Monitoring.....32  
6.6 Plan to Review this Policy.....33

**APPENDICES.....34**

Appendix 1: Statement of Approval by the Supervisory Board.....35  
Appendix 2: Statement of Commitment to Uphold the Policy.....36  
Appendix 3: Incident Recording Form.....37  
Appendix 4: Consent children to be involved in C-Sema Activities.....39  
Appendix 5: Incident Management Flow Chart.....40

# DEFINITION OF KEY TERMS USED IN THIS POLICY

**C-Sema Representatives:** Board Members, Staff, Volunteers, Interns, Consultants that do work on behalf of C-Sema; paid or unpaid, on short- or long term-basis.

**C-Sema Associates:** Donors, Partners, State and Non-state Stakeholders that identify with C-Sema and who, from time to time may visit and interact with children and children's information.

**Risk:** Likelihood that a child could be abused: In C-Sema's context, risks of child abuse could arise from inappropriate actions or behaviour with children (physically, on call or online); inappropriate programmes; unsafe physical environments; and communications with and about children. As part of elaborating this policy a comprehensive assessment of risks involved in the nature of C-Sema's contact with children was undertaken; the results of which, informed the preventative and response measures elaborated herein.

**Trustee:** A member of the Board of Directors.

**A Child:** Any individual below the age of 18.

**Child Safeguarding:** These are a set of policies, procedures and practices that C-Sema employs to ensure that she is a child safe organization. It involves our collective and individual responsibility and preventative actions to ensure that all children are protected from deliberate or unintentional acts that lead to the risk of or actual harm by C-Sema representatives and associates who come into contact with children or impact them through our programs and operations.

**Child Abuse:** Relates to all acts of ill treatment of a child that are reasonably in the control of a person in a relationship of responsibility, trust and power of a child that result into actual or potential harm to a child's health, dignity, survival and development. According to the Violence Against Children Study of Tanzania and Zanzibar (2009), these acts are usually perpetuated by people known to or closest to the child, including: parents, relatives, neighbors, peers, teachers, among others. For the purpose of understanding child abuse risk in the context of C-Sema, 5 categories of child abuse are highlighted below.

**Physical Abuse:** It is the actual or potential physical harm caused by an action or lack of action, which is reasonably within the control of the parent or person in a position of responsibility, trust and power. It may involve single or repeated incidents of hitting, spanking, shaking, throwing, poisoning, burning, pushing/pulling, grabbing, kicking, pinching, drowning, female genital mutilation, suffocating a child or any other physical acts that inflict physical suffering or injury to a child.

**Sexual Abuse:** Is evidenced by an activity between a child and an adult or another child who, by age or development, is in a relationship of responsibility, trust or power; the activity being intended to gratify or satisfy the sexual needs of the other person (perpetrator). Child sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact (such as kissing, intercourse, fondling genitals, inappropriate touches etc.) and/or non-contact (such as showing a child pornography, sexual/obscene remarks, virtual/online sex, grooming for sex, children listening in to sexual acts and encouraging children to behave in sexual ways etc.).

**Neglect and Negligent Treatment:** Is the inattention or omission on the part of the caregiver to provide for the development of the child in terms of: health, education, emotional development, nutrition, shelter and safe living conditions, in the context of resources reasonably available to the family or caretakers and which causes, or has a high probability of causing, harm to the child's health or physical, mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm as much as is feasible.

**Emotional Abuse:** Is the persistent emotional ill-treatment of a child that adversely affects his or her self-perception and development. It may involve conveying to the child that he or she is worthless, unloved, and inadequate or is there only to meet the needs of another person; thus, imposing inappropriate expectations upon a child. Acts that lead to emotional harm may include: restricting movement, threatening, scaring, discriminating, scapegoating, corrupting, ridiculing, degrading, bullying, humiliating (e.g. asking potentially embarrassing questions, demanding potentially embarrassing action) or other non-physical forms of hostility or rejecting treatment.

**Child Exploitation:** Is the use of a child for one's advantage, gratification or profit often resulting in unjust, cruel and harmful treatment of the child. These activities are to the detriment of the child's physical or mental health, education, moral, social and emotional development. Examples of child exploitative acts include: -commercial sexual exploitation of children, child trafficking, child domestic service, child pornography, child labour in the informal sector and recruitment of children in armed conflict and use of children in gang crimes, fraud and drug trafficking. Typically, the person(s) exploiting a child does so in order to profit monetarily, socially, or politically. It can happen to one or a group of a children, in the community of origin, outside of the community, or internationally.

The background is a solid orange color with several overlapping, semi-transparent circular shapes in various shades of orange, creating a layered, abstract effect. The shapes are positioned in the upper and middle portions of the frame, leaving the lower portion clear for text.

# **CHAPTER 1**

# **INTRODUCTION**



## ABOUT C-SEMA

C-Sema derives its name from a Kiswahili term, 'Sema' that literally means speak. It is built on the foundation of Civic-Driven Change brought about by Children. This concept revolves around the belief that children are powerful agents of social and economic change. Empowering children to make this change and break the cycle of poverty means making them aware of their rights and responsibilities, and equipping them with the tools to demand and put those rights into practice. Broadly, our work involves awareness raising, prevention and advocacy to promote the protection of children's rights. We are committed to creating and maintaining a caring and protective environment for children, which promotes our base values of preventing and addressing child abuse and exploitation in Tanzania.

We strongly condemn all forms of child abuse and exploitation; within and outside C-Sema. In our work we interact with children both directly and indirectly. Our efforts ensure that mechanisms are in place to raise awareness, aid prevention, encourage reporting and ease responses.

- Indirectly - through the child helpline calls, where we receive information about suspected, witnessed or alleged abuse of children reported by children themselves and concerned adults.
- Directly - through awareness raising outreaches in schools, referrals to service providers, media work and group advocacy activities in Junior Councils and during activities to commemorate the Day of the African Child.

We recognize that behind every abuse and exploitation of children, there is abuse of trust and power. We understand that as an organization working with children, we are in a position of responsibility, trust and power over the children we serve. It is imperative that this position is not abused (intentionally or unintentionally) and that children that come into contact with our programmes are protected from any potential risks that may arise from this interaction.

### Our commitment

We work in the best interest of children. In everything we do, the child is our most important consideration. Every type of child abuse is a serious rights violation, which undermines a child's survival and development. For us, every child has the right to develop to his/her full potential, to quality education and participation. We also believe that child abuse is preventable, if everybody takes up their personal responsibility to protect children. That includes C-Sema; as an institution and its representatives or associates.

This policy document places specific attention on internal mechanisms to prevent and respond to child abuse that may occur within our organisation and through collaborative programmes with partners. It is evidence of our commitment to ensuring that all our programmes, operations and interactions with children in the context of C-Sema **Do No Harm** to children.

The background is a solid blue color with several large, overlapping, curved shapes in various shades of blue, creating a modern, abstract design. The shapes are primarily located in the upper right and lower left areas, leaving the bottom center clear for text.

# **CHAPTER 2**

# **THE POLICY**

## 2.1 PURPOSE OF THE POLICY

By implementing this policy, C-Sema seeks to:

1. Protect children that come into contact with its programmes and organisational contexts. This is done by providing a range of preventive measures in different organisational aspects as well as clear procedures to respond to child abuse concerns.
2. Protect C-Sema representatives and associates from risks associated with child abuse by providing guidance on appropriate behaviour and practice so that they are aware of acceptable and unacceptable behaviour and practice while in contact with children.
3. Protect the image of C-Sema as a credible child protection organisation. We are known for receiving concerns of abuse of children and doing everything we can to protect them from further harm. Acts that amount to violence against children by C-Sema representatives and associates both in private and professional lives have a serious impact on C-Sema's reputation as a credible child rights organisation.

## SCOPE OF THE POLICY

The policy shall protect all children (below 18 years) that come into contact with C-Sema representatives, associates, programmes and operations, regardless of their social, physical or economic background.

This policy document is obligatory for all C-Sema representatives that deliver services to children and associates that from time to time visit C-Sema and interact with children or children's information). Each representative or associate has an individual responsibility to read and understand this policy, abide by it and promote it in all dealings with C-Sema.

