

Annex 3 - WRAP – Accountability Framework

1. Introduction

Accountability is a fundamental principle underpinning the expectations and obligations of WRAP employees, its management, and its governance. This reflects an organisational culture of responsibility and transparency for its decisions and actions across all functions of the organisation.

2. Scope

This framework applies to all those with safeguarding responsibilities. This includes all staff and contracted staff, Designated Safeguarding Leads (DSLs) and managers at all levels, and the board of trustees, which holds ultimate accountability to the Charity Commission and WRAP's donors.

3. Safeguarding accountability

Accountability is the relationship between NGOs and their regulatory bodies and donors. It reflects a set of obligations by NGOs to report and to be held accountable.

WRAP delivers services directly as well as through partners. It ensures that clear lines of reporting and accountability are in place from partners to WRAP, that safeguarding incidents are appropriately dealt with and that the procedures set out in WRAP's Safeguarding Framework are followed.

4. Accountability at WRAP

4.1. Board Level

WRAP is a registered charity with its own board of trustees which meets quarterly. The trustee board has appointed a lead trustee with responsibility for safeguarding. The role of the safeguarding lead trustee is to ensure that safeguarding is maintained as a priority for the board of trustees. (See Below). This includes the responsibility to ensure that all serious incidents are reported to the charity commission and donors. The Board of Trustees is accountable to the charity commission and donors. The board will also ensure the organisation's annual report, which is available to everyone through our website, will have a section on safeguarding.

4.1.1. Role of Safeguarding Lead Trustee

The board of trustees will have a designated safeguarding trustee. The role of the safeguarding trustee lead is:

- Consider the organisation's strategic plans and make sure they reflect safeguarding legislation, regulations specific to WRAP activities, statutory guidance, and the safeguarding expectations of the Charities Commission and its donors.
- Be responsible for all safeguarding governance, management and performance as guided by the Chair of the Board.
- Check the organisation's risk register reflects safeguarding risks properly and plans sensible measures to take, including relevant insurance for organisational liability.
- To ensure that safeguarding is maintained as a priority for the board of trustees.
- To ensure that safeguarding is a standing agenda item and safeguarding activity is included in management reports to the board.
- To ensure that the CEO and Designated Safeguarding Lead Implement WRAP's safeguarding policy.

- Oversee safeguarding allegations against staff or volunteers, together with CEO and designated safeguarding lead.
- To provide safeguarding supervision to the CEO.
- To ensure that a serious incident is reported reflecting WRAP's protocol to appropriate accountable bodies such as the Charities Commission, donors, and other relevant regulatory bodies.
- Be a point of contact for staff or volunteers if someone wishes to complain about a lack of action in relation to safeguarding concerns.
- Champion safeguarding throughout the organisation.
- Attend relevant safeguarding training events and conferences.
- Make sure there is an annual review of safeguarding policies and procedures and that this is reported to Board of Trustees.

4.2. Operational Level

At the operational level, the Chief Executive Officer (CEO) is responsible for ensuring a working environment and promoting a culture conducive to the implementation of WRAP's safeguarding policy framework.

The Designated Safeguarding Lead (DSL) is responsible for ensuring that partners are assessed in accordance with WRAP's Due Diligence Framework and have arrangements in place to fulfil their safeguarding obligations. The Designated Safeguarding Lead is accountable to the CEO at WRAP.

The DSL and/or CEO will report on safeguarding matters to the safeguarding lead trustee and the board. The CEO is accountable to the board of trustees and will keep the board fully informed of any safeguarding situation and will recommend the appropriate course of action in response to any reported incident. In addition, WRAP will report any serious incident and action taken to the charity commission and our donors. Any reviews of our safeguarding policy framework will be presented to the board of trustees for approval by the CEO.

4.2.1. The role of the CEO

- To ensure that the organisational culture is conducive to facilitate the implementation of the safeguarding framework.
- Be the accountable officer for the management of all safeguarding concerns and must be informed of complaints and allegations by the Designated Safeguarding Lead
- To include safeguarding activity in reports to the board.
- To provide supervision and support to the Designated Safeguarding Lead.

4.3. Managing Safeguarding

The Designated Safeguarding Lead (DSL) is responsible for managing all safeguarding reports made to WRAP. The DSL is also responsible for ensuring that WRAP is compliant with all safeguarding requirements along with facilitating training and awareness raising according to levels of responsibility. The DSL is accountable to the CEO.

4.3.1. The role of the Designated Safeguarding Lead (DSL)

The Designated Safeguarding Lead is appointed within WRAP to be the first point of contact for all safeguarding concerns.

The DSL will:

- Operate within WRAP's Safeguarding Policy guidelines.
- Report suspicions and allegations of child and adult safeguarding concerns to the statutory authorities in the UK.
- Create and maintain links with the statutory authorities and other relevant agencies and resource groups.
- Facilitate the provision of support to any victim making a report and to the person against whom an allegation has been made.
- Advise the CEO and, at his/her discretion, the allocated safeguarding trustee of a case or suspicion of abuse. In the case of serious incidents, the allocated safeguarding trustee must be informed of the details so to follow the appropriate protocol regarding reporting to the Charities Commission and donors.
- Advise on good safeguarding practice utilising guidance and resources from Charity Commission and UK and International lead agencies.
- Facilitate training on guidelines in Safeguarding to staff and volunteers.
- Maintain proper records on all cases referred to him/her in a secure and confidential manner.
- Keep up to date on current developments regarding provision, practice, support services, legal obligations/requirements, and policy. This will include attending mandatory safeguarding training.

