



Safeguarding Children and Adults Policy and Procedures

Through the Roof Charitable Trust is a Registered Charity number 1087788 with registered offices at Alpha House, Alpha Place, Garth Road, Morden SM4 4TQ. It is also a Registered UK Company number 04201510.

Title	Safeguarding Children and Adults Policy and Procedures
Policy Reference	OP 009
Originators	T. Wood and K. Budd

Latest next revision date	April 2027
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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
12.1	Feb 2025	Updated logo, insertion of footer
13.0	June 2026	Various updates to align with 31:8 model policy template

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1.0 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 experience 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 Lead: katie@throughtheroof.org, 07857 896592

Janet Eardley, Safeguarding Deputy: janet@throughtheroof.org

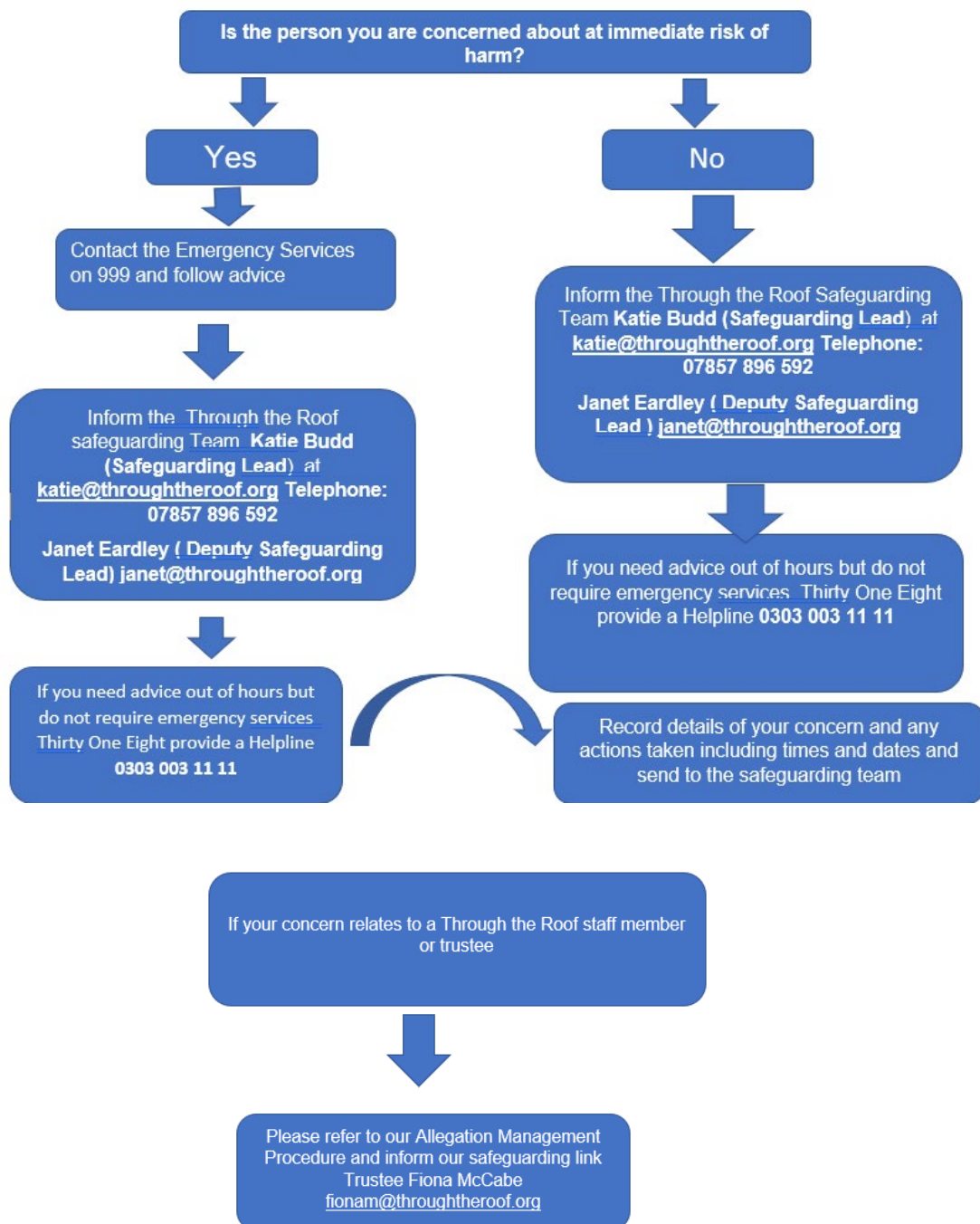
2.0 Policy Overview

Through the Roof is committed to:

