

Safeguarding Adults Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Designated Safeguarding Lead
Version	1.1
Original effective date	06 June 2026
Last reviewed / updated	05 July 2026
Next scheduled review	05 July 2027
Approved by	Director
Primary reviewer	Mohamoud Mohamed, Director / Designated Safeguarding Lead
Training evidence held	DSL Children Level 3; Safeguarding Children Level 2; Safeguarding Adults Level 2; Safer Recruitment in Education

Purpose

This policy explains how Urban Transit Solutions Ltd identifies, responds to and reports concerns involving adults at risk during passenger transport, including adult social care journeys, NHS-related non-emergency journeys, vulnerable passenger transport and account bookings.

Scope

This policy applies to directors, staff, drivers, escorts and contractors. An adult at risk is an adult who has care and support needs, is experiencing or at risk of abuse or neglect, and because of those needs is unable to protect themselves from that abuse or neglect. A passenger may also be temporarily vulnerable because of illness, distress, disability, medication, frailty, communication needs, intoxication, mental health need, bereavement or the circumstances of the journey.

Where a council, NHS body, school, college or account client has stricter contract requirements, those requirements will be followed in addition to this policy. The company provides transport operation, dispatch and safe transport support only. It does not provide personal care, clinical care or routine medication administration unless a specific duty is contractually agreed, risk assessed, authorised and trained.

Relevant standards and guidance

- Care Act 2014 adult safeguarding principles and local Safeguarding Adults Board procedures.
- Mental Capacity Act 2005 awareness where relevant to safe transport decisions and handover.
- Making Safeguarding Personal principles, including dignity, consent and proportionality where safe and lawful.
- Local authority adult social care safeguarding procedures for the area where the contract or journey is delivered.
- TfL private hire operator, driver and vehicle licensing requirements where applicable.
- Contract-specific safeguarding, reporting, handover and route risk assessment requirements.

Named safeguarding and operational responsibility

- Designated Safeguarding Lead: Mohamoud Mohamed.
- Deputy Safeguarding Lead: to be appointed before contract commencement where required by the contract or before deployment on routes requiring a named deputy.

- Operations Manager: Mohamoud Mohamed until further appointment.
- Drivers, escorts, office staff and contractors must report concerns. They must not investigate safeguarding matters themselves.
- The DSL receives concerns, decides escalation, keeps safeguarding records and liaises with councils, NHS bodies, adult social care, police, TfL or other safeguarding partners where appropriate.

Emergency and escalation contacts

- Emergency services: 999 for immediate danger, serious injury, medical emergency, missing adult at immediate risk or threat to life/safety.
- Company operator / out-of-hours contact.
- Designated Safeguarding Lead or deputy.
- Relevant council transport team, NHS contact or contract manager.
- Adult social care safeguarding team for the local authority area where the concern arises.
- Police where a crime is suspected or there is immediate risk.
- TfL where a licensed driver, vehicle or operator compliance issue requires regulatory notification.

Care Act safeguarding principles

- Empowerment: support passengers to make their own choices where possible.
- Prevention: identify transport risks early and reduce avoidable harm.
- Proportionality: respond in the least intrusive way consistent with safety.
- Protection: report concerns where a passenger cannot protect themselves.
- Partnership: work with councils, NHS bodies, families, carers and safeguarding partners where lawful.
- Accountability: keep clear records of concerns, decisions and actions.

Abuse types and adult safeguarding concerns

Abuse may include physical, sexual, emotional or psychological abuse, neglect, self-neglect, domestic abuse, financial or material abuse, discriminatory abuse, organisational abuse, modern slavery, exploitation, trafficking, harassment, coercion, rough handling, unsafe discharge, inappropriate restraint, misuse of medication, unauthorised removal from a safe place, or a person in a position of trust abusing their role.

Mental capacity awareness

Staff, drivers, escorts and contractors must not assume a passenger lacks capacity because they have a disability, diagnosis, communication difficulty or make an unwise decision. Where a passenger appears confused, distressed or unable to understand a transport decision, the operator should seek advice from the commissioning body, carer, NHS contact or adult social care as appropriate. The company does not make formal capacity assessments but must report concerns that affect safe transport or handover.

Dignity, consent and respect

- Speak to the passenger directly unless this is not possible or would distress them.
- Do not rush passengers who need extra time to board, communicate or settle.
- Do not discuss a passenger's condition, finances, address, appointment or behaviour where others can overhear unnecessarily.

- Provide agreed assistance with boarding, seatbelts and safe handover without turning transport support into personal care.
- Respect cultural, religious, language, disability and communication needs as far as reasonably practicable within the booked service.
- Consider consent where practicable, but do not allow refusal of consent to prevent information sharing where there is serious risk, crime, safeguarding duty, vital interest, public interest or contract requirement.

Passenger vulnerability during transport

Vulnerability may arise where a passenger cannot safely travel alone, is at risk of wandering, has dementia, learning disability, mental health needs, sensory impairment, mobility needs, distress, behaviour that challenges, intoxication, risk from others, or needs a confirmed handover. Route-specific controls must state whether an escort, wheelchair-accessible vehicle, approved driver, handover contact, additional waiting time or communication plan is required.

