



**GREATER
MANCHESTER**
FIRE AND RESCUE SERVICE

Policy and Procedure Safeguarding

Service Excellence

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Document Details

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Related Documents

Policy and Procedure

- GMCA Managing Criminal Records Checks in Employment Framework
- GMCA Safer Recruitment Process
- GMCA Rehabilitation of Offenders Policy Statement
- GMCA Recruitment and Selection Framework & Toolkit
- GMCA Disciplinary policy
- GMFRS Prevent Policy: Safeguarding People at Risk of Radicalisation or Involvement in Terrorism
- GMCA Data Protection Policy and Procedure
- GMCA Whistleblowing Policy

Guidance

- NFCC Safeguarding Guidance for Children, Young People and Adults
- Managing Allegations | NFCC CPO (ukfrs.com)
- NFCC Positive Disclosure Risk Assessment Guidance | NFCC CPO (ukfrs.com)
- Joint Guidance on DBS eligibility checks for FRA roles | NFCC CPO (ukfrs.com)

External

Legislation

- The Children's and Young Persons Act 1933
- [The Children's Act 1989](#) (as amended in 2018) – Sections 17 'Child in Need' & Section 47 'Child in Need of Protection.'
- [The Care Act Statutory Guidance 2020 \(chapter 14, 15, 16\)](#) (updated 2022)
- [The Children's Act 2004](#) – LSCBs
- The Children and Adoption Act 2002 – 'significant harm'
- [Counter-Terrorism and Security Act - GOV.UK](#) 2015
- The Education Act 2002 – Sections 157/175
- Domestic Abuse Act 2021
- The Education Act 2011
- The Children and Families Act 2014
- Safeguarding Vulnerable Groups Act 2006
- [The Care Act 2014 \(in particular, sections 42-46\)](#)
- GDPR and the Data Protection Act 2018

Guidance

- Prevent duty guidance: for England and Wales, Home Office, 2015 (updated 2021)
- Keeping children safe in education - GOV.UK (updated 2024 pending update Sept 2025)

- Working together to safeguard children - GOV.UK (www.gov.uk) 2023 (updated 2025)
- Information sharing: advice for practitioners providing safeguarding services 2018 (updated 2025)
- Guidance for Safer Working Practice for professionals working in education settings' 2022
- Channel duty guidance: protecting people susceptible to radicalisation (updated 2025)
- Prevent multi-agency panel duty guidance: protecting people susceptible to radicalisation (2025)

Other

- Equality Impact Assessment
- GMFRS Safeguarding Referral and Recording Toolkit
- HFSA Service Directories

Policy Statement

This policy and procedure support GMFRS's Mission of 'saving lives, protecting communities and working together'. The policy outlines GMFRS' commitment to the safeguarding and protection of children, young people and adults from abuse and neglect. All our safeguarding activity will promote the safety, dignity, and wellbeing of those individuals we are safeguarding and consider their wishes, beliefs and personal circumstances.

During all our activity, and through the implementation of this policy, we will ensure that all GMFRS personnel maintain a proper focus on safeguarding and that this is reflected in sound individual practice and in internal policies, procedures, guidance, and training.

Scope

This policy applies to all employees, volunteers and contractors working for, or on behalf of Greater Manchester Fire and Rescue Service. The term personnel will be used to refer to these groups throughout the document.

The policy describes our organisational approach to preventing abuse, neglect and exploitation and responding effectively where concerns are raised, to protect the public, GMFRS service users and personnel, including our staff, apprentices, and volunteers, from harm.

The procedure details the standard process for GMFRS personnel to follow to report and record safeguarding concerns within the context of their work (page 18).

The policy and procedure are supported by, and should be read in conjunction with, GMFRS guidance listed in the *related documents* section above. This is because some complex safeguarding matters **like Prevent** require GMFRS to follow a different referral protocol to the one described in the procedure section of this document.

If you would like additional information or support on safeguarding, please contact a GMFRS Designated Safeguarding Officer (DSO) or local safeguarding teams/services if more appropriate (contact details in Appendix A and B).

If you have any feedback on this document, contact Katie Davis, GMFRS Safeguarding Development Officer via email davisk@manchesterfire.gov.uk.

Definitions

Adult

An adult is 'a person aged 18 years or over'.

Safeguarding Adults

The Care Act 2014 states that adult safeguarding means protecting 'an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted, including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action'.

