

Safeguarding

Excerpt from taxi policy

A vulnerable passenger is a passenger whose age or disability means that they are more susceptible to harm than a typical passenger. Vulnerable passengers include children, elderly persons or somebody with learning difficulties. In addition, an individual should be considered vulnerable if they do not fall within one of the above categories, but whose condition is such as to render them more susceptible to harm than may otherwise be the case (for example as a result of being under the influence of alcohol).

The following safeguarding principles aim to promote good safeguarding practice for drivers and staff working with vulnerable passengers in the Hackney Carriage or Private Hire trade. The following safeguarding principles must be complied with and embedded into driver working practice:

- Drivers must always carry photo ID and wear it in accordance with the conditions of the licence.
- A lone vulnerable passenger must not be transported in the front passenger seat of the vehicle.
- The driver or operator must confirm that appropriate provision has been made for the vulnerable person prior to accepting the booking or commencing the journey. This does not necessarily mean that the driver or operator is responsible for the provision of appropriate measures, however if appropriate measures are not in place then the driver or operator must not undertake the journey.
- Drivers should always ask if a vulnerable passenger needs help and should not make assumptions.
- Drivers must always remain professional and should not:

Touch a person inappropriately

Make offensive or inappropriate comments (such as the use of swearing, sexualised or discriminatory language)

Behave in a way that may make a passenger feel intimidated or threatened

Attempt to misuse personal details obtained via the business about a person; these standards are equally applicable when working with vulnerable and non-vulnerable passengers.

- Drivers and operators must remain alert to issues around the safeguarding of children and vulnerable adults. Drivers should ensure that children and vulnerable adults leave the vehicle directly onto the kerb and immediately outside their destination (if it is safe and legal to do so). If a driver/operator is concerned about the safety, welfare or behaviour of a vulnerable person, the driver must report this to the police by telephoning 101 (or in appropriate cases by calling 999).

If a driver/operator is concerned about someone else's conduct, they should report any concerns to the council's Licensing department; licensing@westsuffolk.gov.uk, Police (101) or Crime stoppers (0800 555111).