

Safeguarding Adults Policy

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This policy and related procedures will be reviewed annually, with a full formal review every 3 years.

Table of Contents

Introduction.....	4
11 Policy Statement.....	4
12 Our Safeguarding Principles.....	5
13 Commitments.....	5
Roles and Responsibilities	6
21 Nene Park Trust Board or Trustees.....	6
22 Nene Park Trust Safeguarding team	6
23 Nene Park Trust Staff and Volunteers.....	7
24 Nene Park Trust Internal Safeguarding contacts.....	7
25 Associated Policies and Procedures.....	8
Safeguarding Adults at Risk	8
31 Guidance and Legislation	8
32 Definitions.....	9
321 Adults at risk.....	9
322 Safeguarding.....	9
323 Poor Practice.....	9
324 Abuse (Adults at Risk)	9
325 Additional Vulnerability.....	10
326 Good Practice	11
327 Position of Trust.....	11
328 Key Difference: Consent and Capacity in Adult Safeguarding	11
Procedures	12
41 Recognising Poor Practice and Abuse	12
42 Taking Action.....	13
421 General response	13
422 Actions After a Disclosure	13
423 Following sharing of a concern	14
424 Lost or Unaccompanied Vulnerable Adults.....	14
43 Recording and Information Sharing.....	15
44 responding to concerns/suspicions relating to Staffmembers.....	15
45 Support following reporting a concern.....	16

4.6 Support for staff who have an allegation made against them.....	17
4.7 Types of Investigations.....	17
4.9 Allegations of Historical Abuse	17
Appendix 1: Flow Chart: responding to concerns/suspensions relating to Staff members	18
Appendix 1a Flow Chart: responding to Concerns about adult at risk arising out of setting (e.g. at home, school or in the community)	19
Appendix 2: Essential Numbers.....	20
Appendix 4: Good practice guidelines	21
Appendix 5: Good practice when working with adults with additional needs and disabilities	23
Appendix 6: Useful locations for resources on good practice include.....	23

Nene Park Safeguarding Adults Policy

Introduction

Nene Park is the registered charity which looks after Nene Park in its entirety. Established in 1988 to ensure that the Park would be managed and protected forever, the Trust looks after all maintenance, coordination of the Park's activity programme and administration of commercial properties in the Park.

The core purpose of the Trust is to:

- Provide facilities for recreation, education and leisure
- Establish parkland facilities
- Conserve and safeguard wildlife
- Preserve, restore and develop park features (infrastructure)

Our vision is:

To be the region's favourite Park, providing a permanent haven for heritage and wildlife and a wide choice of recreational activities for the people of Peterborough and the wider community.

Our role in Safeguarding is threefold:

1. To ensure that all services, events and activities offered by Nene Park prioritise safeguarding for all.
2. To set and apply minimum safeguarding standards whenever Nene Park partners with, promotes, or hires out to external organisations.
3. To act as an example of best practice and promote the importance of safeguarding within our community.

This policy outlines how Nene Park will implement the above in relation to adults at risk, *for the remainder of this policy when we refer to Adult this includes adults at risk.* A separate policy is available for safeguarding Children and Young People.

1.1 Policy Statement

Nene Park Trust is committed to creating and maintaining a safe and positive environment for all. It accepts its responsibilities to safeguard the welfare of all visiting, participating in activities organised by Nene Park or partnering organisations and to protect them from poor practice, abuse or bullying.

This policy applies to all staff, the board of trustees, volunteers, seasonal workers, students or anyone working on behalf of Nene Park Trust.

This policy and related procedures will be reviewed annually, with a full formal review every 3 years. Amendments in response to any significant changes to the organisational

structure, roles, learnings from incidents or changes to relevant legislation will also be made as needed.

12 Our Safeguarding Principles

- Adults are entitled to expect that activity organisers to fulfil their duty of care, and to be nurtured and protected from abuse or poor practice.
- The welfare of Adults participating in any activities organised or endorsed by Nene Park Trust is paramount.
- All people have the right to protection from abuse and the right to be treated with dignity and respect, irrespective of their age, culture, disability, gender, language, racial or ethnic origin, religious beliefs, sexual orientation, gender identity, socio-economic background, or health status.
- Whilst the decision about whether abuse has occurred rests with professionals outside of Nene Park Trust, everyone has a responsibility to take action, respond appropriately, and report any concerns.
- Nene Park Trust recognises the roles and responsibilities of statutory agencies and is committed to working in partnership with the Cambridgeshire and Peterborough Safeguarding Partnership Board.