Safeguarding duties apply to an adult who:

- has needs for care and support (whether the local authority is meeting any of those needs); and
- is experiencing, or at risk of, abuse or neglect (including self-neglect); and
- because of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect (including self-neglect).

Child or Young Person

A child or young person is defined in law by the Children Act 2004 as 'a person who has not yet reached their 18th birthday'. The terms 'child' and 'young person' are interchangeable.

Safeguarding Children

Safeguarding is a term, which, is broader than 'child protection' and relates to the action taken to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility.

Safeguarding is defined in Working Together to Safeguard Children 2018 as:

- protecting children from maltreatment,
- preventing impairment of children's health and development,
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care and,
- taking action to enable all children to have the best outcomes.

Child Protection

Child protection is part of safeguarding. It refers to the activity that is undertaken to protect specific children who are suffering or are, at risk of suffering 'significant harm'. Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. However, all agencies and individuals should aim pro-actively to safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

Significant Harm

The Children Act 1989 introduced Significant Harm as the threshold that justifies compulsory intervention in family life in the best interests of children. Physical Abuse, Sexual Abuse, Emotional Abuse and Neglect are all categories of Significant Harm.

Harm is defined as the ill treatment or impairment of health and development and includes impairment suffered from seeing or hearing the ill treatment of another.

Significant Harm is also a key concept in relation to adults. The impact of harm upon a person will be specific to an individual and depend upon each person's circumstances and the severity, degree and impact or effect of this upon that person.

Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. Abuse may consist of a single act or repeated acts. It may be physical,

psychological, or emotional and can take the form of an act of neglect or omission to act. Self-neglect is where an individual does not or cannot meet their own basic needs.

Abuse includes any occurrence when a person is persuaded to enter a financial or sexual transaction, which they have not consented, or cannot consent to. Abuse may be deliberate or unintentional.

Designated Safeguarding Officer (DSO)

Designated Safeguarding Officers (DSOs) are nominated employees who have additional safeguarding training (Level 3 accredited) and are required to have a detailed understanding of safeguarding. They provide support, advice, and guidance to personnel about safeguarding children, young people and adults and can be used as a point of contact by GMFRS personnel with a safeguarding concern. There is an allocated DSO available 24/7.

GMFRS Prevention Managers and the Safeguarding Development Officer act as Lead DSOs and hold responsibility for assurance of safeguarding activity and attendance at safeguarding boards at a local, regional, and national level. These DSOs assist the organisation to develop and maintain an approach to safeguarding which is aligned with local and national guidance and good practice.

Appendix A lists the contact details for GMFRS DSOs. Further details of the specific responsibilities of DSOs within GMFRS can be found on the DSO tile on Safeguarding page on the intranet.

Local Authority Designated Officer (LADO)

The role of the Local Authority Designated Officer (LADO) is set out in Working Together to Safeguard Children (2018) (Chapter 2 Paragraph 4) and is governed by the Local Authorities duties under section 11 of the Children Act 2004.

The LADO is responsible for managing allegations against adults who work with children. This involves working with police, children's social care, employers and other involved professionals. The LADO does not conduct investigations directly, but oversees and directs to ensure thoroughness, timeliness and fairness.

The LADO must be informed of an allegation **within one working day** and will be involved from the initial phase of the allegation through to the conclusion of the case. The LADO is available to discuss concerns.

Person in a Position of Trust (PIPOT) Protocols

It is a requirement of the Care Act 2014 (England) that Safeguarding Adult Partnerships establish an agreed framework and process for any organisation to respond to allegations against anyone who works (in either a paid or unpaid capacity) with adults with care and support needs.

Whilst there is not a dedicated role within Adult Social Care as per the LADO function, all partner agencies are individually responsible for maintaining organisational procedures for dealing with PIPOT concerns, overseen by a dedicated PIPOT lead.

In GMFRS, the Assistant Director of People Services has responsibility for sharing and escalating information outside of their organisation, proportionately and appropriately to protect adults at risk.

Principles

Legislation

GMFRS align its approach to safeguarding with relevant legislation.

The Care Act 2014 makes provision about safeguarding adults from abuse or neglect in sections 42-46. The Act is supported by the Care Act Statutory Guidance and chapter 14 of the guidance replaces the previous department of health guidance, 'No Secrets'.

