

Landmark Coaches



Safeguarding Policy

Purpose

The purpose of this document is to introduce Landmark Coaches Ltd's "Policy and Guidelines for Safeguarding Children and Adults".

The following are the objectives of the Safeguarding Policy and Guidelines:

- To highlight how Landmark Coaches Ltd undertakes its legal commitments in the field of safeguarding children and adults
- To give assurance to members of the public, service users, employees and external contractors working on behalf of Landmark Coaches Ltd that there are clear arrangements in place to safeguard and protect children and adults
- That all employees have clear guidelines for when a child or adult may be at risk of harm.

Scope

This policy relates to all 'children' and to vulnerable adults over the age of 18 regardless of gender, age, ethnicity, disability, sexual orientation or religion or cultural background.

By the nature of the organisation, it is inevitable that various degrees of contact with children and vulnerable adults will occur and it is therefore our policy to have in place clear guidelines for safeguarding and promoting their welfare as well as protecting our employees and other adults in a position of responsibility from potential allegations of abuse.

Responsibilities

Every member of staff, every volunteer and every contracted service provider has a responsibility to adhere to the procedures and guidance set out in this policy

Abbreviations

CP – Child Protection

DBS – Disclosure and Barring Scheme

POVA – Protection of Vulnerable Adults

Equalities

The Equalities policy must be applied to ensure there is no discrimination on the basis of race and ethnicity, disability, age, gender, sexual orientation, religion and belief or human rights.

Body of Policy/Procedure:

1.0. Introduction

- 1.1. One of Landmark Coaches Ltd's priorities is to ensure that vulnerable people are protected and are able to live as independently as possible.
- 1.2. As a Company, we believe that every child and adult has a right to be safe from harm. Landmark Coaches Ltd acknowledges its role and responsibilities to provide definite guidance for staff, external contractors and those people whom we serve in this key field.
- 1.3. "Safeguarding" is everybody's business in Landmark Coaches Ltd. We believe that everyone has a responsibility to safeguard the welfare of children, young people and adults, whatever the role of the individual.
- 1.4. "Safeguarding" is a wider concept than the protection of children and adults and deals with the promoting of:
 - Physical, emotional and mental health
 - Protection from harm and neglect
 - Education, training and leisure
 - Social and economic well-being.
- 1.5. For the purposes of this policy, a child is defined as anyone who has not yet reached their eighteenth birthday. 'Children' therefore means 'children and young people' throughout this document. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate does not change his or her status or entitlement to services or protection under current legislation.
- 1.6. For the purpose of this policy, an adult is defined as being of over 18 years of age. A vulnerable adult becomes at risk when they
 - Are experiencing or are at risk of abuse or neglect
 - Have the need for care and support
 - As a result of those needs is unable to protect him/herself against the abuse or neglect or the risk of it.

2.0. Purpose of this document

- 2.1. The purpose of this document is to introduce Landmark Coaches Ltd's "Policy and Guidelines for Safeguarding Children and Adults".
- 2.2. The following are the objectives of the Safeguarding Policy and Guidelines:
 - To highlight how Landmark Coaches Ltd undertakes its legal commitments in the field of safeguarding children and adults

- To give assurance to members of the public, service users, employees and external contractors working on behalf of the Landmark Coaches Ltd that there are clear arrangements in place to safeguard and protect children and adults
- That all employees have clear guidelines for when a child or adult may be at risk of harm.

2.3 As a Company we believe that it is always unacceptable for a child or an adult to be abused or harmed in any way. This is reflected in the following principles which form the basis of the Policy and Guidelines:

- Every child and adult (whatever their background, culture, age, disability, gender, ethnicity, religious belief) has a right to participate in a safe society without any violence, fear, abuse, bullying and discrimination; Every child and adult has the right to be protected from harm, exploitation and abuse
- We as a Company will put the welfare of children and adults centrally in our policies and procedures
- As a Company we will work closely with the local authority transport office, schools and other agencies to safeguard and promote the welfare of children and adults
- Respect the rights, wishes, feelings and privacy of children and adults by listening to them and relaying any risks that may affect them to the local authority transport office and/or their respective school.

