



Safeguarding Children and Adults at Risk Policy and Procedures

Title	Safeguarding Children and Adults at Risk Policy and Procedures
Policy Reference	OP 009
Originator	T Wood

Latest next revision date	June 2025
---------------------------	-----------

Version	Date	Brief Description of change
1.0	Feb 2010	First issue to amalgamate and streamline TTR's Child Protection, Vulnerable Adults and Criminal Records Policies and procedures, incorporating 'Use of Photographic equipment' and relevant parts of the 'Equal Opportunities' policies
2.0	May 2011	Minor re-wording to reflect Govt 'Remodelling' Review'
3.0	Aug 2012	Amendments to include Wheels volunteers
4.0	Dec 2012	Re-wording of CRB and ISA merger to become DBS
5.0	March 2014	Minor amendments to include Update Service
6.0	June 2015	Minor amendments to operational guidance e.g. names
7.0	Sep 2016	Minor amendments to operational guidance e.g. names
8.0	Nov 2019	Minor amendments to operational guidance e.g. names
9.0	June 2021	Additional guidance added for online contexts
10.0	July 2023	Major revision and incorporation of international activity
11.0	October 2023	Inclusion of flowchart plus minor edits
12.0	May 2024	Reviewed with some edits

Introduction

Through the Roof is committed to ensuring the safety and wellbeing of all our beneficiaries, volunteers and staff to ensure they are protected from harm.

As a Christian disability charity, we are aware that research shows that disabled people are more likely to suffer abuse than non-disabled people. This is not acceptable, and we will do everything we can to:

- Provide a safe environment – with particular recognition of children and adults who may be at risk
- Establish a culture that prioritises safeguarding to prevent physical, sexual, emotional, psychological, financial, discriminatory abuse and neglect
- Have appropriate policies and procedures in place
- Handle incidents as they arise
- Work in partnership with relevant agencies to ensure individuals receive the support they need.

We will continue to make improvements to our policies, procedures and practice over time. If you have a concern about the wellbeing of anyone connected with the charity, please contact:

Katie Budd, Safeguarding Co-ordinator: katie@throughtheroof.org

Policy

Through the Roof will:

- Accept the moral and legal responsibility to implement procedures to provide a duty of care for all who interact with TTR, whatever their age, culture, any disability they may have, gender, language, racial origin, religious belief and sexual identity
- Value, listen and respect young people and adults at risk and promote their welfare and protection from possible harm
- Encourage good practice at all times when dealing with young people and adults who may be at risk
- Adopt procedures for dealing with concerns
- Respond quickly and appropriately to any allegations of abuse
- Make a written record of concerns
- Commit to on-going monitoring and review of Safeguarding policy and procedures
- Nominate a Safeguarding Co-ordinator to deal with allegations or suspicions of neglect and abuse, including referring the matter on to statutory authorities

Through the Roof is a registered charity, number 1087788.

Responsibilities for Safeguarding

- Safeguarding is everyone's responsibility. However, we recognize that it is important to have clear oversight of safeguarding policy, procedure and implementation. Safeguarding oversight is the responsibility of all Trustees. In addition, the Board of Trustees have appointed a designated 'Safeguarding Lead', (currently Fiona Maccabe). This role:
 - ensures that the charity meets its strategic responsibilities regarding safeguarding regulations.
 - ensures policy and practice are effective, monitoring and reviewing them and reporting to the Board at Trustee meetings.
 - creates the right culture around safeguarding – championing the cause to improve understanding across the charity.
- The Trustee Lead will work closely in conjunction with the Safeguarding Co-ordinator, (currently Katie Budd). This role will:
 - ensure everyone is aware how to raise safeguarding concerns
 - ensure everyone understands the signs and indicators of abuse
 - Provide advice and expertise on safeguarding issues to the charity, updating the Trustee Lead regularly
 - collate and clarify the precise details of any safeguarding incident within the organisation, seeking advice from thirtyone:eight (an independent Christian Safeguarding agency), and reporting relevant information, as appropriate.

In the absence of the Safeguarding Co-ordinator, or if suspicions involve that person, then a report should be made to the Deputy Safeguarding Co-ordinator – the Chief Executive (currently Tim Wood). In the absence of the Deputy Safeguarding Co-ordinator, reports should be made in the first instance to thirtyone:eight, PO Box 133, Swanley, Kent, BR8 7UQ; telephone: 0303 003 1111; e-mail: info@thirtyoneeight.org.