The Children Acts of 1989 and 2004 include specific duties in relation to children suffering or are likely to suffer significant harm regardless of where they are found. Significant changes to local multi-agency arrangements have recently been established through the **Children and Social Work Act 2017**. The Act created duties for police, health, and the local authority to make arrangements locally to safeguard and promote the welfare of children in their area. The Government continually updates, statutory guidance ***Working Together to Safeguard Children and Keeping Children Safe in Education***.

Other relevant legislation includes:

- Mental Capacity Act 2005
- Sexual Offences Act 2003
- Safeguarding Vulnerable Groups Act 2006
- Children and Social Work Act 2017
- Domestic Abuse Act 2021

Culture

Effective safeguarding goes beyond compliance with guidance and legislation. Whilst it is vital to have the required policies and procedures in place, this is only one step in creating a truly effective culture of safeguarding. "Within a setting, for there to be effective safeguarding, it should be very well understood – lived, breathed and constantly revisited (Ofsted webinar, 2022).

This approach is re-enforced in reports of His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) and National Fire Chiefs Council (NFCC) reports, including:

- NFCC Core Code of Ethics 2021
- HMICFRS - Values and Culture in Fire and Rescue Services report¹

NFCC Organisational Culture Statement and Action Plan July 2023.

GMFRS continue to actively pursue a 'Culture First' approach to ensure that all personnel are encouraged and supported in discussing their experience of GMFRS.

¹ <https://www.justiceinspectorates.gov.uk/hmicfrs/fire-and-rescue-services/our-work/terms-of-reference-spotlight-report-on-values-and-culture-in-fire-and-rescue-services/>

¹ <https://www.ukfrs.com/people>

Where alleged or suspected abuse and/or neglect is identified, this can be reported in confidence and the service will be well placed to prevent incidents and respond effectively. Deliverables include.

- GMFRS Culture First Board with independent external co-chair.
- Introduction of Head of Culture and Inclusion.
- Annual staff bHeard Survey.
- Freedom to Speak Up service and FRS Speak Up Service. The latter is delivered by Crimestoppers UK as an external, confidential reporting line.

GMFRS Personnel Safeguarding Support

Instances of abuse, harm and neglect are not restricted to the communities we serve, some of our own personnel may be affected by safeguarding issues at points throughout their engagement with GMFRS. These individuals may require the same level of support offered to those in the community.

Equally, if affected by, or involved in, identifying, raising, or referring a safeguarding or Prevent concern, about a member of the public, a colleague or yourself, GMFRS personnel may experience increased levels of anxiety and require additional support. These individuals will be offered dedicated time on a one-to-one basis with a colleague or line manager to debrief.

Additional support for personnel is available through GMFRS People Services, Health and Wellbeing Team or externally through the employee assistance programme, PAM Assist. Further information on support available and contact details can be found under the Health and Wellbeing Key Info section on Inside GMCA.

Partnership

GMFRS will work jointly with partners and the relevant authorities to safeguard and promote the welfare of children, young people, and adults and, where necessary, to help bring to justice the perpetrators of abuse or neglect.

GMFRS will be represented at all Safeguarding Adult Boards and have a named link into Children's Boards across the ten boroughs of Greater Manchester (GM) as well as related multi-agency initiatives and boards such as GM Domestic Abuse Steering Group, Violence Reduction Partnership and Programme Challenger.

GMFRS will share relevant information with respective statutory protection agencies as part of statutory, mandatory and/or other reviews, without delay and within protocols agreed by safeguarding boards. Further information and guidance on statutory reviews is available on the Safeguarding page on Inside GMCA.

GMFRS is committed to sharing and learning from other Fire and Rescue Services and are represented at NFCC Safeguarding Board, Coordinating Group and North-West Safeguarding Group.

Diversity

GMFRS recognise that individuals and communities can face different risks and have differing needs depending on their gender, sexuality, race, religion, culture and ethnic background. This policy and procedure, and the guidance that supports it, will take account of diversity, and will be delivered in ways that ensure our services are equitable for all members of the communities we serve. This is considered in the Equality Impact Assessment that supports this policy.

Making Safeguarding Personal (MSP)

GMFRS personnel, where possible and appropriate, will support and encourage people to make their own decisions and give informed consent.

1. **Empowerment:** people being supported and encouraged to make their own decisions and give informed consent.
2. **Prevention:** it is better to act before harm occurs.
3. **Proportionality:** the least intrusive response appropriate to the risk presented.
4. **Protection:** support and representation for those in greatest need.
5. **Partnership:** local solutions through services working with their communities – communities have a part to play in preventing, detecting, and reporting neglect and abuse.
6. **Accountability:** accountability and transparency in safeguarding practice.