2.4. Outcomes

2.5. This Policy and Guidelines reflect Landmark Coaches Ltd's commitment to safeguard children and adults and to protect them from being abused when transport services have been arranged by or on behalf of the Council.

2.6. When the Guidelines are introduced, we will measure the impact regularly in order to achieve the following high level outcomes:

- A clear understanding amongst staff and external contractors working on behalf of Landmark Coaches Ltd of the policies and guidelines for safeguarding children and adults.

2.7. That all staff receives information and training regarding the guidelines and that this is a continuous and permanent arrangement within the Company.

2.8 That all staff will attend any courses or meetings organised by the local authority.

3.0. Roles and Responsibilities

3.1. Every member of staff, every volunteer and every external contractor has a responsibility to adhere to the procedures and guidance set out in this policy.

3.2. By following the correct procedures and guidance, it is possible to ensure that the appropriate steps are implemented to deal with any allegation or concern,

services are planned and delivered in a way which safeguards children and adults and staff are able to conduct themselves safely.

- 3.3. Every member of staff, volunteer and external contractor has a responsibility in the field of safeguarding. It is very important to highlight this.

4.0 Contractors, Sub-contractors or Other Organisations funded by or on behalf of Landmark Coaches Ltd

- 4.1. Contractors, sub-contractors or other organisations funded by or on behalf of Landmark Coaches Ltd are responsible for arranging checks through the Disclosure and Barring Service and the Independent Safeguarding Authority and for ensuring that their staff comply with regulatory and contractual arrangements relating to safeguarding children and adults. Contractors are also responsible for informing relevant managers of Landmark Coaches Ltd about any concerns they may have and to refer protection issues.

5.0. Detailed Guidelines

- 5.1. A copy of “Signs of Abuse” is attached at Appendix 1 and the “Code of Conduct and Safe Working Practices” at Appendix 2.

APPENDIX 1

Signs of Abuse

This policy relates to both children and adults. They both have their individual codes of practice and relevant staff need to be familiar with these documents.

Children in Need

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child either directly by inflicting harm, or indirectly, by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them; or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

There are four types of child abuse. They are defined in the Child Protection Procedures and Government guidance *Safeguarding Children: Working Together Under the Children Act 2004* as follows:

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

The physical signs of abuse may include:

- unexplained bruising, marks or injuries on any part of the body
- multiple bruises- in clusters, often on the upper arm, outside of the thigh
- cigarette burns
- human bite marks
- broken bones
- scalds, with upward splash marks
- multiple burns with a clearly demarcated edge.

N.B. Most children will collect cuts and bruises as part of the rough-and-tumble of daily life. Injuries should always be interpreted in light of the child's medical and social history, developmental stage and the explanation given. Most accidental bruises are seen over bony parts of the body, e.g. elbows, knees, shins, and are often on the front of the body. Important indicators of physical abuse are bruises or injuries that are either unexplained or inconsistent with the explanation given, or visible on the 'soft' parts of the body where accidental injuries are unlikely, e.g. cheeks, abdomen, back and buttocks.

Changes in behaviour that can also indicate physical abuse:

- fear of parents being approached for an explanation
- aggressive behaviour or severe temper outbursts
- flinching when approached or touched

- reluctance to get changed, for example in hot weather
- depression or withdrawn behaviour
- running away from home.

