TO LIVE IN H.O.P.E
CHILD AND VULNERABLE ADULT SAFEGUARDING POLICY

Policy owner	Chief Executive Officer / Designated Safeguarding Lead
Approval	Board of Trustees
Version	Revised 2026
Effective date	On approval by the Board of Trustees
Review date	January 2027
Applies to	Trustees, staff, volunteers, visitors, contractors, partners and representatives

Safeguarding commitment
To Live in H.O.P.E has zero tolerance for abuse, neglect, exploitation and harm. Safeguarding is everyone's responsibility.

Approved by the Board of Trustees

Name: DAVID MANNERS Signature: D. Manners Date: 22/09/2026

Name: John Rose Signature: John Rose Date: 21/09/2026

A. Document control

Version	Date	Status	Summary of change
2023	January 2023	Approved	Original policy approved
2024	January 2024	Approved	Annual review
2025	January 2025	Approved	Annual review
2026	September 2026	Approved	Full rewrite, including safeguarding culture, accountability, serious incident reporting and separate reporting form

B. Key contacts

Location	Designated Safeguarding Lead	Contact
United Kingdom	Jayne Bristow, Chief Executive Officer	Jayne.Bristow@toliveinhope.org

Ghana	Maxwell Donkor, Ghana Safeguarding Lead / Ghana Project Director	Maxwell.donkor@toliveinhope.org
United Kingdom	David Manners, Chair of Trustees	David.manners@sumillion.com

Immediate danger
If a child or vulnerable adult is in immediate danger, contact the appropriate local emergency or statutory authority first, then inform a Designated Safeguarding Lead as soon as it is safe to do so.

1. Policy statement

To Live in H.O.P.E is committed to safeguarding and promoting the welfare, dignity and rights of all children and vulnerable adults. Every child and vulnerable adult has the right to protection from abuse, neglect, exploitation and harm, regardless of age, disability, gender, race, religion, nationality, social background or circumstance.

The charity takes a zero-tolerance approach to abuse and exploitation and will take all reasonable steps to protect people who come into contact with its representatives. Safeguarding is everyone's responsibility.

2. Purpose

This policy sets standards and procedures to protect children and vulnerable adults, promote a safeguarding culture, define boundaries, provide clear reporting and response procedures, plan safe visits and activities, support safer recruitment and protect dignity, privacy and reputation.

3. Scope

This policy applies to all trustees, employees, volunteers, contractors, consultants, project partners, photographers, media representatives, content creators, international volunteers, visitors and anyone acting for or representing To Live in H.O.P.E.

Compliance is a condition of involvement. Breaches may result in removal, termination, disciplinary action or referral to trustees or an appropriate authority.

4. Nature of our work

To Live in H.O.P.E is an international development charity working primarily in rural Ghana across education, libraries, water and sanitation, community development, vocational training, environmental initiatives, women's empowerment and digital inclusion.

The charity does not directly provide childcare or operate residential children's services. Representatives may nevertheless encounter children and vulnerable adults during project activity, and all contact must be safe, appropriate, necessary and properly supervised.

5. Definitions

Child: any person under 18.

Vulnerable adult / adult at risk: a person aged 18 or over who may be unable to protect themselves from abuse, neglect, harm or exploitation.

Safeguarding: preventing harm, protecting people from abuse and exploitation, and responding appropriately to concerns.

Representative: any trustee, employee, volunteer, visitor, contractor, partner, photographer, content creator or other person acting for or associated with the charity.

6. Safeguarding principles

To Live in H.O.P.E will put welfare first; respect dignity, choice, privacy and the right to be heard; take concerns seriously; act without avoidable delay; manage risk; share sensitive information only where necessary; apply standards consistently in the UK and Ghana; and never allow culture or custom to excuse harm.

7. Governance, roles and responsibilities

7.1 Board of Trustees

- Maintain oversight of safeguarding governance and organisational risk.
- Approve and review this policy at least annually.
- Ensure safeguarding leads have authority and support.
- Receive appropriate reports about serious incidents and actions taken.
- Ensure that potential serious incidents are assessed promptly and, where the reporting threshold is met, reported to the Charity Commission and any other relevant authority. The trustees retain ultimate responsibility for serious incident reporting, even where preparation or submission of the report is delegated.

7.2 Designated Safeguarding Leads

The Charity's Designated Safeguarding Lead is Jayne Bristow. The Charity's Ghana Safeguarding Lead is Maxwell Donkor. Concerns should be reported without delay. Where a concern relates to either lead, it must be escalated to David Manners, Chair of Trustees.

- Provide safeguarding advice and receive concerns.
- Assess immediate safety and decide on proportionate action.
- Seek specialist, legal or statutory advice where necessary.
- Maintain secure records of reports, decisions and outcomes.
- Escalate serious matters as appropriate.
- Review lessons learned and recommend improvements.

7.3 All representatives

- Read, understand and follow this policy and the Code of Conduct.
- Complete appropriate induction or training.
- Maintain professional boundaries.
- Report all concerns and observed breaches immediately.
- Cooperate with safeguarding action and preserve confidentiality.

8. Safeguarding culture, accountability and learning

To Live in H.O.P.E is committed to a safeguarding culture that prioritises welfare, dignity and safety above organisational reputation or status.

- Apply standards consistently to trustees, staff, volunteers, visitors, consultants, partners, contractors, influencers, donors and other representatives.
- Manage concerns about senior leaders, trustees or people in authority in the same way as any other concern.
- Enable concerns to be raised without retaliation, victimisation or disadvantage.
- Respond promptly, fairly and proportionately.

- Prioritise the safety and wellbeing of those affected.
- Review incidents, concerns and near misses to identify learning.
- Improve continuously through policy review, training, supervision and feedback.

9. Code of conduct and professional boundaries

All representatives must treat children, vulnerable adults and community members with dignity and respect, act as positive role models and carry out only authorised activities.

Representatives must never:

- Abuse, exploit, humiliate, threaten, discriminate against or deliberately place a person at risk.
- Use trust, status, money, gifts or assistance for personal benefit or influence.
- Engage in grooming, coercive, exploitative or inappropriate relationships.
- Use physical punishment or degrading treatment.
- Invite a child into private accommodation or arrange private or unsupervised contact.
- Exchange personal contact details or communicate privately with a child.
- Give cash or significant personal gifts without authorisation and accountability.
- Use alcohol or drugs in a way that impairs judgement during project duties.
- Ignore or conceal a safeguarding concern or policy breach.

10. Supervision during visits and activities

Children must remain under authorised adult supervision.

Visitors and volunteers must be accompanied when activities involve children.

One-to-one meetings with children are not permitted.

International volunteers must not undertake unsupervised teaching, care, mentoring or transport.

A child must not be transported alone except in a genuine emergency, which must be reported.

Visits must be risk assessed for location, supervision, transport, photography, digital contact and additional needs.

11. Safer recruitment, selection and vetting

Use proportionate role descriptions, suitability discussions, identity checks and references.

Use DBS checks in the UK where eligible and appropriate, and locally available equivalents in Ghana where appropriate.

Use safeguarding declarations, induction, supervision and recorded risk decisions.

No check replaces supervision, training, clear boundaries and prompt reporting.

12. Volunteers, visitors, partners and contractors

Receive safeguarding information before participation or travel.

Have a named contact and clear supervision arrangements.

Work only within the agreed activity plan.

Follow photography, online safety, transport and contact rules.

Report concerns immediately and sign the safeguarding declaration where required.

13. Photography, filming, stories and media

Protect dignity, privacy, safety and reputation.

Obtain informed consent and explain purpose and intended use.

Use authorised devices and secure storage where possible.

Do not publish identifying combinations of a child's name, school, location or circumstances without specific authorisation following assessment.

Do not create or use degrading, exploitative, intrusive, sensationalised or compromising content.

Do not use charity images for unauthorised personal or commercial purposes.

14. Online safety and digital communications

Use approved channels where practicable.

Do not privately message, follow, friend or contact children through personal accounts.

Authorised online interaction must be transparent and monitored.

Do not share personal data or live locations that could expose someone to harm.

Report inappropriate contact, content, grooming concerns or accidental disclosure immediately.

15. Training, induction and risk assessment

Provide safeguarding information and training appropriate to role.

Brief volunteers and visitors before project activity or travel.

Apply additional training, checks or supervision to higher-risk activities.

Consider safeguarding risk during planning, visits, transport, media activity and partnerships.

16. Recognising and reporting concerns

A concern may arise from something observed, heard, disclosed or suspected. Representatives do not need proof before reporting.

Report immediately through the section 7.2 escalation route. If there is immediate danger, contact the appropriate emergency or statutory authority first.

17. Responding to a disclosure

Listen carefully, stay calm, take the person seriously, explain necessary information sharing, record facts and report promptly.

Do not promise complete confidentiality, investigate, confront, ask leading questions, express blame or delay reporting.

18. Recording a concern

Records must be factual, dated and signed, and include relevant names, safety needs, what happened, dates, locations, witnesses, action taken and reporting details. Submit records securely to the appropriate safeguarding lead.

19. Responding to reports and allegations

Assess immediate safety, secure accurate records, decide on referral or escalation, take proportionate protective action, support those affected and review learning.

The charity will not conduct an internal investigation that could prejudice a police, statutory or regulatory process.

Decisions about referrals and regulatory reporting, including a decision not to make an external report, must be recorded with the reasons for the decision.

20. Concerns about staff, volunteers or representatives

Any allegation or concern must be reported immediately regardless of the person's seniority, role, relationship to the charity or perceived credibility. Temporary protective measures may be taken without implying a final conclusion.

21. Confidentiality, information sharing and records

Share safeguarding information only with those who need it for protection, legal or regulatory duties, or an authorised process.

Confidentiality must not be used to withhold a concern.

Keep records accurate, secure, access-restricted and appropriately retained.

22. Whistleblowing and escalation

Anyone raising a genuine concern in good faith will be supported and must not be victimised or disadvantaged. Concerns about handling may be escalated to the Chair, trustees or an appropriate external body.

23. Support and non-retaliation

Where appropriate and within capacity, the charity will help a person affected to access suitable support, informed by the person’s wishes and best interests, immediate safety and legal duties.

24. Breaches of this policy

A breach may result in removal, disciplinary action, termination of a contract, placement or partnership, or referral to authorities. Concealment, retaliation and misuse of information will be treated seriously.

25. Monitoring and review

Trustees will review this policy annually and sooner following a significant incident, change in activity, law or guidance, or learning indicating that controls should improve.

Appendix 1: Safeguarding declaration

I confirm that I have read and understood the To Live in H.O.P.E Child and Vulnerable Adult Safeguarding Policy. I agree to follow the policy and Code of Conduct, maintain professional boundaries, comply with supervision, photography, media, transport and online communication requirements, report concerns immediately, and treat people with dignity and respect.

Full name	
Role / organisation	
Signature	
Date	
Safeguarding briefing completed by / date	

Appendix 2: Safeguarding concern reporting form

All safeguarding concerns must be recorded using the charity's separate Safeguarding Concern Reporting Form.

The form is available from the UK Designated Safeguarding Lead or the Ghana Safeguarding Lead and must be completed as soon as possible after a concern, disclosure, allegation or incident arises.

The person completing the form must:

- Record facts rather than assumptions or personal opinions.
- Use the person's own words wherever possible.
- Sign and date the record.
- Submit it securely to the appropriate Designated Safeguarding Lead without delay.
- Not retain copies on a personal device, personal email account or unauthorised storage system.

Do not delay reporting
The absence or unavailability of the form must never delay the reporting of a safeguarding concern. A concern should first be reported immediately, with the formal record completed as soon as possible afterwards.