

## Safeguarding Children, Young People & Vulnerable Adults

### The Role of the Driver and Passenger Assistant

Safeguarding children or vulnerable adults - the action we take to promote their welfare and protect them from harm - is everyone's responsibility. Everyone who comes into contact with a child or vulnerable adult and their families has a role to play. **You are in a position of trust** and at the same time you are vulnerable to allegations or complaints if you do not follow the following advice. **If a child or vulnerable adult tells you something or you notice other concerns about them:**

- Listen and take what they say seriously.
- Don't ask questions that lead them into saying things or attempt to investigate yourself.
- Make factual notes as soon as possible including, date, time, those present and what was said, seen or heard.
- Be honest and do not let them think you can sort out the situation. Explain you will pass the information onto someone who can help. Tell them it will be dealt with confidentially but that you cannot 'keep secrets'.

**Report any conversations or any concerns that you have immediately to your manager.** You or your manager or operator should then contact:

**A. Early Help & Safeguarding Hub (Mon–Thu 9–5pm Fri 9–4.30pm)**

**(01482) 395500** [childrens.socialcare@eastriding.gcsx.gov.uk](mailto:childrens.socialcare@eastriding.gcsx.gov.uk)

**B. Safeguarding Adults Team (Mon–Thu 9–5pm Fri 9am–4.30pm)**

**(01482) 396940** [safeguardingadultsteam@eastriding.gcsx.gov.uk](mailto:safeguardingadultsteam@eastriding.gcsx.gov.uk)

**C. Or the Emergency Duty Team (all other times)**

**(01377) 241273** [emergency.duty.team@eastriding.gcsx.gov.uk](mailto:emergency.duty.team@eastriding.gcsx.gov.uk)

If there are immediate concerns about the safety of a child, young person or vulnerable adult you should ring 999 and then inform your manager or operator as soon as possible.

Passenger Services should also be informed of any issues.

If you have concerns about the conduct or behaviour of driver colleagues towards a child or vulnerable adult you must report these in the same way as other concerns and to the Licensing team if it concerns a licensed driver.

**To minimise the risk of misunderstandings arising and possible allegations drivers MUST NOT:**

- × Become over-friendly in any way with children or vulnerable adults or engage in any form of relationship, infatuation, show favouritism or share any personal information about themselves
- × Intentionally or without appropriate reason touch a child or vulnerable adult.
- × Administer medication.
- × Photograph or film children or vulnerable adults. Show children or vulnerable adults films, pictures or images.
- × Engage in social media, internet or mobile phone communication with children or vulnerable adults.
- × Shout, swear or make personal, humiliating or otherwise offensive comments, even if you have been provoked.
- × Offer sweets, money, drinks, cigarettes or gifts during the journey or outside of work to passengers or their carers.
- × Stop anywhere other than specified pick up and drop off points except in emergencies
- × Change the route if asked to by your passenger other than with management authorisation.
- × Have social contact outside the workplace especially if living in same town/village.

**DO: Maintain clear appropriate boundaries and be professional.**

**To protect yourself** report anything about a child or vulnerable adult's behaviour or attitude towards you that gives you cause for concern or unease. Your manager or operator will then log these concerns and consider appropriate action.