

## **IAM RoadSmart Safeguarding Statement**

### **Purpose**

The purpose of this statement is to protect people, particularly vulnerable adults, or young people, from any harm that may be caused due to their contact with IAM RoadSmart employees and associated personnel (as defined below):

### **A young person is, as defined by The Children Act 1989:**

‘a person under the age of 18 years’

### **A vulnerable adult is:**

‘a person who needs community care services by reasons of mental health or other disability, age or illness’ and ‘is or may be unable to take care of him/herself against significant harm or exploitation’.

IAM RoadSmart is committed to protecting the safety and wellbeing of young people and vulnerable adults and this statement outlines the commitments made by IAM RoadSmart and informs employees and associated personnel of their responsibilities in relation to safeguarding.

### **This policy does not cover:**

- Sexual harassment in the workplace – this is dealt with under IAM RoadSmart’s Anti Bullying and Harassment Policy
- Safeguarding concerns in the wider community not perpetrated by IAM RoadSmart or associated personnel

### **What is Safeguarding?**

In the UK, safeguarding means protecting individual’s health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

### **Scope**

All employees contracted by IAM RoadSmart

Associated personnel whilst engaged with work or visits related to IAM RoadSmart, including but not limited to the following: consultants; volunteers; contractors; trainers and programme visitors including journalists, celebrities and politicians.

### **Context**

IAM RoadSmart believes that everyone we encounter, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. IAM RoadSmart will not tolerate abuse and exploitation by staff or associated personnel.

### **Best Practice**

#### **Always:**

- Work in an open environment, avoid private or unobserved situations and encourage open communication with ‘no secrets’

- Treat all vulnerable adults and young people equally, with dignity and respect
- Put the welfare of vulnerable adults and young people first
- Build relationships based on mutual trust and empowering vulnerable adults and young people to share in the decision-making process
- Be an excellent role model including not smoking or drinking in the company of vulnerable adults and young people
- Request written carer consent before you transport vulnerable adults and young people in your car
- Avoid private or unprofessional communication with vulnerable adults or young people by phone, text, letter, social media or email and do not grant vulnerable adults or young people access to your personal social media profiles

**Never:**

- Engage in rough, physical or sexually provocative games
- Allow or engage in any form of inappropriate touching
- Make sexually suggestive comments to a vulnerable adult or young person, even in fun
- Allow allegations made by a vulnerable adult or young person to go unrecorded or acted upon
- Take a vulnerable adult or young person to your home where they will be alone with you

**Reporting**

IAM RoadSmart will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to employees and associated personnel.

Anyone reporting concerns or complaints through formal whistleblowing channels will be protected by IAM RoadSmart's Whistleblowing Policy.

IAM RoadSmart will also accept complaints from external sources such as members of the public, partners and official bodies.

**How to report a Safeguarding Concern**

Employees who have a complaint or concern relating to safeguarding should report it immediately to a member of the Senior Management Team or their line manager. If the employee does not feel comfortable reporting to a member of the Senior Management Team, or line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate person such as Head of HR.

Associated personnel should report it immediately as follows:

- Volunteers – report to the Chair of their Group (ASDMs will be available to offer advice to the Chair)
- Trainers – DDR to Driver Education and Development Manager

- Trainers and Examiners – to ASDMs (ASDM team will seek advice as required from Head of Field Service Delivery or Head of Driving and Riding Standards)

### **Responding to a Concern**

If you are made aware of a concern, you should:

- Stay calm
- Contact emergency services if there is a need for any medical attention or protection – ensure they are aware this is a safeguarding issue
- Reassure the accuser they are not to blame, and they were right to tell you
- Listen to them and show that you are taking what is being said seriously
- Keep questions to a minimum, although you must have a clear and accurate understanding of what has been said. The law is strict, and an abuse case can be dismissed if it appears a vulnerable adult or young person has been led or words and/or ideas have been suggested
- Record what has happened
- Report what has happened as soon as possible

If you suspect that a vulnerable adult or young person may be the subject of abuse, it is not your responsibility to decide whether abuse has occurred/is occurring, but it is your duty to report your concern.

### **IAM RoadSmart Response**

IAM RoadSmart will follow up safeguarding reports and concerns according to procedure, and legal and statutory obligations.

IAM RoadSmart will apply appropriate disciplinary measures to any employee or associated personnel found in breach of the statement.

IAM RoadSmart will offer support to victims of harm caused by an employee or associated personnel, regardless of whether a formal internal response is carried out (such as an internal investigation).

### **Confidentiality**

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need to know basis only and should always be kept secure.