

Introduction

Looking after and being aware of the welfare of the people you transport is one of the most important parts of your role, whether you are a driver or passenger assistant.

You could be the one person who spots if they are behaving differently, are upset, or appear to be hurt in any way.

In a lot of cases you may also be the main link between the home and the school or other establishment which they attend.

It is important therefore that you are aware of what to look out for, how to behave, and what to do if you have any concerns.

This leaflet provides some basic information but you should also watch two short films (10-15 minutes long) available online. This is also a requirement of working on Norfolk County Council contracts.

More details are on the enclosed A4 sheet.

Who to contact

Any concerns about a young person or an adult should be reported to Norfolk County Council as soon as possible:

Travel & Transport Services
01603 224354 or 01603 224361

For really serious incidents you should contact the police directly
0845 456 4567

Please read this leaflet and keep it with you

And please do contact us on any of the numbers listed for further advice and guidance if you need it.

Safeguarding children and adults

How you can help protect them

Please read the enclosed information

This is a requirement of working on Norfolk County Council contracts and holding a valid NCC identity badge

Safeguarding children

Remember:

Safeguarding adults

If you have concerns about a young person, or you feel a young person is at risk, you should immediately report these.

Things you should report include:

- Do they seem regularly unfed or unkempt?
- Do they seem to be regularly bruised or have injuries?
- Do they talk about violence at home?
- Do they act in age inappropriate sexual ways?

This list is not exhaustive – please report anything that gives you cause for concern.

If a young person starts to tell you something in confidence you should:

- Never promise to keep a secret
- Listen but do not ask any questions
- Tell them you will have to tell someone to help keep them safe
- Always take what they say seriously
- Be friendly but remain professional
- Report it to the transport office immediately using the contact details overleaf

NEVER

- Share personal contact details with your passengers
- Engage with them on facebook or other social media
- Make unnecessary physical contact with them
- Take photographs of them
- Buy individual gifts, sweets etc
- Allow them to have food or drink on the vehicle (unless advised by TTS due to medical needs)
- Make detours from the route at their request
- Use bad or inappropriate language
- Discuss personal issues, or issues that may be offensive
- Become involved in arguments with them or their parents/carers

ALWAYS

- Remain professional and keep clear appropriate boundaries
- Be aware of how your actions may look to others
- Report any incidents on the journey to the school or centre, and to either your employer or Travel & Transport Services

Vulnerable adults are at risk of being abused, harmed or threatened. And vulnerable adults are not just frail older people – they can be anyone over the age of 18 who has a physical, sensory or learning disability, or a mental health problem.

Abuse is any behaviour towards a person that causes him or her harm, endangers life or violates their rights. It might be:

- Physical
- Sexual
- Psychological
- Financial
- Neglect
- Verbal

People can be abused in their own homes, in care homes, in day care centres and in hospitals. Abusers can be:

- Partners, relatives, friends or neighbours
- Health, social or home care workers
- Any other person who comes into contact with them

If you think that someone is being abused, harmed or threatened DO report your concerns. DO NOT:

- Confront the person you think is responsible
- Start to investigate the situation