

Al's Coaches Ltd

KEEPING VULNERABLE PASSENGERS SAFE

**TRAINING MANUAL FOR DRIVERS OF CHILDREN,
YOUNG PEOPLE AND VULNERABLE ADULTS**

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Foreword

The transport department and management team at Al's Coaches Ltd is pleased to provide this training manual with the aim to keeping vulnerable passengers safe throughout all of our services.

Our aim is to train and support all staff who assist in the transportation of children, young people and vulnerable adults, as you as drivers play a vital role in guaranteeing passenger safety and wellbeing.

To ensure that everyone understands what is required regarding the safeguarding of passengers, Al's Coaches Ltd will be offering additional support in the means of a face to face training day, as well as this detailed manual.

Our message to all our valued is a simple one, and it is that safeguarding is everyone's responsibility. This is sure to be delivered at a higher level if all drivers understand it fully and grasp what it entails.

This useful and informative manual will help you to ensure that all passengers receive the very highest standard of safety at all times.

Yours Sincerely

Mark Cullinan (Director)

Chris Cullinan (Transport Manager)

Jack Foulkes (General Manager)

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Manual's Purpose

The manual is for every member of staff that transports children, young people and vulnerable adults here at Al's Coaches Ltd. It explains in full what you need to be aware of and what is required of you to ensure all passengers are kept safe.

These guidelines will give you information on the following.

- Picking up and dropping off passengers
- Transporting passengers
- Behaviour with passengers
- Conversations with passengers
- Physical or sexual contact
- Confidentiality
- Who is to contact regarding concerns

Please read the manual with care and provide your best efforts to study and retain all the information provided.

All drivers will be invited to attend face to face training as mentioned previously in the manual. Moving on from this, a test will then be administered to gauge whether the participants have understood the manual and gathered the relevant information enclosed.

The clear and key message of this manual and training process is that **safeguarding is everyone's responsibility.**

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Safeguarding Target

Please carefully read the questions and answers listed below to help you understand more about **who we are trying to protect and safeguard**.

Q. What do we mean by children?

A. Under the law 'child' means anyone under the age of 18

Q. What do we mean by 'vulnerable young people and adults'?

A. Vulnerable young people or adults are those who have particular needs and can be categorised as those who may be more likely to be abused by others. Examples consist of those who need help to move or understand requests, or even mental problems.

Q. You could be already transporting vulnerable passengers, how would you know this?

A. They may find it hard to understand yourself, behave in unexpected ways or have difficulty finding their way, making them vulnerable to others treating them badly or unfairly as such.

Q. Who would you report to if you were concerned about a passenger you transport?

A. Take the concern directly to your Transport Manager or General Manager.

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Abuse

This portion of the manual breaks down the concept of abuse and all parameters involved.

An abuser can come from any background and anyone can be abused whether they are a child, young person or vulnerable adult. The NSPCC state that over 80% of individuals abused are abused by someone they know or have encountered previously.

There are many forms of abuse, please see the variations below.

- Physical abuse
- Sexual abuse
- Neglect
- Emotional abuse
- Psychological abuse
- Modern slavery
- Domestic abuse
- Financial abuse
- Discriminatory abuse

Once again please carefully read the question and answers listed below to further understand the aspects of abuse and everything it involves

Q. What do you think are examples of physical abuse?

A. Hitting, shaking, throwing, poisoning, burning, drowning, suffocating.

Q. What do you think are examples of emotional abuse?

A. Telling people they are worthless, unloved, inadequate, not valued. In addition, calling people names, prejudice and bullying

Q. What do you think are examples of sexual abuse?

A. Encouraging a child or vulnerable adult to take part in or watch sexual activities.

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Q. What is neglect?

A. Failure to meet a child or vulnerable adult's needs, such as

- Not providing food, clothing or shelter
- Not protecting them from harm from others
- Not responding to emotional needs

Q. Is it always men who are abusers?

A. No, women can commit abuse, including sexual abuse, as can other children.

Q. Do abusers come from deprived backgrounds?

A. Abusers come from every sort of background, children and vulnerable adults who are abused usually already know the person who is abusing them.

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Medical Health Safeguarding

Passengers you transport may have specific medical needs and if these medical requirements aren't addressed it could result in a safeguarding issue. Listed below are a number of possible needs and conditions that must be understood when transporting such passengers.