13 Commitments

- All those involved with Nene Park Trust are made aware of the safeguarding adults procedures and understand what to do, and who to contact, if they have any concerns regarding an adult's welfare or wellbeing.
- Nene Park Trust ensures that confidential, detailed, and accurate records of all safeguarding concerns are maintained and securely stored in accordance with our data protection policy and procedures.
- Nene Park Trust acts in accordance with best practice advice from the Cambridgeshire and Peterborough Safeguarding Board (CPSCPB), and Ann Craft Trust.
- Nene Park Trust will cooperate with the police and relevant local authorities in taking action to safeguard an adult.
- All Nene Park Trust board members, staff, volunteers, and seasonal workers have completed safeguarding training, remain up to date with refresher training, and engage in ongoing learning opportunities appropriate to their role.
- Mandatory safeguarding training for all staff and volunteers will be completed at induction and refreshed every 3 years.
- Attendance and completion will be tracked via the HR system, and managers will receive compliance reports.
- Nene Park Trust uses safer recruitment practices and continually assesses the suitability of staff and volunteers to prevent the employment of individuals who may be unsuitable to work within the organisation.

- Nene Park Trust shares information about anyone found to pose a risk to adults at risk with the appropriate bodies, including the police, the Disclosure and Barring Service, and social services.

Roles and Responsibilities

21 Nene Park Trust Board or Trustees

The Board of Nene Park Trust, as the strategic steering body, holds accountability for our compliance and will:

- Ensure that safeguarding is embedded as a core principle in the organisation's operations and development.
- Hold strategic accountability for the development of policies relating to safeguarding and the promotion of adult's welfare.
- Hold strategic accountability for the effective implementation of organisational policies and procedures that safeguard adults, including those related to safer recruitment.
- Promote and communicate the organisation's safeguarding approach to external partners.
- Appoint a Safeguarding Board Champion who will liaise between the board and the Lead Safeguarding Officer.

22 Nene Park Trust Safeguarding team

Nene Park Trust have a dedicated safeguarding team comprising the following roles:

- Safeguarding Board Champion
- Lead Safeguarding Officer
- Team Champions for designated strategic areas

The whole safeguarding team is responsible for the following:

- Keeping up to date with safeguarding legislation, best practice, and local structures.
- Upholding the policy and supporting implementation.
- Advocating for the importance of safeguarding to partners and visitors
- Ensuring minimum standards for safeguarding are embedded in all procedures across the organisation.
- Ensuring all staff are familiar with and adhere to the Safeguarding Policy through induction, ongoing training, updates, and guidance.
- Securely logging and storing records of any concerns.
- Auditing Safeguarding standards for partner organisations.
- Ensuring safeguarding is embedded in the planning and delivery of events and activities.

23 Nene Park Trust Staff and Volunteers

All staff are responsible for:

- Being aware of what is meant by safeguarding and able to communicate this effectively.
- Being alert to the risks to adults.
- Demonstrating awareness of Nene Park Trust policies and procedures and applying these effectively in practice.
- Representing the organisation's approach to safeguarding and communicating this approach to partners.
- Complying with Nene Park Trust's expected standards of behaviour and not engaging in prohibited activities as outlined in the employee handbook.

24 Nene Park Trust Internal Safeguarding contacts

Board Champion	Lucinda Robinson Via Michelle.York@neneparktrust.org.uk
Lead Safeguarding Officer	Selina Wilson (Head of People) Selina.Wilson@neneparktrust.org.uk
Safeguarding Champions	Devon Brooks (Nene Outdoors and Education Representative) Devon.Brooks@neneparktrust.org.uk Teresa Fairchild (Events Representative) Teresa.Fairchild@neneparktrust.org.uk Greg Higby (Park Management Representative) Greg.Higby@neneparktrust.org.uk Abi Ferrell (Projects Representative) Abigail.Ferrell@neneparktrust.org.uk Fiona Lavender (Health and Safety Representative) Fiona.Lavender@neneparktrust.org.uk Louise Roe (Marketing and Fundraising Representative) Louise.Roe@neneparktrust.org.uk

In Absence arrangements

Absent	Acting in Absence
Lucinda Robinson (Board Champion)	Matthew Bradbury (Chief Executive) Matthew.Bradbury@neneparktrust.org.uk
Selina Wilson (Lead Safeguarding Officer)	Stephanie Peachey (Head of Visitor Engagement) Stephanie.Peachey@neneparktrust.org.uk Duncan Bridges (Head of Land and Environment) Duncan.Bridges@neneparktrust.org.uk
Safeguarding Champions	Selina Wilson (Head of People) Selina.wilson@neneparktrust.org.uk

25 Associated Policies and Procedures

The following policies and procedures are consistent with this Safeguarding Policy and will be regularly reviewed to ensure they enable the effective implementation of this policy.

- Safeguarding Children and Young People
- Equality, diversity and Inclusion
- Staff Handbook
- Complaints
- Social Media
- Safer recruitment statement (in recruitment packs)
- Risk assessments
- Photography

Safeguarding Adults at Risk

This section sets out the broader context of the Safeguarding Policy and related procedures, including key definitions, relevant legislation, and nationally recognised principles.

31 Guidance and Legislation

The practices and procedures within this policy are based on the principles contained in UK and international legislation and government guidance. They have been designed to complement local Safeguarding Board procedures and take the following into consideration.