Complex, Contextual and Transitional Safeguarding

GMFRS recognises that Safeguarding matters are often complex and have multiple influencing factors. Each safeguarding concern requires particular understanding and considered approaches. This includes, child sexual and criminal exploitation, serious and organised crime and gangs, modern slavery, including sham/forced marriages, female genital mutilation, breast ironing, honor-based violence, violent extremism, radicalisation, and county lines.

The organisation will collaborate with key stakeholders, including GM Complex Safeguarding Teams, Programme Challenger, and GM Violence Reduction Unit, to improve organisational understanding of all safeguarding matters and address these risks within our communities.

Communication and Promotion

GMFRS will communicate our Safeguarding and Prevent policies, procedures, and guidance to all GMFRS employees, apprentices, volunteers, and sub-contractors who engage in delivering for, or on behalf of GMFRS. We will achieve this through.

- Embedding safeguarding and Prevent training in Staff induction/Training/CPD/Online learning modules
- Promotion of safeguarding and Prevent on Inside GMCA
- Visible media on and around our premises

- Team meetings/Supervision and Apprentice/learner reviews

Training

Training is just one way of implementing our policies and ensuring we have commitment from our employees, apprentices, volunteers, and sub-contractors to safeguard each other and members of the community.

GMFRS has developed a Safeguarding Training Competency Framework (training brochure). This Competency Framework is based on national requirements of health and social care providers.

The Framework sets out expected levels of knowledge and training, in relation to safeguarding children and adults, for all GMFRS personnel, including apprentices, volunteers and sub-contractors. Knowledge and training requirements are dependent on the job roles and responsibilities.

A summary of training is detailed in the table below:

Safeguarding Children and Adults at Risk
All GMFRS personnel must complete the GMFRS E-learning: Safeguarding Children and Adults at Risk on the Learning Management System (Mi-Learning). To complete the training, the staff member must demonstrate they have read this policy and procedure.
Designated Safeguarding Officers (DSO)
DSOs will be trained to Level 3 in Principles of Safeguarding and Protecting Children, Young People or Vulnerable Adults. In addition, each DSO will complete course focused on the role and responsibilities of a DSO. This will be refreshed every 2 years.
Prevent
Prevent E-Learning is hosted on the Learning Management System (Mi-Learning) and must be completed by all staff and refreshed every 2 years. GMFRS delivers Workshop to Raise Awareness of Prevent (WRAP) training to targeted staff groups, Prevention Department and Apprentice firefighters. Other staff are optional attendees. Both the E-Learning and face to face training raises awareness of radicalisation and supports staff to identify people at risk and refer them to the Channel Programme. For further information on Prevent, please see GMFRS Prevent Policy.
Additional Training

GMFRS has a range of other complimentary training packs that are available via the Safeguarding Tile on Mi-Learning.

Where additional training requirements are identified or requested, personnel are encouraged to review the Training Offer of local authority safeguarding partnerships. The links to these pages are highlighted on the Safeguarding Tile on Mi-Learning.

Specific requests can be made to PreventionTrainingTeam@manchesterfire.gov.uk.

Safer Recruitment and Procurement

Inquiries into deaths and injuries of children (the Bichard Inquiry Report²) and vulnerable adults (Winterbourne View Hospital Review³) have stressed the importance of safer recruitment practices, including employment checks. This is supported by reports on culture across the FRSSs, published by, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services⁴ (HMICFRS) and NFCC.

Like all employers with eligible posts, GMCA (including GMFRS) have a legal responsibility to ensure that it is compliant with the Rehabilitation of Offenders Act (ROA 1974), including amendments to the Exemptions Order in July 2023.

GMCA/GMFRS has a suite of policies and procedures in place to ensure that it meets this legal obligation and to safeguard the welfare of those accessing its services. For further information please see Policy and Procedure section on page 3-4 of this document or GMCA Recruitment and Selection Framework & Toolkit.

GMFRS procurement processes will ensure that individual consultants, or agencies contracted to deliver work for or on behalf of the organisation, have their own safeguarding policies in place, or agree to adhere to the GMFRS Safeguarding policy and procedure.

Reducing and Managing Allegations Against Personnel

GMFRS employees must always align to the NFCC Code of Ethics and avoid placing themselves in situations where they could be the subject of allegations of abuse/neglect.

