



# **Safeguarding Policy for Children & Vulnerable Adults**

Terago Ltd

Glass Pod 5

Airport House  
Purley Way  
Croydon CR0 0XZ

**Co Reg No:** 10565119

**VAT Reg No:** 302945811

**Licensed by Transport for London**

# The purpose and scope of this policy statement

## **The purpose of this policy statement is:**

To protect children, young people and vulnerable adults who use Terago's services from harm. This includes the children of adults who use our services

To provide staff and drivers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of Terago, including senior managers and the board of directors, paid staff, volunteers, independent drivers, sessional workers, agency staff and students.

## **Legal framework**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England.

## **Supporting documents**

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents.

- Driver & Passenger Assistant Recruitment Policy & Procedures
- Health and Safety Policy
- GDPR Data Protection
- Equal opportunity policy
- Risk assessment policy
- Whistleblowing Policy
- Staff Grievance & Disciplinary Policy
- Safeguarding for Drivers & Passenger Assistants
- Driver & Passenger Assistants Connected Persons Policy
- Photography and sharing images guidance
- Driver & Passenger Assistant Training Manuals
- Complaints Handling Policy

## **We believe that:**

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

**We recognise that:**

- The welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

**We will seek to keep children and young people safe by:**

- Valuing, listening to and respecting them
- Appointing a nominated child protection lead for children and young people, a deputy and a lead trustee/board member for safeguarding
- Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- Developing and implementing an effective online safety policy and related procedures
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance
- Sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions
- Making sure that children, young people and their families know where to go for help if they have a concern
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- Using our procedures to manage any allegations against staff and partners appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- Building a safeguarding culture where staff and volunteers, children, young

## **Our Safeguard Leadership**

Mr Rocky Anthony Earl Fitz-Gerald is our safeguarding lead. He will:

- Promote a strong culture of awareness of safeguarding issues throughout our organisation
- Ensure that our policies and procedures are in line with the Department for Education Home to School Travel and Transport Guidance and the London Child Protection Procedures
- Ensure that operations staff are alert to the possibility of drivers, passenger assistants or others raising safeguarding concerns and know where to go and what to do with such reports
- Regularly reviewing our training for drivers and passenger assistants to ensure these are up to date with current best practice
- Familiarise himself with the Safeguarding Policies of organisations that we work with and ensuring that we provide any additional training required.
- Oversee any action taken as a result of Safeguarding reports.
- Review any action taken as a result of Safeguarding reports, refining any procedures as required and offering additional training to staff, passenger assistants or partners if required.

Mr Fitz-Gerald can be contacted on 0208 004 7940, 07702 256112, or by email [rocky@terago.uk](mailto:rocky@terago.uk)

This Revision: 1<sup>st</sup> May 2024

**Rocky Fitz-Gerald**

Director

Next Review Due: 30<sup>th</sup> April 2025