## 2.3 FOUNDATIONS OF THE POLICY

### a. C-Sema's Core Purpose

Underpinning this policy is C-Sema's vision, mission and core beliefs. We envision a Tanzania where all parents are knowledgeable of their roles and responsibilities towards a child's right to be heard; all children are free to express themselves; and all communities are proactive in terms of supporting children's growth and development. Our objective is to provide avenues for children to SPEAK, and to be LISTENED to. We believe that we (individually and as an organization) can make every child appreciate life and use available resources to create a lasting change for a better future. Our mission is to respond to children in need of care and protection and voice their concerns to policy and decision makers. As we do that, we are committed to ensuring that children are protected in all aspects of our work.

## b. Legal Framework

C-Sema has a legal responsibility to protect children that come into contact with its representatives, associates, programmes and operations. By enforcing this policy, C-Sema confirms her commitment to fulfilling this obligation and upholding the universal rights of children enshrined in the United Nations Convention on the Rights of the Child (UNCRC) which states that:

*“State Parties (and any other person/institution who has the care of the child) shall take all appropriate legislative, administrative, social and educational measures to protect a child from all forms of physical, mental violence, neglect or negligent treatment, maltreatment or exploitation and sexual abuse”. (Article 19, UNCRC).*

The African Charter on the Rights and Welfare of the Child (ACRWC) reinforces this responsibility. It states that: *States, party to this Charter shall take specific legislative, administrative, social and educational measures to protect children from all forms of torture, inhuman or degrading treatment and especially physical or mental injury or abuse, neglect or maltreatment including sexual abuse”. Article 16, ACRWC.*

The Tanzania Law of the Child Act (2009) defines a child (a person below 18 years of age) and comprehensively spells out the rights of the child (Article 8) including the right to protection from all forms of abuse, neglect and exploitation. Under this law, a child is in need of care and protection if s/he has been illtreated or neglected by someone who has the care/custody of the said child (Article 16). Article 13 of the same law provides for protection of children from torture and ill treatment. Other laws that provide for the protection of children in Tanzania that this policy recognizes include: The Constitution of the Republic of Tanzania, the Education Act, the Anti-Trafficking in Persons Act (2008) and The Sexual Offences Special Provisions Act.

This policy shall be implemented in reference to the national law to which C-Sema is expected to abide. Any matters that relate to investigation and management of criminal offences shall be referred to the police, while matters pertaining to welfare of the child to the Government Probation and Welfare Officers.

## c. Child Safeguarding Principles

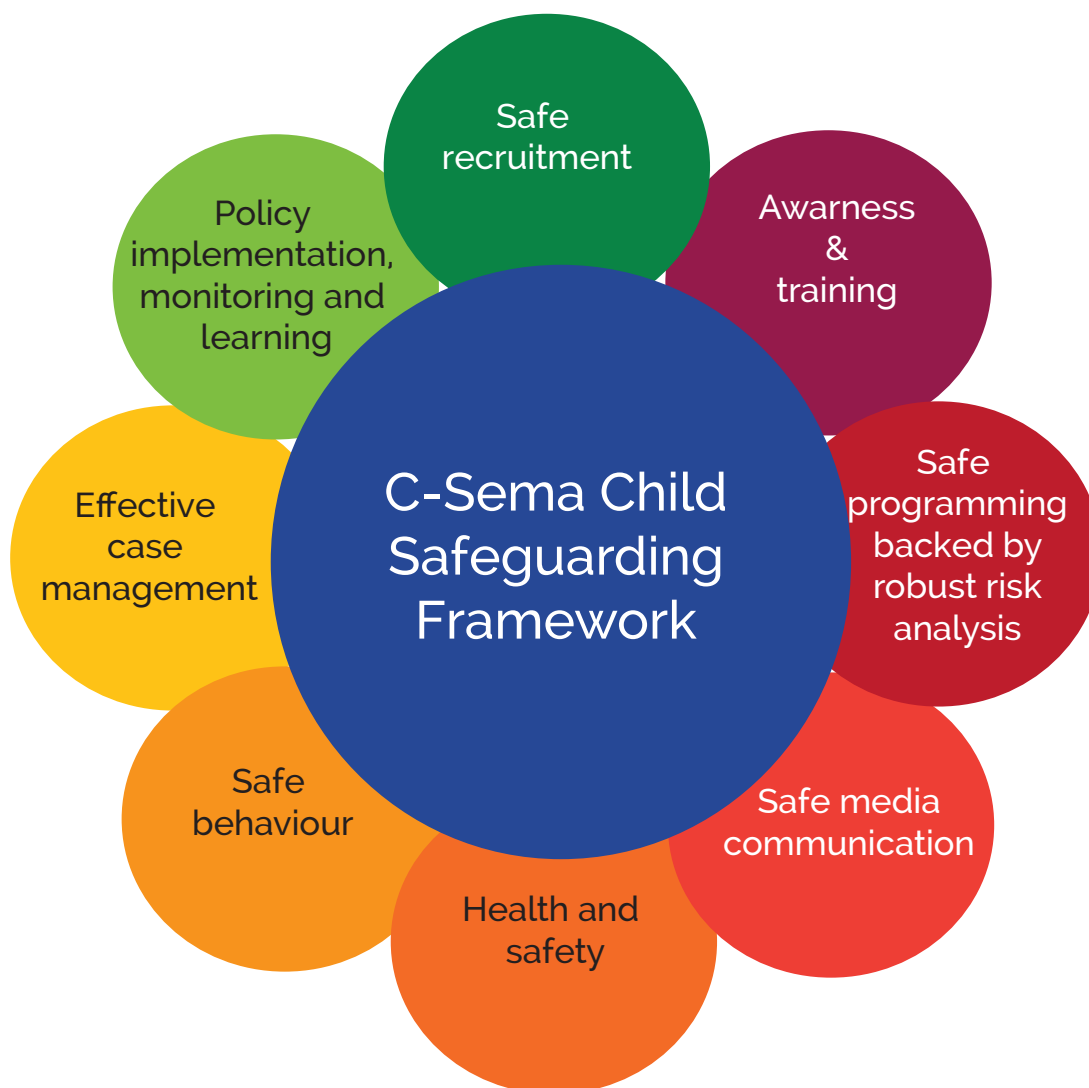
This policy is based on internationally recognized principles of keeping children safe that emphasize the best interest of the child in all matters pertaining to their care and protection. The principles include:

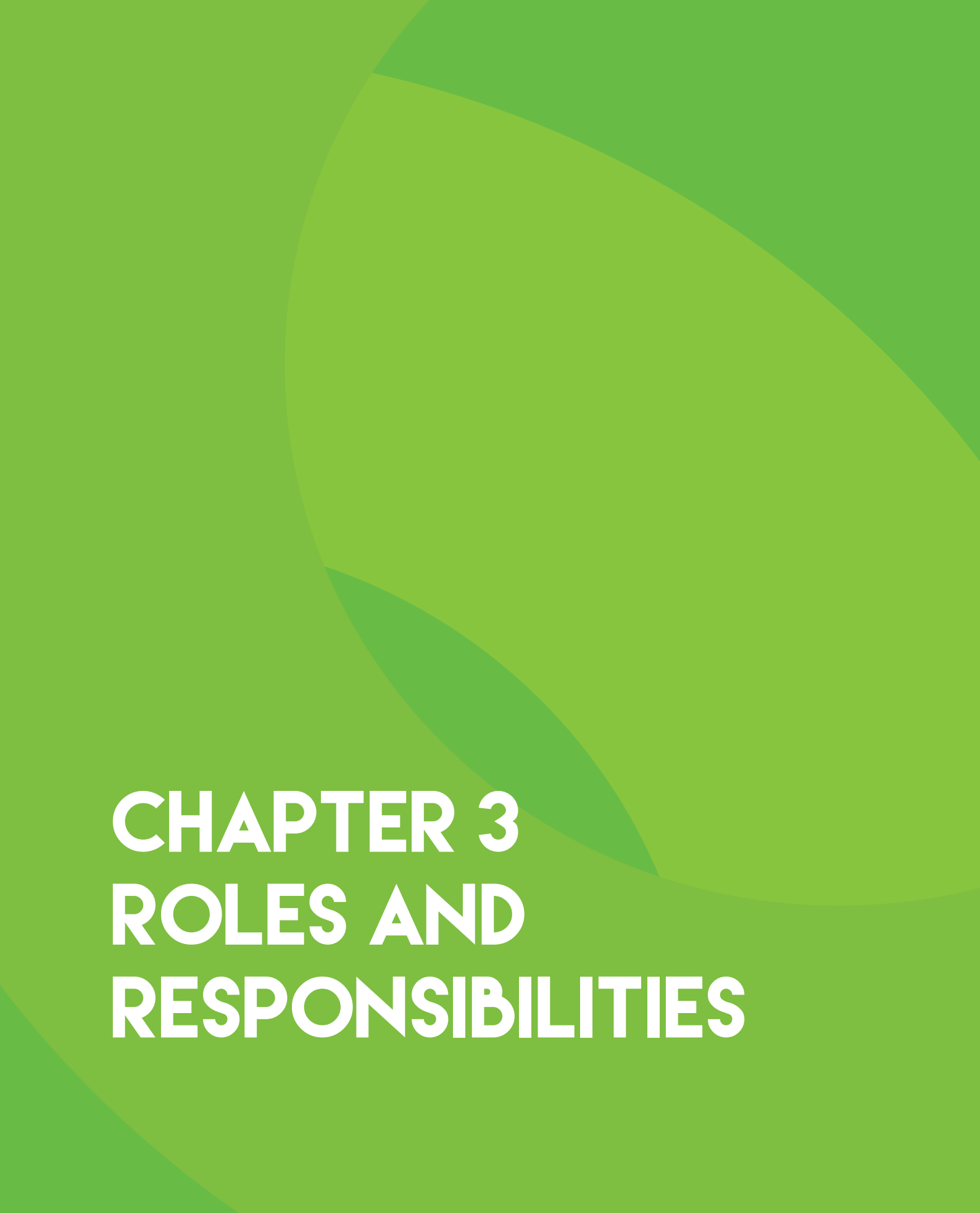
- A written child safeguarding policy that communicates C-Sema's commitment to protecting children that come into contact with its representatives, associates, programmes and operations.
- Clear safeguards to preventing child abuse in three domains (persons, structures and programmes)

