



# **Safeguarding Essentials for Drivers & Passenger Assistants**

Terago Ltd

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**VAT Reg No:** 302945811

**TfL Operator Licence No** 009648

## **What is safeguarding?**

Safeguarding relates to the protection of an individual (child or adult) who is vulnerable.

## **Child safeguarding**

Every child can be hurt, put at risk of harm, or abused, regardless of their age, gender, religion or ethnicity.

Safeguarding means: – protecting children from maltreatment – preventing impairment of children's health or development – ensuring children are growing up in circumstances consistent with the provision of safe and effective care – taking action to enable all children and young people to have the best outcomes.

## **Our Role in Safeguarding**

The following paragraphs will help you spot some of the tell-tale signs of abuse and what action you should take. The action we take to promote the welfare of children and protect them from harm is everyone's responsibility. Everyone who comes into contact with children and families has a role to play.

## **What is Abuse?**

Abuse can be – physical, emotional (including domestic abuse), sexual, neglect, harm.

Abuse can be – in a family, institutional or community setting – by those known (more common) or unknown to the child, or by a stranger, e.g. via the internet.

Abuser(s) can be – an adult, adults or another child or children.

## **Signs of abuse**

- Extreme anger or sadness
- Aggressive and attention-seeking behaviour
- Suspicious bruises with unsatisfactory explanations
- Lack of self-esteem
- Self-injury
- Depression
- Significant change in behaviour
- Age-inappropriate sexual behaviour.

## What you should do:

### You should be mindful of the 4 Rs of Safeguarding

**Recognise** a safeguarding concern.

You need to know what abuse is, what to look out for and be vigilant at all times.

**Respond** to possible concerns.

Sometimes a concern is obvious; sometimes it is not. It is important to respond when a child or young person tells you that something bad is happening in their lives, or someone else tells you. Not all children will tell someone what is happening to them, so if you see or hear anything that could be a concern for them, you must respond quickly.

**Report** information to the appropriate person or organisation.

By doing this, you begin the process of making sure that you or your organisation is doing everything it can to keep children and young people safe, and giving them all the support they need.

**Record** your observations, your concerns and the actions you and others have or have not taken.

## Reporting a Concern:

If you are allocated a regular route you will become familiar with the children or adults that you convey and you may notice some changes in their behaviour or spot some signs of abuse. Your role is to note your concerns and pass those on to our Safeguarding Officer; you should not ask questions or try to investigate the matter further.

To report an issue you should contact the Safeguarding Officer by calling the Operations Team on 02038657072 or email [drivers@terago.uk](mailto:drivers@terago.uk) and asking for an 'urgent call back from the Duty Safeguarding Officer'.

Mr Rocky Fitz-Gerald is our Safeguarding Lead however from time to time another senior manager or director may deputise.

Where you believe a person to be in immediate danger you should always call 999 in the first instance and then report the matter to the Safeguarding Officer.

## Concerned about a Colleague?

If you have any concerns about a colleague, whether it is poor performance or perhaps something more serious you should always report your concerns. You can do this confidentially and we have a 'Reporting Concerns (Whistleblowing) Policy' in place which you can view at <http://terago.uk/docs>

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Signed



David Lane, Director