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Changes in behaviour which can indicate emotional abuse include:

- neurotic behaviour e.g. sulking, hair twisting, rocking
- being unable to play
- fear of making mistakes
- sudden speech disorders
- self-harm
- fear of parent being approached regarding their behaviour
- developmental delay in terms of emotional progress.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

The physical signs of sexual abuse may include:

- pain or itching in the genital area
- bruising or bleeding near genital area
- sexually transmitted disease
- vaginal discharge or infection
- stomach pains discomfort when walking or sitting down
- Pregnancy

Changes in behaviour which can also indicate sexual abuse include:

- sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn
- fear of being left with a specific person or group of people
- having nightmares
- running away from home
- sexual knowledge which is beyond their age, or developmental level
- sexual drawings or language
- bedwetting
- eating problems such as overeating or anorexia.
- self-harm or mutilation, sometimes leading to suicide attempts
- saying they have secrets they cannot tell anyone about
- substance or drug abuse
- suddenly having unexplained sources of money not allowed to have friends (particularly in adolescence)
- acting in a sexually explicit way towards adults

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

The physical signs of neglect may include:

- constant hunger, sometimes stealing food from other children
- constantly dirty or 'smelly'
- loss of weight, or being constantly underweight
- inappropriate clothing for the conditions.

Changes in behaviour which can also indicate neglect may include:

- complaining of being tired all the time
- not requesting medical assistance and/or failing to attend appointments
- having few friends
- mentioning being left alone or unsupervised

These definitions and indicators are not meant to be definitive, but only serve as a guide to assist you. It is important too, to remember that many children may exhibit some of these indicators at some time, and that the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour such as a death or the birth of a new baby in the family or relationship problems between parents/carers.

Adults in Need of Protection

Categories of Abuse

There are many ways in which a vulnerable person may be abused. It is not unusual for an abused adult to suffer more than one kind of abuse. Accordingly, the impact of abuse and its seriousness for the individual must be evaluated in every case.

In safe Hands identifies five main categories of abuse:

Physical
Sexual
Financial
Emotional or Physiological
Neglect

Physical Abuse

Physical abuse is the unnecessary infliction of any physical pain, suffering or injury by a person who has responsibility, charge, care or custody of, or who stands in a position of or expectation of trust to, a vulnerable person. Physical abuse may also be perpetrated by one vulnerable adult upon another.

Sexual Abuse

Adult sexual abuse refers to the direct or indirect involvement of a vulnerable adult in sexual activity to which they are unwilling or unable to give informed consent, or which they do not fully comprehend, or which violates the social taboos of family roles, such as incest. Sexual abuse may also be perpetrated by one vulnerable adult upon another.

Any sexual activity that is not freely consenting is criminal. Where there is an abuse of trust, sexual activity may appear to be with consent, but is unacceptable because of the differences in power and influence between the people involved. Sexual abuse includes the involvement in prostitution or 'sex trafficking' of vulnerable adults who do not have the capacity to consent.

Emotional or Psychological Abuse

Emotional or psychological abuse is the infliction of mental suffering by a person in a position or expectation of trust upon a vulnerable person. Emotional / psychological abuse may also be perpetrated by one vulnerable adult upon another.

Emotional and psychological abuse includes bullying, which is typically deliberate, hurtful behaviour repeated over time, which can include physical abuse but often is verbal (name-calling and threats). It can undermine self-confidence, may cause the victim to become more isolated and sometimes leads to self-harm.

Emotional and psychological abuse, including bullying and harassment, can be very subtle, for example taking the form of ignoring or excluding the victim. Such abuse

may be direct, such as by not responding to the person, or indirect, such as by giving unfair preference to another person.

Emotional and psychological abuse may be cumulative, possibly building up over months or even years. It may involve one or more person and may be part of the culture within any institution, organization or service.

Another example of psychological abuse is when a vulnerable adult is incited, induced or exploited to commit a crime or abuse. Examples of this include inciting to steal, to perform acts of violence and commit sexual crimes. There have also been examples of vulnerable adults being exploited to commit acts of radical extremism.

In determining whether emotional and psychological abuse has taken place, it is the impact on the vulnerable adult that counts. Individual actions may not seem significant and may even be a one-off, but if they are part of a wider pattern of abuse experienced by the vulnerable adult the impact on them may be significant. Therefore, the wider context in which action is experienced by the vulnerable adult must always be considered in determining whether or not abuse has occurred.

Financial or Material Abuse

Financial or material abuse is any theft or misuse of a person's money, property or resources by a person in a position of, or expectation of, trust to a vulnerable person.

