



WHEELIEQUEER · FOR CLIENTS

Safeguarding Statement

What safeguarding means at WheelieQueer, and what you can expect from us. Your safety and wellbeing matter.

ABOUT THIS DOCUMENT

Who it is for	People using or thinking about using WheelieQueer's services
Version	2.0
Status	APPROVED — 28 August 2026
Owner	Jasper Armitage-Williams, Policy Owner
Another format?	Tell us if you need this in a different format, and we will do what we reasonably can
Contact	info@wheeliequeer.net



Our commitment to you

At WheelieQueer, we are committed to creating a **safe, respectful and supportive environment** for everyone we work with. We recognise that many of our clients may have experienced trauma, abuse or neglect, and we take safeguarding seriously.

Our approach

We work in a **trauma-informed, person-centred** way and treat all clients with dignity and care. We aim to build trust and support people **at their pace** — without judgment or pressure.

Safeguarding is about protecting people from harm, abuse or exploitation. We understand that harm can come in many forms, including:

- physical, emotional, sexual or financial abuse;
- neglect or self-neglect;
- domestic abuse or coercive control;
- hate crime, discrimination or targeted harassment;
- institutional abuse or poor care within systems.

When we may need to share information

What you tell us is **confidential**, and we take that seriously.

Confidentiality is not, however, absolute. There are limited circumstances where we may need to share information **without your agreement** — where the law requires it, or where there is another **compelling lawful reason**, including a **serious concern about your safety or someone else's**.

WHAT THIS MEANS IN PRACTICE

We will normally talk to you first and explain what is happening — unless doing so would put you or someone else at further risk.

We will only share the minimum amount of information necessary to keep you, or someone else, safe.

If you are not able to agree, or you would rather we did not share, that does not automatically stop us acting where there is a serious concern about someone's safety. We would still talk to you about it wherever we can.

Examples of when this might happen include:

- if you tell us about abuse that is happening now and you are at immediate risk;



- if we become concerned that a child, or another adult, is being harmed;
- if you tell us you are planning to end your life and we cannot make sure that you are safe;
- if we are contacted by emergency services.

What you can expect from us

- We will always **listen to you and take your concerns seriously**.
- We will be **clear about when and why** information might be shared.
- We will only share the **minimum amount of information necessary** to keep you, or someone else, safe.
- We will **keep you informed** wherever possible and appropriate.
- We will **not investigate** what you tell us ourselves — that is for services with the training and legal powers to do it. Our job is to listen, take it seriously, and make sure the right people know.

Contact and support

If you are unsure about anything related to safeguarding, or you feel unsafe at any point during your work with us, please let us know.

You are **always welcome to bring a trusted person** with you to any session, or to request extra support. You can talk to us in the way that works for you — including in writing, by phone, by video, in BSL, or through someone you have authorised.

WE ARE HERE TO SUPPORT YOU

Your safety and wellbeing matter. If something does not feel right, you can tell us, and we will listen.

If you are unhappy with how we have handled something, our **Complaints & Feedback Policy** explains how to raise it. Doing so will never affect your right to support from WheelieQueer.

Approved by: Jasper Armitage-Williams, Policy Owner · **Version:** 2.0 · **Approval date:** 28 August 2026 · Replaces the previous Safeguarding Statement