



Haslemere Youth Hub

Adults Safeguarding Policy

Date: Oct 2025

Next Review: Oct 2026

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1. Purpose

Haslemere Youth Hub is committed to safeguarding the wellbeing, dignity, and human rights of all adults who engage with our services.

We recognise that some adults may be more at risk of harm due to age, disability, illness, substance misuse, mental ill-health, or social isolation.

We have a duty of care to act promptly and proportionately to protect adults from abuse, neglect, or exploitation.

Our aim is to ensure that every adult:

- Is treated with dignity, respect, and compassion;
- Is supported to live safely and independently;
- Is empowered to make their own informed choices; and
- Has access to the right help and protection when needed.

2. Scope

This policy applies to all individuals involved in the work of Haslemere Youth Hub , including:

- All staff, volunteers, trustees, contractors, and sessional workers;
- Partner organisations delivering activities or services on Hub premises, including Waverley Borough Council, Surrey County Council, and Surrey Police community teams; and
- Visitors, facilitators, and third-party providers working with or on behalf of the Hub.

All individuals share responsibility for safeguarding and must report any concern immediately.

3. Legislative and Policy Framework

This policy is underpinned by key legislation and statutory guidance, including:

- **Care Act 2014 and Care and Support Statutory Guidance (DHSC 2023)**
- **Mental Capacity Act 2005**
- **Human Rights Act 1998**
- **Data Protection Act 2018 / UK GDPR**
- **Domestic Abuse Act 2021**
- **Public Interest Disclosure Act 1998**
- **Surrey Safeguarding Adults Board Multi-Agency Procedures**

We also work within local frameworks, including the **Waverley Borough Council Community Safety Partnership** and **Surrey Police Safer Neighbourhoods Team** protocols.

4. Policy Statement

Haslemere Youth Hub believes that every adult has the right to live a life free from harm, neglect, and abuse.

We will:

- Promote a culture of safety, respect, and empowerment;
- Prevent abuse through awareness, early identification, and staff training;
- Respond promptly and appropriately to safeguarding concerns;
- Work in partnership with statutory and voluntary agencies, including **Surrey County Council Adult Social Care, Surrey Police, and NHS Surrey Heartlands**; and
- Support and train staff and volunteers to act confidently and responsibly when safeguarding concerns arise.

5. Definitions

An **Adult at Risk** (as defined by the Care Act 2014) is a person aged **18 or over** who:

1. Has needs for care and support (whether or not those needs are being met);
2. Is experiencing, or is at risk of, abuse or neglect; and
3. As a result, are unable to protect themselves from that abuse or neglect.

Types of abuse include (but are not limited to):

Physical, sexual, emotional/psychological, financial or material, neglect and acts of omission, domestic abuse, discriminatory abuse, modern slavery, organisational abuse, and self-neglect.

6. Roles and Responsibilities

Role	Responsibilities
Chair of Trustees - Carole King	Holds overall governance responsibility for safeguarding and ensures compliance with legal and regulatory duties.
Designated Safeguarding Lead (DSL) - Nadeana Simpson-Hadden	Leads on safeguarding matters, coordinates responses to concerns, liaises with Adult Social Care and Surrey Police, and ensures policy implementation and staff training.
Deputy DSL - Youth Provision Manager	Acts in the DSL's absence and maintains oversight of day-to-day safeguarding practice.
All Staff and Volunteers	Must remain vigilant, maintain professional boundaries, and report all safeguarding concerns immediately.
Partner Agencies	Work collaboratively to share information and coordinate safeguarding responses in line with local multi-agency procedures.

7. Reporting a Concern

All safeguarding concerns must be reported **immediately** to the **DSL** or **Deputy DSL**.

If there is **immediate danger or risk of harm**, contact:

- **Surrey County Council Adult Social Care:** 0300 200 1005
- **Out of Hours Emergency Duty Team:** 01483 517898
- **Surrey Police:** 999 (emergency) or 101 (non-emergency)

A **Safeguarding Concern Form** (see Appendix A) must be completed within 24 hours and stored securely.

The DSL will assess the concern, coordinate any referrals, and ensure appropriate follow-up with statutory agencies.

8. Confidentiality and Information Sharing

- Information will only be shared when necessary to protect an adult at risk.
- Personal data will be managed in accordance with the **Data Protection Act 2018** and **UK GDPR**.
- The Hub adheres to the **Surrey Multi-Agency Information Sharing Protocol**.
- Consent should be sought wherever possible, unless doing so would increase risk or hinder safeguarding action.

9. Training and Awareness

Haslemere Youth Hub ensures that everyone involved in our work is confident and competent in safeguarding practice through:

- **Mandatory safeguarding induction** for all staff, trustees, and volunteers;
- **Annual refresher training** on adult safeguarding, local risks, and reporting procedures;

- **Advanced training** for DSLs and managers at least every two years; and
- **Joint training opportunities** with local statutory partners to ensure shared understanding and consistent practice.

10. Monitoring, Governance and Review

- The **DSL** will provide regular safeguarding reports to the Board of Trustees.
- The Hub will conduct an annual safeguarding review, including case analysis and lessons learned, in collaboration with partner agencies.
- This policy will be reviewed annually, or sooner if there are significant legislative, organisational, or procedural changes.

Appendices

Appendix A - Safeguarding Concern Form (Template)

Date and Time of Concern:

Your Name and Role:

Person at Risk (Name, Age, Contact Details if known):

Details of the Concern:

(Describe what you saw, heard, or were told. Include dates, times, names, and locations.)

Immediate Action Taken:

(e.g., first aid, reassurance, removed from danger, reported to DSL, contacted police, etc.)

Has consent been sought from the adult?

☐ Yes ☐ No ☐ Not applicable (explain):

Person Notified (DSL/Deputy DSL):

Time and Date Reported:

Further Action (to be completed by DSL):

- ☐ Referral to Adult Social Care
- ☐ Police notified
- ☐ Monitoring / support plan initiated
- ☐ No further action (state reason):

DSL Signature: _____

Date: _____

Appendix B - Reporting and Referral Flowchart

Concern Identified



Ensure immediate safety of the adult and anyone else at risk.



Report concern to DSL or Deputy DSL immediately.



DSL reviews information:

- Decides if the concern meets the threshold for referral.
- Seeks consent where appropriate.



If immediate risk of harm:

DSL or staff member contacts:

- **Adult Social Care (0300 200 1005)**
- **Police (999)**

DSL completes and files Safeguarding Concern Form.

DSL liaises with partner agencies and monitors outcomes.

The Board of Trustees receives an anonymised safeguarding summary quarterly.

Appendix C - Key Contacts and Useful Resources

Haslemere Youth Hub

- **Designated Safeguarding Lead:** Nadeana Simpson-Hadden
thehaslemerehub@gmail.com]
- **Chair of Trustees:** Carole King - 01428 656687

Local Safeguarding Contacts

- **Surrey County Council Adult Social Care:** 0300 200 1005
- **Emergency Duty Team (Out of Hours):** 01483 517898
- **Surrey Police:** 999 (emergency) / 101 (non-emergency)
- **Surrey Safeguarding Adults Board:** www.surreysab.org.uk

National Support Services

- **Action on Elder Abuse (Hourglass):** 0808 808 8141
- **Domestic Abuse Helpline (Refuge):** 0808 2000 247
- **Mind (Mental Health Support):** 0300 123 3393
- **Victim Support:** 0808 168 9 111
- **Crimestoppers:** 0800 555 111