- Clear procedures for reporting, investigating and referring child abuse concerns, as well as consequences of abusing children.
- A commitment to implement the policy; track progress and continually learning to make C-Sema's environments safe for children.

We believe that for us to be able to keep children safe, we must build an enduring safeguarding environment internally that consistently addresses perceived risks and responds to reported concerns. As espoused by the International Keeping Children Safe Standards, C-Sema's approach to child safeguarding has two strands; appropriate prevention and effective response strategies.

## C-SEMA'S CHILD SAFEGUARDING FRAMEWORK





**CHAPTER 3**  
**ROLES AND**  
**RESPONSIBILITIES**

### **3.1 All C-Sema Trustees, Staff, Volunteers, Interns and Consultants shall:**

- Always contribute to a safe environment where children are respected, supported and protected.
- Never act or behave in ways that result in violence against children or place children at risk of abuse (physical, sexual, emotional, neglect or exploitation) both in private and professional contexts.
- Read understand and at all times adhere to and promote this policy.
- Act to prevent abuse of children in all C-Sema settings
- Report any concerns regarding the protection of children as per guidance provided in section 4 of this policy.
- Support investigations to address child rights violations within C-Sema contexts.

### **3.2 All visitors to C-Sema programmes (particularly those that intend to interact with children or access children's information):**

- Give notice of intended visit at least 5 days in advance to allow staff to make necessary preparations.
- [Upon arrival] be briefed on the child safeguarding standards. Upon reading and understanding the provisions of this policy, all visitors are expected to sign a commitment to abide by this policy and to report any concerns you may have on the safety of children to the Safeguarding Focal Person.
- Interact with children in the company of a C-Sema representative designated to accompany you.
- Not share personal contacts with children
- Not give out gifts to children without the prior knowledge and consent of C-Sema.
- Not take photographs of children without the assent of children and consent of C-Sema.
- Not use children's information for personal purposes other than those agreed with C-Sema.

### **3.3 Chief Executive shall:**

- Champion safeguarding compliance in all C-Sema operations, programmes, management and governance functions.
- Ensure internal safeguarding structures (Safeguarding Focal Person, Safeguarding Committee) are in place and have the necessary supports (financial, technical, moral) to effectively implement, monitor and review this policy.
- Account for child safeguarding internally (to the Board) and externally (to Government, donors and other stakeholders).
- Make decisions regarding implementation of this policy; including approving budgets and workplans and making and enforcing disciplinary action relating to breach of this policy.

### 3.4 Safeguarding Focal Person shall:

- Provide information and advice on safeguarding within C-Sema and to stakeholders.
- Ensure that all representatives other Stakeholders understand the child safeguarding policy.
- Receive, assess, document and escalate safeguarding concerns to appropriate authorities within and outside C-Sema.
- Map and maintain an up-to-date inventory of child safeguarding stakeholders and maintain good working relations with them to aid smooth referrals and maintain strong safety nets for children.
- Ensure that all matters relating to safeguarding (initiatives, case management) are properly documented and stored in a safe place for future reference.
- In relation to case management, support the safeguarding committee in investigation processes; documenting proceedings, supporting the affected child, liaising with witnesses, and external child protection authorities.
- Follow up referrals of children seeking services and discuss with service providers about safety issues.
- Support and advice the Safeguarding Committee and management on knowledge and training needs and initiatives to foster a sustained safeguarding culture.
- Support the Safeguarding Committee to plan and monitor implementation of this policy.
- Ensure that children affected by abuse within C-Sema contexts receive justice and psycho-social services and the support they need to cope with the experience.
- Ensure that all visitors that come into contact with children through C-Sema are aware of the safeguarding policy and are well guided to comply with the policy in all contact with children and children's information.
- Compile biannual and annual reports and discuss with management and the safeguarding committee about implementation of this policy and its compliance with national laws and best practice.

Note: The Child Helpline managers shall be the Safeguarding Focal Persons in their respective areas of jurisdiction in Tanzania Mainland and Zanzibar. They shall be the contact persons for all issues regarding safeguarding in C-Sema. They shall be deputized by the Child Helpline Supervisor.

### 3.5 The Safeguarding Committee shall:

- Develop implementation and monitoring plans for this policy.
- Spearhead processes related to planning, monitoring and review of this policy.
- Create awareness on the safeguarding policy and procedures.
- Investigate reported cases related to safeguarding.
- Make recommendations on disciplinary measures that the Chief Executive can take in case one is found guilty of breaching this policy or committing a safeguarding offence.



- Conduct annual safeguarding risk analyses and annual audit to assess safety of C-Sema's environments.

Note: The committee shall be composed of the Helpline Manager, the Data and Communications Manager and Administrator.

### **3.6 Safeguarding Focal Person on the Board of Trustees shall:**

- Be the point of reference on safeguarding issues in the governance structure of C-Sema.
- Promote safeguarding in the governance of C-Sema.
- Support the Chief Executive to make decisions regarding complex safeguarding incidents.
- Receive, document, escalate and support investigation and decision making on safeguarding issues involving Management and Board Members and appeals of concerns not satisfactorily managed by the Chief Executive.

### **3.7 Safeguarding Committee of the Board shall:**

- Investigate, make and enforce a disciplinary decision on all matters reported to the Board for investigation or review (appeals).
- Ensure that the safeguarding policy is at all times in sync with national legal framework on child protection, best practice and C-Sema's work contexts and risk profile.



# **CHAPTER 4**

# **PREVENTATIVE**

# **STRATEGIES**

Our approach to safeguarding emphasizes prevention of abuse of children in all C-Sema's work contexts. We know that abuse of children does not just affect the child but also the image of C-Sema and its credibility as a child protection organization. This section highlights measures we employ to prevent all forms of child abuse and exploitation in C-Sema's work. These guidelines are by no means exhaustive, but should trigger your conscience to always think about how your actions can adversely affect children.

## 4.1 Guidelines for Safe Recruitment

These guidelines shall be applied alongside C-Sema's human guidelines for recruitment/appointment of C-Sema's Board Members, Staff, Interns, Volunteers and Consultants. The level of scrutiny in regard to child safeguarding shall depend on expected level of contact with children and children's information.

