



TENBURY TRANSPORT TRUST

CHILD AND VULNERABLE ADULT SAFEGUARDING POLICY

Definitions

- Staff refers to volunteer and paid staff.
- Children or young people refers to individuals under the age of 18.
- Vulnerable adults are defined as “a vulnerable adult, or an adult at risk, is a person over the age of 18 who is unable to take care of him or herself OR unable to protect him or herself against significant harm or exploitation. It is important to note that this does not necessarily mean that the adult lacks competency. To be classed as vulnerable, the adult's circumstances must be unable to be altered or improved by the adult's own individual actions without direct assistance.”

1. Statement of Intent

Tenbury Transport Trust (TTT) values and encourages the involvement of all, including children and vulnerable adults, both in its own work and in the work of other organisations. We acknowledge that safeguarding is everyone's responsibility and through its Child and Vulnerable Adult Safeguarding Policy, TTT is committed safeguarding its clients, employees and service users.

TTT has a duty of care under law to its service users and employees, meaning that we will implement methods of reducing harm within the organisation and play our role in dealing with and reporting safeguarding incidents or concerns.

2. Introduction

Children and vulnerable adults may be involved either as volunteers, staff or as service users. In promoting this policy TTT will take reasonable steps to:

- Identify where the risk are to children and vulnerable adults are in our business;
- Have a Safeguarding Policy;
- Screen employees and ensure that safe and appropriate people can work for the Trust;
- Follow local guidance and safeguarding practices;
- Have an employee code of conduct;
- Providing employee training;
- Have a whistleblowing process.

3. Scope of the Policy

This policy applies to all employees and volunteers (including Trustees), and others representing TTT who have contact with children and vulnerable adults

Staff, service users and visitors may be affected by safeguarding issues and are covered by this policy.

4. Implementation of the Policy

Training

A training procedure to support the policy and good practice will be delivered to appropriate Trustees, staff and volunteers and furnished with updates as they become available.

Equality Statement

TTT will support children and vulnerable adults by reporting all suspected cases of harm and abuse, investigating, monitoring and reporting in a non-discriminatory manner. All children,

regardless of their age, race, religion, disabilities or protected characteristics will be treated in the same manner in relation to safeguarding children and vulnerable adults.

Risks to Children and Vulnerable Adults

TTT has identified the following as risks to children and put in place procedures to manage these risks to promote child protection:

- Staff have direct face to face access to children and vulnerable adults;
- Other service users and visitors to the office or vehicles may have direct face to face access to children and vulnerable adults;
- Secluded areas in the premises such as lavatories are open for use by all visitors;
- Many of the children and vulnerable adults attending the premises have disabilities including difficulties with mobility and communication;
- General risks to children and vulnerable adults within the care/family group happening within the business or disclosed to a staff member.

Employment of Safe Staff and Fair Recruitment Process

TTT will ensure that any employees and volunteers who will have substantial, unsupervised contact with vulnerable people, undertake an enhanced DBS check.

TTT consistently apply fair and objective methods of selecting employees, volunteers and contractors, as detailed in Recruitment Policies. A thorough selection procedure for positions, both paid and unpaid, which could involve unsupervised access to any vulnerable people is the most effective way of assessing a person's suitability, and may act as a deterrent to potential abusers.

Minimising Risks During Service Use and Activities

- To reduce the risks to health and promote safety, TTT will plan appropriate activities involving children and vulnerable adults with care to minimise risks and promote safety and wellbeing.
- Prior to each journey or activity, TTT will ascertain whether adults using the service are vulnerable by asking if they; have a support worker or carer, if they are under a social worker or if they would describe themselves or the passenger as vulnerable. If so, TTT will request that a competent adult will act as a chaperone. This may be a parent, legal guardian, carer, support worker, health professional or social worker who must provide direct supervision and provide personal care for the client.
- All children and vulnerable adults using TTT services or attending activities must be accompanied by a competent adult, carer, support worker, parent or legal guardian who must provide direct supervision and provide personal care for the client.
- All employees (including trustees and volunteers) must follow the staff Code of Conduct.

Staff Code of Conduct

Employees and volunteers **should**:

- Follow the protocol of the role and understand their limitations – i.e. not providing care outside the scope of their role (this should be done by the chaperone);
- Read and understand this policy and related Safeguarding training;
- Act in a manner which promotes the safety of staff, service users and visitors;
- Remember they are a role model and provide an example for those they work with to follow;
- Bear in mind that some actions, no matter how well-intentioned, may be easily misinterpreted and so leave all parties vulnerable;
- Be alert to any potential harm or inappropriate behaviour towards or by children or vulnerable adults;
- Respect individuals' rights to privacy;

- Provide access for children or vulnerable adults to discuss any concerns they may have and follow protocol in section 6;
- Speak to the Manager if they have concerns about an individual's safety.