Where there is an allegation or concern made against a person who works with children or vulnerable adults, or is a Person in Position of Trust (PIPOT) that they have:

- Behaved in a way that may have harmed a child or vulnerable adult or may harm a child or vulnerable adult
- Possibly committed a criminal offence against or related to a child or vulnerable adult
- Behaved towards a child or vulnerable adult in a way that indicates they may pose a risk of harm to children or vulnerable adults

² <https://www.jesip.org.uk/downloads/the-bichard-inquiry-report/#>

³ [Winterbourne View Hospital: Department of Health review and response - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/winterbourne-view-hospital-department-of-health-review-and-response)

⁴ <https://www.justiceinspectorates.gov.uk/hmicfrs/fire-and-rescue-services/our-work/terms-of-reference-spotlight-report-on-values-and-culture-in-fire-and-rescue-services/>

- Behaved or may behave in a way that indicates they may not be suitable to work with children or vulnerable adults.

Please note this may have happened outside the organisation. This is known as transferable risk.

GMFRS will work in line with agreed policy and procedure to assess any potential risk to children and/or adults with care and support needs who use their services, and, if necessary, take action to safeguard those children and/or adults, this may include suspension and/or dismissal. GMFRS will investigate the allegation and where appropriate, liaise with relevant partners which may include the Local Authority Designated Officer (LADO) and/or police.

For further information please see GMCA Disciplinary Policy and NFCC, Managing Allegations Guidance.

Whistleblowing

GMFRS recognises the important role employees can play in the identification of malpractice or wrongdoing. As such, GMFRS will seriously consider and investigate any allegation made. If the allegation is made in good faith, the person bringing it will be protected from possible reprisals.

GMFRS will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect employees when they raise a concern in good faith. GMCA Whistleblowing Policy provides more detail on procedure.

Additional routes to report include, GMFRS Freedom to Speak Up (see intranet) and FRS Speak Up Service, which can be accessed via online form or by phone on 0800 022 3818.

Responding to Abuse and Neglect

Where concerns of abuse, neglect (including self-neglect) and/or harm are identified, GMFRS personnel must refer this information to the relevant agency as soon as possible or **within 24 hours**. These concerns may apply to a member of the public or a colleague.

Consent

Consent and Referrals for Children: In all cases, safeguarding concerns of abuse, neglect, or harm, can and must be raised and referred to children's social care teams, the Police, or another appropriate agency.

In most cases, it is appropriate to seek consent. However, there are some cases where it is not. Consent should not be sought if doing so would:

- place a person (the individual, family member, worker or a third party) at increased risk of significant harm (if a child) or serious harm (if an adult).

- prejudice the prevention, detection, or prosecution of a serious crime - this is likely to cover most criminal offences relating to children.
- lead to an unjustified delay in making enquiries about allegations of significant harm (to a child) or serious harm (to an adult).

Consent and Referrals for Adults:

It is good practice to seek the consent of the adult considered to be at risk if a safeguarding referral is required. However, in some cases it may not be possible or safe to ask for or gain consent.

Staff can use the Caldecott principles (reflected in the Data Protection Act) to guide them in decision making about sharing information without consent of the individual. These are:

- Justify the purpose(s).
- Do not use personal confidential data unless it is necessary.
- Use the minimum personal confidential data necessary for purpose.
- Access to personal confidential data should be on a strict need-to-know basis.
- Everyone with access to personal confidential data should be aware of their responsibilities.
- Comply with the law.
- The duty to share information can be as important as the duty to protect patient confidentiality.

Further advice can be sought by contacting the relevant adult social care team, a GMFRS DSO or line manager.

Consent and Referrals under the Prevent Duty

Where there is a concern relating to extremism or radicalisation under the Prevent Duty, although it is desirable, you do not need consent to make a Prevent referral - consent will be sought by the Channel Team before being adopted by Channel. Further Information can be found in GMFRS's Prevent Policy.

Auditing

In addition to the assurance exercises coordinated by statutory safeguarding partnerships, the NFCC and Fire Standards Board. GMCA and GMFRS will undertake audits on safeguarding arrangements to ensure that:

- the organisation upholds its commitment to safeguarding as described in this policy.
- personnel adhere to the procedure described in this policy.
- compliance with this policy and procedure is continually monitored and improved to increase effectiveness.

This activity is supported by Key Performance Indicators (KPIs) in relation to, compliance of referrals (with procedure) and training completion levels.

