

1. Policy Statement

Wirral Community First Responders (WCFR) is committed to safeguarding and promoting the welfare of children, young people, and adults at risk. We believe that:

- The welfare of the child or vulnerable adult is paramount.
- All individuals, regardless of age, disability, gender, race, religion, sexual orientation, or socio-economic background, have the right to protection from harm, abuse, neglect, and exploitation.
- Safeguarding is everyone's responsibility.

This policy outlines how WCFR will fulfil its duty of care and comply with statutory requirements.

2. Scope

This policy applies to:

- All WCFR volunteers, trustees and members.
- Anyone working on behalf of WCFR.
- Activities undertaken by WCFR in the community.

3. Definitions

- Child: Anyone under the age of 18.
- Adult at risk: A person aged 18 or over who may be unable to protect themselves from harm due to age disability, illness, or circumstance.
- Safeguarding: Protecting a person's right to live safely, free from abuse and neglect.
- Abuse: Includes physical, emotional, sexual, neglect, exploitation, financial, discriminatory, domestic and organisational abuse.

4. Responsibilities

- Trustees: Hold ultimate responsibility for ensuring safeguarding arrangements are in place.
- Safeguarding Lead: WCFR will appoint a designated safeguarding officer responsible for advice, reporting, and liaison with statutory services.
- Volunteers: Must be aware of this policy, attend safeguarding training, and report any concerns promptly.

5. Code of conduct for volunteers

- Treat everyone with dignity and respect.
- Never work alone with children or adults at risk unless unavoidable in emergency response or while responding for North West Ambulance Service.
- Always act in the best interest of the person receiving care.
- Maintain professional boundaries.
- Avoid physical contact except where necessary for clinical reasons.
- Record and report any safeguarding concerns immediately.

6. Recognising & responding to concerns

Volunteers should be alert to signs of abuse or neglect, such as:

- Unexplained injuries.
- Fearful behaviour or withdrawal.
- Signs of neglect (poor hygiene, malnourishment).
- Disclosure made by the individual.

Procedure for reporting:

- If someone is at immediate risk, dial 999.
- If responding for North West Ambulance Service follow their safeguarding policy.
- If volunteering for WCFR report concerns as soon as possible to the WCFR Safeguarding Lead.
- Record the concern factually, without personal opinion.
- The safeguarding lead will decide whether to escalate to Wirral Council Children's Services, Adult Social Care, or the Police.

7. Confidentiality

- Information will only be shared on a need-to-know basis.
- Volunteers must not promise confidentiality to anyone disclosing a safeguarding concern.
- Records will be kept securely and in line with GDPR requirements.

8. Training & Awareness

- All volunteers will receive safeguarding induction training.
- All Community First Responders will receive relevant training from North West Ambulance Service, and this will be kept current.
- Updates will be provided in line with local and national safeguarding policies.

9. Whistleblowing

- WCFR encourages an open culture where concerns about conduct or practice can be reported without fear.
- Volunteers can report safeguarding failures to the Safeguarding Lead, Chair of the Trustees or directly to statutory bodies if necessary.

10. Policy review

- This policy will be reviewed annually by the trustees or sooner if legislation or local procedures change.
- Next Review: August 2026



**WIRRAL COMMUNITY
FIRST RESPONDERS**

Safeguarding Policy

11. Key Contacts

- WCFR Safeguarding Lead: (Insert Name, Email)
- Wirral Council Children's Services: 0151 606 2008 (Mon-Fri), Emergency Duty Team: 0151 677 6557
- Wirral Council Adult Social Care: 0151 606 2006

- Police (non-emergency): 101
- NSPCC Helpline: 0808 800 5000

12. Revision History

Version Number	Reason for Change	Valid From
1	Original Inception	August 2025
2	Wording Change	27-08-2025