



Safeguarding

We have an obligation to safeguard those who travel with us especially those who can be vulnerable such as children and young adults. It is vital that you have a clear understanding of your rights and responsibilities in your relationship with the young people in your care to keep yourself and them safe Drivers can find themselves caught up in investigations when concerns are raised about their behaviour or attitudes which can be an extremely distressing experience as it can take considerable time for these matters to be resolved leading to a lot of anxiety for those involved.

The information on expected standards of conduct applies to all the work we do and breaches of these standards will be considered a disciplinary matter.

Working Together to Safeguard Children.

I would also like to highlight the need for all of us working with children to be alert to the possibility that children we transport may be the victims of abuse. We need to all work together to safeguard children from harm. As you see the same children regularly it may be that you observe signs of abuse such as changes in behaviour or physical injuries. If you ever have concerns about a child or young person it is always best to alert someone to this. You can come in to the Office to discuss any concerns or you can contact.

Police/Social Care via the single point of action (SPOA)
01323 464222 or 01273 335906/335905

If you have any questions about the information provided please ask.

Chris Bodsworth

A code of conduct for drivers

Like all codes of conduct this document is intended as a safeguard for both passengers and staff. It is hoped the code will protect passengers from the possibility of abuse and staff from the possibility of misunderstandings which can lead to allegations of misconduct being made.

1. Starting out safe; Ground rules you must follow:

Undertake a DBS check upon employment and then every three years and provide references if requested

Behave in a mature, respectful, safe, fair and considered manner to all staff pupils and vulnerable adults. This includes using appropriate language and wearing appropriate uniform and keeping a calm atmosphere in the vehicle including keeping the volume of any music low.

Report difficulties in managing behaviour or any concerns or incidents as soon as possible on the day to the office and/or Jesse or Chris. This includes concerns you may have about a child's own personal safety ie they are acting differently, they seem scared or different in some way or you think there may be bullying occurring.

Undertake training if requested to do so relating to child protection, adult safeguarding procedures, or the management of children or vulnerable adults with special needs

If you are worried about something regarding a contract or the passengers on that contract please report your concerns to Jesse/Chris as soon as you can. Nobody should criticise you for this as passengers' needs and behaviour change all the time, the key is not to struggle on until the problem becomes serious.

2. Staying safe, things you must not do:

Do not behave in a way that could lead a reasonable observer to question your conduct, intentions or suitability to have direct care for other people's children or for vulnerable adults

- Do not seat a lone passenger in the front of the vehicle

Do not discriminate favourably or unfavourably towards any passenger, never build 'special' relationships with individuals and don't confer favours on particular passengers.

Do not make arrangements to contact, communicate or meet passengers outside of your work

Do not give your mobile phone number or other personal details to passenger and do not accept mobile numbers if offered to you by them.

Do not handle a passenger's mobile phone even if offered or allow them access to yours. (Lost property is an exception)

Do not use your mobile phone or any other recording instrument to take pictures of passengers or allow them to take pictures of you.

Do not allow passengers to see any stored pictures on your mobile phone or allow them to hear inappropriate ring tones or messages.

You must not have contact with children or vulnerable adults who are passengers through any personal social media, this includes any social networking/messaging sites such as whatsapp, Facebook, Instagram, Snapchat and Twitter. Also blogs, micro blogs or by means of chatrooms, forums or podcasts. The internet is fast moving technology and it is impossible to cover all circumstances or emerging media - but the principles set out in this document must be followed irrespective of the media.

If you have an account on Facebook or any other social networking site, make sure you set your account settings so only your friends can see your wall and your photos.

County Councils, Schools and Colleges have strict policies for both staff and contractors using networking sites so make sure that you never refer to your work with them on your site.

Never share your networking account access details with passengers.

Be wary of posting photos or other personal details on networking sites as these may be misunderstood or possibly misused by passengers.

On gaming sites, use a made-up name and don't share any personal details.

Do not develop 'personal' or sexual relationships with passengers.

Do not push, hit, kick, punch, slap, throw missiles at or smack a passenger or threaten to do so

Do not touch passengers in a manner which is gratuitous or would be considered sexual, threatening or intimidating. It is best to avoid any physical contact with your passengers.

It is however acceptable to hold a young child's hand, or hold or support vulnerable adult's arm when, for instance, crossing a road, or car park; it is also acceptable to 'steer' a child by placing your hand(s) on their shoulder(s) Clearly you will want to prevent a passenger from hurting themselves but do report any passenger in your care that appears to need a lot of physical intervention from you as soon as possible.

Do not be sarcastic, make remarks or 'jokes' of a personal, sexual, racist, discriminatory, intimidating or otherwise offensive nature to passengers.

Do not embarrass or humiliate your passengers.

Do not give or receive gifts from passengers.

Do not allow, encourage or condone passengers to act in an illegal, improper or unsafe manner e.g. fighting, smoking, drinking alcohol, drug usage.

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