Digital Safeguarding and Monitoring IT Usage

GMFRS is aware of the challenges as well as the benefits of digital advancements. The service has taken necessary steps through redesign of ICT Acceptable User Policy, and an increased focus on training in relation to digital security and information governance.

GMFRS corporate induction for staff, apprentices, volunteers, and sub-contractors outlines clear expectations, rules, and guidance in relation to safe use of technology. ICT equipment is monitored and managed by a dedicated GMCA Digital Team. The Online Safety Act provides a route for GMFRS to raise concerns around unsuitable material on digital platforms.

Data Protection, Information Sharing and Recording

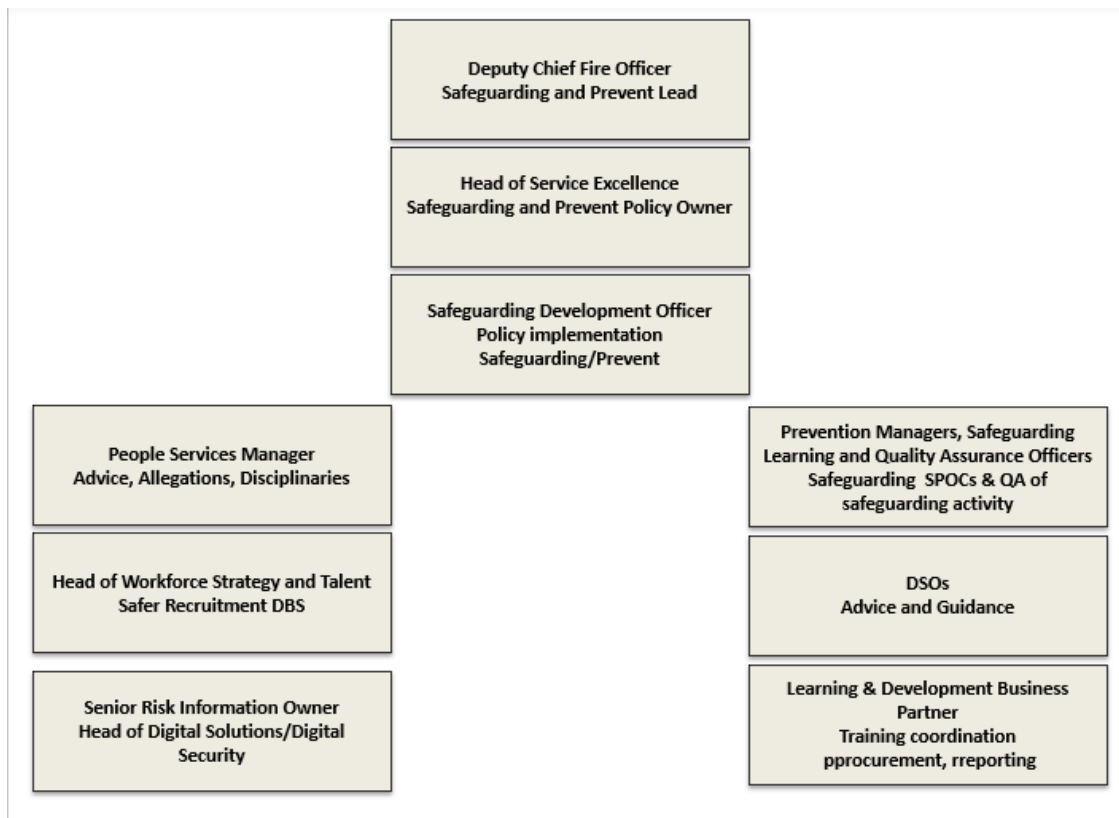
Information regarding safeguarding must remain wholly confidential and must only be shared on a 'need to know' basis. Information should only be discussed for deciding on a course of action and to seek advice from a line manager, a DSO or partner organisation.

Recorded information which is sensitive and/or personally identifiable, must be processed and stored in accordance with data protection principles. When sharing sensitive and/or personally identifiable information personnel should ensure that appropriate levels of information security are applied. In cases where information is emailed externally documents must be password protected and sent via secure email. Please see guidance '[Information sharing advice for safeguarding practitioners](#)' (DfE, 2018).

Roles & Responsibilities

Safeguarding applies to all personnel, however, certain roles within GMFRS and GMCA have specific responsibilities for safeguarding which are key to maintaining robust arrangements which are compliant with current legislation and guidance. The chart below highlights these roles, and their area of responsibility.