- Care Act 2014
- Safeguarding Vulnerable Groups Act 2006
- Education Act 2002 (Section 175)
- Equality Act 2010

- Human Rights Act 1998
- Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR)
- Counter-Terrorism and Security Act 2015 (including the Prevent Duty)
- Sexual Offences Act 2003
- Domestic Abuse Act 2021
- Modern Slavery Act 2015

This list is not exhaustive as there are a number of pieces of legislation to consider which involve adults at risk.

32 Definitions

321 Adults at risk

For the purpose of this safeguarding policy “adult at risk” (e.g., anyone 18+ who needs care/support and may be unable to protect themselves).

322 Safeguarding

Safeguarding is:

- Creating a safe and welcoming environment, where everyone is respected and valued.
- Making sure an organisation is run in a way that actively prevents harm, harassment, bullying, abuse and neglect.
- Being ready to respond safely and well if there is a problem.

323 Poor Practice

Poor practice is the behaviour by an individual in a position of responsibility (e.g. a Water sports Instructor) that falls below Nene Park Trust’s required standards set out in our Code of Conduct, Equality and Diversity and Social Media Policies.

Poor practice can cause harm to individuals and put them at increased risk of abuse. Often poor practice may not be a deliberate action and/or constitute abuse. But it needs to be reported, investigated, and addressed as it could have a detrimental effect on a child, or be an indicator of abuse or potential abuse.

324 Abuse (Adults at Risk)

Abuse is any action or inaction that causes harm, distress, or violation of an adult’s rights. It can occur in any setting, home, community, care environment, or online and is often perpetrated by someone the adult knows and trusts. Abuse may be deliberate or result from neglect and can involve one or multiple forms:

- Physical Abuse: Inflicting physical harm such as hitting, slapping, pushing, misuse of medication, or inappropriate restraint.

- Emotional/Psychological Abuse: Persistent actions that undermine an adult's sense of worth or wellbeing, including threats, humiliation, intimidation, isolation, or controlling behaviour.
- Sexual Abuse: Any sexual activity without consent, including rape, sexual assault, or inappropriate touching. It also includes non-contact acts such as indecent exposure, sexual harassment, or coercion into viewing sexual material.
- Financial or Material Abuse: Theft, fraud, misuse of property or benefits, coercion regarding financial affairs, or exploitation of an adult's resources.
- Neglect and Acts of Omission: Failing to meet basic needs such as food, shelter, medical care, or assistance with daily living, leading to harm or risk of harm.
- Discriminatory Abuse: Harassment or ill-treatment based on age, disability, race, religion, gender identity, sexual orientation, or other protected characteristics.
- Organisational Abuse: Poor care practices within an institution or service, including neglect, lack of dignity, or unsafe environments.
- Self-Neglect: When an adult fails to care for themselves, resulting in risk to health or wellbeing.

Abuse can also occur through digital means, such as online scams, grooming, or coercion via social media. All forms of abuse must be taken seriously, regardless of whether the adult appears to consent, as consent may be compromised by coercion, fear, or lack of capacity.

325 Additional Vulnerability

Certain adults may be more vulnerable to abuse or neglect due to personal circumstances, health conditions, or social factors. Increased vulnerability can arise from:

- Physical or Mental Impairments: Adults with disabilities or long-term health conditions may rely on others for daily living, increasing exposure to potential abuse.
- Cognitive Impairment or Reduced Capacity: Conditions such as dementia or learning disabilities can limit an adult's ability to recognise or report abuse.
- Social Isolation: Adults who are isolated or lack supportive networks may have fewer opportunities to disclose concerns or seek help.
- Dependence on Care: Reliance on carers for personal care, medication, or financial management can create power imbalances and risk of exploitation.
- Communication Barriers: Difficulties with speech, language, or sensory impairments can make it harder to express concerns or understand safeguarding information.

- Economic Disadvantage: Poverty or financial hardship can increase vulnerability to exploitation or coercion.
- Marginalisation: Adults from minority groups may face discrimination, hate crime, or reduced access to services, heightening risk.

Research shows that the presence of multiple vulnerabilities significantly increases the likelihood of abuse or neglect. Safeguarding practice must take these factors into account and ensure tailored support to reduce risk

326 Good Practice

Good Practice describes ways to promote exemplary behaviour, promote welfare, and create a positive culture. Promoting good practice is an important element of safeguarding - making sure an organisation is run in a way that actively prevents harm, harassment, bullying, abuse, and neglect.

Good Practice guidelines are provided in [Appendix 4](#), and up to date links to other guidelines can be found on Nene Park Trust's website.

327 Position of Trust

A *position of trust* refers to roles where an individual has authority, influence, or responsibility for the care and wellbeing of adults at risk. This includes staff, volunteers, contractors, or anyone acting on behalf of Nene Park Trust.

Those in a position of trust must:

- Always maintain professional boundaries.
- Avoid any behaviour that could exploit, harm, or create dependency in an adult at risk.
- Never use their role to gain personal advantage, financial benefit, or emotional control.
- Act in accordance with safeguarding principles and organisational policies, ensuring transparency and accountability in all interactions.