- a. All job descriptions (present and new) shall clearly state the nature of contact with children and child safeguarding responsibilities and expectations.
- b. All advertisements shall indicate C-Sema's commitment to protect children and the requirement for every C-Sema representative to abide by the child safeguarding policy.
- c. During selection, care shall be taken to verify the applicant's identity, authenticity of academic documents provided as well as identity of referees provided.
- d. Depending on expected level of contact with children; interviews shall specifically assess the candidate's knowledge, skills and attitudes in relation to child safeguarding. Specific questions regarding values, attitudes, motivation to work with children, experience dealing with children's issues (in private and professional life) and gaps in employment shall be asked.
- e. Interview panels shall consist at least one person conversant with Safeguarding issues to guide the panel to articulate safeguarding aspects of the interview.
- f. For all selected candidates (Board Members, staff, volunteers, Interns and consultants), background checks shall be done, including checking digital footprints to ascertain the candidate's conduct.
- g. As part of induction, all newly recruited persons shall be oriented on the safeguarding policy and specific safeguarding responsibilities relevant to their job/responsibilities. Once they have read and understood the safeguarding policy and procedures, staff shall sign a declaration of commitment to abide by the policy (see appendix 2), a copy of which shall be appended to the person's contract.
- h. For the duration of the probation period, all newly recruited staff and volunteers shall work under the supervision of an experienced staff or volunteer so as to among other things be grounded in safeguarding.
- i. All C-Sema representatives shall be refreshed on child safeguarding through a refresher training organised by the Safeguarding Focal Person, at least once a year. Training needs of teams working directly with children shall be periodically assessed and specific trainings organised as and when required. This is to refresh their knowledge and tools on effectively safeguarding children, particularly during their service term with C-Sema

## 4.2 Code of Conduct

As a C-Sema representative, you must at all times (in private and professional lives, on and off line) conduct yourself in a manner that prioritizes children's best interests. This code of conduct explains what C-Sema representatives should or should not do when working or interacting with children. As part of their commitment to abide by this policy; C-Sema representatives shall commit to abide by this code of conduct, any breach of which is subject to disciplinary or legal action.

### C-Sema representatives shall

- a. **Treat children in a respectful manner.**
  - Communicate in a friendly and empowering manner.
  - Listen to children and take their concerns seriously.
  
- b. **Conduct oneself in a respectful and exemplary manner.**
  - Dress decently and carry oneself in a dignified manner that is sensitive to the culture of the community.
  - Treat children in your care in a manner that is empowering and protective of their best interests.
  - Behave in an exemplary manner in the way you treat children in your own family and community.
  - Treat fellow adults with respect. Do not fight, abuse or publicly display anger towards a fellow colleague in the presence of children.
  - Respect the values and aspirations of the community in which you serve.
  - Be aware of risks of abuse of children and act appropriately when you sense that children are in danger.
  - Do not condone behavior of children that is abusive or harmful.
  - Do not perpetuate or promote acts that are abusive, neglectful or exploitative of children.
  - Do not engage children to do personal work or as house helps in your own home.
  
- c. **Not perpetuate violence of any form (physical, emotional, sexual, neglect, exploitation) against children, whether in C-Sema, at home or community.**
  - Do not physically assault children (beat, pinch, push, etc.) or subject children to any form of corporal punishment, even if it is for disciplinary purposes.
  - Do not engage in sexual acts or nurture intimate/sexual relationships or participate in activities that exploit the sexuality of children.
  - Do not expose children to pornography in all its forms.
  - Do not discriminate any child based on gender, tribe, race or other social-economic status to the exclusion of others.
  - Do not favour some children or spend excessive times with a particular child or children.
  - Do not do actions or make statements that demean, devalue or belittle, embarrass or otherwise make children feel unworthy.

- Do not employ children as house-helpers and in private businesses or engage children to do your personal errands.
  - Do not force children to participate in any activity against their will.
  - Do not beat children or use any physical or emotional means to discipline them or call them to order.
- d. **Respect the privacy of children.**
- Protect and handle confidentially of any information concerning children and emphasize this to others you pass the information to.
  - Do not do things for children (e.g. toileting, bathing) that they can do for themselves.
- e. **Be aware of the power balance between an adult and children, and avoid taking any advantage of the opportunities this may present.**
- Do not trade help meant for children for material or sexual favours from children and communities and/or use power to abuse children in anyway.
  - Do not use your position to manipulate children to do things that are abusive or exploitative.
- f. **Be committed to supporting the creation and maintenance of safe environments for children, as well as building a culture of accountability and openness about child safeguarding issues in the workplace.**
- Be vigilant to identify risks and report any concern about the welfare and safety of children to the Safeguarding Focal Person.
  - Support all efforts aimed at creating a safeguarding culture in C-Sema
  - Promote the message of safeguarding in all your engagements with C-Sema.

### 4.3 Safe Programming

More than half of C-Sema's work involves listening to children's concerns from children and concerned adults, providing information, counselling and guidance at the Call Centers in Dar Es Salaam and Zanzibar. It also involves media communications (with and about children) on the SMS portal and children's magazines and outreaches to schools and communities to raise awareness and document children's voices on children's rights and abuse. Children are also engaged to discuss and advocate for issues affecting them through Junior Councils and group events in commemoration of the Day of the African Child. Some children may make speeches/presentations during conferences/meetings. All these activities involve direct contact with children by C-Sema Staff, Volunteers and Interns. It is our duty to ensure that the children that participate in these activities are safe at all times. Our commitment is to always deliberately identify risks associated with our programmes and implement mitigation measures to address those risks.

**a. Safeguarding at the Call Centers**

- All persons handling calls, including those listening in for quality and training purposes must maintain confidentiality of all information shared.
- Where it is anticipated that information shall be shared with others, for purposes of pursuing justice, protecting the affected person from further harm, making referral for another service; consent of the affected child and his/her parents/guardian shall be sought.
- For reporting purposes, all information shall be coded and only shared in general terms (e.g. number of calls received). Raw information shall only be accessed by authorized persons (on a need to know basis) and only used for official C-Sema purposes.
- While receiving calls, be friendly and respectful to children.
  - Listen attentively without interrupting.
  - Be patient; do not rush the child but rather encourage him/her to open up.
  - Never hang up on a child.
  - Never insult, label, judge, blame or condemn a child for the abuse that happened to him/her.
  - Use simple language that the child understands and avoid jargon.
  - Preferably use the local language if that is what the child is comfortable using.
  - Appropriately guide the child on the best and safest ways to deal with the matter. Do not give advice to children that is misleading and/or that puts them at risk of further abuse.
  - Consult/refer the helpline supervisor if you are unable to appropriately deal with the issue presented

**b. Direct contact with children during community outreaches, school visits, events and referrals**

C-Sema values and encourages participation of children in programmes because we believe that children are the best advocate for their own protection. We engage children in discussions on topical issues in Junior Councils and school clubs. During such activities, children participate in group discussions and write opinion letters; where they express the issues that they care about or that affect them. Our staff and volunteers are required to act/ behave appropriately in order to alleviate risks of abuse of children.

- Beware of risk of abuse of children; sensitize staff and volunteers and facilitators mobilizing and supervising the children about requirements to protect children as laid out in this policy.
- Ensure that the spaces where activities are conducted with children (halls, grounds, physical structures) are clean and free of dangerous materials that could physically harm children.
- Speak in a friendly manner, using simple language that children can understand. Use the local language if the children are not comfortable using English.
- Be modest and appropriate.
  - Get down to the level of children. Do not do things that put you in a superior/powerful position (e.g. sit on the ground if children are on the ground not on a chair, bend to the level of children while talking to them as opposed to standing tall).