- Provide a duty of care and ensure the safety and wellbeing for all who interact with TTR, whatever their age, culture, any disabling condition, gender, language, racial origin, religious belief and sexual identity
- A Biblical expression of our Christian faith to treat everyone with dignity, respect because we are all made in the image of God
- Accept the legal basis of Safeguarding e.g. UN Declaration of Human Rights
- Value and listen to others and protect them from possible harm
- Always encourage good practice
- 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 Lead to deal with allegations or suspicions of neglect and abuse, including referring the matter on to statutory authorities

This policy applies to all staff and representatives who work for or with Through the Roof, including: all paid employees, Trustees, volunteers, consultants, photographers, partners – local, national and international, and anyone visiting TTR activities.

3.0 Flowchart to show how to report a safeguarding concern



4.0 Responsibilities for Safeguarding

Safeguarding is everyone's responsibility and Through the Roof accepts the United Nations Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to rights and freedoms without distinction of any kind. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse e.g. protection from physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of others.

We recognize that it is important to have clear oversight of safeguarding policy, procedures 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 Lead, (currently Katie Budd). This role will:

- Advise and support the leadership team in developing and establishing Through the Roof's approach to safeguarding.
- Play a lead role in maintaining and reviewing Through the Roof's plan for safeguarding.
- Creating, reviewing (annually) and distributing the safeguarding policy, procedures and safeguarding resources throughout your organisation.
- Advise on training needs and development, providing or sourcing training where appropriate.
- Provide safeguarding advice and support to staff and volunteers. Ensuring all staff are aware of who the Safeguarding Lead and Deputy Safeguarding Lead are and how and when to contact them.
- Manage safeguarding concerns, allegations or incidents reported to your organisation.
- Manage referrals to key safeguarding agencies (e.g. social services or police) of any incidents or allegations of abuse and harm.
- Maintain accurate and secure records.
- Ensuring Through the Roof has sufficient safer recruitment procedures.
- Completing children and adult's safeguarding training, and safeguarding leads training at regular intervals.

We will have high regard for confidentiality and the need to respect GDPR but we do not promise confidentiality. We will seek consent to raise concerns where possible. Where this is refused or unobtainable, there may be circumstances in which information will be shared on a need to know basis order to take steps to safeguard

people at immediate risk of harm. Information will only be shared with those who can demonstrate a legitimate interest in putting in place support to keep individuals safe.

5.0 Safeguarding Culture

5.1 Promoting Good Practice with Young People and Adults at Risk

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

- workers in positions of trust understanding the power and responsibility they have and to use their authority wisely, maintaining professional boundaries and avoiding behavior which could be misinterpreted
- 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. in fitting mobility equipment
- being an excellent role model
- giving enthusiastic and constructive feedback rather than negative criticism
- recognising the developmental needs and capacity of young people and adults at risk - not pushing them against their will
- not playing inappropriate games or using physical contact, sexualized language or behavior 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

Online Platforms

Online Platforms such as Zoom, and WhatsApp have offered accessible ways for different groups within the charity to connect and learn from each other. Whilst this is a mostly positive development, we also recognise that there is a risk for virtual abuse to arise on these and other platforms.

When working online, Through the Roof has put in place procedures to help maintain a safe environment for everyone; whether they are staff, volunteers or attendees or contributors to an event or group.

Zoom meetings

We ask in advance of a zoom meeting taking place whether meeting participants have any specific access requirements to enable them to participate in the meeting.

We communicate during a meeting whether any parts are being recorded.

If at any point in the meeting a participant asks to be connected with another participant outside the meeting (e.g for Roofbreaker buddying) the TTR staff member on the call will first verify that all parties have given consent. This will be done verbally in the meeting and followed up afterwards by email from the relevant staff member.