Breaches of trust can lead to disciplinary action, referral to statutory agencies, and possible criminal investigation. All staff and volunteers should act as if they are legally recognised as being in a position of trust and uphold the highest standards of conduct.

328 Key Difference: Consent and Capacity in Adult Safeguarding

Safeguarding adults differs fundamentally from safeguarding children because adults are presumed to have autonomy and the right to make their own decisions. The main difference is:

- Consent: Adults must give informed consent before any intervention, unless there is a risk of serious harm or a crime has been committed. Consent should never be assumed—it must be actively sought and documented.
- Presumption of Capacity: Under the Mental Capacity Act 2005, every adult is presumed to have capacity unless proven otherwise. Staff must never assume incapacity based on age, disability, or vulnerability. Capacity should be assessed only when there is reason to believe the individual cannot make a specific decision.
- Right to Refuse: Adults with capacity have the right to refuse support or intervention, even if this may place them at risk. Safeguarding practice must respect this choice while considering duty of care and legal obligations.
- Best Interests Principle: If an adult lacks capacity, decisions must be made in their best interests, using the least restrictive option and involving advocates or representatives where appropriate.

Practical Implications for Staff:

- Always explain what is happening and why.
- Seek explicit consent before sharing information or taking action.
- Record whether consent was given or refused, and any rationale for overriding consent in exceptional circumstances (e.g., immediate danger, serious crime).
- Never assume incapacity—assess and document if needed

Procedures

This section outlines the procedures staff and volunteers should follow:

1. If they have a concern
2. Are informed of a concern
3. Receive a disclosure from an adult

4.1 Recognising Poor Practice and Abuse

All staff and volunteers working within Nene Park Trust have a duty of care to respond to suspicions of poor practice or bullying or abuse.

Nene Park Trust has a Safeguarding team, with a designated Safeguarding lead. They are there to support you and will enable concerns to be reported and acted upon in confidence.

It is everyone's role to:

- Report ALL concerns about poor practice and abuse to the Nene Park Trust Safeguarding team
- Report concerns regardless of who it relates to a member of Nene Park Trust staff/volunteer, or volunteer from another organisation, a family member or a peer

- Take immediate action if an adult is in danger or injured (call 999 and then alert the Nene Park Trust Safeguarding team)

It is not your role to:

- Decide whether poor practice or abuse is taking place
- Investigate any concerns without guidance from the Nene Park Trust safeguarding team

As such it is important to recognise what poor practice looks like and indicators of abuse as outlined in the definitions section of this policy (3.2).

42 Taking Action

It is not the responsibility of those working or volunteering to individually decide whether abuse or poor practice is occurring. However, it is the responsibility of everyone to report any concerns to the appropriate person or agencies. Nene Park Trust takes the position that NO ACTION IS NOT AN OPTION.

421 General response

Immediate action must be taken if there are any concerns about an adult's safety or welfare. Remember that the welfare of all participants is paramount.

If a disclosure is made, the person receiving it should:

- Stay calm and avoid trying to resolve the issue themselves
- Listen carefully to what is said
- Ask open questions only when necessary for clarity (never leading questions or intrusive details)
- Reassure the adult they did the right thing by telling
- Explain that you cannot keep the disclosure secret and must report it
- Avoid promising confidentiality

The person receiving a disclosure should NOT:

- Panic or attempt to deal with the situation alone
- Show shock or disapproval
- Probe for more information than is freely offered
- Speculate or make assumptions about events
- Comment on or approach the alleged abuser
- Make promises or agree to keep secrets

422 Actions After a Disclosure

Once a safeguarding concern has been identified or a disclosure received, the following steps should be taken to ensure the child's safety and proper reporting.

- If the adult is in immediate danger or injured: ensure their safety, contact the Police or Social Care, then inform the Designated Safeguarding lead.
- If there is no immediate danger: contact the Designated Safeguarding lead or a member of Nene Park Trust Safeguarding Team as soon as possible.
- If the concern involves Nene Park trust staff/Volunteer: contact the Designated Safeguarding lead, or the Board Champion if they are unavailable.
- In all cases: complete a [Safeguarding Concern Form](#) on the Nene Park website, which will automatically be sent to safeguarding@neneparktrust.org.uk. Delete any saved copies to comply with data protection.
- The Safeguarding Concern Form will become the official record for the concern and all related action

423 Following sharing of a concern

- The Designated Safeguarding Lead (DSL) will discuss with relevant safeguarding team member and/ or Board Champion.
- If the concern relates to an employee or volunteer from another organisation the DSL will contact the Safeguarding Lead at the employing organisation.
- The DSL will contact the appropriate parties or professional bodies (Police, Social Care, Local Authority, sports National Governing Body)
- The DSL will record the details of all correspondence, meetings and decisions.
- The concern will be added by the DSL to the Safeguarding Log.
- A learning review will take place with the wider Safeguarding Team and actions implemented as appropriate

424 Lost or Unaccompanied Vulnerable Adults

Nene Park Trust recognises that vulnerable adults may occasionally become separated from their carers or support networks while visiting the park. The following procedure ensures their safety and swift reunification:

Immediate Action

- If a vulnerable adult is found alone or appears lost:
 - Approach calmly and offer reassurance.
 - Avoid physical contact unless necessary for safety.
 - Move the individual to a designated safe point (e.g., Visitor Centre or Watersports Centre).

