

Please remember this leaflet holds information about protecting yourself as well as your passengers.

Any concerns about a young person or an adult should be reported to Hertfordshire County Council as soon as possible:

Transport Access and Safety Unit
Hertfordshire County Council
0300 123 4050

Out of Hours:

Children Services
0300 123 4043

Adult Care Services
0300 123 4042

Non-emergency police
101

**Please keep this leaflet in your
vehicle at all times**

July 2015

Safeguarding Children & Adults

How you can help protect them



Please read the enclosed information

This is a requirement of working on
Hertfordshire County Council Contracts

Transport Access
and Safety Unit
0300 123 4050



Introduction

This leaflet is aimed at providing some basic safeguarding advice. As a driver it is in your own interest to follow this advice to prevent problems from arising.

Looking after and being aware of the welfare of the people you transport is one of the most important parts of your role when operating Hertfordshire County Council Contracts, whether you are a driver or passenger assistant.

You could be the one person who spots if they are behaving differently, are upset, or appear to be hurt in any way. In a lot of cases you may also be the main link between the home and the school or other establishment which they attend.

It is important therefore that you are aware of what to look out for, how to behave, what to do if you have any concerns and who you need to contact.

Things you should report include:

- Do they seem regularly unfed or unkempt?
- Do they seem to be regularly bruised or have injuries?
- Do they talk about drugs, alcohol or violence at home?
- Do they act in inappropriate sexual ways?
- Do they display behaviour that is out of character?

This list is not exhaustive, please report anything that gives you a cause for concern.

If anyone you transport starts to tell you something in confidence you should:

- Never promise to keep a secret
- Listen but do not ask any questions
- Tell them you will have to tell someone to help keep them safe
- Always take what they say seriously
- Be friendly but remain professional

Report it to your employer immediately or Hertfordshire County Council using the contact number overleaf

(If out of hours ring Children's Services on 0300 123 4043 or non emergency police 101)

Never:

- Share personal contact details with your passengers
- Engage with them on Facebook or other social media
- Make unnecessary contact with them
- Take photographs of them
- Buy gifts, sweets etc
- Allow them to have food or drink on the vehicle
- Make detours from their route at their request
- Use bad or inappropriate language
- Discuss personal issues, or issues that may be offensive
- Become involved in arguments with them or their parents / carers

If a child has special needs which demand special handling, minimal physical action should only be taken if absolutely necessary.