### Safeguarding adults

Some adults are at risk of being abused, harmed or threatened. Vulnerable adults are not just frail older people – they can be anyone over the age of 18 who has a physical, sensory or learning disability, or a mental health problem.

Abuse is any behaviour towards a person that causes him or her harm, endangers life or violates their rights. It might be:

- Physical
- Sexual
- Psychological
- Domestic abuse
- Verbal
- Neglect
- Financial
- Modern slavery

People can be abused in their own homes, in care homes, in day care centres and in hospitals. Abusers can be friends and family, neighbours, professionals and volunteers, or strangers who ‘groom’ vulnerable adults for abuse.

If you are worried about an adult at risk please contact Norfolk County Council on 0344 800 8020.

You can report your concern anonymously, but please give us as much information as possible so that we can follow it up.

**DO NOT:**

- Confront the person you think is responsible
- Start to investigate the situation

### Who to contact

Any concerns about a young person or an adult should be reported to Norfolk County Council as soon as possible on 0344 800 8020.
Introduction

Looking after and being aware of the welfare of the people you transport is one of the most important parts of your role.

You could be the one person who spots if someone is distressed, upset or appears to be hurt in any way.

You may notice for example that an elderly person is particularly unkempt, which could mean that they need extra help in the home.

Or you may notice that a child or young adult appears scared in front of the person travelling with them, or may even seem to be travelling with them against their will.

This leaflet provides some basic information about what to look out for and what to do if you have any concerns.

Please read and keep this leaflet with you for future reference.

If you have any queries, please contact:

- your relevant licensing authority if it relates to a licensing issue, or
- Norfolk County Council on 0344 800 8020 if it relates to a safeguarding issue.

Safeguarding children

If you have concerns about a young person, or you feel a young person is at risk, you should immediately report these.

Things you should report include:

- Do they seem unfed or unkempt?
- Do they seem to be bruised or have injuries?
- Do they talk about violence at home?
- Do they act in age inappropriate sexual ways?
- Does the parent/carer act in an aggressive or inappropriate way towards the child?

This list is not exhaustive – please report anything that gives you cause for concern.

If a young person starts to tell you something in confidence you should:

- Never promise to keep a secret
- Always take what they say seriously
- Be friendly but remain professional
- Encourage them to report it or tell someone they can trust
- Report it to Norfolk County Council on 0344 800 8020

Remember

It is also important that you protect yourself against allegations and abuse by remaining professional and keeping appropriate boundaries between yourself and your passengers.

Never:

- Put yourself in a position where you may be at risk or accused of inappropriate behaviour (see some of the examples below)
- Share personal contact details with your passengers
- Engage with them on Facebook or other social media
- Make unnecessary physical contact with them
- Take photographs of them
- Buy individual gifts, sweets, etc
- Use bad or inappropriate language
- Discuss personal issues, or issues that may be offensive
- Engage in inappropriate conversation with your passengers

Always:

- Remain professional and keep clear, appropriate boundaries
- Be aware of how your actions may look to others
- Report any incidents on the journey to your employer, or report any concerns to Norfolk County Council