Through the Roof is not responsible for contact between people outside a TTR event or group and discourages people exchanging contact details with others online. It 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 or on WhatsApp chats or Facebook groups.

WhatsApp Groups

Roofbreakers

We seek consent from people prior to them being added to a Through the Roof WhatsApp group, ensuring that each person is made aware that:

- they are giving permission for their phone number to be added to group
- they are aware that their number will be seen by other members of the group
- That we expect that numbers or contact details shared within the group will not be shared or used outside of it
- The Roofbreaker Coordinator staff team members are also added in pairs to the Roofbreaker WhatsApp groups for moderation purposes

Together

In the context of the Together WhatsApp groups; interactions are supported and moderated by the Together Pastoral volunteers (currently Lis and Ian Johnstone)

Staff members at Through the Roof who oversee the Together team also have access to the groups for moderation purposes.

Anyone seeking permission to contact a member of the Together WhatsApp groups outside of the group environment must first seek permission from Ian and Lis to do so. Ian and Lis will then verify that all parties give consent. Contact outside the group should not take place without prior permission and consent from Lis and Ian and all involved parties.

International WhatsApp groups

WhatsApp groups are used to co-ordinate Wheels Trips, Roofbreaker International trips and contact between international Roofbreakers based in East and West Africa. Staff members from the relevant teams are allocated to moderate these groups.

Roofbreaker Facebook group

This is a closed Facebook group which is made available to those who are registered as Roofbreakers to share ideas, encouragement and resources. Members need to complete membership questions to verify that they have registered as a Roofbreaker and to ensure that the staff team can contact them to provide ongoing support. Group contributions and membership requests are monitored regularly by Roofbreaker staff team members who are also group members and administrators. Those who request to join the Facebook group but do not complete the membership questions, will be contacted by a member of the Roofbreaker team to explain our safeguarding policy and to offer them the opportunity to register as a Roofbreaker. People will not be added to the Facebook group until we can verify that they have registered as Roofbreakers

6.0 Working internationally

In international mission contexts, volunteers should be respectful towards local people and agencies, acknowledging cultural differences and deferring to local leaders' knowledge of, and relationships with, the local community. Whereas there may be differences in cultural practice, the abuse of vulnerable people is never acceptable. Practices such as female genital mutilation, domestic violence or abuse of children in the context of beliefs about witchcraft and spirit possession can never be justified. Team members on a mission trip are accountable to Through the Roof and the Charity Commission expects the charitable activities that we are involved with to conform to the same standards of child safety and good practice as in the UK.

Please note: Whereas safeguarding concerns are usually reported directly to the statutory safeguarding authorities here in the UK, this may not always be a viable or safe option when on a mission trip. The Safeguarding Lead of our Partner organisation will in the majority of cases determine the most appropriate course of

action if a safeguarding issue is raised. In circumstances where there are concerns about an international partner's conduct or their safeguarding lead, advice should be sought from the UK safeguarding team who will in turn seek further advice from appropriate agencies and support the team working on the ground. Where there is a concern raised about the conduct of a UK team member during a mission trip, immediate support must be sought from the UK safeguarding team.

All concerns and incidents should be recorded using the incident form in Appendix C

7.0 Safer Recruitment

Through the Roof leadership will ensure that recruitment, induction and supervision of workers meet safer recruitment standards, which include the following:

- All employees will have a written job description, and volunteers will have a role description, which outlines the relevant 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.
- 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 with the Missions Programmes Manager and/or the relevant staff member leading the work area i.e. International Missions Manager, or Together Co-ordinator Manager or Roofbreaker Team Leader. For paid roles the panel will consist of a minimum of two people and at stage 1 will usually comprise of values-based interview questions via video call. A stage 2 interview will be in-person, and include further values-based interview questions, a task plus presentation, where relevant.
- 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.
- Workers will receive regular support and supervision from their line manager, as appropriate, and undertake relevant Safeguarding training and Disability Awareness training, as relevant.

