

Safeguarding Policy

1. Introduction

- I. Motivation MCT Africa is committed to the prevention of all forms of abuse and effectively responding to all safeguarding concerns or allegations that come to our attention.

2. Scope

- I. This policy applies to all employees everywhere, including full and part time, and to temporary staff, contractors, volunteers, interns, trustees, consultants and trainers. It also includes (but is not limited to) all those who visit partners' programmes in the name of Motivation MCT Africa, such as patrons, donors, corporate sponsors, celebrities, journalists, supporters.
- II. All the individuals cited above will be expected to read this policy and sign its commitment to follow its principles and procedures.

3. Purpose

- I. This policy promotes safeguarding as a key priority across all of Motivation MCT Africa's work and ensures roles, responsibilities and reporting mechanisms are clearly understood and effective. It enables staff, management and trustees to fulfil their duty of care, and to take all reasonable steps to safeguard the people participating in Motivation MCT Africa's programmes and activities (particularly children and at-risk adults) and protect them from abuse, exploitation and neglect. It also ensures all necessary steps are taken to protect and maintain the wellbeing of staff members, volunteers and all others who come into contact with the organisation.

4. Policy Linkages

- I. This policy should be read in conjunction with the following policies, which can be found on the Motivation MCT Africa's homepage:
 - Anti-bullying and harassment policy
 - Code of conduct
 - Informed consent
 - Disciplinary policy and procedure
 - Whistle-blowing policy

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- II. The policy does not cover:
 - Sexual harassment in the workplace – this is dealt with under Motivation MCT Africa's Anti-bullying and harassment policy.

5. What do we mean by Safeguarding?

- I. The term 'safeguarding' is used to describe the responsibility of organisations to make sure their staff, operations, and programmes do no harm to the people who come into contact with the organisation, nor expose them to abuse or exploitation.
- II. Abuse can mean any violation of an individual's human or civil rights by another person, through sexual exploitation, abuse or harassment, or any other forms of violence, exploitation and abuse, such as bullying, psychological abuse, physical violence or neglect. Harm may be caused by someone abusing a position of power – but it may also occur as an unintended consequence of the project design or implementation. See Appendix 2. Definition of terms.

6. Statement of Commitment and Terms

- I. Motivation MCT Africa is committed to ensuring the safety and protection of everyone we work with. Protecting children, young people and adults at risk is central to achieving our goal of improving the inclusion of disabled people wherever we work.
- II. Motivation MCT Africa takes a zero-tolerance approach to all forms of abuse, including sexual exploitation, bullying and harassment. Implementation of a robust safeguarding policy and practice is key to Motivation MCT Africa's values: we are inclusive, we are empowering, we are inventive, and we are honest.
- III. We recognise that disabled people can be at increased risk of experiencing abuse. We support and equip disabled people to have control over their decision-making, and greater potential to participate fully in their communities and support their families.
- IV. We are committed to a rights-based approach to disability, underpinned by the United Nations Convention on the Rights of Persons with Disabilities. Article 16 of the Convention requires that all appropriate measures to be taken to prevent all forms of exploitation, violence and abuse against disabled people, including through the provision of information on how to recognise and report instances of exploitation, violence and abuse. The Convention further requires all appropriate measures to be taken to aid the recovery,

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rehabilitation and social reintegration of disabled people who become victims/survivors of any form of exploitation, violence or abuse.

7. International Principals and Standards

- I. Motivation MCT Africa expects to meet the standards in safeguarding required by relevant legislation, regulatory authorities, donor contracts and best practice guidance. We adhere to international principles and standards covering protection from sexual exploitation and abuse, as follows:
 - [Inter-Agency Standing Committee \(IASC\) six core principles relating to sexual exploitation and abuse](#), which are covered in Motivation MCT Africa's Safeguarding Behaviours Code (See Appendix 1).
 - the [IASC Minimum Operating Standards on PSEA](#).
- II. The risk of falling short of minimum standards is mitigated as far as possible by ensuring that appropriate policies and working practices are regularly reviewed and improved and that staff are adequately experienced and trained to manage this. Where necessary, external advice is sought to supplement internal expertise.

