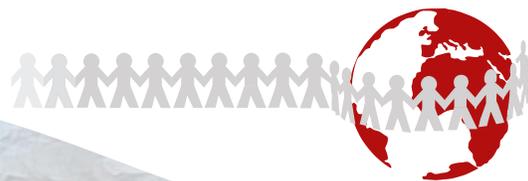


**act:onaid**

Child Sponsorship & Supporter Care



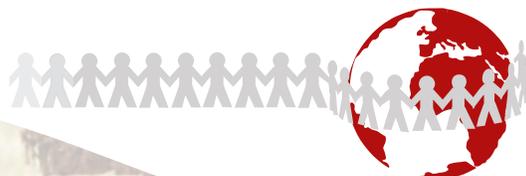
# CHILD SPONSORSHIP POLICY

**O**ne**S**top**S**hop Version.1



# Contents

<i>Introduction</i>	<b>2</b>
<i>Basic Requirements of Child Sponsorship</i>	<b>3</b>
<i>Policy 1 : Child Sponsorship Funding – Identification of Areas and Communities</i>	<b>3</b>
<i>Policy 2 : Programme Partners and Child Sponsorship</i>	<b>7</b>
<i>Policy 3 : Supporter Communications and Accountability to Supporters</i>	<b>8</b>
<i>Policy 4 : Distribution of Child Sponsorship Funds</i>	<b>9</b>
<i>Policy 5 : Child Sponsorship in Difficult Areas</i>	<b>10</b>
<i>Policy 6 : Phase Out and Child Sponsorship</i>	<b>11</b>
<i>Policy 7 : Supporter Visits</i>	<b>11</b>
<i>Policy 8 : Privacy</i>	<b>12</b>
<i>Policy 9 : Non Disbursement? Dispersal of Funds</i>	<b>12</b>



## Introduction

The purpose of the policy is to provide standards for ActionAid International (AAI) to ensure that the implementation of Child Sponsorship is in alignment with the organisation's values, mission and strategy.

Information contained in this document supersedes that contained in the Policy Paper of 15 June 2001. All policies outlined here should be considered as non-negotiable, unless the text appears in *italic*, which indicates a desired standard or an aspired method of working.

Since 1999, AAI has adopted a 'Rights-Based Approach' to development. This has been reinforced and strengthened in AAI's new international organisational strategy, "Rights to End Poverty" (2005-10). In focusing on tackling the causes of poverty - not just addressing the symptoms - our work has gone far beyond service delivery, to empowering people living in poverty to claim their rights and assert their freedoms. From remote communities to the international arena, promoting rights and mobilising ordinary people to influence the powerful has added to our knowledge and experience, and provided inspiration and impetus to our work.

ActionAid International has developed an Accountability, Learning and Planning System, or Alps. Alps is a means to achieve greater involvement, transparency and accountability with our partners, communities and supporters. For Alps to be fully effective across the organisation, it must be integrated into the operational systems of Child Sponsorship. This policy has been developed using the principles and standards of Alps.

The increased emphasis on rights work has changed certain perspectives of Child Sponsorship. Reporting mechanisms have to adapt to reflect these changes and to ensure that supporters remain well informed and that a "gap" does not develop between the understanding of our large supporter base in the north and the principles of our programme work in the south. The need for certain refinements in procedures is therefore addressed here.

Linking individuals providing financial support with children and communities in the south is not just a successful fundraising opportunity but, equally the chance to expose people, often for the first time, to a unique insight into the lives of poor children, families and communities, who are denied access to the resources required to satisfy their basic needs in violation of their rights as human beings.

Child Sponsorship should seek to encourage stronger understanding of cultural differences, based on the assumption that the relationship between supporter, child and community is between individuals from different experiences, cultures and faiths. Child Sponsorship have the potential to raise awareness in supporters and, with time, move them from a concept of “charity” towards recognition of the dignity and strength of poor people and the need for basic rights to enable poverty to be overcome. The link should also actively involve them in our campaigns to influence governments and institutions at local, national and international levels.