- Autism – children, young persons or vulnerable adults with autism have different ways of understanding the world. Some find it difficult to interpret what is being said or described and others can be confused by rules and boundaries. Each person who suffers from autism is different, with their own preferences and needs. It is also important to note they often behave in unexpected ways and can feel very anxious moving from one place to another regardless of the scale.
- Epilepsy – children, young persons and vulnerable adults with epilepsy can suffer from seizures. Further information and instruction will be given regarding handling these situations in the face to face training. This is required as you need to know what process to carry out when a sufferer has a seizure.
- Dementia/Anxiety – it is possible you could transport children, young persons or vulnerable adults with mental health conditions such as dementia or anxiety. There are methods that will again be explained and shown in the face to face training that should allow you to effectively deal and interact with these passengers.

It is vital you follow the instructions and advice you are given within this manual and in the face to face training. Don't let anyone persuade you to drop off passengers at an unplanned venue because, for example, someone with dementia could get lost or get into difficulties and may no longer be safe. You may be advised not to talk with some passengers because they are too unwell to understand clearly.

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Reporting Concerns

Drivers are required to safeguard vulnerable passengers just like anyone else who works with children, young persons and vulnerable adults.

If you hear or see anything which makes you think someone might be at risk you need to contact your transport manager or general manager as soon as possible.

We must stress that you always remember you are part of a team. You will never be ignored regarding reports concerning vulnerable passengers, as all potential safeguarding breaches are investigated by the transport or general manager.

Always remember, it is your job to report information, **not to investigate.**

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Staying Safe

If a passenger becomes violent or aggressive, you must remain calm and avoid shouting. Attempt to give them as much space as possible and report back to the transport or general manager once the situation has been resolved.

It is important that you behave in ways that protect you and your passengers from risk.

You should not do any of the following.

- Take an unplanned detour to take a passenger home
- Give a vulnerable passenger your personal mobile number
- Give gifts to passengers
- Befriend passengers on any form of social media.

You should adhere to the following.

- Read the guidelines and information enclosed in this manual
- Remain professional at all times
- Avoid swearing and aggressive behaviour
- Always display the company logo, either through clothing or a badge

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Driver Code Of Conduct

All drivers must:

- Read the code of conduct and note the failure to abide by it may result in termination of their employment or ability to work on specific contracts.
- Acknowledge that any information regarding an incident or specific driver may be shared with other organisations where deemed appropriate.

The purpose of the code of conduct:

- All drivers that come into contact with children, young people and vulnerable adults have a duty of care to safeguard and protect them.
- This code of conduct has been constructed to explain how drivers are expected to behave in order to safeguard the passengers they are transporting.

When picking up and dropping off passengers, drivers must:

- Accurately adhere to the instructions given to you by your transport or general manager.
- Arrive at the pick up and drop off destinations at the correct time.
- In the instance of running late, contact a manager at the earliest possible point.
- When transporting primary school children, you must liaise at the start and end of the journey with the adult in charge to ensure all children are accounted for.
- On private hires provide assistance with any loading or unloading of luggage
- Not under any circumstances or at any time park their vehicle that causes an obvious obstruction or danger to other road users.
- Ensure they display a polite and helpful manner to all passengers and assistants of young children who travel on their vehicle.

Whilst transporting passengers drivers, please follow the instructions listed below.

- Do not accept any travel amendments directly from passengers and stick to the route you have been requested to take.
- If your vehicle breaks down whilst transporting children, instruct all children to remain on the bus (unless there is immediate risk eg.fire) until the next course of action has been agreed with either a manager or the engineering team.
- Smoking in or around a vehicle is strictly prohibited. Also refrain from smoking at the destination, either whilst picking up or dropping off.
- Hand held mobile devices must not be used whilst transporting passengers, as this would lead to you breaking the law.
- Under any circumstances drivers must not transport passengers under the influence of alcohol or drugs.

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Drivers should be clear and concise when communicating with passengers in the attempt to avoid any form of inappropriate behaviour on the vehicle. This means drivers must not:

- Make discriminatory remarks to passengers or teaching assistants relating to age, gender, sexuality, disability, race or religion.
- Share personal information with their passengers or request any information from any children, young people or vulnerable adults travelling on their vehicle.
- Exchange or share contact information with passengers, it is only acceptable to exchange contact numbers with teachers or assistants for organising purposes.
- Under any circumstances give/take details of any personal blogs or websites, this includes the use of social networking sites.
- Produce inappropriate language in front of any passengers.
- Abuse their position of power to force or indoctrinate passengers into any form of political or religious belief.
- Take any photographs of passengers, even if they request it.
- Produce any form of gift or present, no matter how small or invaluable
- Assume any type of relationship, whether it sexual or not.
- Look after or keep safe any passengers personal belongings such as electronic devices, mobile phones or money.