Staff Responsibilities

- Notify the Designated Safeguarding Lead (DSL) or a member of the Safeguarding Team immediately.
- Share key information sensitively, following radio protocol (time, location, description of the individual).
- When using park-wide communication systems, ask radio users to turn the volume down and step away from public areas before sharing details.

- Always remain with the person until they are reunited with their carer or handed over to the appropriate authority.

Identification & Reunification

- Complete a Missing Persons Reunited Form: [Reunited Missing Persons Report Form – Fill in form](#)
- Ask for basic information (name, carer's name) without probing or leading questions.
- Do not release the individual to anyone without verifying their identity and relationship.

Escalation

- If carers cannot be located promptly:
- Contact the police and local safeguarding team.
- Continue to provide reassurance and care until authorities arrive.

Key Principles

- Maintain confidentiality and dignity for the individual.
- Follow data protection guidelines when recording and sharing information.

4.3 Recording and Information Sharing

To comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR) we must have clear grounds for processing and sharing information about concerns of abuse:

- Records relating to safeguarding concerns must be accurate and relevant.
- Records must be stored confidentially in the designated area, only accessible to the Safeguarding Team.
- Once a Concern Form has been completed it should be deleted from any PC, OneDrive or other area of SharePoint.
- Information is shared on a 'need to know' basis and should not be discussed with colleagues or any person not involved in dealing with the concern.
- Do not share information or concerns with a Carer, without the direct instruction from a member of the Safeguarding team, or advice from the Local Authority Safeguarding Team.

Confidentiality is essential and if maintained will ensure:

- The safety of the adult involved
- That action is taken to protect the adult
- That individuals involved in any complaint are protected from gossip and assumptions
- Individuals who have a complaint against them receive fair treatment, without prejudice or prejudgment

4.4 responding to concerns/suspicions relating to Staff members

Staff, for this purpose, includes anyone working on behalf of Nene Park Trust in a paid or voluntary capacity.

All suspicions relating to staff should be reported to the Designated Safeguarding Lead.

Having reviewed the situation, the Designated Safeguarding Lead will discuss with the Board Champion, CEO, and if required with statutory agencies, and will make a decision as to whether the matter should be referred for external investigation to the Local Authority Safeguarding Team) or if the incident can be dealt with internally e.g. failure to observe good practice.

The Designated Safeguarding Lead will avoid deciding alone.

The following steps should be followed.

- Concerns should be reported to a Designated Safeguarding Lead (DSL) and a [safeguarding reporting form completed](#).
- Any allegation which may be related to a staff member must be reported immediately by the DSL to the CEO. A decision will be made as to whether to refer to the police.
- If a concern is raised about anyone within the safeguarding team, the CEO, Chair and Board Champion will be informed. The individual will not be involved in the process. A decision will be made as to whether to refer to the police.
- Where the concern is about an individual who is a volunteer and not a Nene Park Trust employee, the DSL will refer to the police or local authority.
- The staff member may need to be suspended from work whilst the matter is investigated according to Nene Park Trust's disciplinary procedures. Any action will be taken in consultation with statutory agencies.
- Where suspension is deemed necessary, consideration should be given as to whether the accused is permitted to access potentially incriminating evidence, or devices which may contain this. Where required access to accounts will be suspended.
- Suspension will not be automatic, and the decision will consider the relevant circumstances and advice from statutory agencies.
- The reinstatement of an individual will follow procedures operated by Nene Park Trust following the conclusion of any investigations (both internal and external) and an assessment of all available relevant information.

4.5 Support following reporting a concern.

A variety of feelings and concerns may be generated by the discovery that a member of staff or a volunteer is, or may be, abusing another person and this may raise concerns amongst other staff and volunteers.

In line with our Whistle Blowing Policy, Nene Park Trust will fully support all staff and protect anyone who in good faith and without malicious intent reports their concern about a colleague's practice or the possibility that a person may be being abused.

4.6 Support for staff who have an allegation made against them.

- If you are the person who is the centre of an allegation the situation will be explained to you and you may be asked to stop working on any programme that involves direct contact with the public, children or adults at risk.
- This may result in suspension from activity within Nene Park Trust whilst a full investigation is carried out. This is to protect all parties involved.
- On completion of the investigation, depending on the outcome Nene Park Trust will assess the appropriateness of you returning to work with adults in the Nene Park Trust programmes and how, if applicable, this will be managed
- Nene Park Trust will assess on a case-by-case basis any support needed for the person who has allegations made against them
- They may choose to appoint an independent officer to provide you with support.

4.7 Types of Investigations

When a complaint of abuse or poor practice is made against a staff member or volunteer, one or more of the following investigations may take place:

Criminal Investigation: Led by the Police where a crime is suspected (e.g., physical assault, sexual abuse, financial exploitation).

