



## yelabus Safeguarding Policy

yelabus makes a positive contribution to a strong and healthy community and recognises the right of every individual to stay safe. yelabus is an organisation open at all. All staff and volunteers must respect the rights of individuals and seek to apply appropriate working practices with that aim. The yelabus Trustees are responsible for this policy and its regular review. yelabus will commit appropriate resources for induction, training of staff and volunteers, effective communications and support mechanisms in relation to this policy..

The Safeguarding Contact (SC) for yelabus is John Ellis whose responsibilities are:

- To ensure the Management Committee meets its responsibilities.
- Receive staff and volunteer concerns about safeguarding and respond to all seriously, swiftly and appropriately

yelabus staff and volunteers may encounter vulnerable adults and children through providing transport for the community. yelabus is required by HCC to ensure all drivers undertake a DBS check to ensure that the individuals are not barred for the services we undertake.

### **Code Of Conduct for yelabus Drivers**

yelabus drivers should take practical steps to ensure a safe environment for all users and should adopt the following code of conduct:

- Do not enter a passenger's home.
- Seek permission to assist a passenger to support their entry into and out of the bus
- Do not otherwise touch, hit or physically discipline any person
- As a last resort and only if there is an immediate danger of personal injury to a passenger, an appropriate restraint hold may be used. Such holds must not use excessive force.
- First pickup and last drop passengers are often singular – such time should be minimised by journey planning and minimising the time; otherwise avoid being alone with a passenger
- Do not converse / sit in the rear of a vehicle without another responsible adult in attendance
- Do not share any personal passenger information by any means
- Do not take any pictures of passengers
- Delete all personal information used in route planning at the end of each job from all electronic devices, including all paper copies.
- Any use of inappropriate language must not go unchallenged
- Do not make sexually suggestive comments (even in fun)
- Do not allow allegations regarding an individual to go unchallenged, unrecorded or not acted upon
- If an individual can undertake a task of a personal nature then do not assist with such tasks
- If there is an absolute need to contravene any of the above then if at all possible another independent responsible adult should be present throughout and a written report must be submitted to the SC at the earliest possible opportunity.

### **Practical Steps if Abuse is Identified:**

Anyone who, as part of their yelabus work, learns or notices anything which suggests a vulnerable person is or might be abused, will pass on their concerns in the following way.



Deal with any immediate danger, always call 999 if needed  
Seek medical attention for the vulnerable person if needed



Communicate your concerns with Operations Manager or a Trustee (If not available proceed)  
(Operations Manager is Tracey Crane 07719 799263)  
Safeguarding Contact to be advised as soon as possible



Report or seek advice from the HCC (Local Authority) Adults helpdesk or the Children's helpdesk



Ensure that feedback from the Local Authority is received and their response recorded and sent to the Safeguarding Contact (SC).

All incidents have to be reported (anonymized) to RVS and thence to HCC

### Guidance Should Abuse be Reported

If a yelabus individual is approached by an individual concerning an allegation of abuse then follow this guidance:

- Accept what the child, young person or vulnerable adult says
- Keep calm and do not appear shocked
- Look at the child, young person or vulnerable adult directly
- Let them know that someone else will have to be informed- DO NOT PROMISE CONFIDENTIALITY
- Reassure the child, young person or vulnerable adult that they are doing the right thing
- Never push for information or question the child, young person or vulnerable adult
- Make a written note straight away of exactly what they said and record the circumstances or activity that proceeded the disclosure
- Report the disclosure to the SC as soon as possible
- If appropriate the matter will be reported to the relevant protection agencies

### External Resources for guidance

Individuals may contact Hampshire County Council for advice.

- HCC Adult Helpdesk – General 0300 555 1386, out of hours 0300 555 1373
- HCC Child Protection – 0300 555 1384
- HCC Safeguarding Advice Line 01962 847214 (Mon – Fri 09:00 – 17:00) or by email to [adult.safeguarding.unit@hants.gov.uk](mailto:adult.safeguarding.unit@hants.gov.uk)

They may also contact ChildLine for advice on 0800 1111 or email them by visiting [www.childline.org.uk](http://www.childline.org.uk).

The process outlined above details the stages involved in raising and reporting safeguarding concerns at yelabus. Further online guidance exists at these links:

- Adult Alerters Guide. [http://www.hampshiresab.org.uk/wp-content/uploads/Alerters-Guide\\_3.pdf](http://www.hampshiresab.org.uk/wp-content/uploads/Alerters-Guide_3.pdf)
- Child Protection Advice - [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/419604/What\\_to\\_do\\_if\\_you\\_re\\_worried\\_a\\_child\\_is\\_being\\_abused.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf)

This policy should be reviewed on each change of Safeguarding Contact, Operations Manager or no more than two years after the date of the latest signature. Each review should be evidenced by Signature of Chairman of Trustees and dated.

Signed \_\_\_\_\_

Date 14-01-2020