Common forms of financial abuse are misuse by others of a vulnerable adult's state benefits or undue pressure to change wills. Financial / material abuse may also be perpetrated by one vulnerable adult upon another.

Neglect

Neglect is the failure of any person for whom there is an expectation of trust and /or the responsibility, charge, care or custody of a vulnerable person to provide that degree of care which a reasonable person in a like position would provide.

Neglect may be criminal or non-criminal. It may also be as a result of intentional or non-intentional acts or omissions.

APPENDIX 2

Code of Conduct and Safe Working Practices

This code of conduct is a statement and is a description of the professional standards of practice that are required from all Landmark Coaches Ltd staff when undertaking their day-to-day duties.

The code of conduct reflects current practice and it is expected that employees can identify the following standards as those which they aim to emulate daily.

It is anticipated that this code of conduct provides a better understanding for members of the public and contractors using Landmark Coaches Ltd's services of what is expected of the staff and the manner in which the employer supports its staff to undertake work effectively and in a manner respectful of the needs of individuals.

Every member of staff should give a good example in terms of behaviour to ensure that children and adults are protected and safeguarded. The following guidelines provide details of examples of good practice which must be used, along with specific codes of conduct (e.g. Landmark Coaches Ltd codes of conduct), which could be relevant to roles, activities or specific events.

You should always be open for the public to scrutinise you when working with children and adults and you should avoid situations where a member of staff, volunteer or external contractor is with a child or children or vulnerable adult alone without anyone else to observe him or her.

You should follow the required process for reporting incidents, e.g. an incident of health and safety importance.

Children and adults have a right to privacy, equality, respect and dignity and a safe and positive environment.

Staff, volunteers and external contractors must give priority to the welfare and safety of the child or adult before concerns for performance.

If a child or adult arrives at an activity or service exhibiting signs or symptoms which cause you concern, you must act appropriately and follow the procedures outlined in the policy.

Be aware of the need to ensure safe practices when meeting children and adults.

YOU SHOULD

Work in accordance with this safeguarding policy. If in doubt, contact the Transport Manager or the Compliance Manager.

Work in an open environment (e.g. you should avoid private situations or those which cannot be observed and encourage an open environment, i.e. no secrets);
Treat every child and adult fairly with respect and dignity.

Put the welfare of each child and adult first.

Ensure a safe and appropriate distance with participants (e.g. it is not appropriate to have a close relationship with a child or an adult).

Create an equal relationship based on trust which empowers children and adults to share in the decision making process.

Get the most current information about training and safeguarding issues.

Be an excellent example – this includes not smoking, drinking alcohol or swearing in the company of children and adults.

Make sure that photographic or filming equipment is used appropriately and a parent or carer of the participants has given their permission.

Keep a record in writing of any injury which is sustained, along with any treatment administered in accordance with Landmark Coaches Ltd's policy.

YOU SHOULD NOT

Touch or allow inappropriate touching in any way, use force or inappropriate language or make suggestive sexual comments.

Make a child cry as a means of controlling him / her, or use any behaviour control techniques not authorised by Landmark Coaches Ltd's policy and procedures.

Ignore allegations made by a child or adult. All allegations or disclosures of abuse by a child or vulnerable adult should be reported immediately to the Transport Manger or Compliance Manager who will contact the relevant authorities.

Undertake tasks of a personal nature for children or adults which they could do for themselves.

Invite or permit children or an adult to come to your home where they will be alone with you.

Enter areas that have been specifically set-aside for the other sex.

Use the internet, an electronic device or a phone to access child pornography sites.

An employee who breaches any condition of the above code of conduct will face an investigation and could face disciplinary steps which could lead to dismissal and the possibility of a criminal investigation if there is evidence of illegal activity.

Volunteers or external contractors that breach the code of conduct will be suspended immediately. If there is evidence of illegal activity, the name of the person will be drawn to the attention of the relevant authorities and he/she could face a criminal investigation.

Concern Reporting Procedure