Adult Safeguarding Investigation: Led by Adult Social Care and/or Police under the Care Act 2014, focusing on the safety and wellbeing of the adult at risk.

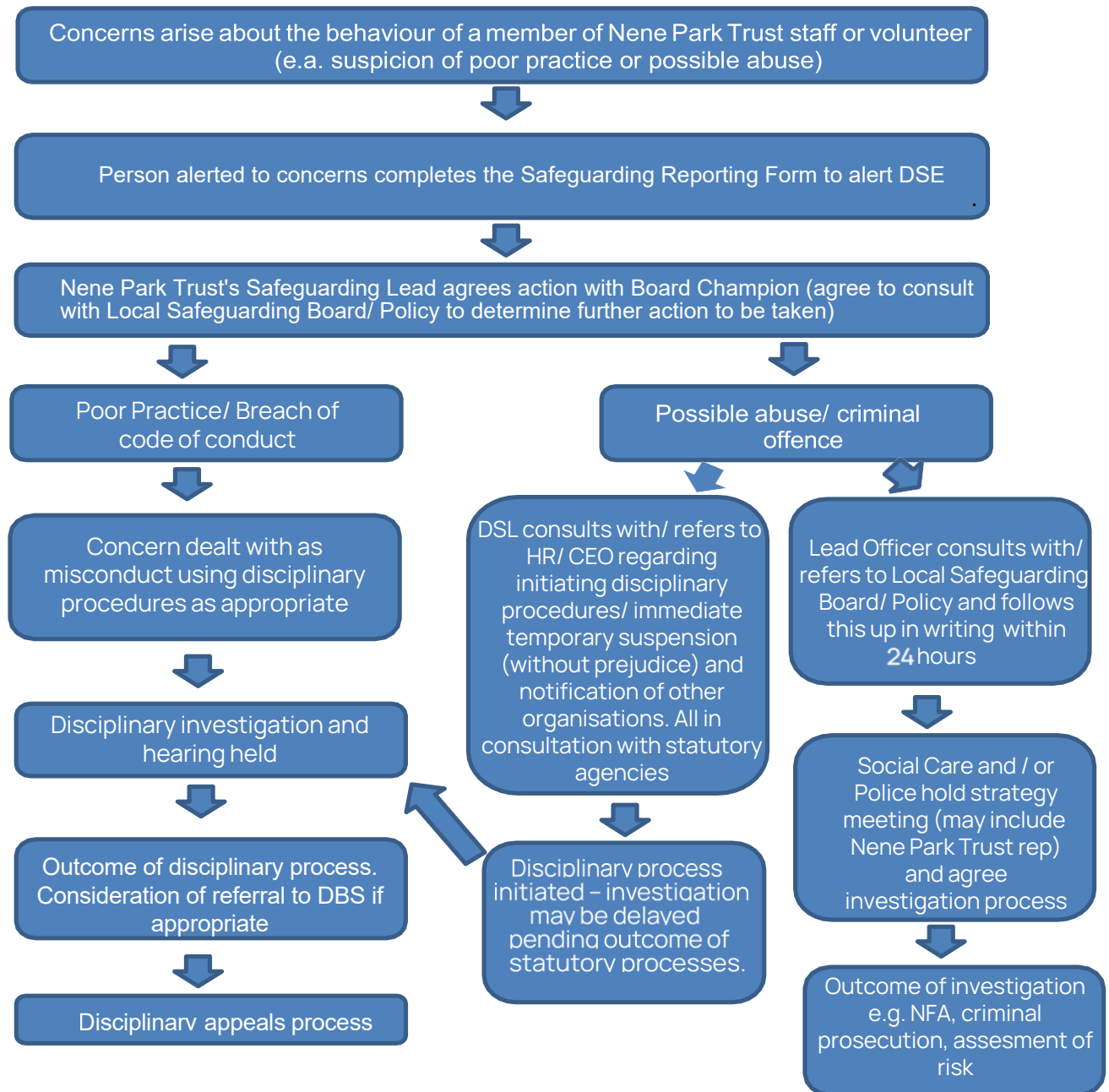
Internal Investigation: Led by Nene Park Trust to review breaches of policy, poor practice, or misconduct

It is also possible that civil proceedings could be initiated by the alleged victim, their family, or the person accused.