Child Sponsorship provides the opportunity for supporters to grow in their awareness of global issues and understand how certain decisions taken in the north by the world’s strongest economic and political powers can have serious impacts on the lives of poor people in the south, encouraging them to become stronger and more active citizens in the fight against poverty and injustice.

Every part of the organisation is required to comply with these policies. AAI fundraising personnel are empowered to monitor implementation of the policies and to make recommendations to the International Director/Fundraising concerned in cases of non-compliance. Implementation of the Policy will be regularly monitored within AAI’s Internal Audit processes. Continued non-compliance may result in negotiations that result in limiting funding growth and prioritisation of resources to other parts of the organisation. It is the responsibility of the International Director – Fundraising to review, update and revise this policy through a participatory process.

## Basic Requirements of Child Sponsorship

The concept of Child Sponsorship is that of a link between an individual donor supporter (usually in the north) and a child in the south. For AAI, there is accountability at each end of the link.

***In the community where the child lives***, AAI makes certain commitments in how the child and community will be partners in the process of their empowerment, how this process will be carried out, what rights will be ensured for children and the community, what funds are being raised and how they are spent and what changes the programme will seek to bring about in their lives.

***At the supporter end of the link***, AAI makes commitments as to how the supporters’ contributions will be spent, the expected outcomes as a result of this partnership, how they can engage with the child and community, how they can influence in their own country and what communications they will receive.

***A new programme to be funded through Child Sponsorship must fulfill conditions outlined in the first 4 policies :***

## Policy 1 : Child Sponsorship Funding – Identification of Areas and Communities

***This policy is intended to assist the Country Director in making an appropriate judgement about whether or not any proposed programme is suited for Child Sponsorship. It assumes that any proposal for a programme to be funded will have already been approved from the perspective of the programme’s alignment with the country strategy and Rights to End Poverty.***

### ***The nature of the programme***

Essential to a programme being funded through Child Sponsorship is a minimum duration of funding (a period of more than 5 years).

Our commitment to poor and excluded people also holds us accountable to them for the quality of our work and that of our partners. We need to be able to demonstrate that our work is having a positive impact in tackling the root causes of poverty and injustice affecting the lives of poor and excluded girls and boys, women and men (including linked children) at local level.

We need therefore to ensure that these groups are involved in monitoring, reviewing and evaluating what progress has been made within the community programmes, so that we can improve the responsiveness and quality of ongoing work.

Country Programmes work in partnership with poor and excluded people and communities to overcome their poverty and secure their basic rights by holistically tackling the root causes of poverty and injustice. It means engaging with poor and excluded people as active citizens in their own society.

### ***Appropriate scope for range of RBA and child-focused activities***

1.1 A programme focusing on a single group of people (e.g. the disabled) will only be suitable for Child Sponsorship funding if the group itself is made up of children, or if all the child profiles come from the children of the defined group. Similarly, a single sector programme is unlikely to be suitable for Child Sponsorship funding unless the single sector approach is an entry point (leading to other activities in other sectors in the future), or that other key sectors are being covered by other actors.

### ***A minimum of 5 years for funding***

1.2 There must be an expectation that the programme activities will require long-term funding (of a minimum of 5 years).

### ***A minimum of 500 links***

1.3 The minimum size to start up a project funded by Child Sponsorship is 500 links, which must be achieved within 24 months of first delivery of child profiles to the Funding Affiliate. In subsequent years the number of links may fall below 500 as supporters withdraw or are transferred to other fundraising products.

### ***A maximum of 2000 links***

1.4 The maximum size for Child Sponsorships projects is 2000 links.

### ***Be able to demonstrate positive impact and change***

1.5 It must be possible to demonstrate impact and change to the lives of poor and excluded children, women, families and communities as a result of our programme.

### ***Participatory programme development***

1.6 Programme design, development and implementation should be driven by the ideas and commitment of the poorer and excluded people in communities where we work directly or with partner organisations, but remain consistent with the priorities identified in Rights to End Poverty.

### ***Focus on RBA***

1.7 The main focus of our work is on empowerment and in the capacity building of the skills of poor people, rather than on service delivery. Where service delivery activities are used to address the immediate conditions of poverty and injustice, they should be designed to promote personal and community learning, to strengthen capacity and to mobilise individuals and communities to demand their rights. Service delivery activities should not displace or substitute governments' responsibilities and should reduce as communities become more empowered to demand and then secure services from their government or other appropriate bodies.