- Do not make statements that make fun of children or their situation, humiliate or embarrass them.
- Do not interact with children while under the influence of alcohol or drugs.
- Do not distinguish some children to the exclusion of others. This includes consistently pinpointing particular children to participate; or spending excess time with particular children.
- Only use positive disciplinary measures to discipline children. Use of physical or corporal means even for purposes of correcting children's inappropriate behaviour is not acceptable.
- Do not nurture physical, emotional or sexual relationships with children. Do not take advantage of children (especially adolescents) that seek attention or behave in a suggestive manner.
- Do not share personal contacts with children (including social media handles).
- Do not mislead or encourage children to engage in behaviour that is abusive or illegal.
- Ensure there is another adult present while you work with children. If you need privacy to deal with sensitive issues (e.g. offer counselling), ensure that you are in the view of others. Where it is not possible to have another person, the immediate supervisor should be notified.
- Talk to children in a friendly manner; avoiding any statements that judge, label, demean or insult them.
  - Listen to children's views and take them seriously
  - Do not touch children in ways that are inappropriate
- Depending on the nature of engagement, seek assent of children and if necessary (depending on the nature of participation), seek consent of parents, (directly or through the mobilizing partner), prior to engaging children.
- While working with groups; be alert that at any time a child could disclose abuse or sensitive information. Always read children's comfort levels or any signals of uneasiness. Respectfully interject and ask that you meet that particular child and talk about the issue in detail after the group discussion.
- Sensitize children to be able to recognize child abuse, report it and encourage them to speak up against it.
- Talk to children about appropriate and respectful behaviour with fellow children and adults, in order to build their ability to avoid risky situations.
- Ensure that children are properly supervised. Where there are male children, there should be a male staff and females alike. Likewise, the number of adults available to supervise children should be adequate for the number of participating children.
- Plan and budget for the welfare of children; including meals, transport and time. Ensure that activities do not interfere with children's school and meal times as well as times to go back home.
- Ask permission from children before taking photographs of them. Respect their decision to say 'no' and only take photographs that dignify and portray children in positive light .
- Take special caution when discussing sensitive issues with children. Listen attentively, exercise judgment to stop a child from sharing sensitive information in group settings. Be conscious of your body language (e.g. do not show shock or disbelief when a child discusses sensitive personal information).

## Code of Conduct for Children

Before engaging children in group activities discuss the safeguarding issues and answer any questions they might have about their safety. Get consensus from them about adhering to the following behavioral guidelines and other ground rules that the children may come up with:

- Respect the facilitator and team mates.
- Do not bully, fight, insult or hurt other children on purpose.
- Do not share personal and sensitive information shared by fellow children with others outside the group.
- Do not engage in sexual relationships/ acts with adults and other children.
- Do not use vulgar language or teach other children bad or illegal acts.
- Do not come to C-Sema activities while under the influence of drugs or alcohol.
- Do not steal or destroy other people's things
- Do not engage in physical and verbal fights with other children and adults.
- Respect other children's point of views and give them chance to express themselves.
- Respect other people's submissions (everything discussed in the group activity should be kept confidential)
- Play with others in a responsible manner to avoid hurting them.
- Give others chance to participate.
- Discuss your concerns about your protection with the facilitator or the designated safeguarding focal person.
- Dress decently (avoid mini, transparent, too tight and revealing clothing).

## c. Media Communications

C-Sema communicates children's stories and voices through children's magazines, reports and the website. We recognize that while these are important avenues for children to raise their voices and advocate for their own protection, they also present critical risk factors for their protection. We commit to always ensure that children are presented in a dignified manner and that we do not expose them to risks of abuse and exploitation through our communications.

- Where children's information and photographs are documented/shot and used, children's assent and/or consent of their parents/guardian/care taker should be sought.
- Children shall always be portrayed positively. Photos that show children in distress, sad or vulnerable shall not be used.
- Children's information (texts, photographs, voices) shall not be manipulated, photoshopped or sensationalized in any way to portray vulnerability or a desired situation/context.
- While taking photographs, our staff and volunteers shall always ensure that children are adequately clothed. Children shall not be staged or required to pose in vulnerable or sexually suggestive poses.

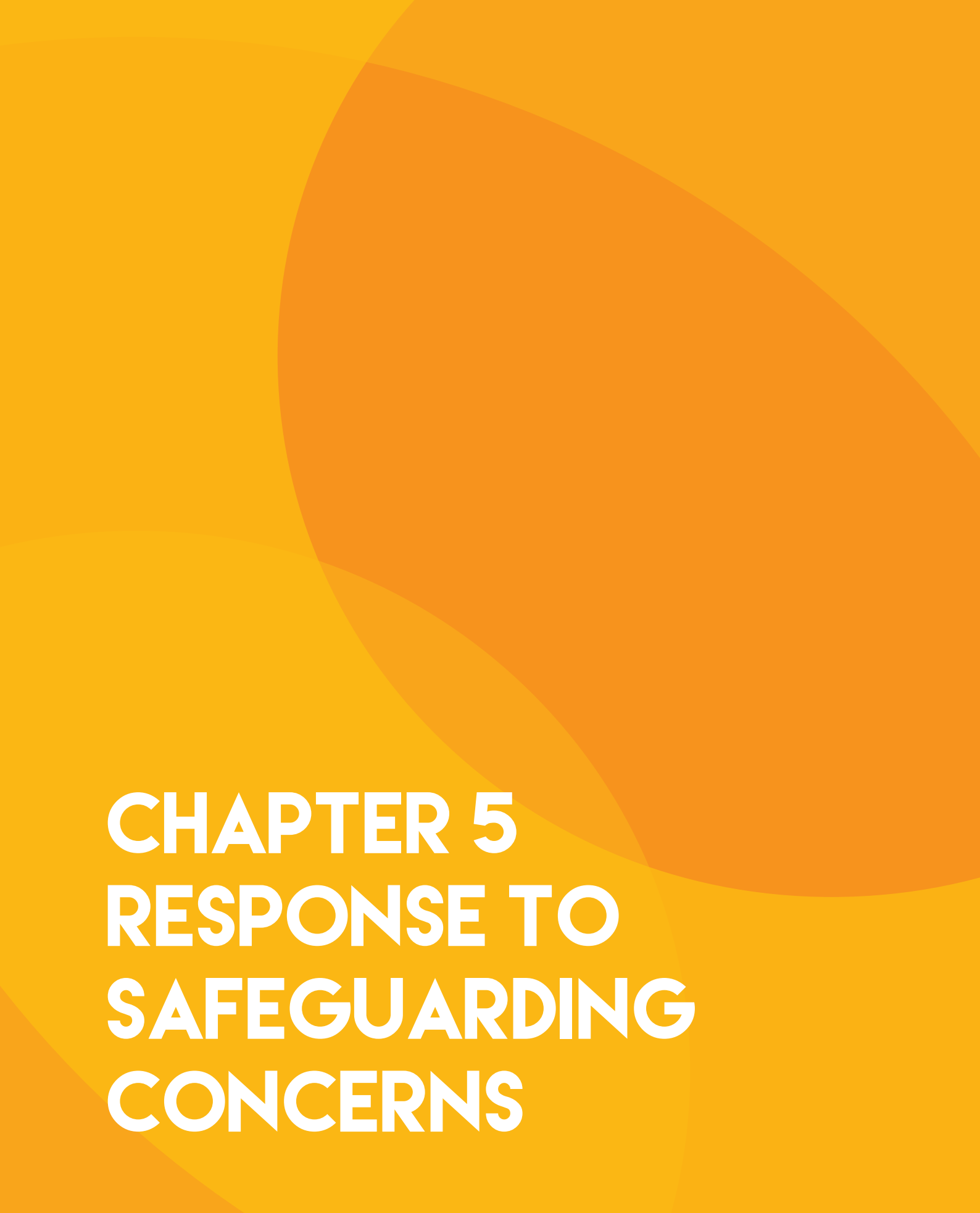


- All matters concerning sharing children's information with third parties shall be done with the permission of the Safeguarding Focal Person and the Chief Executive.
- All information of children gathered in the name of C-Sema remain the copyright of C-Sema and should only be used/re-used with permission of C-Sema Management.

#### **d. Online Safety**

There is a new and aggressive online world that introduces serious child abuse risks. Some of our programme activities involve disseminating information to children using SMS and answering children's questions using an official WhatsApp line. Our commitment is to ensure that the interaction between our representatives and children (both private and professional) and all information shared online is safe and respectful of the dignity of children.

- C-Sema's online communications shall include information to help children recognize abuse, know their rights and report to appropriate authorities if they need help.
- Under no circumstances should C-Sema representatives engage children in private conversations, befriend children or chat outside formal work arrangements.
- C-Sema representatives shall not disseminate social media content that is abusive/demeaning to children.
- C-Sema representatives should not publish images of children participating in C-Sema activities on personal social media platforms, unless written consent has been given.
- For purposes of accountability, the social media platforms where children are engaged shall be managed by specific staff that are known and well briefed about safeguarding children.