The DSL reports to the CEO on a regular basis and keeps him/her informed on any safeguarding concerns which may arise in WRAP.

4.3.2. Safeguarding Focal Points

Key Responsibilities

- Be a first point of contact to refer safeguarding concerns or complaints and document all concerns.
- Discuss safeguarding concerns with the designated safeguarding lead and agree and support decisions for next steps.
- Signpost implementing partners to safeguarding resources and trainings.
- Facilitate support for survivors including referral to appropriate services.
- Support safeguarding risk assessments for partner due diligence where relevant.
- Ensure that WRAP's Safeguarding Framework, including reporting pathways for raising concerns, is visible for team members at country offices/workspaces being used.
- Meet with the Designated Safeguarding Officer to share specific safeguarding issues and highlight any support required.
- Maintain proper records on all cases referred to him/her in a secure and confidential manner.

5. Serious incident reporting

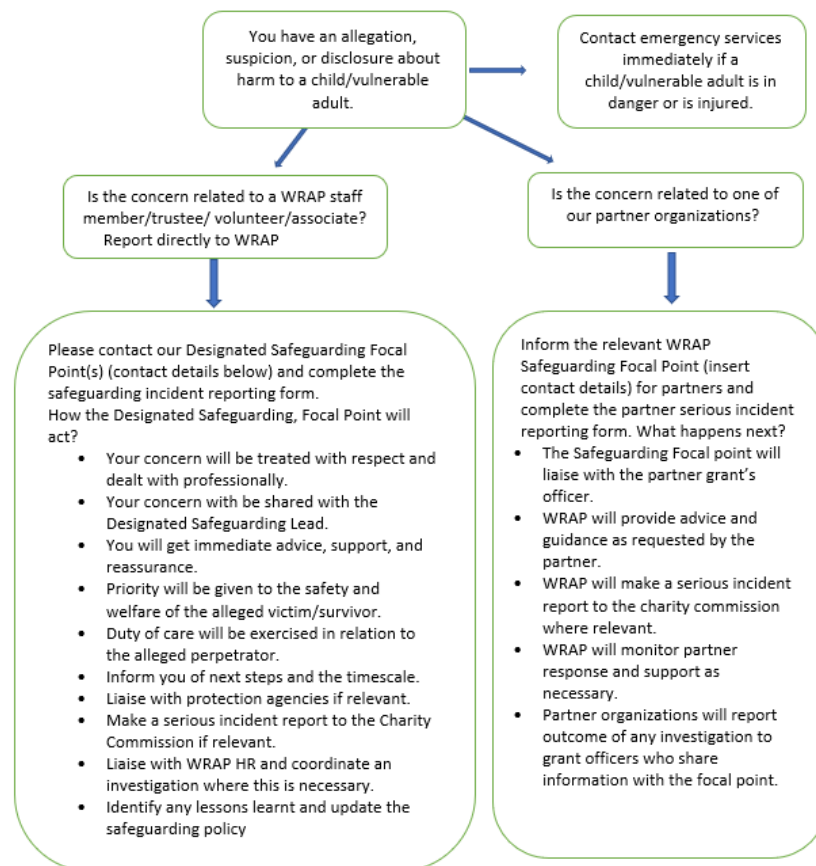
WRAP will make a report to the Charity Commission if any of the following things occur: -

- Recipients of services provided by or through WRAP (adults or children) have been, or alleged to have been, abused or mistreated while under the care of the charity, or by someone connected with the charity, for example a trustee, staff member.
- There has been an incident where someone has been abused or mistreated (alleged or actual) and this relates to the activities of the charity.
- There has been a breach of procedures or policies at the charity which has put beneficiaries at risk, including failure to carry out checks which would have identified that a person is disqualified in law, under safeguarding legislation, from working with children or adults.

Safeguarding involves both children and adults at risk. An incident of abuse or mistreatment includes neglect. For examples of incidents that should be reported please visit:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/752170/RSI_guidance_what_to_do_if_something_goes_wrong_Examples_table_deciding_what_to_report.pdf

6. WRAP Safeguarding Reporting Procedure



Designated safeguarding officers

Name	Role	Contact
Emmanuel Agyei	Designated Safeguarding Lead	Emmanuel.Agyei@wrap.org.uk
Anna Scott	Safeguarding Focal Point	anna.scott@wrap.org.uk
Gillian Ward-Stokes	Safeguarding Focal Point	gillian.ward-stokes@wrap.org.uk
Mike Falconer Hall	Safeguarding Focal Point	mike.falconerhall@wrap.org.uk
Emma Hallett	Safeguarding Focal Point	emma.hallett@wrap.org.uk
Pauline Vella	Safeguarding Focal Point	pauline.vella@wrap.org.uk