Confidentiality will be upheld wherever possible, and consent will be sought from those involved to seek further advice. Relevant information will only be discussed on a need-to-know basis. In circumstances where consent is withheld and there is immediate concern for an individual's health safety and wellbeing, we reserve the right to inform appropriate parties e.g. police and relevant statutory services on a need-to-know basis, and act in accordance with their advice.

Safeguarding Culture

Promoting Good Practice with Young People and Adults at Risk

All staff and volunteers should be encouraged to demonstrate exemplary behaviour in order to promote the welfare of children and adults at risk and work to prevent incidents occurring. Through the Roof will seek to create a positive culture and climate through:

- always working in and encouraging an open environment (e.g. avoiding private or unobserved situations, having no secrets)
- treating all people equally, and with respect and dignity
- always putting the welfare of each person first
- maintaining a safe and appropriate distance with young people and adults at risk.
- building balanced relationships based on mutual trust which empowers young people and adults at risk to share in the decision-making process
- any physical contact or support should be provided in an open environment, related to the person's needs. Young people and adults at risk should always be consulted and their agreement obtained
- involving parents/carers wherever possible (e.g. for the responsibility of their children on outings)
- being an excellent role model
- giving enthusiastic and constructive feedback rather than negative criticism
- recognising the developmental needs and capacity of young people and vulnerable adults - not pushing them against their will
- not playing inappropriate games or using physical contact, sexualized language or behaviour around children
- not using physical punishment in controlling or disciplining
- working in pairs if any first aid needs to be administered
- securing parental consent in writing to act in loco parentis, if the need arises to give permission for the administration of emergency first aid and/or other medical treatment
- keeping a written record of any injury that occurs, along with the details of any treatment given
- team-members should be free to constructively challenge others
- In online contexts, e.g. Zoom, there is the opportunity for virtual abuse to arise. Through the Roof is not responsible for contact between people outside a TTR event and exchanging contact details with others online is done at the person's own risk. If in doubt, people attending a TTR event or activity should not make their personal information e.g. mobile number, home address, email, available to others online e.g. via the Chat function in Zoom meetings.

Safer Recruitment

- All job roles will have a written job description, which outlines the responsibilities, as well as a person specification
- All applicants shall be required to complete a written application form. Alternative formats can be provided, where appropriate.

Through the Roof is a registered charity, number 1087788.

- Applications will be assessed against the person specification and the requirements of the role responsibilities.
- Short-listed applicants will be invited to an interview. For volunteers this is likely to be the Missions Programmes Manager and/or the relevant staff member leading the work area i.e. International Missions Manager, or Events Manager or Roofbreaker Team Leader. For paid roles the panel will consist of a minimum of two people and will usually involve a stage 1 remote interview via video call, and a stage 2 interview, plus task and presentation, where relevant, at an in-person meeting.
- The successful applicant(s) will be required to provide the names of two referees (one from someone in church leadership – or recognized community organization if not relevant, and one personal). Referees will be requested to complete a reference form and return it to the Lead Staff member who will decide if they are satisfactory.
- If the role is eligible, a DBS check will be completed on the successful applicant. A new DBS check will usually be obtained every three years. For non-British applicants, or those who have been resident in the UK for less than 6 months, a DBS check is not suitable. In this case suitable references from the country of residence will be taken up to ensure a person is 'fit' to work with children and adults at risk.
- Successful applicants shall receive an induction suitable to the role during their probationary period (usually six months)
- A copy of the Safeguarding policy and procedures will be provided, and they will be asked to sign a form to agree they have read and understood them and will abide by them.

Partnership Working

Through the Roof is positive about working in partnership with other organisations in the UK and internationally on projects of shared interest. Our approach is to partner only with others who share our commitment to safeguarding young people and adults at risk. We will provide a copy of our Safeguarding policy and procedures and ensure partners understand, agree and abide by them – or equally robust documentation that they have produced.

Responding to Concerns

The following action should be taken by anyone who has concerns about the welfare of a young person or adult at risk associated with Through the Roof. If someone says or indicates that they are being abused, or information is obtained or observations are made which gives concern that a person is being abused, you must respond immediately:

Through the Roof is a registered charity, number 1087788.