**CHAPTER 5**  
**RESPONSE TO**  
**SAFEGUARDING**  
**CONCERNS**

This section outlines procedures that C-Sema representatives should take in case a concern relating to safety and welfare of children in C-Sema contexts arises. The section details how concerns should be reported, investigated and sanctioned.

Note:

- All reports shall be considered concerns and alleged perpetrators shall be considered innocent until proven guilty.
- All processes relating to concerns shall be handled in a fair, timely and confidential manner.
- All matters reported shall be taken seriously and processes followed shall be appropriately recorded, stored safely and only accessed on a must know basis.
- All decisions shall be made in the best interest of the child.
- Acts of retaliation against any person that reports a concern, one affected and one who witnesses a safeguarding concern shall be considered breach of this policy and shall require disciplinary action.

## 5.1 Reporting Procedure

If you have a concern (you suspect, have witnessed or have been told) that a child or children are at risk or have actually been abused by a C-Sema representative or associate, report immediately (within 24 hours) to the Safeguarding Focal Person (SFP) by SMS, email, in person or telephone call. Whatever way you choose to report, it is preferred that you leave your contact details so you can be contacted in case further information is required.

Note:

- If the SFP is not available, the matter should be referred directly to the Chief Executive.
- If the matter involves the SFP, report to the Chief Executive
- If the matter involves the Chief Executive, report to the Chairperson of the Board of Directors.
- If the matter involves a board member, report to the Chairperson of the Board of Directors.
- If the matter involves a member of the safeguarding team, report to the SFP or the Chief Executive.

If your concern involves immediate harm to a child, act without delay, as inaction may place the child in further danger. Inform the SFP immediately of actions taken to protect the child.

Once the report is made, the SFP shall record the details using the incident recording form (see appendix 3) and determine how to escalate the matter for investigation and disciplinary action.

- Welfare/non-criminal breaches of this policy shall be investigated and sanctioned by the SFP.
- Gross and repeated violations shall be investigated and sanctioned by the Chief Executive.
- Criminal cases shall be referred to police for investigation and sanction by a court of law.

## Recording a concern

- Once the concern is received, the SFP shall document it using the safeguarding concern recording format (see appendix 3). The SFP shall ensure that information related to a particular concern is updated at every stage of case management and that all documentation is filed together with the concern recording form as the cover.
- All records relating to safeguarding concerns shall be kept by the SFP in a safe place (under lock and key) with restricted access. Computer based records must be password protected.

## 5.2 Safeguarding the Affected Child

- As the SFP records the case, s/he will assess the immediate and long-term welfare and safety needs of the affected child and find means (within C-Sema or by referral to other organisation/social service institution) to meet them.
- Depending on the nature of the case, the child might need counselling, medical care, a meal, transport, clothing, family counselling, legal advice and alternative place to abide in. Longer term needs may include rehabilitation, counselling and guidance, pregnancy and child birth care, going back to school, family reunification etc.
- Where referral is needed, the SFP shall follow up to ensure that the child has reached the place where they have been referred to and have accessed the needed services.
- The SFP shall assure the child's safety and support him/her throughout the case management process; including supporting him/her give a witness account or counselling the parents.
- If a decision is made to place the child in an alternative place of safety the decision must be based on the child's best interests rather than convenience.

## 5.3 Investigation Procedure

All concerns reported will be investigated and sanctioned accordingly. The nature of the concern will determine the nature of investigation and sanction. Seriousness of a concern shall be determined according to the effects on the child and the reputation of C-Sema, as well as the extent to which the offence breaches this policy and the laws of Tanzania. Investigation of gross and repeated offences shall be handled by the Safeguarding Committee (See section 3). The Safeguarding Focal Person shall sit on the Child Safeguarding Committee as Ex-officio, to support the committee record proceedings, prepare and support the child to testify and liaise with parties involved.

- Once the Safeguarding Committee has received a report to investigate, they will develop an investigation plan that details a schedule of hearings, witnesses required and any other information that may be of help.
- Within 5 working days, the safeguarding committee shall organize fair hearings of both the alleged perpetrator, the affected child and witnesses.
- If the case is criminal in nature, the Committee shall instruct the SFP to refer the matter to Police or Social Welfare Department for investigation and legal action. The SFP will follow up to ensure that the child is safe and also to keep the Committee informed of the decision of the courts of law.

- Based on the evidence gathered and/or the decision of the courts of law, the Committee shall make recommendations to the Chief Executive on possible disciplinary actions to take.
- Matters involving the Chief Executive and board members shall be investigated by the Safeguarding Committee of the Board. Recommendations of this committee will then be submitted to the Chairperson of the Board of Directors to make a disciplinary decision.
- If a member of the committee is involved, s/he shall be asked to step aside until the investigation is complete and a decision is made.

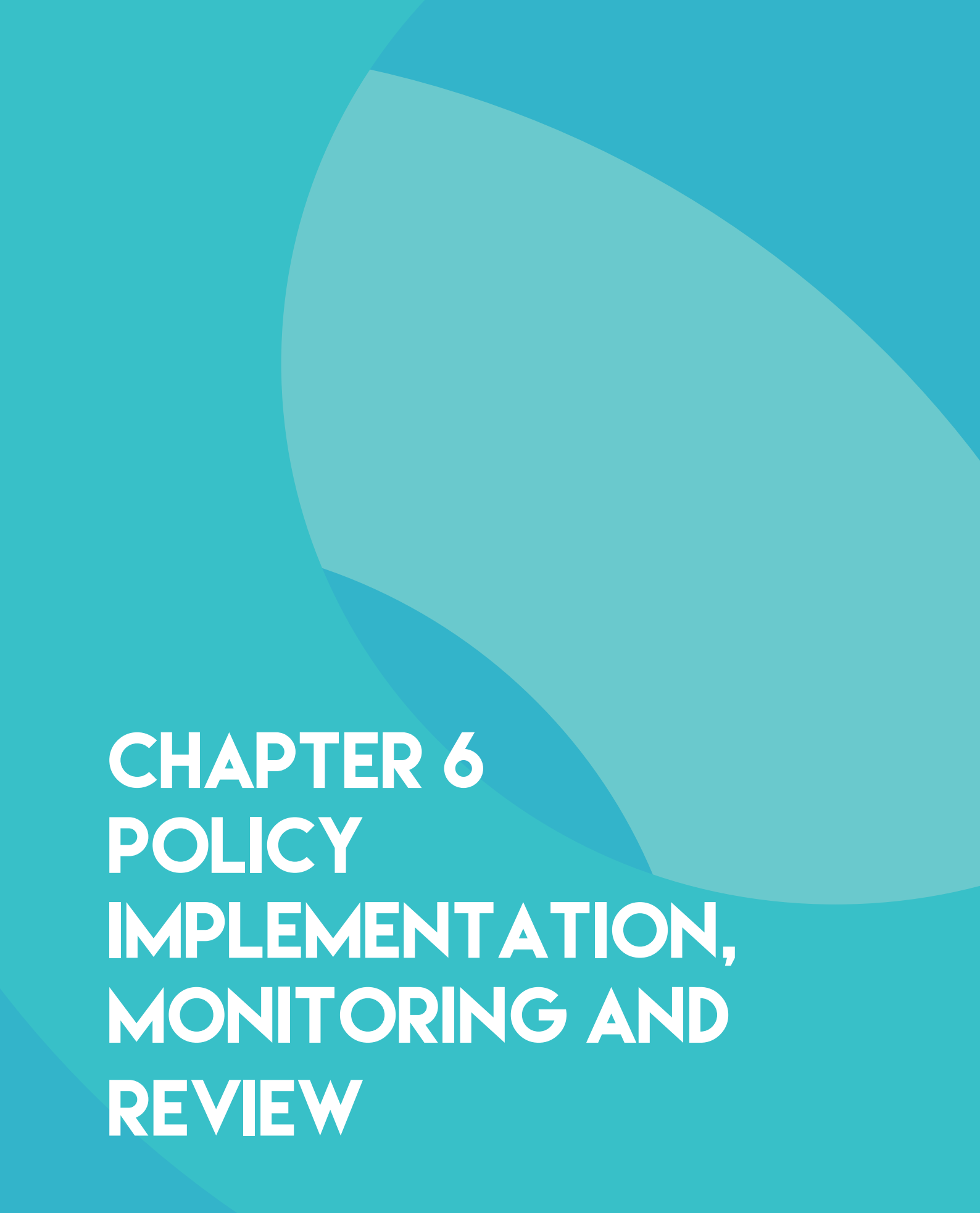
## 5.4 Decision Making

- Where the C-Sema representative is found guilty, appropriate measures will be taken, including disciplinary action and prosecution whenever applicable.
- Once the Chief Executive has received the report of the Safeguarding Committee, s/he shall make a disciplinary decision in accordance with the best interest of the child, C-Sema's Human Resources Disciplinary Guidelines and the Labour Laws of Tanzania.
- The Chief Executive shall communicate the decision (in writing) to the affected C-Sema representative, while the SFP communicates to other persons involved. The same shall apply for cases handled by the Board, the Chairperson of the Board of Directors shall make a decision and communicate accordingly.
- If the affected C-Sema representative is found not guilty, the Chief Executive and Safeguarding Committee shall discuss how to reinstate him/her in a sensitive manner. S/he should be reminded about behaviour and practice that could be construed as abusive of children or breach of this policy.

