



the
westway
a community hub for all

Adult Safeguarding Policy

Leads: Mary Marsden, Caroline Liggins

Effective Date: 25.07.2025

Review Date: 25.07.2026



1. Policy Statement

The Westway is committed to protecting the rights, safety, and wellbeing of adults at risk. We believe everyone has the right to live a life free from abuse, neglect and exploitation. This policy sets out how we prevent and respond to safeguarding concerns.

2. Scope

- This policy applied to all staff, volunteers, trustees, contractors, and any person associated with The Westway.
- It applies to any contact with adults at risk, as defined in Section 42 of the **Care Act 2014**.

Find out more re Care Act 2014:

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets>

3. Definitions

As per the Care Act 2014, an Adult at Risk is a person aged 18 or over who:

- Has care and support needs (whether or not the local authority is meeting those needs)
- Is experiencing or at risk of, abuse or neglect; and
- Is unable to protect themselves because of those needs.

Abuse includes:

- Physical
- Domestic violence
- Sexual
- Psychological
- Financial or material
- Modern slavery
- Discriminatory
- Organisational
- Neglect and acts of omission
- Self-neglect

You can find more information here:

www.surreysab.org.uk/

4. Roles and Responsibilities

- The Westway has two Designated Safeguarding Leads (DSL): They are responsible for managing safeguarding concerns, referrals and training.
- All staff and volunteers must understand safeguarding responsibilities, complete required training and report concerns immediately.
- As of July 2025, they are the Centre Manager, Mary Marsden, and the Deputy Manager, Tony Pearce.
- If you want to raise a concern associated with either of these members of staff you can contact Caroline Liggins, Chair of Trustees.

All contact information is found at the end of this document

5. Reporting Safeguarding Concerns

All safeguarding concerns must be taken seriously.

If someone is in immediate danger, call 999. Otherwise, follow this process:

- **Listen:** Remain calm, do not promise confidentiality, but assure them their information will only be shared with relevant persons, e.g. the designated safeguarding leads, wider safeguarding teams etc. Reassure the person.
- **Record:** Write down what you've seen/heard using the person's own words. This must be factual only, opinions should not be included. Include date, time, and your signature.
- **Report:** Contact the DSL immediately. If the DSL is unavailable, escalate to the senior manager on site. If you are the DSL, follow DSL protocols and report accordingly.
- **Refer:** The DSL will refer to the Local Authority Safeguarding Team as appropriate.

6. Local Authority Contact Information

Multi Agency Safeguarding Hub (MASH):

0300 470 9100

ascmash@surreycc.gov.uk

Out of Hours Team:

Call the Adult Social Care Emergency Duty Team

01483 517898

7. Confidentiality and Information Sharing

- Information will only be shared on a need-to-know basis in line with GDPR and safeguarding legislation.
- The safety of the adult is always the priority.

8. Safe Recruitment & DBS Checks

- All staff and volunteers in contact with adults at risk will undergo appropriate Disclosure and Barring Service (DBS) checks.
- References and safeguarding knowledge will be checked at recruitment.

9. Training

- All staff and volunteers must complete safeguarding training within their first three months and refresh it annually or bi-annually depending on role.
- DSL will undertake advanced safeguarding training at least every two years.

10. Whistleblowing

- The Westway encourages a culture where concerns about colleagues or safeguarding failures can be reported without fear of reprisal.
- If you have a concern about any staff at The Westway, you can contact the Chair of Trustees, Caroline Liggins.
- If you have a concern about a trustee, you can contact _____

11. Policy Review

- This policy will be reviewed annually or sooner if there are changes in legislation or best practice.

12. Related Policies

- Confidentiality Policy
- Code of Conduct
- Complaints Procedure
- Equality, Diversity and Inclusion Policy

13. Contact Information

Designated Safeguarding Leads:

Centre Manager: Mary Marsden
mary.marsden@thewestway.org

Trustee Contact:

Chair of Trustees Caroline Liggins:
caroline.liggins@thewestway.org

NOTE: The Westway is currently reviewing its policies and procedures. We are looking to create a designated safeguarding email to improve confidentiality and practice.

14. Policy Sign Off

This policy was written by Abi Chapman, Charity Manager on the 18/07/2025

This policy was approved by trustees on 06/11/2025

This policy will be reviewed on the 04/09/2025 to ensure that a designated safeguarding email has been introduced.

This policy will undergo a full review by the 18/07/2026