

Tenbury Transport Trust

Child and Vulnerable Adult

Safeguarding Policy and Procedures



(WW040825)

To be reviewed August 2026

General

Tenbury Transport Trust is a non-profit-making service dedicated to the provision of transport for the people of Tenbury and its surrounding area for anyone who does not have access to adequate or appropriate transport. There are no restrictions. We welcome people from the very young to the elderly, of any ability. We have a strong organisational culture which encourages and emphasises respect, open communication and accountability whilst discouraging bullying or incivility.

Tenbury Transport Trust believes that everyone has a responsibility to promote the welfare of employees, volunteers, visitors, and service users, in particular, children, young people, and vulnerable adults, to keep them safe and to practise in a way that protects them. This policy applies to all employees, Trustees, volunteers, contractors and anyone working on behalf of Tenbury Transport Trust (i.e. all colleagues)

The purpose of this policy is:

- To protect children, young people, and vulnerable adults; and anyone associated with them when they are accessing our services.
- To provide all colleagues with the overarching principles that guide our approach to safeguarding.

The Safeguarding Lead is the Chair of Trustees. Contact 01584 810491. See last page for out of hours contact.

Training

All staff (including volunteers) will receive training on Safeguarding as part of their Induction. Thereafter, refresher training will be provided every two years.

Definition of Abuse

Abuse is physical, sexual, emotional, economic or psychological actions or threats of actions that influence another person. This includes any behaviours that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure, or wound someone.

Those who experience abuse may struggle to speak out, so it's vital that we are able to recognise the signs of abuse.

Duty of Care:

This is a legal obligation to act in the best interests of those in your care, not to cause harm, and to work within your competence.

The aim is to prevent abuse, neglect, and harm to vulnerable people, including children, young people, and adults. Safeguarding also involves creating a safe and welcoming environment where everyone is respected and valued, and where individuals can feel safe.

Consent

It's important to understand that adults have the right to control their lives and make decisions about their bodies and personal information. Therefore, obtaining consent is a fundamental principle in safeguarding, ensuring that any actions taken are done with the individual's informed agreement. However, even if consent is not given, there may be a duty to refer safeguarding concerns to the relevant authorities if there are significant risks.

Definitions

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.”

Legal Framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, young people and vulnerable adults; namely:

- Children Act 2004
- United Convention of the Rights of the Child 1991
- Data Protection Act 2018
- Human Rights Act 1998
- Sexual Offences Act 2003
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Education Act 2002
- Children and Adoption Act 2006
- Children and Young Persons Act 2008
- Mental Capacity Act 2005
- The Care Act 2014
- Any other Act that may be deemed relevant to our services.

Prior to each journey or activity, we 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, we 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 service user.

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 service user.

We recognise that:

- Children, young people, and vulnerable adults welfare is paramount
- All children, young people, and vulnerable adults need the same protection regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation
- Some children, young people, and vulnerable adults are additionally vulnerable because of disabilities, the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, vulnerable adults, their parent, carers and other agencies, is essential in promoting your people's welfare.

We will seek to keep children, young people, and vulnerable adults safe by:

- Valuing them, listening to and respecting them
- Adopting child protection and safeguarding practices through procedures a code of conduct for all colleagues
- Providing effective management for colleagues through support and training
- Recruit all colleagues safely ensuring all necessary checks are made
- Recording and storing information professionally and securely; and sharing information about our safeguarding procedures
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know; and involving children, young people, and vulnerable adults, parents, families and carers appropriately
- Using our procedure to manage any allegation against any colleague appropriately
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for our children, young people, and vulnerable adults and all colleagues by applying health and safety measures in accordance with the law and regulatory guidance.

Code of Conduct

This behaviour code outlines the conduct Tenbury Transport Trust expects from all colleagues. The behaviour code aims to help us protect children, young people, and vulnerable adults from abuse and reduce the possibility of unfounded allegations being made. It has been informed by the views of children, young people, and vulnerable adults. Everyone taking part in our services must have seen, understood and agreed to follow the code of behaviour, and must understand the consequences of inappropriate behaviour.