### Possible Sanctions

*If found guilty of abuse of children and/or breach of this policy any or more of the following may happen.*

- *For welfare, non-criminal cases that breach this policy - Warnings (verbal written), requirement to write apology letter, reminder about the safeguarding policy may apply.*
- *For gross and repeated offences – Job rotation, suspension (with half pay for the period of investigation), reminder about the safeguarding policy, termination of contract/relationship with C-Sema may apply.*
- *Criminal offences (e.g. defilement, grievous bodily harm) – suspension on half pay, to be followed by prosecution and if found guilty, outright dismissal/termination of contract.*

The background is a solid teal color with several large, overlapping, semi-transparent circular shapes in various shades of teal and light blue, creating a modern, abstract design.

# **CHAPTER 6**

# **POLICY**

# **IMPLEMENTATION,**

# **MONITORING AND**

# **REVIEW**

We are aware that for this policy to effectively protect children that C-Sema comes into contact with, it must be fully and consistently implemented and monitored to keep track of progress and take note of the learning to inform periodic reviews to fit the dynamic contexts of our work. Where possible, implementation and monitoring of child safeguarding initiatives (internal and external) shall be integrated into programmes and daily operations of C-Sema. All activities related to implementation monitoring and review of this policy shall be documented by the SFP and information safely stored for reference.

## 6.1 Plan for Policy Implementation

- This policy takes effect the moment it is adopted by the Board of Directors. The Board will designate a safeguarding focal person of the Board and name a committee of not less than three people to serve on the Safeguarding Committee of the Board.
- The Chief Executive shall designate persons to serve in safeguarding positions (Safeguarding Focal Person, Deputy Safeguarding Focal Person and Safeguarding Committee). The designated persons shall sign addendums to their contracts, confirming their commitment to fulfill safeguarding functions. These shall be filed in their personnel files and they will be appraised on the same.
- The Safeguarding Committee will develop a plan (to be reviewed annually) detailing safeguarding initiatives to be implemented within and outside of C-Sema, resources needed and persons responsible and expected outcomes.
- The management team shall always ensure that safeguarding is promoted as a culture and entrenched in all C-Sema operations and programmes.
- The Safeguarding Committee shall prepare safeguarding messages (policy statement, case management flow charts, contacts of safeguarding focal persons) in English and Swahili to be disseminated to C-Sema representatives and visitors through briefings and wall displays at vantage points in all C-Sema spaces. This is to ensure that all representatives and visitors are aware of C-Sema's commitment and the requirement to keep children safe.
- The Safeguarding Committee, working with the Information Technology Department shall make this policy available on the C-Sema Website and always post up-to-date information on safeguarding to create awareness on keeping children safe.
- All C-Sema representatives and associates are expected to promote the keeping children safe message (see section 4) in all their engagements with C-Sema and in private lives. This requirement shall always be re-echoed in meetings and internal communications.

## 6.2 Access to Advice and Support

The Chief Executive shall provide the necessary technical and financial support and advice to SFPs and Safeguarding Committees to enable them fulfill their safeguarding responsibilities.

Where necessary, technical support of a consultant may be sought to increase awareness and build skills of the safeguarding team to fulfill their responsibilities and C-Sema representatives to safeguard children.

### 6.3 Education and Training on Keeping Children Safe

- The SFPs shall organize orientation sessions for all C-Sema representatives to create awareness about child safeguarding in general and C-Sema's safeguarding policy.
- New representatives shall be oriented about the same during induction and visitors during visitor briefing meetings.
- From time to time (at least once a year), the SFPs shall organize refresher trainings on child safeguarding for staff and volunteers to create awareness, develop and maintain the necessary knowledge, skills and attitudes to keep children safe.
- Children that participate in our programmes shall be made aware of safeguarding issues, their rights to protection, the safeguarding policy and how and where to report concerns related to their safety and protection.

### 6.4 Safeguarding Children with Stakeholders and Partners

Our work involves referring children to Social Welfare Departments and to Police for psycho-social services and legal aid. We also work with Non-Governmental Organizations to mobilize and engage children in awareness and advocacy activities. The safety of the children we refer and those that we engage in collaboration with other organizations is of great concern to us.

- As part of our programme activities, C-Sema shall organize trainings on child safeguarding for police officers, and frontline workers in the Social and Welfare Department at national and sub-national levels, to increase awareness on child safeguarding and build skills to prevent and manage child safeguarding issues.
- At stakeholders' meetings, C-Sema representatives shall promote safeguarding of children and share lessons learned in creating a safe organization for children.
- When we work with stakeholders and partners to conduct joint activities that involve children, child safeguarding will be deliberately discussed and risk prevention and case management measures agreed upon.

### 6.5 Plan for Policy Monitoring

- The SFPs will put in place a mechanism to record case management processes and reporting of safeguarding initiatives implemented and progress made in relation to implementation of this policy.
- The Safeguarding Committee shall develop a monitoring framework; detailing monitoring activities, outcome indicators, means of verification and reporting periods.
- On a quarterly basis, the SFPs shall compile reports highlighting progress made in implementing this policy, lessons learned and areas for improvement. These will be presented and discussed in the quarterly Safeguarding Team meeting (by Safeguarding Focal Persons, Safeguarding Committee and Chief Executive).
- Annually, the Safeguarding Focal Persons shall organize a Safeguarding Audit that will involve a reflection on the progress made in keeping children safe in C-Sema contexts, identify new risks and agree on mitigation measures.



- Information gathered through monitoring activities shall inform decisions to review this policy.

## **6.6 Plan to Review this Policy**

This policy shall be renewed every three years, or regularly as deemed necessary; to take into consideration emerging risks from programmes and operations that bring C-Sema into direct and indirect contact with children.

The Board of Directors shall (by a Board Resolution) approve the decision to review this policy, informed by evidence; of a thorough analysis of risks; report of lessons learned and areas for improvement identified during implementation.

# APPENDICES

## Appendix 1: Statement of Approval by the Supervisory Board

We (the undersigned) adopt this policy for implementation as C-Sema Child Safeguarding Policy. We pledge our total commitment to the cause of safeguarding children espoused by this policy, supporting its full implementation and living by example in both professional and private lives.

The policy takes effect on this day xx/February /2020. It may be reviewed anytime as and when deemed fit to take care of emerging risks and new programme and operational contexts. This decision shall be backed by a resolution of the board and a thorough analysis of risks and gaps identified.

Name	Role	Signature
IN WITNESS WHEREOF, I have hereunto subscribed by name and affixed the C-Sema's Seal by order of the Supervisory Board of Directors this xxth day of February, 2020		
Ambassador/Mrs Nyasugara Kadege	Board Chairperson	
Mr. Richard Manamba	Finance and Planning	
Mrs Ishika Mshaghuley	Gender, Research Monitoring and Evaluation	
Ms. Saida Kapinga	Social Entrepreneurship	

## Appendix 2: Statement of Commitment to Uphold the Policy

(To be signed by C-Sema representatives (Board Members, Staff, Volunteers, Interns, Consultants/Contractors and visitors that intend to interact with children and/or have access to children's information. The filled form is to be attached to the contract, agreement or visit request letter)

I \_\_\_\_\_[name] confirm that I have understood that as a person working with/providing services to /supporting partners/visiting under the auspices of C-Sema, I have personal responsibility to protect the children that I interact with both in my private and professional life. During my service/visit to C-Sema, I commit to contribute to maintaining safe environment for children and to at all times behave and act in a manner that is consistent with the safeguarding commitment elaborated in this policy. I commit to report any concern that I might have to the Safeguarding Focal Person and support investigation processes as provided for by this policy for the cause of protecting children.