### ***Commitment to the poorest people, especially women and children***

1.8 There must be a genuine commitment that the programme will focus its attention on the poorest people, especially women, children and those who are excluded.

### ***The nature of the partner community***

Our ability to meet our obligations to supporters will be extensively influenced by the nature of the communities with whom we are partnering and their understanding of and co-operation with the Child Sponsorship processes. Therefore it is important that they have a complete understanding of the policies and that they are complied with. This will ensure the funding relationship is sustainable.

**Partner community and stakeholders accept CS process**

1.9 The Child Sponsorship process and funding mechanism must be understood and accepted by the partner community and other key stakeholders, including the relevant authorities. This understanding with stakeholders must be sufficient to ensure that difficulties do **not** later emerge when the linking activities are carried out and that programmes remain able to meet the obligations to supporters.

**Sufficient children of linking age (3-8 for first 2 years)**

1.10 The partner community must be large enough to provide sufficient children of linking age from its families in order to keep the programme adequately financed.

**Stable, non-migratory community**

1.11 The partner community must be sufficiently stable (for example in terms of foreseeable migrations) to permit Child Sponsorship for a minimum period of 3 years.

**No other child sponsorship organisation in the geographical area**

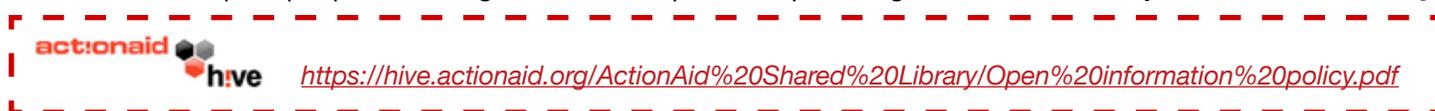
1.12 There should be no other Child Sponsorship organisation operating in the geographical area to be covered by the programme (whether or not they are working with the proposed partner community), in order to minimise the risk of conflicting policies and procedures, and potentially disenchanted communities. If for any reason, it is not possible for this policy to be followed, the potential risks and commitment to manage them must be clearly stated in the initial appraisal document.

**Our Relationship with the Communities****Commitment to learning and accountability**

1.13 Our accountability, learning and planning systems (Alps) commits us to ensure that poor and excluded groups participate in programme-level planning. Through our annual review and reflection processes, we will learn with the poor and excluded people with whom we work, the progress and impact being made, so that we can improve the quality of our work and also communicate these changes to our supporters.

**Commitment to transparency**

1.14 We must commit to sharing full information about outcomes of plans, budgets and expenditure with partners, communities and poor people, including that of Child Sponsorship funding, in line with **AAI's Open Information Policy**.

**Create space for the community to tell their story in their own words**

1.15 Poor and excluded women, men, girls and boys (especially linked children and their families) must be given the space to tell AAI and the supporters in their own words the impact, both positive and negative, of our work on their lives.

**No exclusive benefits to participants of CS**

1.16 No exclusive benefits will be provided to linked children or their households by virtue of there being part of the Child Sponsorship programme.

**Adhere to AA Child Protection Policy**

1.17 AAI and partner staff in contact with children must adhere to the guidelines of behaviour set out in the ActionAid Child Protection Policy.

**Sufficient children of linking age (3-8)**

1.18 Children must be of an age (between 3 and 8 years old) that will allow them to be linked for a minimum of 3 years before they are deemed too old.

### **Commitment to Alps Methodology**

#### **Fulfill Alps core requirements**

1.19 Alps encourages processes and ways of working that are crucial to supporting and strengthening our rights based work. For Child Sponsorship programmes, Alps offers clear direction for community and partner involvement and our communication responsibilities to supporters. Child Sponsorship programmes require the fulfilment of the core requirements of Alps, in order to ensure complete transparency, efficiency and an ability to put poor and excluded people at the centre of our interventions.

