



## **Imperial Coaches Ltd**

# **Safeguarding Children, Young People and Vulnerable Adults Policy**

### **Statement**

Imperial Coaches Ltd regards the safeguarding of children, young people and vulnerable adults and good working practice as a priority. This policy sets out our commitment and working practices when dealing with children, young people and vulnerable adults.

Imperial Coaches Ltd is committed to ensuring that our drivers and staff working with Children, young People and Vulnerable Adults:

- will undergo a check at enhanced level with the DBS
- will have two references taken up at application
- In circumstances where a DBS check outcome is pending, staff, drivers and volunteers will only work with children, young people and vulnerable adults in the presence of another driver or staff member who has a satisfactory enhanced DBS check in place.

### **We will ensure that our staff**

- Are adequately trained and supervised
- Understand and follow the safeguarding children, young people and vulnerable adults policy.

### **Contact details**

#### **All safeguarding concerns must be reported to:**

- **Daniel Cooper** Operations Manager (Safeguarding lead for Imperial Coaches Ltd)
- **Inderpal Johal** Director
- **(MASH)** The Buckinghamshire **Multi-Agency Safeguarding Hub** For concerns regarding **children**, contact the **First Response Team** on **0845 460 0001** For concerns regarding **adults**, contact **Careline** on **0800 137 915** or email **safeguardingadults@buckscc.gov.uk**
- **Report a safeguarding concern.** You should contact the social care department at the appropriate local authority if you are concerned about a child or a vulnerable adult. If you can't get through to your council, you can call us on 03000 616161. You can also email us at **enquiries@cqc.org.uk**.

### **Our organisation:**

Imperial Coaches Ltd recognises that safeguarding children young people and vulnerable adults is everyone's responsibility. We recognise the unique and individual worth of a person regardless of age and is committed to protection and safeguarding children young people and vulnerable adults. We exercises care in the appointment of all those working with children young people and vulnerable adults. We are committed to following statutory and specialist guidelines when working with children, young people and vulnerable adults. As part of Imperial Coaches Ltd commitment to the safeguarding children, young people and vulnerable adults policy the management has the overall responsibility to ensuring the policy is in place and is being acted upon. The responsibility for the daily managing and monitoring

of the policy is the responsibility of the Director **Inderpal Johal** who delegates to the operations manager **Daniel Cooper** the application of the policy to the day to day working of the organisation. The policy will be reviewed annually and updated where necessary. Should Imperial Coaches Ltd have any concerns regarding the policy or any reported incidents it will seek advice, and if appropriate, will contact the appropriate statutory authorities as outlined above.

***A child is defined as a person under the age of 18 (The Children Act 1989). A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or from being exploited. This may be because they have a mental health problem, a disability, a sensory impairment, are old and frail, or have some form of illness.***

### **This policy breaks down into three parts**

1. Guidance for drivers and staff in safeguarding children, young people and vulnerable adults while they are participating in Imperial Coaches Ltd activities/services
2. What to do if you suspect any form of abuse is taking place outside of our service
3. What to do if you suspect any form of abuse by another member of staff

#### **1, Guidance for drivers and staff in safeguarding children, young people and vulnerable adults while they are participating in Imperial Coaches Ltd activities/services**

- In addition to the duties reflected in all job descriptions and where necessary a risk assessment must be carried out and recorded (by Operations Manager) and all reasonable steps must be taken to ensure a safe working environment for drivers, staff and service users.

#### ***Drivers and Staff must never:***

- Enter individual's homes without prior consent and knowledge of Imperial Coaches Ltd management
- Undertake tasks and extra duties for individuals over and above what is required without prior consent of management.
- Smack, hit or physically discipline a child, young person or vulnerable adult.
- Restrain should never be used except by "holding" which may be used if there is an immediate danger of personal injury to the child or other person. If it is necessary to restrain someone a written record of this should be made detailing the events and the reason for the restraint being necessary, records should be obtained from witnesses if any. This should be given to the operations manager:
- Engage in rough, physical or sexually provocative games, including horseplay.
- Be alone with a child, young person or vulnerable adult without someone else being nearby (e.g. other passengers on the vehicle)
- Converse/sit with in the rear of a vehicle without another responsible adult in attendance.
- Allow or engage in inappropriate touching
- Allow the use of inappropriate language to go unchallenged
- Make sexually suggestive comments even in fun.
- Allow allegations regarding a child, young person or vulnerable adult to go unchallenged, unrecorded or not acted upon.
- Do things of a personal nature for a child or vulnerable adult that they can do for themselves.