Key Roles



Line Managers:

Line managers will ensure that their staff and volunteers have access to, and are familiar with, this policy and procedure, and undertake safeguarding training appropriate to their roles. Line managers will manage concerns/complaints relating to their reportees, taking advice from DSOs and People Services.

Meetings and Boards

GMFRS and GMCA representatives are affiliated with various safeguarding forums led by statutory partners and the NFCC. Outcomes from these meetings are channeled into the appropriate GMFRS or GMCA forum, however there are dedicated GMFRS/GMCA safeguarding groups that meet regularly as part of the formal governance structure. These are as follows:

GMFRS/GMCA Safeguarding Board

This board provides strategic oversight for all aspects of safeguarding work across the organisation and ensures policies and procedures are up to date and effective in

protecting people from potential or actual harm. The board is co-chaired by Head of Service Excellence and People Services.

Safeguarding Policy & Practitioners Group Meeting

With representatives from across the service, the Safeguarding Policy & Practitioners Group identify, resolve and/or escalate issues that impact GMFRS safeguarding arrangements.

The Group is responsible for developing, reviewing, and updating the safeguarding policy and procedure, and communicating to employees and volunteers any changes in the policy and procedure.

The group will monitor compliance with the policy and audit and evaluate safeguarding activities across the organisation to increase effectiveness. The group will also discuss local trends, share numbers and types of referrals, provide peer support, and share best practice.

Prevention and People Services Safeguarding Subgroup

GMFRS and GMCA colleagues from teams within, People Services, Training and Development, and Talent, Attraction and Resourcing meet regularly to review and develop the organisations approach to:

- Training and development of employees and volunteers
- Support for personnel
- Screening and employment checks
- Safeguarding supervision

Procedure

This section describes the steps that GMFRS personnel should follow where a safeguarding concern has been identified.

Safeguarding Concern Identified



Step 1: Provide an Initial Response

- Remain calm and listen carefully
- Record details of the concern/disclosure
- Record name, address, telephone number and D.O.B of the individual at risk and family composition



Decision Point: Is there an immediate risk?

- Yes → Dial 999 for emergency services.
- After emergency, proceed to Step 2 and Step 4.
- No → Proceed to Step 2.



Step 2: Make a Safeguarding Referral

- Make referral to the relevant social care team as soon as possible and within 24 hours.
- Contact DSO or social care duty team if you need advice.
- Report to Children's or Adult's Social Care using local referral pathway for that local authority.



Step 3: Involve Greater Manchester Police

- If a crime has occurred, call 101.
- Also make a referral to social care to report safeguarding concern (as in Step 2).



Step 4: Record Action

- Record referral on GMFRS Safeguarding Online Form.
- Access via: Intranet > GMFRS Tools and Apps > GMFRS Safeguarding Online Form.

Step 1: Provide an Initial Response

1. When a safeguarding concern is disclosed or observed, remain calm and listen carefully to what is being said.
2. Make an accurate record of what has been observed or disclosed to you and collect the following information about the person at risk if it is available and if obtaining it does not put you, your colleagues, or the individual at further risk:
 - Date of safeguarding concern
 - Requirements for immediate protection from harm
 - Full Name, any aliases and gender
 - Address, phone number and date of birth
 - Family composition (names and dates of birth of all family members)
 - Time, location, and persons present at the incident (if applicable)
 - Details of the concern, disclosure, or allegation
 - Details about alleged perpetrator(s) (if applicable)
 - Name of school, GP, or social worker (if applicable)
 - Communication barriers (if any)
 - Whether the child or adult is aware of, and has given consent for the safeguarding referral (it is not essential that they are aware or have given consent)
 - Parents/relatives/carers response to the concern (if this has been discussed)
3. Where appropriate explain to the individual at risk that you have a duty to inform Children's Social Care, Adult Social Care, or the Police.
4. You must raise the safeguarding concern as a priority, as soon as possible and at the latest, within 24 hours. Non action is not an option.

Step 2 – Report the concern in a Safeguarding Referral to Children's or Adult Social Care Services

5. In non-emergency safeguarding situations, refer the safeguarding concern to Children's Social Care services or Adult Social Care services (as appropriate), in the borough where the person lives or is found.

Please note, there are different forms and referral pathways into social care in each local authority. Follow local procedures.