When working with children, young people, and vulnerable adults, you are acting in a position of trust. You are likely to be seen as a role model and must act appropriately.

Responsibility

You are responsible for:

- prioritising the welfare of children, young people, and vulnerable adults
- providing a safe environment for children, young people, and vulnerable adults

This includes ensuring equipment is used safely and for its intended purpose

This includes having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.

Following our principles, policies and procedures

This includes policies and procedures for safeguarding, whistleblowing and online safety.

- staying within the law at all times
- modelling good behaviour for children, young people, and vulnerable adults to follow
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code
- reporting all allegations/suspensions of abuse following our reporting procedures

This includes abusive behaviour being displayed by an adult or child and directed at anybody of any age.

Rights

You should:

- treat children, young people, and vulnerable adults fairly and without prejudice or discrimination
- understand that children, young people, and vulnerable adults are individuals with individual needs
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems between yourself and others
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

Relationships

You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid favouritism
- be patient with others
- use special caution when you are discussing sensitive issues with children, young people, and vulnerable adults
- ensure your contact with children, young people, and vulnerable adults is appropriate and relevant to the work you are involved in
- If a child, young person, or vulnerable adult specifically asks for or needs some private time with you, ensure other colleagues know where you and the child, young person, or vulnerable adult are.
- only provide personal care in an emergency and make sure there is more than one adult present if possible.

Respect

You should:

- listen to and respect children, young people, and vulnerable adults at all times

- respect a child, young person, or vulnerable adult's right to personal privacy as far as possible

In some cases it may be necessary to break confidentiality in order to follow safeguarding procedures; if this is the case it is important to explain this to the child, young person, or vulnerable adult at the earliest opportunity.

Unacceptable behaviour

When working with children, young people, and vulnerable adults, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children, young people, and vulnerable adults
- Arrange to see the child, young person, or vulnerable adult in circumstances unconnected with their work
- make inappropriate promises to children, young people, and vulnerable adults, including to keep secrets
- engage in behaviour that is in any way abusive
 - This includes having any form of sexual contact with a child, young person, or vulnerable adult.
- let children, young people, and vulnerable adults have or use your personal/charity contact details (mobile number, email or address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive
- Engage in touching of any kind which is unnecessary, unwanted, or could be misunderstood
- patronise or belittle children, young people, and vulnerable adults
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children, young people, and vulnerable adults.
- Do anything that may undermine the Organisation's reputation for providing a safe environment

Signs of Abuse

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.

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 (outlined below);

Investigating Internal Abuse

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

Where an individual suspects that an employee, trustee or volunteer may be involved in the abuse, they **MUST** let the Chair of Trustees know as soon as possible.

The employee or volunteer will be immediately removed from access to vulnerable people by the Organisation and may be suspended while the matter is under investigation. The individual will be assured that no presumptions have been made

and that the allegation will be fully investigated by the relevant authorities. 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 forms available from the Office **(See 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.

Upholding this code of behaviour

You should always follow this code of behaviour and never rely on your reputation or that of our Organisation to protect you. If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave Tenbury Transport Trust. We may also make a referral to statutory agencies such as the police and/or the local authority services.

If you become aware of any breaches of this code, you must report them as follows:

- **First step:** report any concerns in the first instance to the Office Administrator or a Trustee who will take a written record of the concern. **(See Appendix 1 and 2)** You may also consult the whistleblowing charity, 'Public Concern at Work' www.pcaw.org.uk
- **Second step:** contact West Mercia Police on 101 if a crime has been committed, 999 in an emergency, or Worcestershire County Council Safeguarding Teams (see below) if there is no crime for advice.

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

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 office for information as to where to send the referral form.

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

This Policy links with the following Tenbury Transport Policies.

Whistleblowing Policy

On line Safety Policy

Health and Safety Policy

Recruitment Policy

Controlling Risks Policy