If you should accidentally hurt a participant, passenger or they misunderstand or misinterpret something you have done or said or seem unduly distressed or an incident occurs make a written record using the incident form, and report the incident to either **Inderpal Johal** or **Daniel Cooper** as soon as possible. The record should include exactly what happened, or what you saw, what was said and who was there.

All accidents must be recorded in the accident book (see Health and Safety policy)

## 2. What to do if you suspect any form of abuse is taking place outside of our service

It is not the responsibility of anyone working under the auspices of Imperial Coaches Ltd in a paid or voluntary capacity to take responsibility for or decide whether or not abuse is taking place. However there is a responsibility to protect children, young people and vulnerable adults in order that appropriate agencies can then make enquiries and take any necessary action to protect the individual. Imperial Coaches Ltd drivers and staff are in a unique position with children, young people and vulnerable adults; it is therefore possible that a child, young person or vulnerable adult may approach you to talk about abuse. If you are approached try to do the following:

- 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 you will need to tell someone else - **DO NOT PROMISE CONFIDENTIALITY** Reassure them that they were right to tell you;
- 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 operations manager as soon as possible and fill out an incident form. A copy of the incident form will be sent to the client and company Director;
- If appropriate the matter will be reported to the relevant protection agencies and you can always discuss your concerns in confidence with the operations manager. Do not be afraid to be wrong it is better to be wrong than do nothing. The responsibility is to ensure concerns are reported appropriately. **(It is not the responsibility of Imperial Coaches Ltd drivers and staff to investigate concerns).**

If any member of staff notices something which concerns them about a child, young person or vulnerable adult, or the child, young person or vulnerable adult has said something to a driver or member of staff this is the agreed procedure that Imperial Coaches Ltd will follow:

- a) Everything that has been said by the child, young person or vulnerable adult, or been observed by the driver or member of staff will be recorded on an Incident Form.  
The completed incident report will be sent to the client and a copy will be kept confidential within a secure location at the Imperial Coaches Ltd offices.
- b) The information recorded must be factual and not contain assumptions or personal comments by the driver / staff member completing the form.
- c) Imperial Coaches Ltd will record the dates/times when these events/situations have happened taking care not to interpret what has been said recording only factually what has been said.
- d) If there has been an explanation given to the driver or staff member on injury or incident they will ensure this is included.
- e) Drivers or members of staff will immediately raise the contents of the incident form with the operations manager. The operations manager will then consult with the client. The operations manager and client will then agree on the next course of action.
- f) All drivers and staff will receive appropriate training and support to raise awareness of this policy.

It is important to note that this is only a process of observation and reporting and at no point will staff be actively looking for evidence of abuse, but they will act if they notice or are told anything that gives

them cause for concern. The responsibility is to ensure concerns are reported appropriately, it is not the responsibility of Imperial Coaches Ltd to investigate the concerns.

### **3. What to do if you suspect any form of abuse by another driver or member of staff**

The following circumstances may lead to a driver or member of staff to suspect that a fellow driver or member of staff is abusing a child, young person or vulnerable adult.

- An allegation is made by a child or adult
- A member of staff notices inappropriate behaviour by another member of staff.

In each case an incident form should be completed and the operations manager must immediately be informed in strict confidence (if the allegations concern the operations manager then the Director of Imperial Coaches Ltd will be informed. The operations manager may be informed of situations where they are unsure if the allegation constitutes abuse or not and they are unclear of what action to take. There may be circumstances where allegations are about poor practice. The client will be consulted if there is any doubt and all incidents including poor practice will be recorded and kept on file in a secure location. This is because of the nature of the material and it may be one of a series of instances that cause concern. If the operations manager concludes that the allegation constitutes poor practice, they will work with the member of staff to ensure adequate training and supervision is given to prevent further incidents. If they conclude that it constitutes abuse they will take advice from the client and formal disciplinary and criminal procedures will be instituted.

Imperial Coaches Ltd management team assures all staff that it will fully support and protect anyone who, in good faith (without malicious intent), reports his/her concerns about the possibility that a child, young person or vulnerable adult may be being abused.

Safeguarding policy 2013:

Reviewed September 2014:

Reviewed April 2015:

Reviewed July 2016:

Reviewed May 2018:

Signed on behalf of Imperial Coaches Ltd.

Name: Inderpal Johal (Director)

Signature:

X

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Date: 30<sup>th</sup> August 2016

**Imperial Coaches Ltd**  
**staff safeguarding check sheet.**

Name	Job Role	Read & Understood	Date	Sign
Indepal Johal	Director	Yes		
Daniel Cooper	Operations Manager	Yes		
		Yes		
		Yes		
	Admin	Yes		
		Yes		
		Yes		
		Yes		
		Yes		
		Yes		