8. Working with International Partners

- I. We recognise that our partners are best placed to address the risks of harm that exist within children and adults at risk's own communities.
- II. We expect all partners to have their own safeguarding policies and procedures, which reflect their local context and legal framework.
- III. We expect partners to report all safeguarding incidents to Motivation MCT Africa.
- IV. Due diligence in the selection of partners takes the form of an organisational capacity assessment which includes a section on the organisation's safeguarding policies and practices. Following the assessment, an action plan is agreed with the partner to address any identified gaps.
- V. Where partners do not have their own appropriate safeguarding policies and procedures, we will seek to support them to develop them. Until they are in place, partners are required to follow Motivation MCT Africa's safeguarding policy and procedures.
- VI. Every Motivation MCT Africa project has its own project-level risk register. These are reviewed quarterly and changes to risks at project level are considered as part of these quarterly reviews.

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- VII. Partners are required to raise awareness of the project participants on the behaviour they can expect from the partner's staff, and how project participants can report any incident or concern. Partners are expected to produce and disseminate communications materials about safeguarding in appropriate language and media.
- VIII. Motivation MCT Africa reports safeguarding incidents in its projects to donors where they require it, and serious incidents to the Charity Commission, as a legal obligation.
- IX. Motivation MCT Africa's programme teams and projects map referral pathways for services – medical, psychosocial and legal - that may be needed by victims/survivors in safeguarding cases, to enable us to make prompt and effective referrals when required. Consideration is given to any barriers which might make it more difficult for people with different disabilities to access these services.
- X. As outlined in our partnership MOUs, in the event of persistent poor practice or failure to address concerns raised, Motivation MCT Africa may decide to terminate the partnership. However, we will always aim to work alongside partners to improve practice and address concerns before considering a termination of the partnership.

9. Motivation MCT Africa's Roles and Responsibilities

Role	Responsibility
All employees of Motivation MCT Africa	- Familiarise themselves with and follow this policy. - Sign and agree to observe Appendix 1. Motivation MCT Africa's safeguarding behaviour code. - Report any safeguarding concerns. - Contribute to building and maintaining a safe environment for all who come in to contact with Motivation MCT Africa, free from abuse, exploitation, or harassment. - Undertake mandatory annual refresher training.
Keeping people safe group	All programme teams and the Africa team have a safeguarding lead/focal point who represents their team on the keeping people safe group. These members are as follows: Jacob Kitiyo (Africa programmes) Charles Kanyi (Kenya) Herbert Omoding (Uganda) John Namalomba (Malawi) Jacob lead on safeguarding programme design and implementation in Africa .

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	- Country and team representatives are focal points for their teams to channel information, learning and first point of access for help and guidance. The group will: - Monitor developments in safeguarding policy and practice in the international development sector. - Develop, implement and monitor an Keeping People Safe Team action log. - Monitor mandatory provision for training staff (inductions/refreshers). - Ensure staff have criminal checks (if required for their role).
Designated safeguarding leads	- These are representatives from the 'Keeping People Safe Team who receive the incident reports. - The members are currently as follows, John ,Herbert Jacob Kitiyo. - Once an incident report is received this group meets and agrees a lead and next steps with each reported incident. - The lead will be responsible for recording and reporting on actions taken.
Leadership team	- Create and maintain a positive organisational culture for safeguarding and a safe environment for all who come into contact with Motivation MCT Africa. - Identify and mitigate safeguarding and organisational risks. - Receive and deal with reports of all serious concerns/incidents. - Set strategic safeguarding objectives. - Ensure appropriate safeguarding training is delivered. - Be accountable to the Board, donors and Charity Commission for the management of safeguarding in the organisation. - Report to the Board quarterly on safeguarding. - Submit a reviewed version of this policy to the Board for approval annually. - Set strategic safeguarding objectives.
Board of Directors	- Sign and agree to Appendix 3. Motivation MCT Africa Trustee safeguarding commitment statement. - Ensure Motivation MCT Africa has appropriate safeguarding policy and procedures in place. - Regularly review these to ensure they are fit for purpose. - Ensure that there is always a Trustee appointed to act as the Board focal point on safeguarding.