8.0 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. 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. The Safeguarding Lead of the Partner organisation must be identified and, if working internationally, be the first point of contact to report any Safeguarding issues. If the partner is implicated support should be sought from the UK team and Thirtyone:eight before proceeding.

9.0 Safeguarding training

The charity is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

All staff and volunteers will undertake safeguarding training relevant to their roles which will be renewed every three years e.g. Thirtyone-eight's Gateway to Safeguarding e-learning course.

The Safeguarding Lead and Deputy Safeguarding Lead will undertake more advanced safeguarding training every three years.

Specialist safeguarding training for trustees will be renewed every three years.

10.0 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:

- 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 in the UK, or 112 if working internationally.
- 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"
- don't make assumptions or approach the person alleged to be responsible

10.1 Recording Information

As soon as possible use the Through the Roof Safeguarding Reporting form (Appendix D) to 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

11.0 Process for handling a concern

- Report the concerns to the TTR Safeguarding Lead (Katie Budd) using the TTR Safeguarding Reporting form (Appendix C). If working internationally, concerns should be reported to the Safeguarding Lead of our Partner organization in the majority of cases. Where there is a concern that an international partner is implicated, support should be sought from the UK team. The TTR Safeguarding Lead should be provided with a copy of the information at the earliest opportunity.
- If you cannot contact the Safeguarding Lead, contact their deputy, (Janet Eardley)
- The Safeguarding Lead can act on behalf of Through the Roof in dealing with a disclosure, allegation or concern. They may seek advice from Thirtyone:eight. Based on the concern they may refer the matter to the statutory authorities.

- Any individual can report concerns immediately to Thirtyone:eight: 0303 003 1111, or, if out of office hours, the Police who will advise you appropriately. Record the name of who you spoke to, the time and date.
- Inform the appointed Safeguarding Lead 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.
- The Safeguarding Lead may need to inform others depending on the circumstances and/or nature of the concern, such as Trustee Safeguarding Lead who may need to liaise with the insurance company or the charity regulator (Charity Commission for England and Wales, Charity Commission for Northern Ireland or Office of the Scottish Charity Regulator) to report a serious incident/raise a concern (Scotland).
- Concerns must not be discussed with anyone other than those nominated above.
- The role of the safeguarding Lead/Deputy Safeguarding Lead is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Personal data will be processed in line with the seven principles of GDPR, as follows: Through the Roof will process personal information fairly and legally; will collect information for a specific purpose; ensure it is adequate and relevant; is accurate; is kept no longer than necessary; is stored securely; and be held accountable for its usage.

Sharing information with others will be on a strictly 'need to know' basis.

12.0 Allegations against staff or volunteers

Where allegations of abuse are made against members of staff or volunteers working for the organisation the Safeguarding Lead will gather the information and seek guidance from 31:8.

If your concerns relate to the Through the Roof Safeguarding Lead or Deputy, report directly to the Safeguarding Trustee (Fiona Maccabe), Thirtyone:eight or, if out of office hours, the Police or Social Services who will advise you.

13.0 Pastoral care and Support

Through the Roof is committed to supporting those who have been affected by harm through the actions of another person and will offer to connect the person concerned with people with skills and experience of providing pastoral support.

13.1 Working with someone known to pose a risk

There may be some instances where someone is known to pose a risk to children or adults. This may be through deliberate attempts to harm them or because of lack of understanding of appropriate care, interaction and boundaries.

The Safeguarding Lead, in consultation with the relevant Programme Leader will ensure appropriate supervision of the person concerned, ensuring suitable boundaries and behaviour based on a risk assessment.

14.0 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 Lead

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.

The Whistleblowing Policy will be provided to new staff as part of induction.

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.

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 email address, home address and telephone numbers should never be revealed

Participants and parents/carers/consent-givers 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

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 Lead within 24 hours, or, if working internationally, to the Safeguarding Lead of the Partner organisation.

APPENDIX D

Through the Roof Safeguarding Children and Adults at Risk Agreement Form

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 Lead 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 and send to the Safeguarding Lead (currently Katie Budd: katie@throughtheroof.org) or Safeguarding Deputy (Janet Eardley: janet@throughtheroof.org)
Through the Roof, Alpha House, Alpha Place, Garth Road, Morden SM4 4TQ