Safer recruitment, vetting and suitability

- All staff, drivers, escorts and contractors must provide evidence of identity and role suitability before working on company routes.
- Drivers must hold a current TfL PHV driver licence and use a TfL licensed PHV vehicle accepted by the operator for the relevant booking, unless a contract lawfully requires another licensing model.
- DBS checks, barred list checks, council badging, training, photo ID and route authorisation will be obtained or verified where the role, law or contract requires and where the role is eligible.
- The company records licence expiry dates, insurance evidence, vehicle details, onboarding checks, contract approvals, training and any restrictions relevant to a driver or escort.
- Any safeguarding concern, relevant allegation, licence suspension, police matter or change in suitability must be reported to the company immediately.

Professional boundaries and conduct

- Drivers and escorts must not have unauthorised contact with passengers outside the booked journey.
- Personal phone numbers, social media contact, photographs, videos, gifts or private messaging with adults at risk are not permitted unless expressly authorised for a contract-specific safety reason.
- No passenger may be diverted, dropped at an unauthorised location or handed to an unauthorised person where a handover requirement is in place.
- Physical contact must be avoided unless required for immediate safety, agreed assistance, seatbelt support or contract-authorised support and must be proportionate and recorded where necessary.
- Drivers and escorts must not handle money, bank cards, medication, keys or personal property unless this is expressly required, authorised and recorded.

Reporting concerns

1. Ensure immediate safety, including stopping the vehicle safely if required.
2. Contact the operator as soon as safe and provide clear facts: who, what, where, when and immediate risk.
3. The operator informs the DSL/Operations Manager the same day.
4. The DSL decides whether to contact the council transport team, adult social care safeguarding team, NHS contact, police, emergency services or contract manager.

5. Complete an incident or safeguarding concern form before the end of the shift unless emergency circumstances prevent this.

Escalation

- Call 999 for immediate danger, serious injury, medical emergency, suspected crime in progress, missing adult at immediate risk or threat to life.
- Contact adult social care safeguarding where abuse or neglect is suspected and the passenger may be unable to protect themselves.
- Notify the commissioning council, NHS body or account client where the journey is contract-funded and the contract requires notification.
- Notify TfL if the concern involves a TfL licensed driver, vehicle or operator compliance matter.
- Use the Whistleblowing Policy if there is concern that a safeguarding matter is not being handled properly.

Information sharing and data handling

Adult safeguarding information is shared only where necessary, lawful and proportionate. Consent should be considered where practicable, but lack of consent does not prevent sharing where there is risk of serious harm, a crime, public interest, vital interest, safeguarding duty or contract requirement. The minimum necessary information should be shared. Safeguarding records are stored securely with restricted access and handled in line with UK GDPR, the Data Protection Act 2018, contract requirements and the company Data Protection Policy.

Record keeping

Records must include the passenger reference, journey, date/time, driver, escort, vehicle, concern, passenger's words where relevant, immediate actions, contacts made, decisions, referrals and follow-up. Adult safeguarding records are restricted to authorised managers and kept separately from routine booking records where appropriate.

Allegations against staff, drivers or escorts

Allegations involving abuse, neglect, unsafe conduct, discriminatory behaviour, exploitation, rough handling, financial concern, inappropriate contact, breach of dignity or abuse of a position of trust by staff, drivers, escorts or contractors must be reported immediately to the DSL or Director. The person may be removed from duties while the matter is reviewed. The company will notify the commissioning body and adult safeguarding process where required, preserve records and cooperate with statutory agencies.

Training, monitoring and review

- Staff, drivers, escorts and contractors working with adults at risk must receive safeguarding information and any contract-required training before deployment.
- The DSL will maintain training records and review whether additional training is needed following incidents, complaints, route changes or contract audit findings.
- The Operations Manager and DSL will review adult safeguarding records for patterns, repeated handover issues, driver conduct concerns, route risks or training needs.
- This policy is reviewed annually and sooner after a serious safeguarding adult concern, contract audit finding or material change in law, guidance, TfL licensing requirement or local authority contract requirement.

Records kept

Safeguarding concern forms, incident forms, route risk assessments, driver/escort vetting evidence, training records, complaint records, council/client notifications, referral logs, allegation records, policy review notes and corrective action records.

Reviewer safeguarding qualification evidence

The reviewer holds the following recent training evidence. Certificates are retained by Urban Transit Solutions Ltd and can be supplied to the Authority on request or attached with this policy as part of the safeguarding evidence pack.

Qualification	Date	Certificate verification
Designated Safeguarding Children Lead Level 3	Completed 16 June 2026	ELC-1781569621-127349-195048
Safeguarding Children Level 2	Completed 04 July 2026	ELC-1783205524-37788-195048
Safeguarding Adults Level 2	Completed 18 June 2026	ELC-1781752098-33387-195048
Safer Recruitment in Education	Completed 18 June 2026	ELC-1781753806-704780-195048

Approval and review declaration

I confirm that this policy has been reviewed on **05 July 2026** by Mohamoud Mohamed, Director and Designated Safeguarding Lead of Urban Transit Solutions Ltd. The review considered the company's role as a TfL licensed private hire operator delivering pre-booked passenger transport for children, young people, adults at risk, schools, councils, social care and non-clinical healthcare-related journeys. The policy will be reviewed at least annually and sooner following any safeguarding incident, audit finding, contract requirement, change in law or relevant guidance.

Signed by	Mohamoud Mohamed
Position	Director / Designated Safeguarding Lead
Organisation	Urban Transit Solutions Ltd
Date	05 July 2026
Signature	