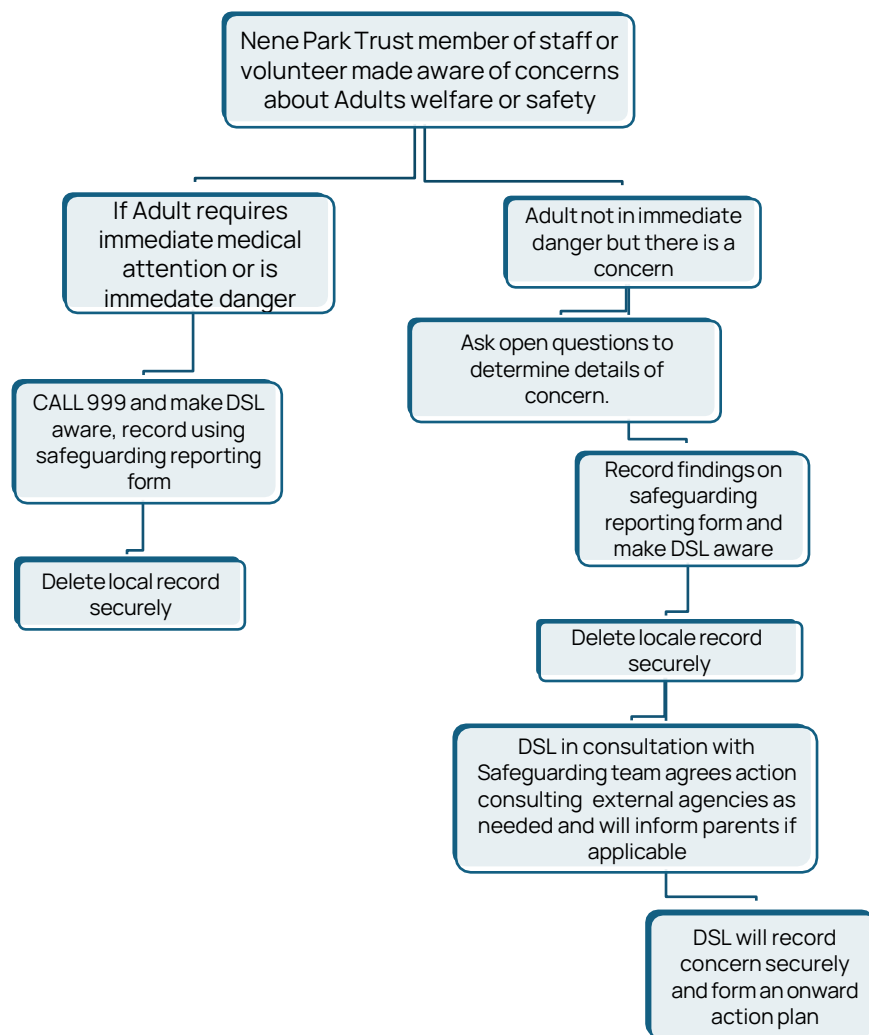
4.9 Allegations of Historical Abuse

Allegations of abuse may sometimes be made months or even years after the event. Such allegations must still be taken seriously and investigated, as others could potentially be at risk from the accused. The same investigation procedures will apply as for current concerns.

Appendix 1: Flow Chart: responding to concerns/suspensions relating to Staff members



Appendix 1a Flow Chart: responding to Concerns about adult at risk arising out of setting (e.g. at home, school or in the community)



Appendix 2: Essential Numbers

Nene Park Safeguarding Team

Board Champion	Lucinda Robinson, contactable via Michelle York – 01733 667862
Strategic Oversight, Designated Safeguarding Lead	Selina Wilson (Head of People) 01733 367571
Safeguarding Champion 1	Stephanie Peachey (Head of Visitor Engagement) – 01733 367571

Cambridgeshire and Peterborough Safeguarding Teams

For advice relating to abuse by a person not in a position of trust

Peterborough:	01733 864180
Cambridgeshire:	0345 045 5203
Telephone Out of Hours – Emergency Duty Team	01733 234724.

To make a professional referral to the Safeguarding Team please complete the online forms.

National Contacts

Ann Craft Trust Leading UK authority offering guidance, policy templates, training, and resources for safeguarding adults at risk	www.anncrafttrust.org/ 0115 951 5400 ann-craft-trust@nottingham.ac.uk
DBS disclosure service	Disclosure & Barring Service 03000 200 190 customerservices@db.s.gov.uk
SCIE (Social Care Institute for Excellence) – Safeguarding Adults Hub	https://www.scie.org.uk/about/contact/ 0113-274 4802 info@scie.org.uk

Appendix 3: Associated documents and policies

In addition to the policies outlined in section two, there are several documents and templates to support implementation of this policy and procedure.

If you have any questions regarding these guidance documents or information within this policy, please contact the safeguarding team at safeguarding@neneparktrust.org.uk.

Associated Templates and Procedures

- [Nene Park Trust Safeguarding Reporting Form](#)
- Photography
- Nene Park Trust Supervision of Young People
- Check and Challenge Protocol for Commissioning and Partnership Work
- Welfare plan

Appendix 4: Good practice guidelines

All staff and volunteers employed or deployed by Nene Park Trust will be provided with these guidelines and are required to comply with them. The guidelines form a core part of the onboarding process and are supported by mandatory safeguarding training.

Failing to comply with guidelines may result in disciplinary action being taken.

The guidance encompasses 'online/virtual' behaviours as well as 'real world' – e.g. contact on Facebook, Twitter, text messaging and other social networking.

Acceptable Online Interactions

- Using official Nene Park Trust platforms for communication.
- Sharing event details or educational resources in group chats monitored by staff.
- Responding to questions in a professional tone during virtual sessions.