Details of the referral pathways for adult and children's social care are listed in Appendix B of this policy or the GMFRS Safeguarding Referral and Recording Toolkit can be found on Mi-Learning, alternatively, search the internet for adults or children's social care on the local authority website where you have observed the safeguarding concern.

Step 3 - Involve Greater Manchester Police (if appropriate)

6. In emergency safeguarding situations where there is an immediate risk of significant harm, serious injury, danger, or threat to life, dial 999 and request the police or the appropriate emergency service. You must still make the safeguarding referral to social care as described in step 2 above.

The introduction of Right Care Right Person does not affect the responsibility of the police to attend in this scenario.

Step 4 – Record your Referral on GMFRS Safeguarding Online Form

7. After you have made a Safeguarding referral into children or adult's social care, you **must** record the action you have taken on the GMFRS Safeguarding Online Form.

If you have taken any action to mitigate fire risk, please detail this.

This record allows GMFRS to quality check referrals and ensures that all relevant information related to the individual, or address is shared with social care.

Appendices

Appendix A: GMFRS Designated Safeguarding Officers (DSO)

- Prevention Managers can be contacted during office hours.
- Group Managers with a reference as Flexi Duty Officers are trained as DSOs to provide cover in out-of-hours circumstances.
- In addition, some staff are DSOs due to their specific roles in relation to safeguarding.

Appendix B: Local Authority Social Care Contact Details 2025

Bury

Adult Safeguarding

Email: adultcareservices@bury.gov.uk

Phone: 0161 253 5678

Out of hours: 0161 253 6606

Child Safeguarding

childwellbeing@bury.gov.uk

Phone: 0161 253 5678

Out of hours: 0161 253 6606

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Oldham

Adult Safeguarding

adult.mash@oldham.gov.uk

Phone: 0161 770 7777

Out of hours: 0161 770 6936

Child Safeguarding

child.mash@oldham.gov.uk

Phone: 0161 770 7777

Out of hours: 0161 770 6936

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Rochdale

Adult Safeguarding

adult.care@rochdale.gov.uk

Phone: 0300 303 8886

Out of hours: 0300 303 8875

Child Safeguarding

[Child protection webpages](#)

Phone: 0300 303 0440

Out of hours: 0300 303 8875

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Manchester

Adult Safeguarding

Manchester Social Care Contact Centre

mcsreply@manchester.gov.uk

Phone: 0161 234 5001

Child Safeguarding

Manchester Social Care Contact Centre

mcsreply@manchester.gov.uk

Phone: 0161 234 5001

in addition to emailing a referral a follow up phone call required for concerns regarding children

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Wigan

Adult Safeguarding

[Wigan adult safeguarding referrals](#)

Phone: 01942 828777 (24 hours)

Child Safeguarding

[Wigan children safeguarding referrals](#)

Phone: 01942 828300

Out of hours: 01942 828777

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Bolton

Adult Safeguarding

[Bolton adult safeguarding referrals](#)

Phone: 01204 337000 (24 hours)

Child Safeguarding

[Bolton children safeguarding referrals](#)

Phone: 01204 331500

Out of hours: 01204 337777

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Salford

Adult Safeguarding

[Salford adult safeguarding referrals](#)

Phone: 0161 206 0604

Out of hours: 0161 794 8888

Child Safeguarding

[Salford child safeguarding referrals](#)

Phone: 0161 603 4500

Out of hours: 0161 794 8888

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Trafford

Adult Safeguarding

[Trafford adult safeguarding referrals](#)

Phone: 0161 912 5135

Out of hours: 0161 912 2020

Child Safeguarding

[Trafford child safeguarding referrals](#)

Phone: 0161 912 5125

Out of hours: 0161 912 2020

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Stockport

Adult Safeguarding

[Stockport adult safeguarding referrals](#)

Phone: 0161 217 6029

Out of hours: 0161 718 2118

Child Safeguarding

[Stockport child safeguarding referrals](#)

Phone: 0161 217 6028

Out of hours: 0161 718 2118

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Tameside

Adult Safeguarding

[Tameside adult safeguarding referrals](#)

Phone: 0161 922 4888

Out of hours: 0161 342 2222

Child Safeguarding

[Tameside child safeguarding referrals](#)

Phone: 0161 342 4101

Out of hours: 0161 342 2222

Prevention Manager

Please contact 0161 736 5866 and ask for the Prevention Manager for this area.

Safeguarding Development Officer

Please contact 0161 736 5866 and ask for Katie Davis.