These core requirements are :

- Appraisals
- Strategic Plans and/or Partner Strategies
- Annual Operational Plans and 3 Year Budget
- Country Strategic Reviews and Peer reviews
- Annual Participatory Review and Reflection Processes
- Annual Review and Learning Reports
- Audit

Further guidelines on Alps can be found in **ActionAid International's Accountability, Learning and Planning System Policy documentation**.



### **Measurement of Impact**

Our programme interventions are increasingly focused in addressing rights issues, in the empowerment of poor people, and in the formation of strong community interest groups in order to address poverty and injustice. Measuring and reporting on service delivery activities presents less challenge in terms of demonstrating results and change. Assessing our rights based work and communicating effectively the impact of this work, both at community level and to supporters is essential to ensure the sustainability of our interventions and supporter relationships.

#### **Clear programme objectives created from Appraisal**

1.20 To effectively measure impact requires clear objectives at the point of appraisal. *Within the appraisal Country Programmes are encouraged to develop rights-based indicators so that they can measure their impact in supporting poor people to access their basic rights.* Ongoing assessments of our work towards the objectives outlined in the appraisal document and the area strategy document must be an integral part of the programme activities. These assessments need to demonstrate how far poor people are moving towards taking control of their own development and overcoming the denial and violation of their rights.



#### **Carry out external reviews within 3-4 yrs of start up**

1.21 *Child Sponsorship programmes should aim to carry out an external review within 3-4 years of start up to assess progress and outcomes against the strategy. Changes and impacts observed should be used to assess progress and determine the future direction of the programme.*

#### **Integrate Programme and Sponsorship work**

1.22 *Country Programmes are encouraged to integrate programme and sponsorship activities when measuring impact. Information collected for programme purposes should be used to assist in the reporting to supporters.*

# Policy 2 : Programme Partners and Child Sponsorship

*AAI increasingly chooses to work with local partner organisations to carry out activities in the communities. As such, our relationship with the communities is often through the local partner organisation, and the operation of sponsorship activities is often carried out by the partner organisation. We, therefore, rely upon the success of their work in meeting obligations we are entering into with communities and supporters, and must be able to demonstrate that we have taken all reasonable steps to ensure that we can deliver on these obligations.*

*Intermediary non-governmental organisations (NGOs), community based organisations (CBOs) and other organisations of poor and excluded people with whom we enter into an agreement to work are regarded as partners. Our aim should be to gradually empower them to take up sponsorship funding management.*

## **Minimum 6 months period of interaction with partner community before starting CS appraisal**

2.1 It is strongly recommended that AAI or the local partner organisation must have been interacting with the partner community for a minimum period of 6 months prior to the start of the appraisal process and have carried out some preparatory work together using other AAI funding sources. If this is not the case, the reasons must be clearly stated in the Appraisal document.

## **Follow AA Financial Management Framework**

2.2 The working relationship between AAI and local partners must be guided by **ActionAid International's Financial Management Framework**.

 <https://hive.actionaid.org/ActionAid%20Shared%20Library/AAI%20Int'l%20Financial%20Management%20Framework%20150705.doc>

## **Written agreement with partner**

2.3 AAI must have a written agreement with the local partner organisation in place prior to the collection of child profiles (signed by their board chair and by the chief executive or equivalent witnessed by the representative of the community wherever possible). This agreement should set out in detail the obligations and clarify the accountabilities of each party in relation to the link processes.

## **Appraisal signed off by Country Director and Head of Finance**

2.4 All project area appraisals must be signed off by the Country Director and the country programme Head of Finance upon the recommendation of the senior manager responsible for Child Sponsorship programme to ensure that the financial processes and probity of the local partner are taken into consideration.

## **Legal recognition of partner organization**

2.5 Local partner organisations must be legally recognised by whatever local authorities are relevant prior to project area approval. If this is not possible, the reason for non-registration must be made known to the relevant Funding Affiliate in the appraisal document and a time frame established to resolve the lack of legal status.

## **Formal agreement with partner on reporting**

2.6 Prior to entering into partnership, AAI must agree with the local partner, formats and timeframes on which to report back on programmes' activities including financial information in accordance with AAI programme and link schedules.

