



yelabus Safeguarding Policy

yelabus makes a positive contribution to a strong and healthy community and recognises the right of every individual to stay safe. 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 Bill Hill whose responsibilities are:

- To ensure the Charity meets its responsibilities.
- Receive staff and volunteer concerns about safeguarding and respond to all reports seriously, swiftly and appropriately
- Ensure all staff (including new joiners) receive regular and appropriate training

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 an enhanced DBS check to ensure that the individuals are not barred for the services we undertake.

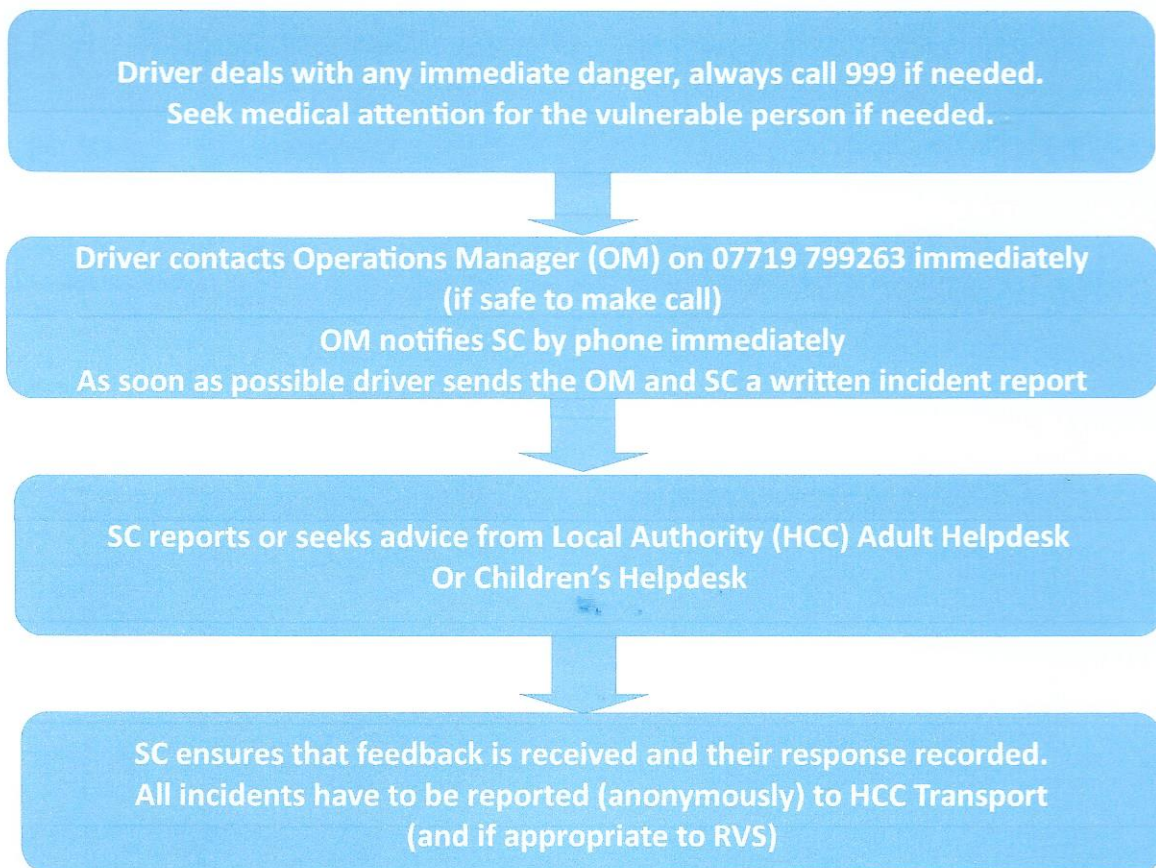
Code Of Conduct for yelabus Drivers

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, *unless there is on record a written and signed consent.*
- Always seek permission to assist a passenger to support entry in and leaving the bus and assisting with seat belts
- Do not otherwise touch, hit or physically discipline any person
- Do not assist passengers with matters of a personal nature, including toileting and personal hygiene
- 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. There is a specific agreed procedure for Young Carers.
- Do not sit in the rear of a vehicle with a single passenger, unless an adult escort is in attendance
- The driver should ensure a passenger is not at greater risk if left at their chosen destination than being returned home
- Do not share any personal passenger information, in any form, outside of yelabus unless there is an emergency
- 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.
- Do not take any pictures of passengers
- Any use of inappropriate language by passengers must be challenged
- Sexually suggestive comments must not be made (even in fun) by drivers or escorts
- All allegations of abuse to a passenger, reported to a driver, must be dealt with in line with the guidance notes below
- In an emergency if there is an absolute need to contravene any of the above code of conduct, then a verbal and written report must be submitted to the Operations Manager (or their deputy if absent) and SC as soon as possible.

Practical Steps if Abuse is Identified:

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



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 preceded 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

They may also contact ChildLine for advice on 0800 1111 or email them by visiting 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
- 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

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 K.R. Whitbread

Date 11 March 2025