- react calmly so as not to frighten or deter the person
- tell the person he/she is not to blame and that he/she was right to tell
- take what the person says seriously
- ensure the person is safe. If they need immediate medical treatment: call 999.
- keep questions to a minimum – don't probe for more information than is offered
- reassure the person but do not promise confidentiality
- ask open questions about an incident or disclosure focusing on the prompts "who was involved, what happened, when did it happen how it happened"
- don't make assumptions or approach the person alleged to be responsible

Recording Information

As soon as possible make a full and factual record of what had been said, heard and/or seen, using the following headings, where the information is known:

Child or Adult at Risk

- Name, age, address, contact numbers, relationship between person at risk and person alleged responsible

Person Alleged Responsible

- Name, address, position in relation to TTR e.g. employee, volunteer

Primary evidence

- Facts from the person making the allegation including dates/times/venue/witness details, describe the situation and what led to the allegation being made; describe what you did next

- Report the concerns to the TTR Safeguarding Co-ordinator (Katie Mobbs)
- If you cannot contact the Safeguarding Co-ordinator or their deputy, report your concerns immediately to Thirtyone:eight, or, if out of office hours, the Police or Social Services who will advise you appropriately. Record the name of who you spoke to, the time and date.
- If the concerns are about the appointed Safeguarding Co-ordinator, report your concerns to the Deputy Safeguarding Co-ordinator. If they are unavailable report your concerns directly to Thirtyone:eight or, if out of office hours, the Police or Social Services who will advise you
- Inform the appointed Safeguarding Co-ordinator as soon as possible (if they are not the subject of the concern) who must also receive a copy of the information you have recorded;

Confidentiality will be kept on a strictly 'need to know' basis and relevant documents stored in a secure location i.e. a locked drawer or password-protected folder online.

Allegations against staff or volunteers

Where allegations of abuse are made against members of staff or volunteers working for the organisation Through the Roof will undertake an internal investigation.

Through the Roof recognises that some staff or volunteers may pose a risk to children or adults, which may be deliberate attempts to harm them or may be as a result of lack of understanding of appropriate care, interaction and boundaries.

Through the Roof's Safeguarding Co-ordinator, or the Deputy Co-ordinator, or the Trustee with responsibility for Safeguarding will investigate allegations against staff members or volunteers. However, if there is a conflict of interest which means that this person is well known to the subject of complaint or the person making the accusation Through the Roof will find an independent person to conduct the investigation. Thirtyone:eight may be able to assist or advise in such cases.

The investigation will involve:

- Gathering information to undertake an initial assessment to determine; the scope of the investigation (what aspects of law or policy have been violated) clarifying the allegations and deciding who will investigate and broadly how it will be investigated (establishing Terms of Reference).
- Undertaking a plan for confidentiality to limit knowledge of the investigation and to ensure safe storage so that information shared with the investigator is kept confidential and cannot be accessed by anyone outside the investigation.
- Undertaking a risk assessment to plan what measures are needed to keep victims safe (e.g. assessing whether there may be reprisals either from the subject of the allegation or others) and what can be done to prevent this. Also making an assessment of whether any interim measures are needed to keep children or adults at risk safe from the subject of the allegation.
- Agreeing a timeframe for activity and key interviews/ evidence to be gathered.
- Undertaking the investigation and producing a report with outcome findings

This internal investigation will involve gathering evidence and interviewing witnesses and making a judgement about any allegation. Safeguarding allegations are often difficult or even impossible to prove or disprove one way or another and the investigators may need to make a finding on the balance of probabilities. Through the Roof commit to taking appropriate actions following the findings of such investigations and if there is evidence that a child or adult has been abused Through the Roof will commit to dismissal of the individual.

Through the Roof is a registered charity, number 1087788.

On conclusion of the investigation, we will consider if the allegation meets the threshold for reporting to the Charity Commission.

Whistleblowing

Whistleblowing is intended to encourage and enable anyone to raise serious concerns without fear of victimisation, subsequent discrimination or disadvantage.

Anyone can raise concerns about malpractice, wrongdoing and conduct of a person in the organisation via the Safeguarding Co-ordinator.

Whistleblowing information will be provided to new staff as part of the recruitment process.

Where possible their identity will remain confidential. Anyone wishing to disclose information should do so to their Line Manager in the first instance, or where this is not possible to a senior member of staff or Board member.

Data Protection

Disclosure information is never kept on an applicant's personal file and is always kept separately and securely, with access strictly controlled and limited to those entitled to see it as part of their duties.

Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We will not pass this information to anyone who is not entitled to receive it.

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is usually for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. It will only be kept longer if considered necessary in very exceptional circumstances.

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately suitably destroyed by secure means, i.e. by shredding or deleting.

APPENDIX A

Recognising signs of abuse

Staff and volunteers involved in activities/events, whether in a paid or voluntary capacity, are not expected to be experts at recognizing potential abuse. However, we all have a responsibility to act if there are any concerns about the behavior of someone towards another and to follow the procedures in this document.

What is Abuse?

Neglect

Persistent failure to meet a person's basic physical and/or psychological needs e.g. failure to provide adequate food, shelter and clothing, failing to protect a person from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include refusal to give young people love, affection and attention.

Physical abuse

Physically hurting or injuring someone e.g. by hitting, shaking, throwing, poisoning, burning, biting, or scalding, suffocating, drowning. Physical harm may also be caused when an adult feigns the symptoms of, or deliberately causes ill health to a young person or adults at risk whom they are looking after e.g. Munchausen's syndrome by proxy.

Sexual abuse

Abuse of a child or adult at risk by someone to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and inappropriate touching. Showing children pornographic material (books, videos, pictures) or talking to young people in a sexually explicit manner is also a form of sexual abuse.

Emotional abuse

Persistent emotional ill treatment of a person such as causing severe and adverse effects on their emotional development. It may involve conveying to a person that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve causing people to feel frightened or in danger by being constantly shouted at, threatened or taunted – including in online contexts – which may make the person very nervous and withdrawn. Some level of emotional abuse is involved in all types of ill treatment of a young person or vulnerable adult.

Psychological abuse

This involves the regular and deliberate use of words and non-physical actions to manipulate, hurt, weaken or frighten a person mentally and emotionally.

Spiritual abuse

Linked with emotional abuse, this could be defined as an abuse of power, done in the name of religion, which involves manipulating or forcing someone into doing things or accepting religious ideas and values without respecting the person's right to choose themselves e.g. a leader imposing their will on others, unsolicited healing, oppressive teaching.

Other categories

Other categories of abuse which happen in different contexts include domestic abuse, financial abuse, online abuse, organisational abuse etc – all of which can involve a combination of different types of abuse e.g. physical, emotional, psychological abuse etc.

Indications that a person may be being abused include the following:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- an injury for which the explanation seems inconsistent
- the person describes what appears to be an abusive act involving him/her
- someone expresses concern about the welfare of another person
- unexplained changes in behavior e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper
- inappropriate sexual awareness
- engaging in sexually explicit behavior
- distrust of adults, particularly those with whom a close relationship would normally be expected
- has difficulty in making friends
- is prevented from socialising with other people
- displays variations in eating patterns including overeating or loss of appetite
- loses weight for no apparent reason
- becomes increasingly dirty or unkempt

It should be recognised that this list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place

Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. Bullying can include:

- Physical: e.g. hitting, kicking and theft
- Verbal: e.g. name-calling, constant teasing, and sarcasm, racist or homophobic taunts, threats, graffiti and gestures, including in online contexts
- Emotional: e.g. tormenting, ridiculing, humiliating and ignoring; including online
- Sexual: e.g. unwanted physical contact or abusive comments

APPENDIX B

Guidelines for use of Photographic equipment

Key Concerns

- The taking of inappropriate photographs or recorded images of young people and adults at risk.
- Publishing details that may lead to the identification of the young person/adult
- The inappropriate use, adaptation or copying of images for use on child pornography websites.

