

URBAN TRANSIT SOLUTIONS LTD

Safeguarding Training, Learning and Staff Support Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Designated Safeguarding Lead
Version	1.0
Effective date	05.07.2026
Review date	05.07.2027
Approved by	Director

1. Purpose

This policy sets out the safeguarding training, learning, supervision and staff support arrangements for Urban Transit Solutions Ltd. It is intended to ensure that all staff, drivers, escorts, contractors, temporary personnel and agency workers who may have contact with children, families or vulnerable adults understand their safeguarding responsibilities and know how to recognise, respond to and report possible abuse, neglect, exploitation or welfare concerns.

This policy supports the company's Safeguarding Children Policy, Safeguarding Adults Policy, Safer Recruitment, Vetting and Licensing Checks Policy, Whistleblowing Policy, Complaints Policy, Driver Code of Conduct, Passenger Assistant / Escort Policy, Data Protection Policy and Confidentiality Policy.

2. Scope

This policy applies to all people working for or on behalf of Urban Transit Solutions Ltd, including directors, managers, office staff, dispatch staff, licensed private hire drivers, passenger assistants/escorts, contractors, subcontractors, temporary workers and agency staff.

Where Essex County Council, a local safeguarding partnership, local authority, school, NHS body or other contracting authority sets stricter safeguarding training or learning requirements, those requirements will be followed in addition to this policy.

3. Named Responsibility

Role	Named person / arrangement	Responsibility
Director	Mohamoud Mohamed	Approves the policy, ensures resources are available and reviews serious safeguarding concerns or training gaps.
Designated Safeguarding Lead	Mohamoud Mohamed	Oversees safeguarding learning, training records, advice, escalation, updates from guidance and review of safeguarding practice.
Deputy Safeguarding Lead	To be appointed before contract commencement where required	Supports the DSL and provides cover where required by contract.
Operations Manager	Mohamoud Mohamed until further appointment	Ensures drivers, escorts, office staff and contractors complete required induction and training before deployment.
All staff, drivers, escorts and contractors	All personnel	Complete required safeguarding training, follow procedures, report concerns and participate in supervision/support where relevant.

4. Mandatory Safeguarding Induction

Safeguarding is mandatory within induction for all staff, drivers, escorts, contractors, temporary workers and agency personnel who may have contact with children, families or vulnerable adults. Personnel must complete the required induction before deployment on relevant routes or duties, unless a contracting authority expressly agrees a different mobilisation arrangement.

The induction covers:

- Urban Transit Solutions Ltd safeguarding responsibilities and reporting routes.
- How to recognise possible abuse, neglect, exploitation, grooming, domestic abuse indicators, discriminatory abuse, self-neglect, modern slavery, missing child/adult risks and welfare concerns.
- How to respond to disclosures, including listening calmly, not investigating, not promising secrecy and reporting promptly.
- Immediate safety actions, including when to contact 999.
- Professional boundaries, safe handover, no unauthorised contact and no inappropriate physical contact.
- Confidentiality, information sharing and data protection requirements.
- The Complaints Policy and Whistleblowing Policy.
- Route risk assessments, passenger-specific controls, escalation procedures and incident recording.

5. Training Programme and Role-Based Requirements

Role / group	Minimum safeguarding learning requirement	Timing / refresh
Director / DSL	Designated Safeguarding Lead training for children where child transport is provided; safeguarding adults training; safer recruitment training; awareness of local and national safeguarding guidance.	Before or by contract commencement, then refreshed at least every 2 years or sooner if required by contract/guidance.
Operations / dispatch staff	Safeguarding induction; child and adult safeguarding awareness appropriate to role; incident escalation; confidentiality; complaints and whistleblowing.	Before deployment, with annual refresher or sooner if required.
Recruiting managers / HR function	Safer recruitment training, DBS eligibility awareness, reference checks, interview recording, positive disclosure management and DBS referral awareness.	Before undertaking recruitment duties, refreshed at least every 2 years or sooner if required.
Drivers	Safeguarding induction; recognising and reporting concerns; professional boundaries; safe handover; confidentiality; incident reporting; route risk controls.	Before allocation to relevant routes, then annual refresher or contract-required frequency.
Passenger assistants / escorts	Safeguarding induction; role-specific child/adult safeguarding; communication needs; safe handover; boundaries; incident reporting.	Before deployment, then annual refresher or contract-required frequency.
Temporary / agency staff	Must evidence suitable safeguarding training or complete the company induction before deployment.	Before any route or passenger contact.
Subcontractors / agencies	Must evidence equivalent safer recruitment and safeguarding training arrangements for any personnel used on behalf of the company.	Checked before use and reviewed during contract management.