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	• Review the safeguarding risks in the Motivation MCT Africa organisational risk register. • Protect volunteers and staff • Consider how to improve safeguarding procedures and culture in Motivation MCT Africa. • Ensure that everyone involved with Motivation MCT Africa knows how to recognise and report a safeguarding concern. • Ensure timely reporting of safeguarding serious incidents to the Charity Commission and to donors as required.
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10. Recruitment and Onboarding of New Staff

- I. All our job advertisements include a statement on Motivation MCT Africa's commitment to safeguarding.
- II. Every job description refers to staff safeguarding responsibilities.
- III. All job interviews explore the candidates' understanding of, and attitude to, safeguarding.
- IV. As part of the screening process, candidates will be expected to declare if they have been involved in any incidents related to sexual misconduct and give their consent to the disclosure of any such information by former employers as part of the reference checking process.
- V. At least two references are obtained, and the reference form includes questions on the candidate's conduct and behaviour. Enquiries are made about any gaps in a candidate's work history.
- VI. All posts have probationary periods of a minimum of six months, giving a further opportunity to identify any safeguarding risks not identified during the recruitment process.
- VII. New employees, volunteers and interns receive an induction on safeguarding. This induction covers what safeguarding is and why it is important, introduces the relevant Motivation MCT Africa policies and procedures, sets out the organisation's expectations under the policy, and explains how to report a safeguarding concern.

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- VIII. The Motivation MCT Africa Keeping People Safe Team meets monthly to discuss safeguarding incidents and ways of working better. The Team consists of the Africa Regional Director/focal point members of staff in Africa .
- IX. Board receive and review reporting on safeguarding at every Board meeting. Motivation MCT Africa's safeguarding policy is reviewed annually, the final step in the review process being approval of the updated version by the Board.
- X. Breaches of the policy will result in disciplinary action, up to and including dismissal
- XI. Possible breaches of the law may be reported to statutory services.

11. Risk Management

- I. Assessing and monitoring risk is key to ensuring the best preventative measures are in place. Motivation MCT Africa has an organisational risk register, with owners assigned to each risk. Prevention and mitigating actions are identified, and their implementation monitored. The register includes safeguarding risks. Assessment of safeguarding risks takes into consideration that many of our project participants are disabled people, and some of these may be at a higher risk of experiencing abuse or exploitation.

12. Training

- I. All new Motivation MCT Africa employees, volunteers, interns and Trustees are required to complete safeguarding training during their induction period. We seek to continuously improve the overall level of knowledge about safeguarding in the organisation, through annual refresher training for all staff, volunteers, interns and Trustees.

13. Reporting of Safeguarding Incidents

- I. Motivation MCT Africa is committed to providing confidential and accessible channels through which a safeguarding concern can be raised. A report can be about any incident or concern that may breach this safeguarding policy or any of the linked policies, or in any other way suggests that contact with Motivation MCT Africa's programmes, operations, employees or other representatives may have caused harm or that someone may have been harassed or bullied.

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II. Anyone can make a report. They may have witnessed an incident or behaviour, or been told by someone else, or observed or heard something that has worried them. Any concern or suspicion of misconduct should be reported. It is not necessary for them to come with proof or evidence. The person making the report should not try to conduct an investigation or make enquiries themselves.

III. Reports can be made by to;
[Contact - Concern or Complaint - Motivation MCT Africa](#)

- Via Motivation MCT Africa's Homepage on Teams
- In person
- Staff can also refer to our referral pathways (Appendix 6)

Reports will only be read by designated safeguarding leads in the Keeping People Safe Team.

- If the concern relates to a designated safeguarding lead, send the report to: Motivation Africa Regional Director
- If the concern relates to Motivation MCT Africa's Director , send the report to: Motivation MCT Africa's Board

IV. Motivation MCT Africa staff, volunteers and interns are obliged to report any incident or concern, as a priority. They can use the above channels, or report directly to the safeguarding focal point or Head of/ Africa Regional Director. Employees, volunteers and interns receive training on the safeguarding reporting mechanism as part of their safeguarding inductions and their annual refresher training. All safeguarding focal points are available to answer questions and provide guidance to employees and other Motivation MCT Africa representatives.

14. Managing Reports

- I. Motivation MCT Africa is committed to dealing with reports in a sensitive and non-discriminatory manner, respecting confidentiality, sharing information only with those who need to know and in line with data protection regulations. Reports are received by the Leadership Team, Director and Board are informed. We endeavour to deal with reports in a clear and transparent way. Reports are acknowledged within five days, and the person making the report is kept updated as far as confidentiality and data protection rules allow.
- II. Risks are assessed, and the safety and well-being of all concerned are prioritised. Steps are taken as necessary to protect the person who has raised the report from reprisals. Interference before, during or after the investigation of a report, including intimidation or reprisals, is treated as a disciplinary

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matter for the person responsible.

- III. For more support on managing reports from children see the guidance in Appendix 4.

15. Legal and Contractual Obligations to Report Safeguarding

- I. Where donors require reporting of safeguarding cases, Motivation MCT Africa meets its contractual obligations whilst protecting the identity of those involved in an incident. Motivation MCT Africa's Board meets its legal obligation to report serious incidents, including safeguarding incidents. A register of safeguarding reports is kept, and with limited access, to track the process of dealing with cases and to support our learning and accountability. The register captures key decisions taken by the Board and the lead handler for each report.

16. Referral of Reports Relating to Protection Concerns

- I. From time to time, reports are received about abuse or exploitation by an individual who represents another organisation or party (such as intimate partner or family member). In such cases, attempts are made to find out the correct channel to report the issue and to advise the person bringing the report accordingly. Where appropriate, we also share information with that person on legal assistance and other support available.

17. Responding to Events - Investigations

- I. If an allegation or incident which relates to Motivation MCT Africa staff member or representative requires investigation, this is conducted following the CHS Alliance Sexual Exploitation, Abuse and Harassment Investigation Guide.
<https://www.chsalliance.org/get-support/resource/sexual-exploitation-abuse-and-harassment-seah-investigation-guide/>
 Investigations are overseen by a Keeping People Safe Team led by Motivation MCT Africa's Director. External consultancy expertise is brought in where needed, particularly in complex and/or serious cases.
- II. We assess the needs of the reporter of the incident, anyone involved who might be at risk, witnesses, the subject of the concern/complaint, and any other staff.

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- III. We are committed to reporting alleged incidents of abuse or exploitation that involve a criminal aspect to the appropriate law enforcement agency, where it is safe to do so and, where possible, is in accordance with the wishes of the victim/survivor.
- IV. Where an employee of Motivation MCT Africa is found to have behaved in a way which contravenes our Safeguarding Behaviour Code, disciplinary action will be taken, up to and including dismissal.

18. Survivor Centred Approach

- I. We inform the victim/survivor of our intention to investigate a case and seek their informed consent regarding their participation in the process. We respect their right to privacy and agree with them in advance the extent to which their information can be used and/or disclosed. We consult them on aspects of the investigation that may affect them.
- II. The principles of respect and non-discrimination underlie our approach, and the potential impacts on the individual's safety and well-being are considered as part of the risk assessment. We are mindful that our survivor-centred approach must not interfere with the right of anyone accused of a safeguarding breach to a fair hearing, nor prevent us from taking action where an individual's behaviour poses a risk of harm to others.

19. Learning and Improvement

- I. Following the closure of incidents, the keeping people safe team and other relevant staff and representatives conduct a lesson-learning review and adjust policies and procedures as needed. A register of reports is kept and is reviewed by the Leadership Team on at least an annual basis for additional learning and reflection.

20. Review and Updates

- I. This policy will be reviewed annually and updated as necessary to ensure it remains effective and compliant with current laws and best practices.

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Appendix 1 - Motivation MCT Africa Safeguarding Behaviour Code

This appendix describes the expected standards of everyone who is bound by this policy.

It is designed to create a culture of safeguarding best practice within Motivation MCT Africa and is not exhaustive, but rather gives guidelines of acceptable behaviour and should be interpreted with common sense.

Adherence to this behaviour code is mandatory for all Motivation MCT Africa representatives. Any violation of this will result in disciplinary procedures that may include legal action or termination of contracts, where necessary.

I **(please insert name)** acknowledge that I have read and understand Motivation MCT Africa's Safeguarding Policy (2024). By signing this document, I agree:

- to comply with the Safeguarding Policy of Motivation MCT Africa.
- to be responsible for observing the Safeguarding Behaviour Code.

In this respect I will:

- Be committed to creating a culture of openness, safety and mutual accountability in the workplace and the organisation as a whole.
- Adhere to the principles of the Universal Declaration of Human Rights and the UN Convention on the Rights of Persons with Disabilities, by respecting the inherent dignity, individual autonomy and independence of persons; non-discrimination, promoting full and effective participation and inclusion of persons in society; and respect for differences and acceptance of persons with disabilities as part of human diversity and humanity.
- Adhere to children's and adults' consent decisions for taking photographs, filming or writing reports for reporting or public relations work.
- Protect and handle personal data of children and adults with care.
- Notify my Safeguarding Focal Point as soon as possible about any concerns, allegations and incidents of abuse, neglect or exploitation regarding Motivation MCT Africa or our partners' staff, representatives, programmes or operations.
- Comply with any safeguarding investigation (including interviews) and make available any necessary information.

I will never:

- Act in ways that may be abusive or place an child or adult at risk of abuse.
- Develop relationships with children or adults at risk that could in any way be deemed exploitative or abusive.

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- Engage in sexual activity or have a sexual relationship with a child under the age of 18.
- Engage in sexual activity or have an intimate relationship with an adult participant in Motivation MCT Africa's programmes, because of the inherently unequal power dynamics.
- Condone or participate in behaviour with children or adults that is illegal, unsafe or abusive.
- Exploit children or adults for their labour or for sexual purposes (for example, prostitution or trafficking).
- Use any computers, mobile phones, video cameras, cameras or social media to exploit or harass children or adults, or access child exploitation material through any medium.

Office/Location	
Date	
Name	
Signature	

Note: If you are unsure whether an action, activity or behaviour may violate the Safeguarding Policy or Safeguarding behaviour code, please seek guidance from your Safeguarding Focal Person.

Appendix 2 – Definition of Terms

Abuse: A violation of an individual's human and civil rights by any other person.

Emotional abuse: Deliberately causing mental or emotional pain. Examples include intimidation, coercion, ridiculing, harassment, isolating a person from family and friends, use of silence to control behaviour, and yelling or swearing which results in mental distress.

Harassment: Unwanted or unwelcome words, actions, or behaviours that create an intimidating, hostile, degrading, humiliating, or offensive environment for an individual or group of people. This includes hate speech, which is abusive or threatening speech or writing that expresses prejudice against a particular group, especially on the basis of race, gender, religion or sexual orientation.

Neglect: Neglect occurs when a person, through their action or inaction, deprives someone of the care necessary to maintain their physical or mental health. Examples include not providing basic items such as food, water, clothing, a safe place to live, medicine, or health care.

Physical abuse: Intentional bodily injury. Some examples include slapping, pinching, choking, kicking, shoving, or inappropriately using drugs or physical restraints.

Sexual abuse: The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual exploitation: Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual harassment is defined as the behaviour, which occurs when the person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person, or the person engages in other unwelcome conduct of a sexual nature in relation to the other person, and a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated, or intimidated.

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Appendix 3 – Motivation MCT Africa’s Trustees Safeguarding Commitment Statement

The Trustees and senior leaders of Motivation MCT Africa affirm that it is our mission to build an organisational culture that is true to our values and ambitions, a culture where we respect and safeguard the rights and dignity of all who encounter our organisation. This includes our staff members, supporters, trustees, partners, volunteers, beneficiaries, service users and community members.

Safeguarding is the responsibility of us all, wherever we work or whatever our role. As leaders of the organisation, we are determined to play our part.

We are mindful that with the privilege and opportunities that come from working with disabled people, carers and their families, there come certain responsibilities which we take seriously, and which mean that we have to:

1. Do our best to ensure that in all the work that we do, we provide a safe and trusted environment for programme participants, staff, volunteers and everyone else Motivation MCT Africa comes into contact with;
2. Work to ensure an organisational culture that prioritises safeguarding and people protection, so that it is safe for those affected to come forward and to disclose concerns, allegations and incidents with the assurance that they will be handled sensitively, confidentially and appropriately;
3. Commit to ongoing learning and reflection to continuously improve policies, procedures and practices and ensure that safeguarding and people protection is integrated into risk management, budgets, the planning and implementation of programming and fundraising;
4. Have adequate policies, procedures and measures in place to prevent harm being caused by Motivation MCT Africa and our partners and that these are shared and understood;
5. Ensure that concerns, allegations, incidents and complaints are handled appropriately and prioritise the dignity of victims and survivors;
6. Hold those who have caused harm or pose a risk to account through appropriate disciplinary processes and/or external reporting to relevant authorities where it is safe and appropriate to do so;
7. Ensure appropriate transparency so that Motivation MCT Africa can be held accountable by regulators, donors and the public in respect of its management of safeguarding and people protection.

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I (please insert name) acknowledge that I have read and understand Motivation MCT Africa’s Safeguarding Policy (2024).

By signing this document, I agree to:

- Accept the responsibilities of this commitment statement
- Comply with the Safeguarding Policy of Motivation MCT Africa.
- Observe Motivation MCT Africa’s Safeguarding Behaviour Code.
- Agree to follow the legal responsibilities of the board

Name	
Date	
Signature	

Appendix 4 – Dealing with a Report from a Child

If a child reports a concern to you, you should:

- Reassure the child that they were right to report the behaviour;
- Explain that you must share the information with your designated safeguarding lead to protect their safety and that of other children, but that you will take into account how they wish the information to be shared;
- Ask them who they would feel comfortable talking to going forwards and if they would like you to remain with them during these conversations.
- If they are unable to identify any individual of trust who the child is willing to talk to directly, you must follow these steps:
 - Explain that you have to share the information they have provided to keep them and other children safe.
 - Listen carefully and calmly to them. Ask open questions and be careful to not influence what they are saying by asking leading questions.
 - Clarify your understanding throughout so that you will be able to later report the incident correctly. Accuracy is paramount in this stage of the procedure so, if necessary, repeat back to the child what you think they have said, to verify accuracy. However, try not to repeat the same questions to the child, as this gives the child the impression that they did not give correct information the first time and that they are not fully believed.
 - Ask the child what would help them feel safe. Include this within any discussion with the partner organisation and together, take proper steps to ensure the safety of the child.
 - The safeguarding lead will talk this through with the partner and determine a course of action.

Remember it is NOT your responsibility to investigate or take further actions regarding the information you have been given. Simply record and report the incident as a priority, and the designated safeguarding leads will deal with all reports promptly and proportionately.

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Appendix 5 – Incident Report Form

Use this form to provide details of the incident. Be specific and include factual statements, not speculation or assumptions.

Submit this form to: info@motivationafrica.org

Reports will only be read by designated safeguarding leads. Peter Mbuguah or Jacob Kitiyo

If the concern relates to a designated safeguarding lead, send the report directly to:
Motivation MCT Africa's Board

Date of incident	
Time of incident	
Location of incident	
Who was affected / involved? (Name, age, role etc)	
What happened?	
What actions, if any, have been taken?	
Report submitted by	
Date submitted	
Checked by	
Date checked	
Incident level assigned	
Reviewer comments / actions	

Appendix 6 – Referral Pathways

We have identified below external agencies in each of the countries in which we work to whom we might refer and report safeguarding incidents. These external agency contacts are also made available on Motivation MCT Africa's website in case visitors to our website or members of our stakeholder community may prefer to report safeguarding incidents directly.

Kenya

1. Children's Helpline
 - a. 116 – Childline Kenya hotline
 - b. +254 722 116116
 - c. 0800 223 344 – Missing child reporting
2. Counselling services
 - a. 1199 – Free tele counselling services.
3. Gender Based Violence Concerns
 - a. 1195 – National GBV Hotline
 - b. 1190 – GBV Counselling hotline
 - c. 1517 – UNHCR toll-free number
4. National Police Service
 - a. 999, 911 – Hotlines
 - b. 0800 722203 – Report suspicious activity
5. Ambulance Services
 - a. 999
 - b. +254 700 395395 – Kenya Red Cross/ E-plus

Malawi

1. Children's Helpline
 - a. 116 – Tithandizane National Child helpline
2. Abuse & Domestic Violence
 - a. 5600 – GBV crisis line
 - b. +265 999 399765 – Lifeline Malawi
3. Ambulance Services
 - a. 1188

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4. Police
 - a. 997 or 990 – Police hotline
 - b. 999 – Fire Department

Uganda

1. Children's Helpline
 - a. 116 – Child help line
2. Gender Based Violence Concerns
 - a. 0800199195 GBV hotline for Uganda Police
 - b. +256718642477 – Central Police Sexual offences
3. Counselling Services
 - a. 0800212121 – Suicide & Crisis line
 - b. 0800199499 – Youth & Parenting
 - c. +256785720795 – Alcohol & Substance Abuse
4. Police
 - a. 999, 911 – Hotlines
5. Ambulance Services
 - a. 118 or 132

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