



## 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 all 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 to and from the bus and with seat belts
- 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. Any such incident MUST be recorded and reported to the SC at the earliest opportunity.
- 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 sit in the rear of a vehicle with a single passenger, unless a responsible adult escort is in attendance.
- Do not share any personal passenger information outside of yelabus unless there is an emergency
- Do not take any pictures of passengers
- All personal information about passengers can only be retained for operational reasons with the written consent of passengers. If such consent has not been obtained then all information, both electronic and paper must be destroyed at the end of each job by the driver.
- Any use of inappropriate language must not go unchallenged
- Do not make sexually suggestive comments (even in fun)
- All allegations of abuse to a passenger must be dealt with in line with the guidance notes below
- Do not assist passengers with tasks of a personal nature, including toileting and personal hygiene
- If there is an absolute need to contravene any of the above code of conduct, then a verbal and written report must be submitted as soon as possible following these practical steps.

### 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.

#### Step 1: Driver responsibility

Driver to deal with any immediate danger, always call 999 if needed.  
Driver to seek medical attention for the vulnerable person if needed.

### **Step 2: Driver responsibility**

Communicate your concerns with Operations Manager on 07719799263 immediately (if safe to make the call)  
As soon as possible driver to send a written incident report to the Operations Manager

### **Step3: Operations Manager responsibility**

Operations Manager following receipt of above call shall immediately advise SC or another Trustee by phone  
Operations Manager shall on receipt of a written report forward the written report to the SC

### **Step 4: Safeguarding Contact responsibility**

SC shall report or seek advice from the HCC (Local Authority) Adults helpdesk or the Children's helpdesk

### **Step 5: Safeguarding Contact responsibility**

SC shall ensure that feedback from the Local Authority is received and their response recorded.  
All incidents have to be reported (anonymized) to RVS and thence to HCC at earliest opportunity

### **Guidance Should Abuse be Reported**

If there is a report of 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 SC, OM 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 \_\_\_\_\_

02.02.21