Employees and volunteers **should not** whilst representing the Charity:

- Arrange to see children or vulnerable adults in circumstances unconnected with their work;
- Where one-to-one work is necessary they should ensure another staff member is aware of where they are going, with whom and for how long, considering asking a colleague to accompany them if they feel there is a risk to health and wellbeing of all parties;
- Permit abusive behaviour by others or engage in it themselves;
- Show favouritism to or become too closely associated with an individual. Nor should they get drawn into inappropriate attention-seeking behaviour (eg crushes);
- Allow or engage in suggestive remarks, gestures or touching of a kind which is unnecessary, unwanted or could be misunderstood;
- Promise to keep secrets;
- Jump to conclusions about others without reasonable suspicions or proof;
- Do anything which might undermine the charity's reputation for providing a safe environment;
- Hesitate to share concerns on any of these matters with the appropriate manager;
- Allow the use of personal/company mobile phones or give out personal/charity mobile phone numbers;
- Give out E-mail address' both personal or charity.

Whistleblowing

Whistleblowing is when someone raises a concern about a dangerous or illegal activity or any wrongdoing (usually within their organisation).

If any employee is concerned about the behaviour of another employee, including the trustees, chair or members of the management team it is policy that they should report these concerns by:

- Speaking to a line manager, trustee or chair if appropriate and discussing your concerns;
- Contacting The whistleblowing charity, 'Public Concern at Work' www.pcaw.org.uk;
- Calling the police if a crime has been committed;

The Trustees will fully support any employee who raises a whistleblowing concern and will assist by taking the appropriate action to investigate the claim, put sanctions and safeguards in place and work with other agencies.

Employees can also report concerns about another individual if there are concerns about the safety and welfare of any child or vulnerable adult or community safety issue.

Employees who need to whistleblow are protected by law from bullying and harassment.

5. Signs of Abuse

As part of the implementation of the policy the charity will raise awareness through training of the following dangers to which vulnerable people may be susceptible:

- **Physical** – where vulnerable people receive physical hurt or injury;
- **Neglect** – where adults fail to care for vulnerable people and to protect them from danger, seriously impairing their health, well-being or development;
- **Emotional** – where vulnerable people are harmed by a constant lack of love and affection or intimidated by threats or taunts;
- **Sexual** – where vulnerable people are encouraged or forced to observe or participate in any form of sexual activity by adults or children. This also includes the use of sexualised language.

Common sense should be relied upon to recognise the warning signs. However, it is essential to rely on facts rather than opinions and not jump to conclusions.

Obvious signs of abuse may be something that you have seen or heard. A child or vulnerable adult may also inform you that they are at risk or are being abused.

Common 'Red Flags' that there may be something concerning happening in their life may not be noted by you, but could include and are worth recognising:

- Failing to thrive – not meeting educational, growth or other milestones
- Unexplained weight loss or weight gain or appearing under or overweight
- Multiple of recurrent bruises, scars, cuts, blisters
- Contracting sexually transmitted diseases
- Becoming pregnant under the legal age of consent
- Dramatic change in personal appearance including wearing a 'uniform'
- Crying, hiding, or shaking in the presence of others or in seemingly routine situations
- Spending long periods of time with others and not disclosing the nature of the visits/activities or persons involved
- Multiple illnesses or injuries or frequent visits to the hospital, dentist or doctor
- Unexplained changes in behaviour or personality
- Abnormal amount of money or excessive gifts being received
- Becoming withdrawn
- Seeming anxious
- Becoming uncharacteristically aggressive
- Lacks social skills and has few friends, if any
- Poor bond or relationship with a parent or carer
- Knowledge of adult issues inappropriate for their age
- Running away or going missing
- Always choosing to wear clothes which cover their entire body

These signs don't necessarily mean that a child is being abused as there could be other things happening in their life which are affecting their behaviour. These signs must however be investigated by a professional if noted.

For more information please visit the following website <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/neglect/> Or call the NCPCC on 0808 800 5000.