I confirm that I have no record (welfare, criminal or prosecution) of abuse of children. I give consent to C-Sema to conduct professional and criminal checks as may be deemed necessary.

By signing this statement, I confirm that I have been adequately oriented; I have read, understood and agree to abide by this policy.

### Signed:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Witness:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix 3: Incident Recording Form

Fill out this form if you have a concern about the safety of a child within C-Sema work contexts or if a child has disclosed to you that s/he is being abused by a representative or visitor to C-Sema. Hand over the filled form to the Safeguarding Focal Person nearest to you, who will deal with the matter confidentially and appropriately. If it is the Safeguarding Focal Person is the subject of the concern the report should then be submitted in to the Child Helpline Supervisor or the Chief Executive.

### *Section 1a-1c to be completed by the person reporting a concern*

#### **Part 1a: About the reporter**

Name:

Your role/position/association with C-Sema:

Contact (telephone, email):

Date and time of reporting:

#### **Part 1b: About the Child (ren) affected**

Name(s):

School/class/village:

Male/female:

Age:

Name and address of the parent/legal guardian:

Child's connection to C-Sema Programmes:

#### **Part 1c: About Your Concern**

Date, time and place of any incident(s):

Who is the alleged perpetrator? (name, address, relationship with the child):

Nature of the concern (witnessed, suspicion, allegation, disclosure):

Narrative of what exactly happened (record exactly what the child/reporter said or what you observed (continue on a separate sheet if necessary):

Welfare of the child (if you have seen the child, record what you observe about the child your observations made by you on the child's emotional, and physical state):

Action (s) taken:

Any other relevant information about the child and the incident?

<b>Part 1d: Acknowledgement of receipt of report</b>
Safeguarding focal person: Name _____ Signature _____ Date _____ Time _____
<i>Next sections are to be completed by the Safeguarding Focal Person</i>
<b>Part 2: Wellbeing of the affected child</b>
Detail the immediate needs of the child:  Actions taken:
<b>Part 3: Escalation</b>
Record the authorities (internal and external) where the case was escalated, their addresses and dates:
<b>Part 4: Investigation</b>
Record details of the investigation (who was involved, how, when):  Outcomes/conclusions of the investigation:  Recommendations from the investigating body:  Date report was submitted to the Chief Executive or Chairperson of the Board:
<b>Part 5: Decision</b>
Record the decision made, who made it and date it was made:
<b>Part 6: Lessons learned</b>
Record the lessons the Child Safeguarding Team has learned while handling this case:
<b>Person Completing this form</b>
Safeguarding Focal Person: Name _____ Signature _____ Date _____

## Appendix 4: Consent children to be involved in C-Sema Activities

### Parental Consent

(Statement of parental consent for children to participate in C-Sema activities)

I .....(name) the parent/main care giver of .....(child names) understand the activities that my child will be involved in while with C-Sema which include among others (travels, interaction with the media, taking photographs and meetings that may require her/him staying overnight).

I confirm that I have received an explanation of the activities that my child is going to participate in as well as the duration, which include: (note the nature of activities and date).

.....  
.....

I have received the contacts of a C-Sema representative who I may contact about my child's safety and wellbeing.

By signing this form, I permit C-Sema to take care of my child including administering emergency treatment (in case need arises) during the time s/he is participating in programme activities.

Signed: .....

Signature ..... Date .....

Relationship with the child .....

Address (including telephone) .....

### Child's Assent

I .....(insert child's name) willfully agree to participate in ..... I confirm that I have been briefed about the objectives of the activity/programme as well as the risks involved and how I can protect myself and report any concern I have about my safety and welfare.

I am aware that I have the right to withdraw my participation should I not feel comfortable and that this will not affect my right to benefit from C-Sema's programmes.

I agree to the use of my information (including photographs, case study, voice, video) about my life experiences for C-Sema's official communication purposes.

**Signed**

Name \_\_\_\_\_signature\_\_\_\_\_

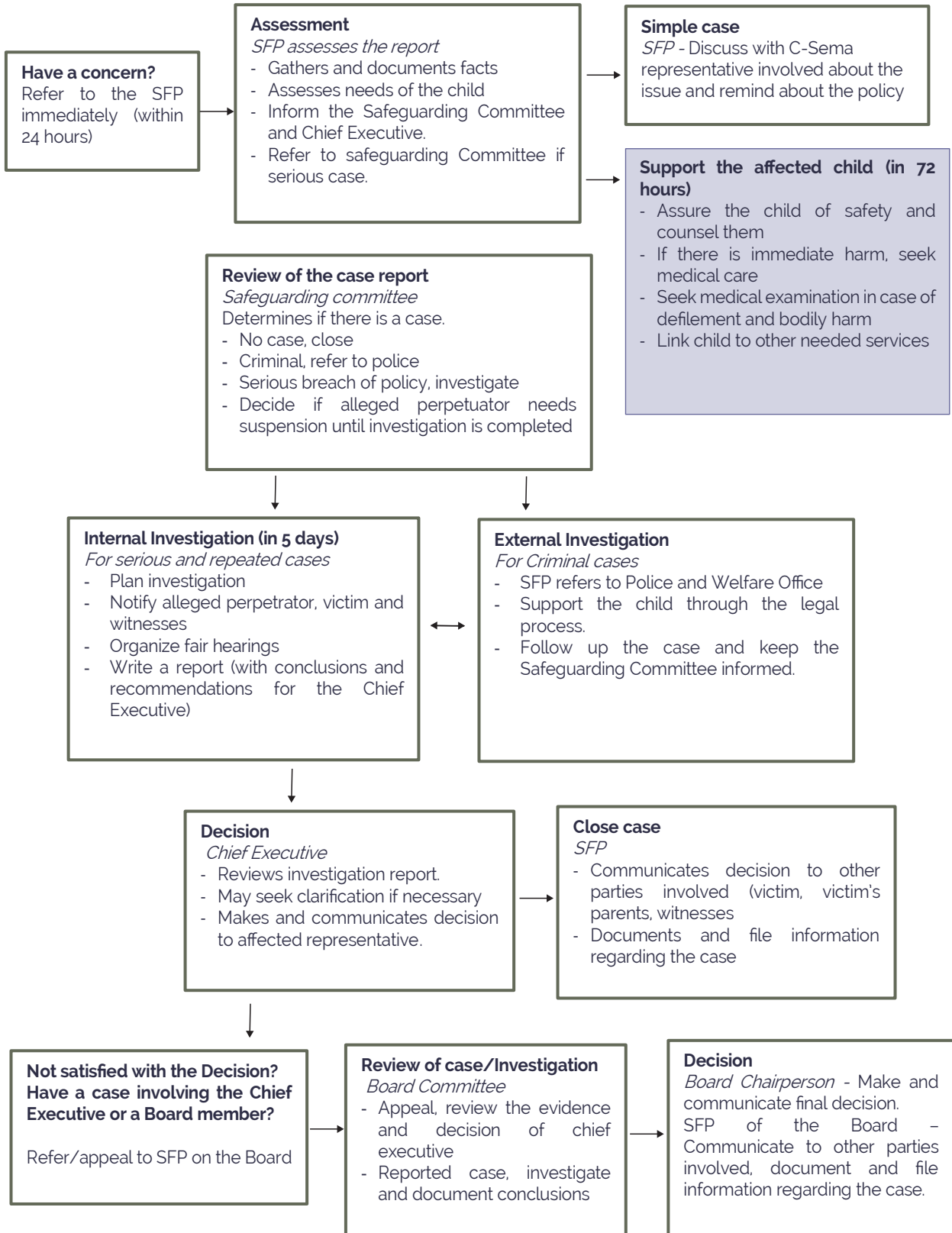
Location \_\_\_\_\_Date\_\_\_\_\_

Witnessed by (on behalf of C-Sema):

Name\_\_\_\_\_signature\_\_\_\_\_Date\_\_\_\_\_



# Appendix 5: Incident Management Flow Chart





# C-SEMA

For more information visit our website:  
[www.sematanzania.org](http://www.sematanzania.org)