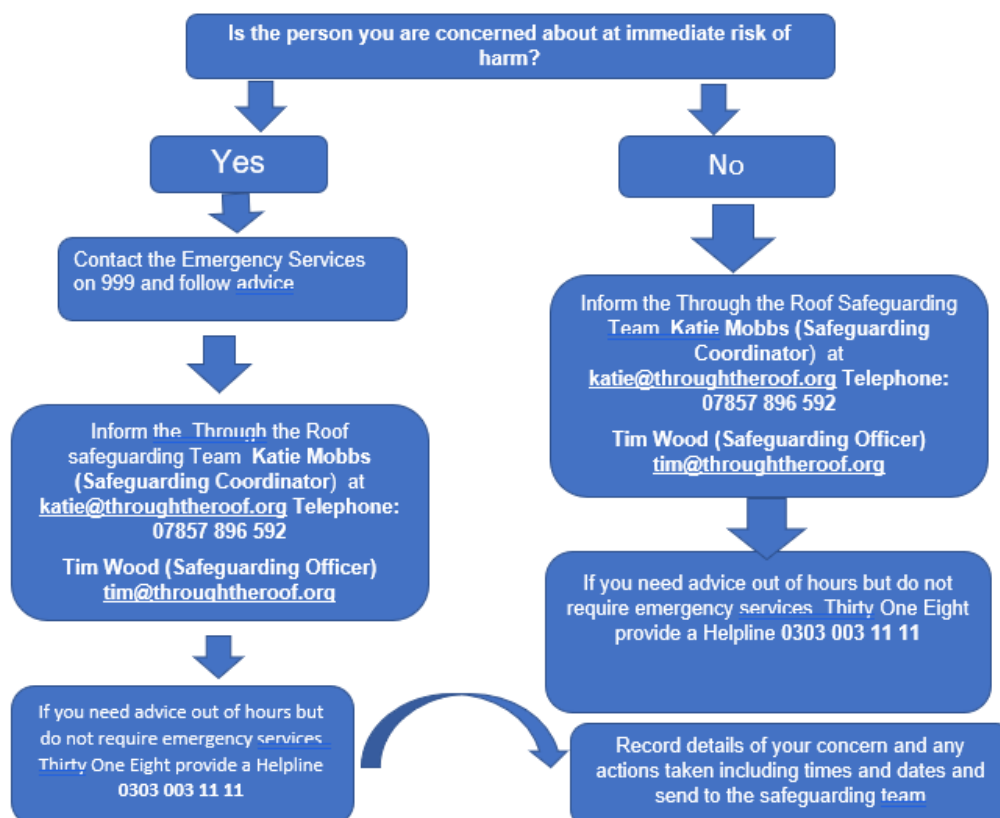
Through the Roof is a registered charity, number 1087788.

The following guidelines should be followed:

- All young people and adults at risk featured in photographs/recordings must be appropriately dressed for the activity
- The photograph/recording should ideally focus on the activity. Where possible images of young people/adults at risk should be recorded in small groups
- Ask parents/guardians permission to take and use an image of a young person
- Ask for the young person/adult's permission to use their image
- If a photograph/recording is used, personal details such as e-mail address, home address and telephone numbers should never be revealed
- Participants and parents/ carers should be informed that if they have concerns about inappropriate or intrusive photography these should be reported to the event organiser and recorded in the same manner as other safeguarding concerns.

APPENDIX C

Flowchart to show how to report a safeguarding concern





APPENDIX D

Through the Roof Safeguarding reporting form

If you have a concern regarding a potential Safeguarding incident in Through the Roof, please make a full and factual record of what had been said, heard and/or seen, below, where the information is known. It is not your responsibility to determine whether or not abuse has taken place, but it is everyone’s responsibility to report concerns.

Name of person at risk	
Age of person at risk	
Address of person at risk	
Contact number of person at risk	
Relationship between person at risk and the person alleged responsible	

Name of alleged responsible	
Address of alleged responsible	
Position in relation to TTR e.g. employee, volunteer	

Date of incident	
Time of incident	
Location of incident	
Witness details	
Describe the situation	
What led to the allegation being made	

What did you do next	
----------------------	--

Your name	
Your address	
Your contact number	
Date	
Time	
Signature	

Please send your report to the appointed TTR Safeguarding Officer within 24 hours, or contact Thirtyone:eight: 0303 003 1111.

APPENDIX E

Through the Roof Safeguarding Children and Adults at Risk

I have received a copy of Through the Roof's Safeguarding Children and Adults at Risk Policy and Procedures and agree to adhere to these whilst working on any projects with the charity.

I agree to follow the principles of good practice, detailed in the document.

I understand that it is my responsibility to report to the Safeguarding Co-ordinator any concerns I have about a young person and/or adult and/or another team-member.

I understand that if at any time I do not abide by Through the Roof's policy and procedures the charity will be required to take appropriate action.

Signature and/or Name:

Date:

Project name:

Please complete and return this form electronically, by post, or to the Project Leader: info@throughtheroof.org

Through the Roof, Alpha House, Alpha Place, Garth Road, Morden SM4 4TQ

Through the Roof is a registered charity, number 1087788.