6. Procedure for Responding to Known, Alleged or Suspected harm.

Disclosures

If a child or vulnerable adult wants to talk to a member of staff or discloses any form of abuse, harm or neglect, it is essential that the employee or volunteer:

- Listens carefully to what the person says, keeping calm and looking at them directly;
- Lets them know that to help them someone else must be told;
- Reassures them that they are not to blame;
- Is aware that they may have been threatened;
- Does not push them for information;
- Reassures them that they are right to talk about it and what they say is accepted;
- Lets them know what will happen next and undertakes to let them know the outcome;

If a person who may be vulnerable has talked about harm, or harm is suspected, the employee or volunteer **must** do two things:

- a) **Write down accurately what the person has said, recording disclosures or signs of abuse witnessed on proforma (Annex 1)**
- b) **Notify the TTT Manager or their line manager immediately (who will inform the authorities), giving them the completed proforma/written information.**

Where the Manager is unavailable, and the vulnerable person is in imminent danger, staff should contact the **police on 999** if a crime has been committed, or **Worcestershire County Council Safeguarding Teams** (see below) if there is no crime for advice.

They should then inform their line manager, a senior officer or the TTT Manager as soon as possible.

Worcestershire County Council Safeguarding Children: Family Front Door

Staff are available Monday to Thursday from 9.00am to 5.00pm and Fridays from 9.00am to 4.30pm.

telephone: **01905 822666**

For assistance out of office hours (weekdays and all day at weekends and bank holidays):

telephone: **01905 768020**

Worcestershire County Council Safeguarding Adults

For safeguarding adult concerns and referrals, please phone **01905 768053**

For safeguarding advice please phone the Adult Safeguarding Team on **01905 843189**

Dealing with incidents of harm is difficult for any individual so employees and volunteers **should not:**

- Act alone;
- Put the individual or themselves in harm's way - seek refuge where necessary;
- Fail to act if a crime has been committed - call the police immediately;
- Start to investigate – simply collect what information you can in safety and report it to the manager and/or authorities;
- Make any assumptions about the persons involved.

Investigating Internal Abuse

TTT will self-refer and/or report individuals to the relevant authorities where internal abuse is suspected.

Where an individual suspects that a TTT employee, trustee or volunteer may be involved in the abuse, they **MUST** let their line manager know as soon as possible as per the section on whistleblowing.

The employee or volunteer will be immediately removed from access to vulnerable people by TTT and may be suspended. The individual will be assured that no presumptions have been made and that the allegation will be fully investigated by the relevant authorities.

If gross misconduct is reasonably suspected, it may be appropriate to ask them not to attend the office or property at all while the matter is under investigation (suspended on full pay if an employee). Once the relevant authorities' enquiry has concluded, the Board should decide what further action is appropriate in conjunction with other relevant policies.



Full and accurate notes (i.e. **word for word**) of any accusations or interviews made by the reporting individual following alleged abuse must be written as soon as possible, using the relevant pro forma (Appendix 1). Records should be as accurate as possible as they may be invaluable to the investigation and used as evidence in court.

When dealing with personal and emotive details of this nature, confidentiality must be maintained at all times since the allegations or suspicions may prove to be unfounded. Notes and records should be kept in a secure place and shared only with those who need to know about the incident or allegation.

No assumptions of guilt should be made unless and until an actual conviction has been obtained in the proceedings. Impartial contact will be maintained by a nominated staff member during this process.

7. Appendices

See Appendix 1 For recording disclosures or signs of abuse witnessed.

See Appendix 2 For the referral by a senior member of staff or Chair of Board.

Approved by Trustees - XXXX

Reviewed – August 2020 by Policy Pros

Next review – August 2021

Appendix 1: Pro forma for recording disclosures or signs of abuse witnessed

**To be completed by person receiving disclosure
or witnessing signs of abuse.**

Name of person disclosing or displaying
signs of abuse:

Date and time disclosure received /
signs of abuse witnessed:

Day	Month	Year	Time
			: am/pm

Is the person disclosing...

Male Female

What is their date of birth?
(if known):

Day	Month	Year

What is their address? (if known):

Please detail what the person said (word for word) or signs of abuse witnessed:

Other observations / comments:

Name of person completing this form:

Signed: _____ Dated: _____

Appendix 2 Child or Vulnerable Adult Protection referral by Senior member of Staff or Chair of Board

(Contact the relevant department for information as to where to send referral forms)

Details of referrer

Name

Address

Telephone/e-mail

Job Title

Details of Child/vulnerable Adult

Name

Address

Date of Birth

Gender

School/setting

Any Known Agency Involvement

Social Worker

Doctor

Other

Incident of concern see Appendix 1 form

Signature of Referrer and Date