**Responsibility for data protection**

2.7 AAI and the local partner organisation are responsible for the treatment of data regarding supporters, in accordance with data protection laws in the relevant Funding Affiliate country. They are responsible for requesting the approval from the children / community head /project holder for the use of their personal details both in the country programme and in the Funding Affiliate country in accordance with data protection laws in the funding affiliate countries. This understanding must be included in the formal agreement signed with the partner organisations.

**Commitment to gender and racial equality**

2.8 ActionAid International and local partner organisations must share commitment to gender and racial equality.

**Consistent strategies and objectives**

2.9 Local partner organisations need to have strategies and objectives that are consistent and aligned with those of AAI.

**AAI commitment to learning from partner where possible**

2.10 AAI should make every effort to develop a mutual respect with the partner organisation, and seek to build on and develop partners systems, methodologies, knowledge and skills wherever possible.

# Policy 3 : Supporter Communications and Accountability to Supporters

***Our main accountability is towards poor and excluded women, men and children and the partners with whom we work. This demands transparency of information (for example about the way we raise and allocate funds) and two-way feedback with communities and partners.***

***Equally, we have a moral and legal obligation to be accountable to our supporters. Effective communications with supporters on the nature and impact of our work is at the heart of this process and increases their awareness of our rights based and participatory approach and their comprehension of the need for solidarity as opposed to charity. This builds the foundation for enlisting supporters in the antipoverty movement and the creation of north-south solidarity links – key elements in our fight against poverty and injustice.***

Interest and concern for poor and excluded children is clearly the main focus for why individuals in the north become Child Sponsors. Once linked, it is the children who are the window through which supporters (and often their entire family) commence the process of learning and engaging with the lives of the households, the communities and the country they are supporting. Equally important is the person to person (human) link, which speaks directly from communities to supporters, reflecting poor people's priorities and aspirations. The long term nature of this relationship is crucial and provides us with the opportunity to meet an important expectation of the supporters - making a real impact in tackling the root causes of poverty and injustice affecting the lives of people, including the children to whom they are linked.

We need to find the most effective ways of understanding and communicating the impact of our work in order to be truly accountable to both ends (to the poor people and local organisations with whom we work and to our supporters). The AAI Alps system aims to improve the analysis of our work and the way we share learning from it. It directs us to learn from our failures as well as our successes, allowing better use of staff time by reducing the amount of written information needed, and promoting the use of creative styles and types of media to communicate poor peoples' voices more effectively (video, sound, images etc).

As part of the annual participatory reviews and reflection processes, we involve local partners, communities and other stakeholders in reviewing and reflecting on our work, and we will produce material that can be used for communicating with donors. Throughout these and other learning processes, fundraising staff in the Affiliates will need to work closely with programme staff, in order to share information on Child Sponsorship and supporters, to streamline information gathering (reducing demands on communities) and to share feedback from the supporters.

**Deliver Child Sponsorship requirements within prescribed time limits and to standard**

3.1 All parts of AAI must ensure that Child Sponsorship communications and related information requirements are delivered within the prescribed time limits, respecting also quality standards.

**Provide regular child photographs and obtain full permission**

3.2 Child photographs are provided for the supporter at the onset of the Child Sponsorship programme and updated photographs sent at least every three years. When collecting photographs, permission must always be sought before taking a photograph and the purpose clearly explained.

**Accuracy in description of AA and partner collaboration**

3.3 All parts of AAI will ensure that the way Child Sponsorship is promoted to the general public and potential supporters accurately reflects our partnership approach with local organisations, our policy advocacy work and our development approach of empowering poor people to exercise their rights (particularly those of women and girls) and tackle other forms of inequity.

**Inform of child withdrawals immediately**

3.4 Once it has been established that children can no longer continue in the Child Sponsorship programme, either because they have left the project area, have died or we can no longer fulfil the reporting requirements, the supporter must be informed within that reporting period. The status of all children – linked and pending – must be verified during every child message collection period.

This is to ensure that we do not continue to solicit money from the supporter in the name of a child who is no longer part of the Child Sponsorship programme.