Unacceptable Online Interactions

- Sending private messages outside official channels.
- Sharing personal contact details or social media profiles.
- Commenting on personal photos or posts.
- Engaging in conversations unrelated to activities (e.g., personal life, relationships).
- Using emojis or language that could be misinterpreted as flirtatious or inappropriate.

AI-generated content, deepfakes, and other forms of digital manipulation.

- Staff and volunteers must not share or engage with AI-generated images or videos of adults, nor create or distribute such content.
- Be alert to fake profiles or impersonation attempts and report any suspicious digital activity to the Safeguarding Team immediately.
- All digital communications must remain on official platforms and comply with the social media Policy.
- Training will include awareness of emerging online threats, including grooming via AI-driven chatbots and synthetic media.

“All online interactions must comply with Nene Park Trust’s Social Media Policy and safeguarding principles.”

Good practice means:

- Working openly and avoiding one-to-one unobserved situations
- Treating everyone with respect
- Putting welfare first and keeping appropriate boundaries
- Making activities safe, enjoyable, and fair
- Modelling positive behaviour
- Giving constructive feedback
- Respecting individual needs and not applying undue pressure

Prohibited Practice (Adults at Risk)

Staff and volunteers must never:

- Take an adult at risk to their home or be alone with them in a private setting.
- Engage in rough, physical, or sexually inappropriate behaviour.
- Share a room with an adult at risk.
- Allow or engage in inappropriate touching.
- Ignore inappropriate language or behaviour.
- Make sexually suggestive comments.
- Use intimidation, threats, or coercion.
- Ignore, dismiss, or fail to record and act on safeguarding concerns.
- Carry out personal tasks for adults unless agreed, necessary, and consented to (and only if trained and competent).
- Invite or allow adults at risk to stay in their home unsupervised.
N.B In some cases, staff or volunteers may need to assist adults at risk with personal tasks, particularly if they are young or have a disability:
- Such tasks should normally be the responsibility of parents/carers. If staff are involved, ensure full understanding and written consent from the adult and parent/carer.
- Clarify the adults' needs before starting and respond to their reactions. Give choices where possible, especially during dressing, undressing, lifting, or physical assistance.
- Only carry out tasks you are trained and competent to perform.

Any of the following must be reported immediately to a colleague, recorded in writing, and parents informed:

- Accidental injury to an adult at risk
- Signs of distress
- Any sexualised response from an adult at risk
- Misunderstandings or misinterpretations of your actions.

Appendix 5: Good practice when working with adults with additional needs and disabilities

When planning and delivering sessions:

- Use clear, accessible communication (including signers/interpreters if needed)
- Ensure access to facilities, transport, and accommodation
- Adapt coaching, equipment, and activities as required
- Provide increased supervision and specialist support where needed
- Ensure staff/volunteers have relevant training and information, including about impairments, disabilities, or medication
- Make sure participants can understand and access ways to raise safeguarding concerns

Additional considerations:

- Venue facilities (changing, showers, toilets) must be accessible and private
- Information about activities should be in an accessible format
- Transport and routes must be accessible and reasonable
- Privacy for personal care must be addressed
- Liaise with care providers and follow professional/clinical guidelines

Appendix 6: Useful locations for resources on good practice include:

Ann Craft Trust – Safeguarding Adults

Leading UK authority offering guidance, policy templates, training, and resources for safeguarding adults at risk.

<https://www.anncrafttrust.org> [anncrafttrust.org]

SCIE (Social Care Institute for Excellence) – Safeguarding Adults Hub

Comprehensive guidance, toolkits, and e-learning for adult safeguarding, including Care Act 2014 duties and Making Safeguarding Personal.

<https://www.scie.org.uk/safeguarding/adults> [scie.org.uk]

Local Government Association – Making Safeguarding Personal Toolkit

Practical tools for embedding person-centred safeguarding practice, including risk enablement charts and ethical dilemmas guidance.

<https://www.local.gov.uk/msp-toolkit> [local.gov.uk]

Research in Practice – Safeguarding Adults Resources

Evidence-based resources on complex safeguarding issues such as self-neglect, hoarding, poverty, and professional curiosity.

<https://www.researchinpractice.org.uk/adults> [researchin...ice.org.uk]

Safeguarding Adults Support – Toolkits & Templates

Free and premium resources for policy reviews, risk assessments, and training plans tailored for adult safeguarding.

<https://www.safeguardingadultssupport.co.uk/resources> [safeguardi...port.co.uk]

British Medical Association – Adult Safeguarding Toolkit

Guidance for health professionals on applying Care Act principles, risk assessment, and multi-agency safeguarding processes.

<https://www.bma.org.uk/media/1792/bma-adult-safeguarding-full-toolkit-2018.pdf>
[\[bma.org.uk\]](https://www.bma.org.uk)

Care Act 2014 – Statutory Guidance & SCIE Resources

Legal framework for safeguarding adults, including duties for local authorities and Safeguarding Adults Boards.

<https://www.scie.org.uk/safeguarding/adults/care-act-safeguarding-adults>