Safeguarding and Challenging Behaviour

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Agenda for today

- How did we get here?
- Who should be involved in Safeguarding and tackling challenging behaviours
- Safeguarding
- Challenging Behaviours
- One Page Profiles
- The journey ahead

How did we get here?

- Like all authorities, transport contracts are being challenged on their costs.

- Decrease in Costs against a decrease in quality

- Contract Monitoring is not enough – need to develop all areas

- A need to work more closely with all areas involved in the transport of an individual.

Who should be involved in Safeguarding and Challenging Behaviours ?

- Yourselves (Contracting body)
- The operator
- Drivers
- Passenger Assistants
- The passenger
- Parents/carers/parent forum groups
- Schools/centres
- Local Authority Designated Officers (Safeguarding team)
- Local Safeguarding Children's board

Safeguarding

"For those agencies whose job it is to protect children and vulnerable people, the harsh reality is that if a sufficiently devious person is determined to seek out opportunities to work their evil, no one can guarantee that they will be stopped. Our task is to make it as difficult as possible for them to succeed..."

Bichard Inquiry Report, 2004, p12 para 79

Safeguarding

- Previously no structure to how safeguarding was being dealt with and relationships with the Safeguarding teams were not at their optimal level.
- Started to work more closely with LADOs and develop systems
- Staff undertook relevant training
- Certain members became named officers within department that followed set processes.
- Started off with developing course alongside Teacher adviser and LADOs on Safer Recruitment for our transport businesses

Safer recruitment for Operators

- The first port of call should be the recruitment process of the operator. Since late 2010, our training programme covers:

  •Their responsibilities as a recruiter
  •Offender Profiles – It could be anyone
  •Offender Strategies
  •Creating a Safer and open culture within their work force
  •Looking at their codes of conduct
  •The structure and process for reporting and managing safeguarding allegations.

Who is the offender?

PREDATOR

This pervert used the internet to lure a 13-year-old girl into having sex. Yesterday he was jailed for five years. Today we ask every parent to be on their guard..and the Government for action to protect our children

Safeguarding Incidents Report

- 2010 – Total of 23 incidents concerning Drivers and escorts of which 14 were substantiated

- 2011 – Total of 24 incidents of which 8 were substantiated

- 2012 – Total of 13 incidents of which 2 were substantiated though 4 are still outstanding

Safeguarding Training For Drivers and Passenger Assistants

- Analysis of our safeguarding issues found that it was more certain behaviours that were the main cause.
- Though message was getting to the businesses, we still needed to get to the staff that had contact with our customers
- Started to present acceptable behaviour at our licencing authority's induction programme for drivers
- Have adapted our safer recruitment course to one based purely on Safeguarding for drivers and passenger assistants.
- Encourages them to be part of an open culture and of their responsibilities.

Acceptable Behaviour - examples

- Do not become over friendly
- Do not use inappropriate language / comments
- Do not touch a child unless in emergency situation
- Do not administer medication
- Do not exchange telephone numbers
- Do not phone or text children or meet outside of contract
- Do not take pictures or videos
- Do not show videos, texts or pictures from mobile phones
- Do not use mobile whilst driving
- Do not use social networking sites with children
- Do not offer sweets, cigarettes or gifts
- Do not make unauthorised stops
- Do not carry unauthorised passengers

KEEP THEIR DISTANCE BUT DO NOT BE DISTANT

ALWAYS ACT RESPONSIBLY

Challenging Behaviours

- Been developed with a local training company.
- Currently rolling out to over 200 internal staff by the end of February.
- Working on the course to see if this can become accredited.
- Looking to roll this out to our operators

Objectives of the course

- Better understanding of issues in SEN transport
- Better knowledge of various special needs
- To have proactive strategies -being prepared
- Tips for better working with home and settings
- Knowledge of safety issues with special needs passengers
- To practice scenarios and share experiences

One Page Profiles

- Currently working with Family Footings organisation and local Parent Forum Group on a training course.
- This will be for a one page profile specifically for Transport.
- Parents will then be trained in how to create these
- This can then be passed by the parent to the driver or Passenger Assistant.
- Introduction will also be presented to drivers and escorts

The Journey Ahead

- To create a ‘suite’ of training courses that will help improve the quality of experience for our customers.
- Have a core of three courses for accreditation, with other specialism courses to supplement these.
- Ensure that these courses form the basis for being on our frameworks.

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