## Policy 4 : Distribution of Child Sponsorship Funds

**Follow child profile allocations**

4.1 The allocation of new child links will be guided by the annual operational plans with a three year, rolling budget which will provide a framework to review priorities and allocate links to the country or area of greatest need. The allocation of the number of child links for Country Programmes is approved by the joint meeting of the International Directors and Affiliate Directors, chaired by the Chief Executive, and will be presented, as a part of the annual operational plan and three-year rolling budget, to the International Board of Trustees for final approval.

**Any increase to allocation must be agreed by CEO and IDs**

4.2 Allocation of child links over and beyond the approved limits should not be negotiated and agreed bilaterally between countries without the approval of the Chief Executive and the International Directors of Finance and Fundraising. However, any necessary changes (from one Affiliate to another or from one project or country to another) within the limits of approved links for each country can be decided by the International Director for the relevant region with recommendation from the regional finance and sponsorship coordinators.

**Observe funding splits**

4.3 Child Sponsorship funds have an unrestricted levy of 20% deducted by the Funding Affiliates and the remaining 80% is currently distributed as follows :

- **AAI UK, AAI Italia, AAI Ireland** : 70:10:10:10, where 70% is allocated to fund programme's activities in the project area, 10% is allocated as flexible funds, 10% as national funds and up to 10% to cover fundraising administration costs related to linked giving.
- **AAI Hellas** : 60:40, where 60% is allocated to fund programme activities in the project area, and 40% as flexible funds.

**! Funding Affiliates can agree with Country Programmes on a different split of Child Sponsorship funding, with approval from the Chief Executive and International Directors of Finance and Fundraising.**

#### **Commitment to link management**

4.4 Funding Affiliates and Country Programmes will maintain their joint commitment of funding a project area at a level of links identified in the appraisal document and thereafter according to the project area funding needs reflected by individual child profile allocations.

#### **Additional supporter donations go to Gift Fund**

4.5 Supporters are advised to send donations to the Gift Fund of the child's community rather than send money or gifts to individual children. The Gift Fund must be spent each year to purchase items or organise events that can benefit as many children as possible in the project area (such as sports equipment, parties, special events, pens etc). Country Programmes must communicate to the supporters each year on the utilisation of the Gift Fund in the annual report.

 See **OSS>Supporter Management>Gift Policy**

#### **Adhere to any DA reserve policies**

4.6 Country funding planning must ensure that individual DA child profile allocations and sponsorship levels align to any organisationally agreed DA reserve level policies or guidelines.

#### **Manage any deficit in links with IFC and RFC**

4.7 If a Country Programme is unable to deliver Child Profiles to Funding Affiliates as planned, the International Fundraising Coordinator, in consultation with the Regional Finance Coordinator and with the approval of the International Director for the region, can transfer the distribution of child links to another Country Programme.

## Policy 5 : Child Sponsorship in Difficult Areas

***It is recognised that Child Sponsorship is not suited to circumstances where an existing project area develops into what is viewed as a "difficult area" due to external circumstances like drought, famine, natural disaster, conflict. A special provision enables Country Programmes and Funding Affiliates, mediated by the Regional Office, to enter into individual arrangements in order to best respond to these difficult or emergency situations that arise in existing funding areas.***

#### **Work with FA to agree appropriate measures**

5.1 The Country Programme and Funding Affiliate should liaise directly and agree measures to implement in order to meet the exceptional situation and to review the timetable and contents of communications to supporters. These may include the following :

- agreement on different use of funds (change to the Distribution of Child Sponsorship Funds policy) to meet an exceptional situation, informing the supporters appropriately.
- introduction of a new set of communications.
- an assessment of the situation after agreed regular periods from the initial starting date of the difficulties and the possibility of the implementation of a transfer plan of existing supporters to a *different project area / to Next Step or Il Prossimo Passo / to the Country General Fund / or to a different Country Programme.*

# Policy 6 : Phase Out and Child Sponsorship

***Phase-out is the process of withdrawing from a project or an area or a community. Phase-outs normally commence after a number of years of work in an area when the objectives of programme activities are largely realised and when communities have reached a good level of autonomy and are empowered to bring about their own developments without the need of an external support like AAI.***

Exceptionally, unplanned phase-outs may occur when AAI is unable to continue in an area for reasons such as incompatibility with partners, civil and/or political unrest, misuse of funds, etc.

## ***Phase Out only after DA review and consultation***

6.1 The decision to phase-out of an area should only be made following DA review and consultation with partners and communities.

## ***Careful planning and management of Phase Out***

6.2 The process of phasing-out Child Sponsorship funding requires careful planning and management, and excellent communications to the supporters throughout the process, to maintain their support and to provide them with a deeper understanding of our approach.

## ***Create Phase Out plan at least 3 years before planned Phase Out date***

Therefore at least three years from the date of the final phase-out of supporters, a phase-out plan needs to be compiled and communicated to the Funding Affiliate. This will outline :

- The proposed communications that the supporter will receive in the run up to phase-out, in accordance with the guidelines in the communication manual.
- The anticipated numbers of supporters to be transferred.
- The project/s to where the supporters will be transferred throughout the phase out period.

## ***Manage child profile requirements***

6.3 The impact of phase-out must be considered and reflected in funding planning in order to accurately determine overall child profile requirements.



**See OSS>Phase Out**

# Policy 7 : Supporter Visits

***Some supporters take vacations or make business trips to countries where they sponsor a child, and may ask to visit the development area and meet the child they are sponsoring. They should be requested by the Funding Affiliate to visit the community and not just the child. All costs are borne by the supporter (including flights, other travel, accommodation, food etc). Lavish entertainment or accommodation should not be provided to supporters, but where they exist guesthouse facilities can be made available with supporters asked to make a donation for their lodgings.***

These visits are excellent opportunities to educate the supporter about development issues in the country, to demonstrate the work being undertaken by AAI and to develop supporter loyalty to the organisation.

Supporters who have visited countries where AAI works can be an effective means of raising awareness about AAI in the country of the Funding Affiliate once they return. They should be dissuaded from offering expensive gifts to individuals.

**No unaccompanied supporter visits**

7.1 Supporters must always be accompanied by either a member of AAI staff or local partner staff.

**Support the visitor with transport where possible**

Means of transport to the project area is not guaranteed although country programmes should make every effort to co-ordinate their activities to ensure that a planned visitor has the means to reach the project area on an agreed date.

**Children must not be taken from their community**

7.2 Children must never be taken from their village/community to meet a supporter.

**Accompanying staff member must ensure Child Protection Policy is implemented**

7.3 AAI staff or local partner staff must be aware of the ActionAid Child Protection Policy and take responsibility to ensure supporters behave within the guidelines set out by this policy.

 See **OSS**>Child Sponsor management>Child Sponsor visits

## Policy 8 : Privacy

*In the Funding Affiliate countries there are privacy laws that require that supporters' personal details remain confidential and are not made available to people outside of AAI. We have a commitment to our supporters that their names and addresses will be kept confidential in order to prevent misuse. Appropriate systems and procedures need to be in place and great care needs to be taken to ensure that this is respected.*

**No sharing of child sponsor names or addresses without explicit consent**

8.1 Staff in Funding Affiliates and Country Programmes must never make available supporter names and addresses to people outside of AAI without the prior consent of the supporter.

**Child Sponsor personal details only available to CP staff linked to the relevant DA**

8.2 Country Programme staff will only have access to personal details of Child Sponsorship supporters who are linked to a DA of their specific country.

**Partners do not have access to child sponsor personal details**

8.3 Unless exceptional circumstances, dictate otherwise AAI's Partners must not have access to supporter details. In such exceptional circumstances agreement between the Country Programme and Funding Affiliate must be reached in advance.

## Policy 9 : Non Disbursement? Dispersal of Funds

**Work with the FA to agree a way forward**

If for any reason disbursement of Child Sponsorship income from the Country Programme to a DA is deferred for a period greater than 3 months, the Country Programme must inform the Funding Affiliate, providing an explanation as to why the disbursement has not taken place. In such cases, the Funding Affiliate and the country programme will agree on how to proceed in terms of communications to supporters and future links / transfers to or from the project area.