6. Training Evidence and Timescales

Urban Transit Solutions Ltd keeps a training matrix and personnel records showing induction date, course title, provider, completion date, expiry/review date, certificate evidence and any restrictions on deployment. Personnel must not be deployed where mandatory safeguarding training or contract-specific training is missing, expired or not verified.

Where a person joins urgently for mobilisation, the Operations Manager must ensure safeguarding induction is completed before they have unsupervised contact with passengers and that any formal training required by the contract is scheduled and completed within the timescale required by the contracting authority.

7. Current Safeguarding Training Evidence

Person	Role	Training / qualification	Completed date	Verification
Mohamoud Mohamed	Director / Designated Safeguarding Lead	Designated Safeguarding Children Lead Level 3	16 June 2026	Caredemy verification ELC-1781569621-127349-195048
Mohamoud Mohamed	Director / Designated Safeguarding Lead	Safeguarding Children Level 2	4 July 2026	Caredemy verification ELC-1783205524-37788-195048
Mohamoud Mohamed	Director / Designated Safeguarding Lead	Safeguarding Adults Level 2	18 June 2026	Caredemy verification ELC-1781752098-33387-195048
Mohamoud Mohamed	Director / Recruiting Manager	Safer Recruitment in Education	18 June 2026	Caredemy verification ELC-1781753806-704780-195048

Additional staff, drivers, escorts, temporary workers and subcontractors will be required to complete or evidence suitable safeguarding training before deployment on relevant services. Training requirements may be increased where specified by Essex County Council, a school, NHS body, local authority, safeguarding partner or contract specification.

8. Supervision and Staff Support

The company recognises that staff, drivers, escorts and contractors may need support when dealing with safeguarding concerns, distressing disclosures, challenging behaviour, difficult handovers or complaints. The Operations Manager and DSL will provide advice, debriefing and escalation support following safeguarding incidents or concerns.

Support may include:

- Immediate advice from the operator, Operations Manager or DSL.
- Post-incident debrief and review of what happened.
- Review of route risk assessment or passenger handover plan.
- Additional training, coaching or supervision where a learning need is identified.
- Removal from a route while risk, wellbeing or conduct issues are reviewed.
- Referral to emergency services, police, social care or the contracting authority where required.

9. Training Quality Assurance and Evaluation

Safeguarding training is systematically evaluated and reviewed. Urban Transit Solutions Ltd will monitor whether training is effective and use impact outcomes to improve future training programmes.

Quality assurance and evaluation methods include:

- Maintaining a training matrix and checking completion before deployment.
- Reviewing certificates, course provider information and refresher dates.
- Induction checklists and understanding checks for key safeguarding procedures.
- Reviewing incident, complaint, whistleblowing and safeguarding concern records for learning points.
- Monitoring repeated issues such as unsafe handover, poor communication, boundary concerns, late reporting or failure to follow route controls.
- Updating training content after audits, serious incidents, contract feedback, local safeguarding updates or national guidance changes.
- Recording corrective actions, additional supervision or training required after an incident or complaint.

10. Learning from Reviews, Audits and Developments

The DSL will consider learning from local and national safeguarding developments, including Child Safeguarding Practice Reviews, Serious Case Reviews where still referenced, Domestic Homicide Reviews, Safeguarding Adults

Reviews, local safeguarding partnership guidance, Essex County Council requirements, contract audits, complaints, whistleblowing concerns and internal incident reviews.

Relevant learning will be shared with staff, drivers, escorts, contractors, temporary workers and agency personnel in a proportionate way, for example through updated induction content, toolbox talks, briefing notes, policy updates, supervision, retraining or changes to route risk controls.

11. Temporary Staff, Agencies and Subcontractors

Temporary staff, agency workers, subcontractors and any third party used to support service delivery must meet safeguarding training and safer recruitment standards appropriate to the role before they are deployed. Urban Transit Solutions Ltd will request evidence of relevant training, DBS/vetting where required, identity verification, role suitability and contract compliance.

Where agencies or subcontractors are commissioned to provide services, safer recruitment and safeguarding training standards will be embedded in the contract or service agreement. Adherence will be checked as part of contract management, compliance monitoring and audit activity.

12. Records Kept

The company will keep records of safeguarding induction, training certificates, training matrix entries, refresher dates, supervision/debrief records where applicable, policy briefing records, audit findings, learning actions, incident learning, complaints learning and contract-specific training requirements.

13. Review

This policy will be reviewed at least annually and sooner following a serious safeguarding incident, audit finding, contract requirement, local authority update, safeguarding partnership guidance, legal change or identified training gap.

14. Approval

Name	Mohamoud Mohamed
Position	Director / Designated Safeguarding Lead
Date	05.07.2026



Signature: