

Transport Scotland

The national transport agency for Scotland



Agenda

- Section 1 – Getting yourself Ready
- Section 2 – Introduction
- Section 3 – Safeguarding and Bus Travel
- Section 4 – Recognise
- Section 5 – Respond
- Section 6 – Report
- Section 7 – Record
- Section 8 – What Next?





TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

Section 1

Getting yourself Ready



Getting yourself Ready

Welcome

Welcome to your training course on
safeguarding and bus travel.

Select the *Next* button to continue



Getting yourself ready

Getting Yourself Ready

Wherever possible, please make sure you complete this course at a time when you won't be disturbed and can concentrate.

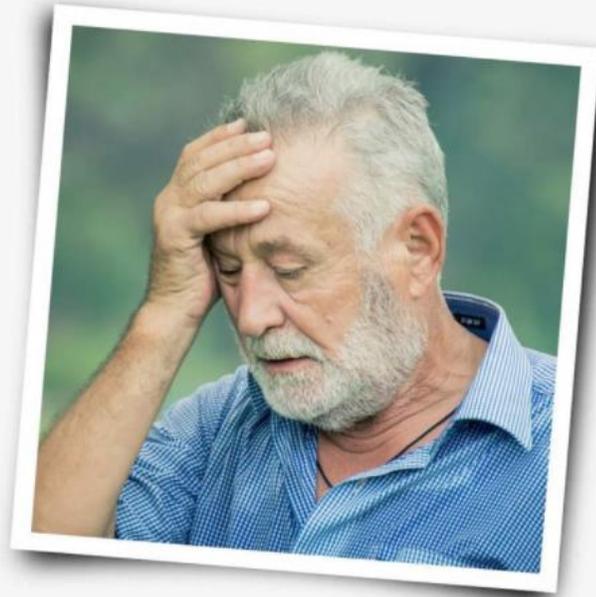
If you do have to suspend your training session, please return and complete it later. There are ten separate sections and you can have a break and resume the next section at any time.

This course contains some video material and an audio voiceover. Please ensure your device is not on mute and adjust the volume to your preference.



Getting yourself ready

Getting Yourself Ready



Thinking about safeguarding, bullying or abuse raises sensitive issues and may cause upsetting thoughts, feelings or memories for you.

Take your time with this programme and have a break if you wish to. You can pause and return to it if you need to.

If it does raise any issues you wish to discuss with someone, please speak to a colleague, manager or friend.





TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

Section 2

Introduction



Introduction

What will I learn?

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm.

This course will help you to:

- 1 Recognise what safeguarding is and that it is everyone's responsibility to keep children and young adults safe.
- 2 Be able to recognise the different risks and types of abuse.
- 3 Know how to respond appropriately when you have concerns.
- 4 Understand the importance of accurately recording and reporting what you have observed or experienced.



Introduction

- Transport Scotland is committed to preventing abuse, neglect and exploitation and responding effectively where concerns are raised, to protect the public and staff from harm.
- As a bus driver you might:
 - Be the first point of contact for children and young adults needing support
 - Be the eyes and ears to see those requiring help and protection.
- It's always better to say something than do nothing.
- Getting the full picture of what may be happening to a child is essential to be able to safeguard them.
- If everyone shares the information they have when they are worried about a child, the picture can be completed like a jigsaw being put together.
- Safeguarding is EVERYONE's responsibility





TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

Section 3

Safeguarding and Bus Travel



Safeguarding and Bus Travel

- What have children and young people in Scotland said about using Public Transport?
 - 1 in 5 young women don't feel confident travelling alone.
 - Nearly 2 out of 3 young people with a disability do not feel comfortable using public transport.
 - 1 in 3 Lesbian, gay, bisexual and transgender young people have felt unsafe on Public Transport.
 - Children and young people are worried about racial abuse and hate crimes.
 - Young girls are afraid of sexual harassment and abuse when travelling.
 - Young people were worried about being the target of gangs.



Safeguarding and Bus Travel

Safeguarding and Bus Drivers

We understand that safeguarding children on a bus also involves challenges, as:

- you must focus on safely driving the bus.
- children on board may have minimal adult supervision.
- you experience only infrequent and short contact with any individual child.

BUT

**Safeguarding is everyone's
responsibility**

As a driver, you may see or hear things that others may not and are well placed to spot safeguarding concerns.





TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

Section 4

Recognise



Recognise

Recognise – Knowing what to look out for

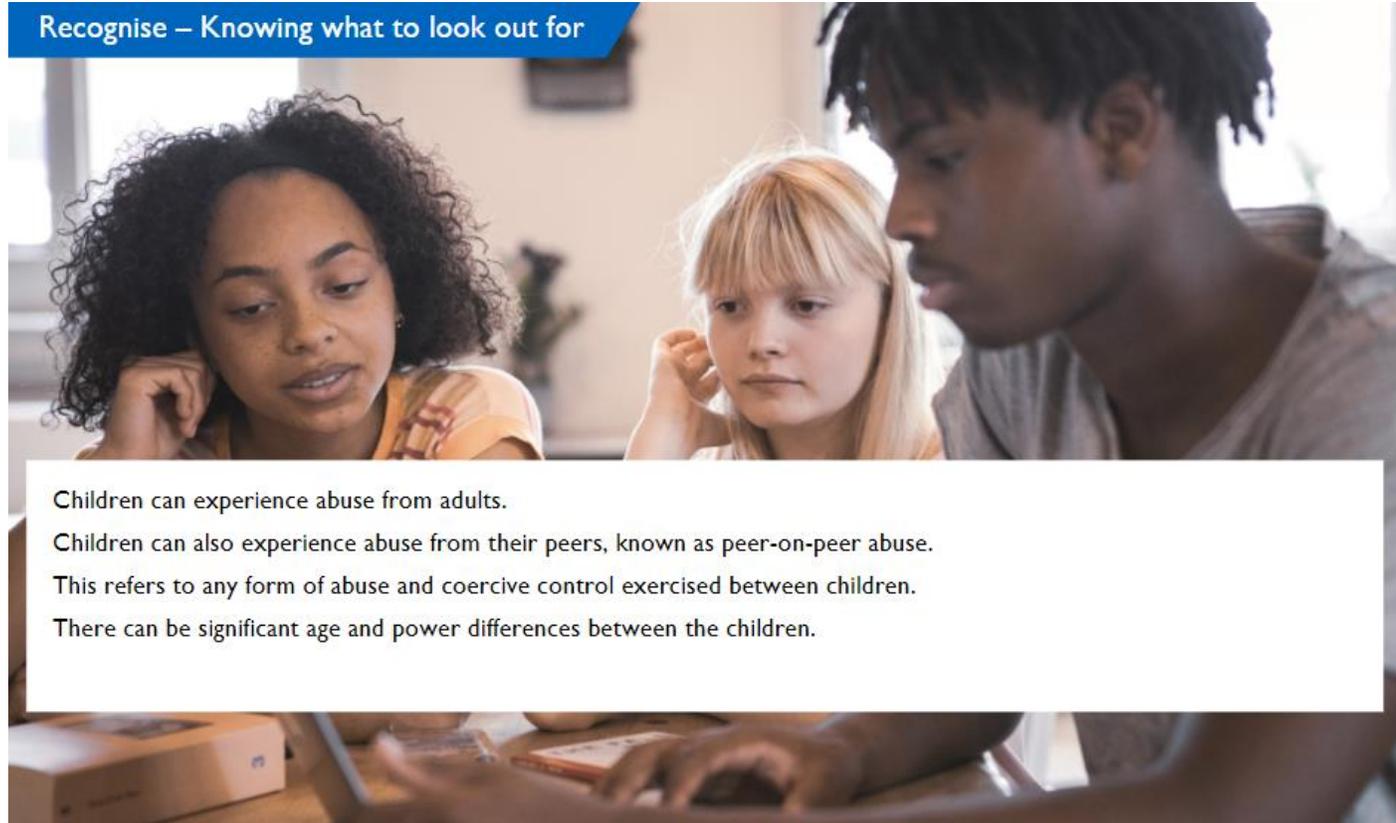
You never know when, where or how you might **recognise** a concern about a child.
So you need to be vigilant and you need to know what to look out for.

Select the Next button to continue



Recognise

Recognise – Knowing what to look out for



Children can experience abuse from adults.
Children can also experience abuse from their peers, known as peer-on-peer abuse.
This refers to any form of abuse and coercive control exercised between children.
There can be significant age and power differences between the children.



Recognise

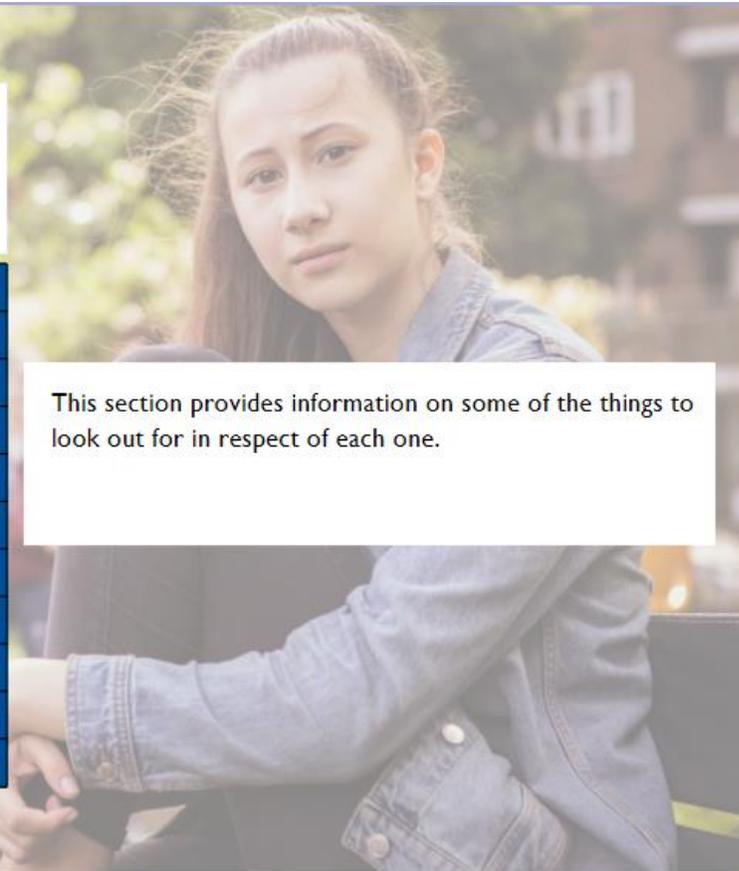
Recognise – Knowing what to look out for

Children and young people can face a wide range of risks to their safety and wellbeing.

Many of these could be evident on a bus and could include:

Child who is ill
Child who is lost
Child who is neglected
Child who is physically injured or abused
Child who is missing from home or care
Bullying
Alcohol or drug misuse
Sexual harassment and assault
Domestic abuse
Child exploitation and trafficking
Children with disabilities

This section provides information on some of the things to look out for in respect of each one.



Recognise

- What are some of the general signs that a child may be more seriously ill and might need medical attention?
 - Child is unconscious
 - Child is becoming drowsy and less responsive
 - Child has difficulty breathing, perhaps breathing quickly or with shallow breaths
 - Signs that there are some obstructions to the child's airway such as if you can hear noises when they are breathing in and out or perhaps due to a foreign object or a severe infection.
 - Child is having a seizure or fit
 - Child's skin is pale, blotchy or blue.
 - Child has a rash that does fade when you press on it
 - If such a situation arises, follow your emergency medical situation procedures to obtain medical assistance.



Recognise

Child who is lost

There are certain places, types of activities, and behaviours that may increase the risk of a child getting lost or separated from their parent or carer.

A busy bus is one such environment.

Similarly, a child might be travelling alone but choose the wrong bus or stop and end up not knowing where they are.

These situations are normally resolved quickly but there are some basic principles for adults to follow.



Recognise

Child who is lost

- Don't ignore the child as acting quickly can make all the difference.
- Don't approach the child too quickly as this could scare them.
- Reassure them that it is going to be okay and you will help them.
- Don't assume they are okay because they won't talk to you. They might have a disability or just be scared.
- Ask if they have a meeting point where they have agreed to meet their parents or carer.
- Don't take the child away from where you found them.
- Ask if they know any phone numbers such as their parents, carers or grandparents. If they do then try to contact them if you can.
- If not, then contact your company's control or police.



Recognise



Recognise

Bullying

Bullying takes place in the context of relationships. It is behaviour that can make people feel hurt, threatened, frightened and left out and it can happen face to face and online.

It may be driven by prejudice and harmful attitudes towards others. For example, a child may feel they are targeted for their race, faith, disability, sexuality, gender, age, appearance, and social status.

Bullying can have both long and short-term effects on the physical and mental health and wellbeing of children and young people.



Recognise

Substance Misuse

Teenagers are likely to experiment, test boundaries and take risks.

Smoking, drinking and trying drugs is one of the most common ways in which young people do this.

All drugs have the potential to cause harm, some can be addictive and using drugs in combination with each other can increase risk.

Substance misuse is one of the most common risks to a young person's health and development.

How common do you think it is in Scottish children?



Recognise

Substance Misuse: Alcohol

Alcohol and Behaviour



As a result of drinking, boys were more likely than girls to...



GET IN A FIGHT



BE ADMITTED TO HOSPITAL OVERNIGHT



HAVE TO BE SEEN BY A DOCTOR



TRIED ANY DRUGS



As a result of drinking, girls were more likely than boys to...



HAVE AN ARGUMENT



BE SICK



POST/WRITE SOMETHING ON A SOCIAL NETWORKING SITE THAT THEY WISH THEY HADN'T



SEND A TEXT/EMAIL THAT THEY WISH THEY HADN'T

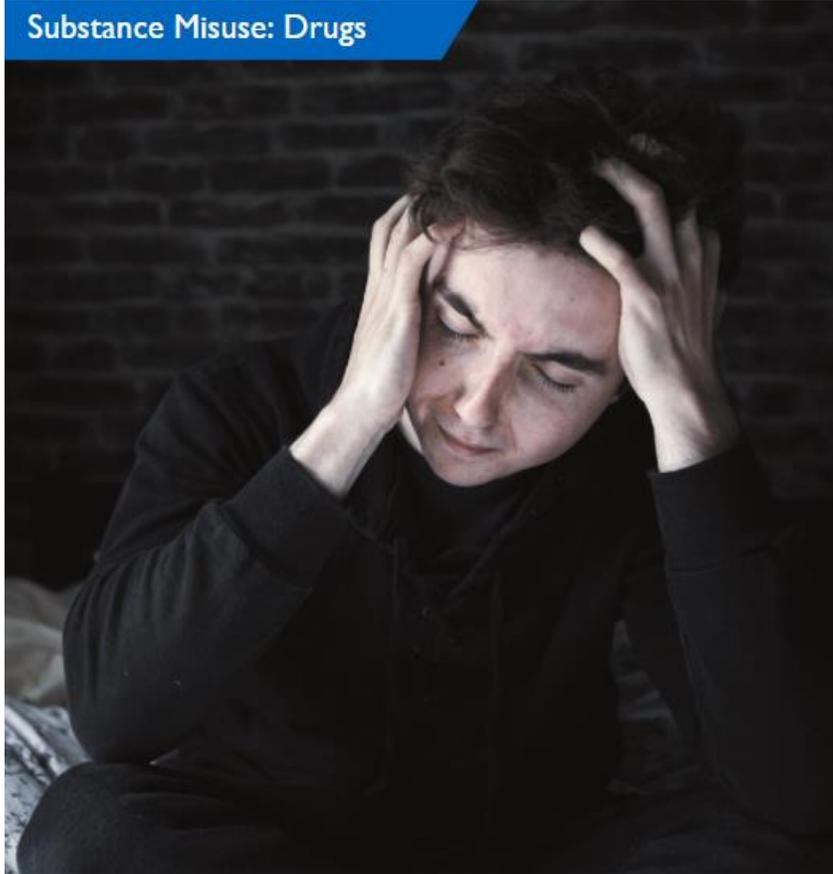


DO SOMETHING THEY LATER REGRETTED



Recognise

Substance Misuse: Drugs



Drug overdoses can be accidental or intentional. The physical symptoms vary with the type of drug(s) taken.

These may include:

- Abnormal breathing
- Slurred speech
- Lack of coordination
- Slow or rapid pulse
- Low or elevated body temperature
- Enlarged or small eye pupils
- Heavy sweating
- Drowsiness
- Delusions and/or hallucinations
- Unconsciousness which may lead to coma

Overdose is most commonly associated with depressant drugs.



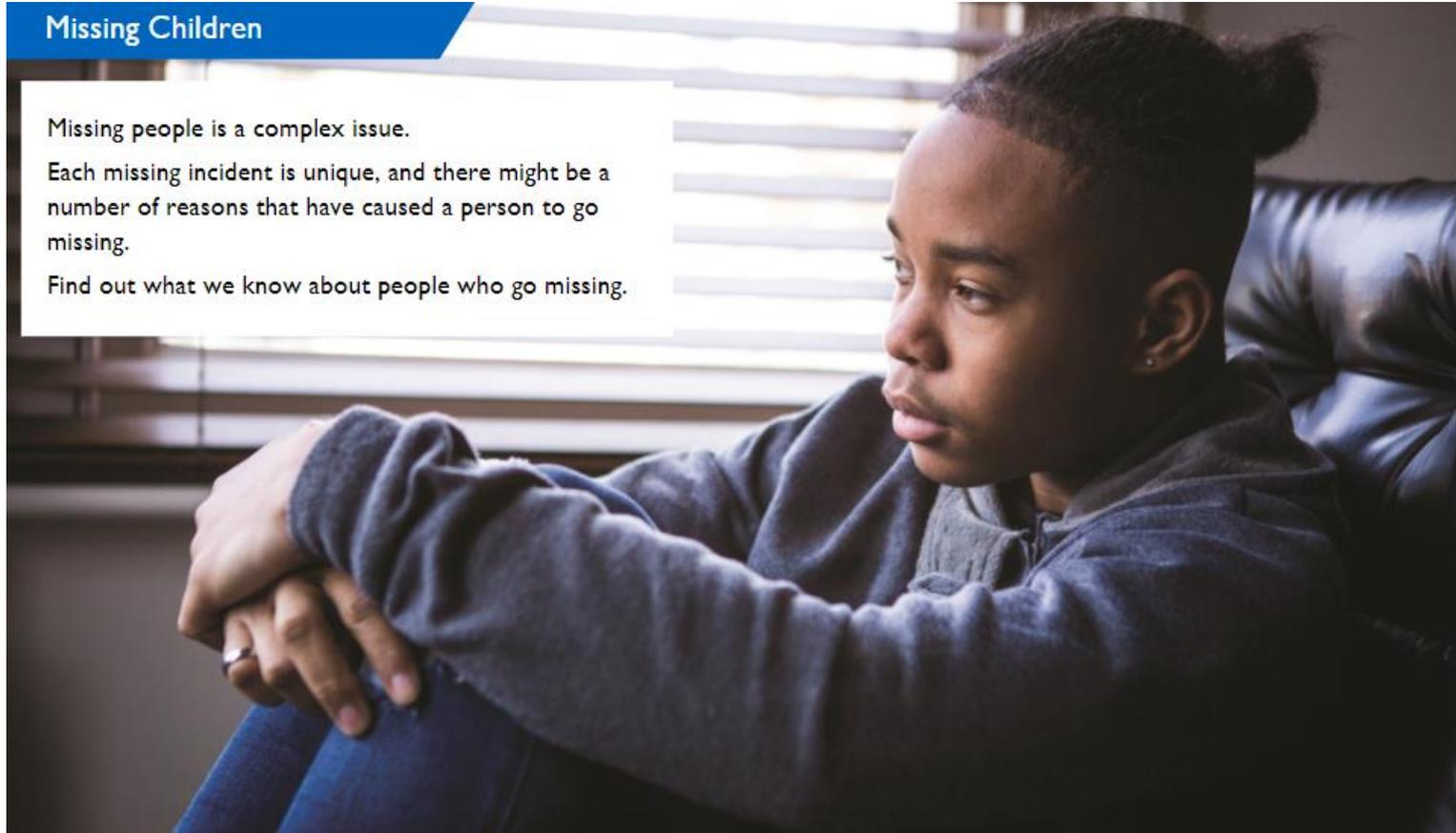
Recognise

Missing Children

Missing people is a complex issue.

Each missing incident is unique, and there might be a number of reasons that have caused a person to go missing.

Find out what we know about people who go missing.



Recognise

- Some people go missing multiple times
- Some missing people are not reported to the police
- The majority of missing person investigations involve children and young people. Many of these children are in local authority care
- Most people return or are found or return in 48 hours
- 1 in 12 are hurt or harmed
- 1 in 250 are found dead
- 1 in 6 of missing young people sleep rough or with a stranger



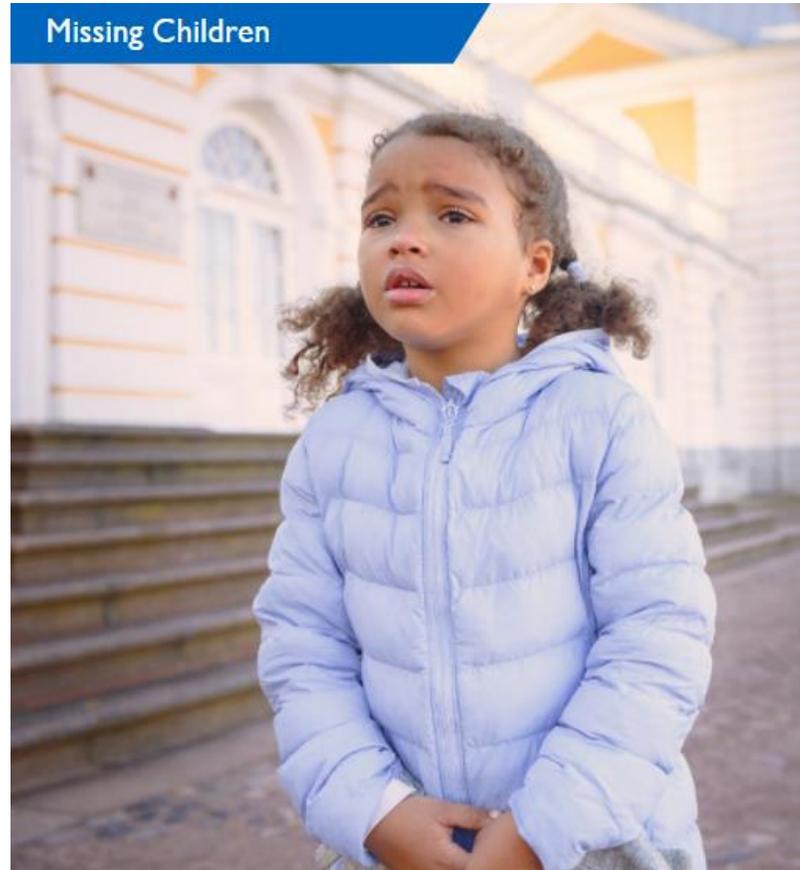
Recognise

Missing Children

Understanding Why?



Recognise



Risks for missing children:

- Exposure to alcohol and drugs
- Sexual exploitation
- Homelessness
- Criminal exploitation or victimisation

15% of all unaccompanied children went missing from care and many who have gone missing have not been found.

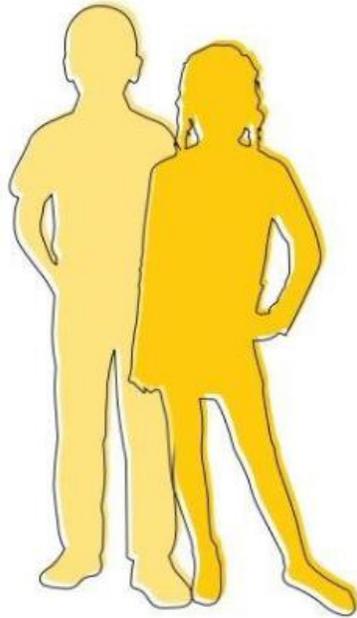
27% of all identified or suspected victims of child trafficking went missing from care.



Recognise

Missing Children

COULD YOU SPOT A MISSING CHILD? ARE THEY:



- too young to be travelling alone?
- or travelling with someone who doesn't appear to be a friend or family member?
- trying to catch a lift into the town from a rural area?
- in a school uniform from a school which isn't local?
- in a uniform but out and about during school hours?
- wearing clothes that are inappropriate for the weather?
- looking lost?
- asking for directions?
- carrying a significant number of belongings with them?
- giving a story that seems implausible and involves needing to get to a place some distance away?
- clearly frightened and anxious?



Recognise

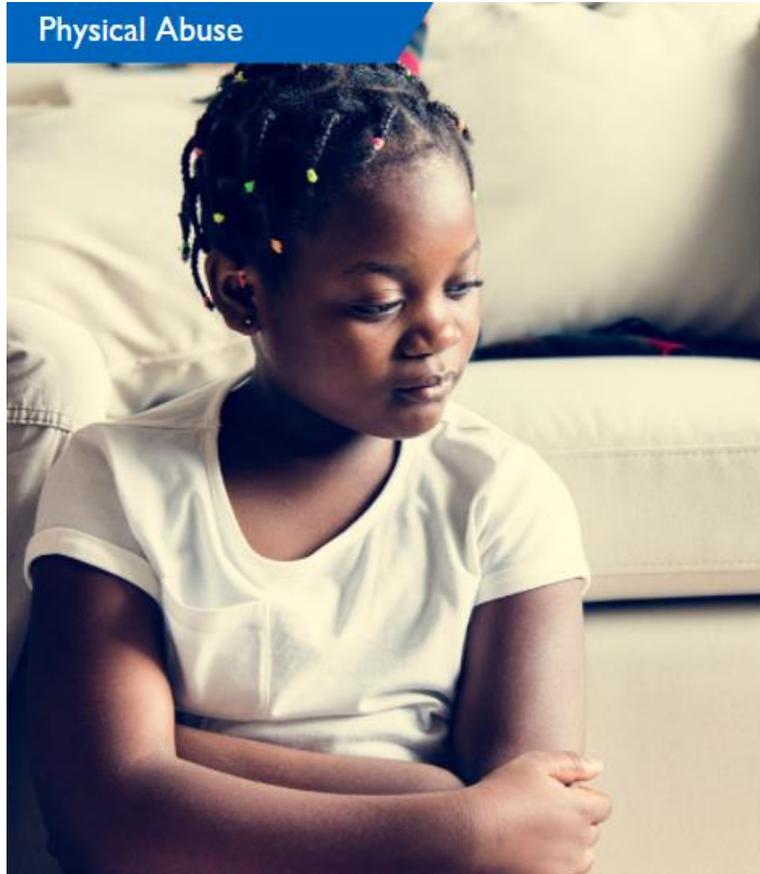
Physical Abuse

Physical abuse and neglect most commonly occur in a child's home but you may witness episodes or signs on the bus.

Physical abuse is when someone hurts or harms a child on purpose and it can include hitting, punching, shaking or throwing.



Recognise



What might the signs of physical abuse be?

- children with frequent injuries.
- children with unexplained or unusual fractures.
- children who are extremely wary of adults or specific individuals.
- children with unexplained:
 - bruises or cuts.
 - burns or scalds.
 - bite marks.



Recognise

Neglect

Neglect is the ongoing failure to meet a child's basic needs and the most common form of child abuse.

It can involve a parent or carer failing to:

- provide adequate food, clothing or shelter.
- protect a child from physical harm or danger.
- ensure adequate supervision.
- ensure proper access to medical care and treatment.
- meet and respond to a child's emotional needs.

Neglect can occur if a parent is not physically or mentally able to care for the child perhaps due to mental health issues, or substance misuse.

Select the Next button to continue



Recognise



What signs of neglect might a child show?

- living in a home that is indisputably dirty or unsafe.
- being left hungry or dirty and desperate for food.
- not having adequate, suitable clothing.
- living in dangerous conditions around drugs, alcohol or violence.
- frequently being angry, aggressive or self-harming.
- not receiving basic healthcare or education.
- their parents not seeking medical treatment when the child is ill or injured.



Recognise

Sexual Harassment and Violence

THE EXTENT

Recent surveys have found that:

71% of women of all ages in the UK have experienced some form of sexual harassment in a public space.

This rises to **86%** for women aged between 18 and 24.

33% of girls and young women in Scotland aged between 13 and 25 experienced sexual harassment in their local community.

19% experienced sexual harassment on public transport.

98% of women aged between 18 and 34 did not report incidences of sexual harassment.



Recognise

Sexual Harassment and Violence

WHY BUSES?

Offenders could target public transport like buses because:

- Abuse takes place in a moving and transient environment.
- Women may not know who has assaulted them, particularly in rush hour.
- Crowded buses allow offenders to touch or rub other passengers and evade detection.

be different...



Recognise

Sexual Harassment and Violence

THE NATURE



Recognise

Sexual Harassment and Violence



Recognise

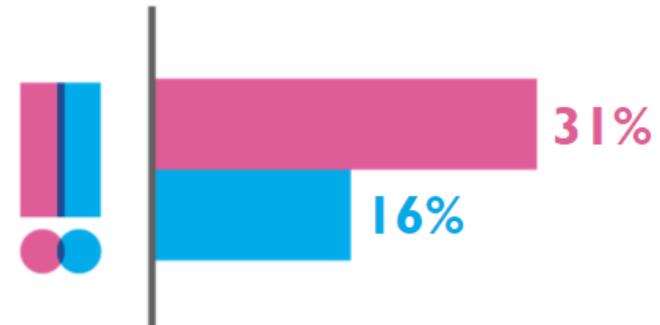
Young People and Domestic Abuse

Young people experience the highest rates of domestic abuse of any age group.

A survey of 13 to 17 year olds found that :



25% of girls and 18% of boys had experienced some form of physical violence from an intimate partner.

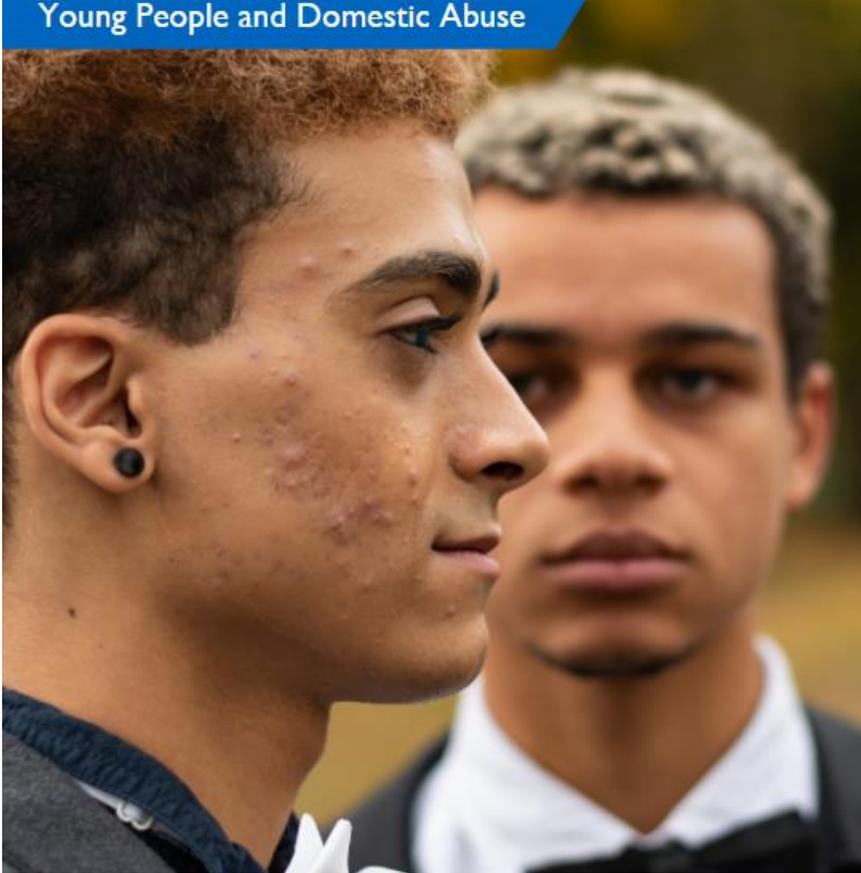


31% of girls and 16% of boys had experienced some form of sexual abuse within their relationships.



Recognise

Young People and Domestic Abuse



- Abuse is an ongoing pattern of behaviour, which will usually escalate over time.
- Young victims can experience all forms of domestic abuse.
- The likelihood of experiencing high severity abuse is no different to adults.



Recognise

Young People and Domestic Abuse

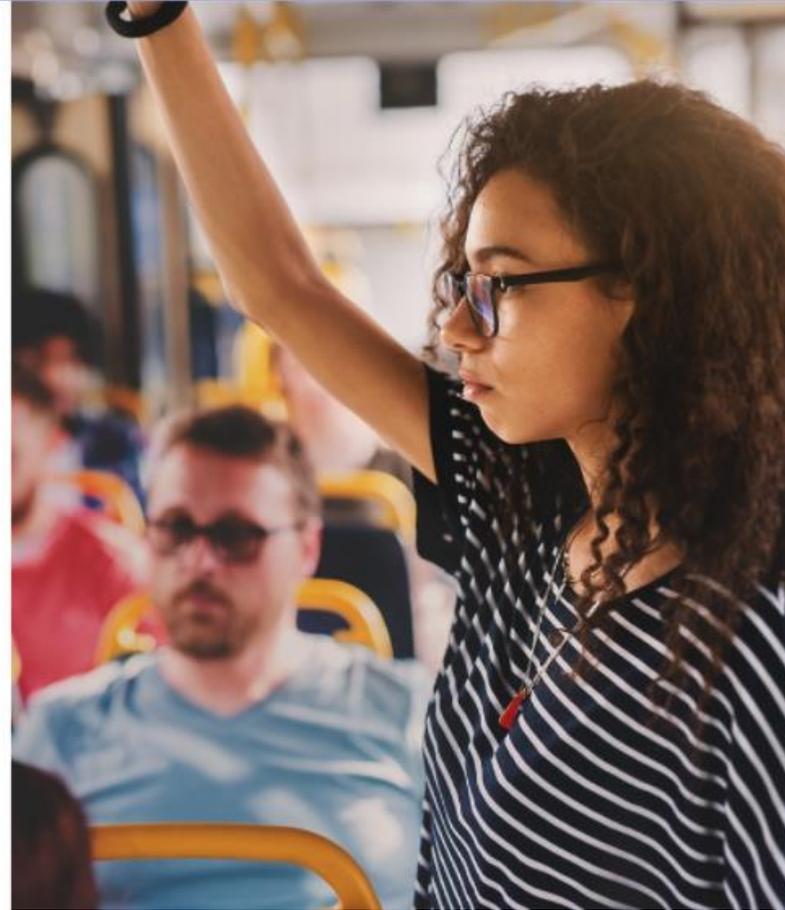
Every case of domestic abuse is different and there are many different indicators. In the context of a bus these might include:

An abuser who is:

- getting really angry, really quickly.
- using violence to force someone to do something.
- threatening violence to control someone.
- using force during an argument.
- being verbally abusive.
- repeated yelling and shouting.
- destroying personal items.

A young person who:

- has physical injuries.
- is afraid or anxious to please their partner.
- is withdrawn.
- is fearful or extremely apologetic.



Recognise



Children can experience **SEXUAL** exploitation (CSE) and **CRIMINAL** exploitation (CCE).

Buses, trains and coaches are often used to transport children between locations for the purpose of exploitation.

A young person may use a station or public transport for shelter or in an attempt to disappear.

Recognising the signs and indicators of exploitation can help to tackle this.



Recognise

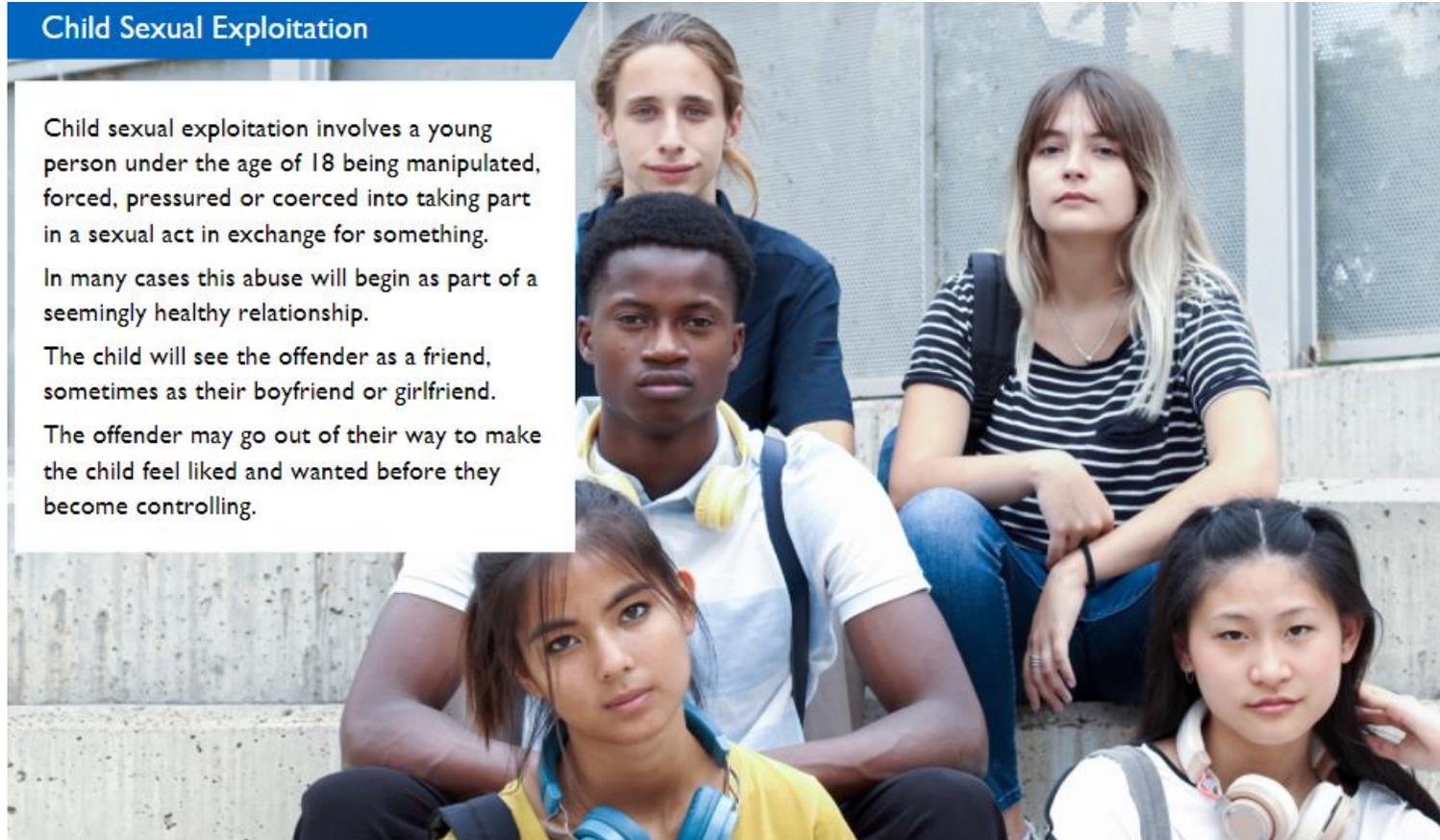
Child Sexual Exploitation

Child sexual exploitation involves a young person under the age of 18 being manipulated, forced, pressured or coerced into taking part in a sexual act in exchange for something.

In many cases this abuse will begin as part of a seemingly healthy relationship.

The child will see the offender as a friend, sometimes as their boyfriend or girlfriend.

The offender may go out of their way to make the child feel liked and wanted before they become controlling.



Recognise

Child criminal exploitation (CCE) happens when a young person is encouraged or forced to take part in criminal activity.

It might be in exchange for money, street credibility, acceptance within a gang or for drugs and alcohol... or it can be through violence or the threat of violence.

The recruitment of children has some similarities with child sexual exploitation.



Recognise

County Lines

County Lines is one form of criminal exploitation. Children can be forced to prepare, store, deliver and sell drugs.

Children are used to courier drugs and money across the country and many of them travel by bus or coach.

The 'lines' refer to mobile phones that are used to control a young person who is delivering drugs, often to towns outside their home area.



Recognise



Exploitation of children can affect any child or young person:

- Boy or girl.
- Any social or ethnic background.
- Any sexual orientation.
- Any home background.

The common link is that abusers look for someone who appears vulnerable.



Recognise

Child Exploitation

It is never the child's fault.

There is always an imbalance of power.

The only person to blame is the offender themselves.

Children often won't tell anyone because they are afraid, been threatened or feel ashamed.

It is important that everyone knows the signs and responds.



Recognise

- What to look out for :
 - They might seem unfamiliar with the local area, or not have a local accent.
 - They could be travelling during school hours or unusual hours
 - Are they travelling the same route on a regular basis – once or twice a week?
 - They could be receiving excessive texts or phone calls
 - Are they deliberately avoiding authority figures such as police officers or other members of staff?
 - Some may be with older individuals who are giving them money.
 - They look withdrawn, uncomfortable or distressed in the company of adults
 - They are in a vulnerable state due to drink or drugs and accompanied by older individuals
 - They are with an adult who is expressing sexualised behaviour toward them



Recognise

Children with Disabilities

Children with disabilities have an equal right to be safe.
Research shows that they may be additionally vulnerable to abuse, neglect and exploitation.
This can be due to many reasons including that these children may:



Recognise

Children with Disabilities

- Tend to be isolated with fewer friends and outside contacts.
- Have less capacity to resist or avoid abuse.
- Have a need for practical assistance including intimate care from a number of carers.
- Be especially vulnerable to bullying and intimidation.
- Be more difficult for them to communicate what's happening to them.
- Not always listened to and less likely to be believed.
- Find adults attributing signs of abuse to their disability and minimising its impact.
- Be targeted by abusers in the belief that they are less likely to be detected.





TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

Section 5

Respond



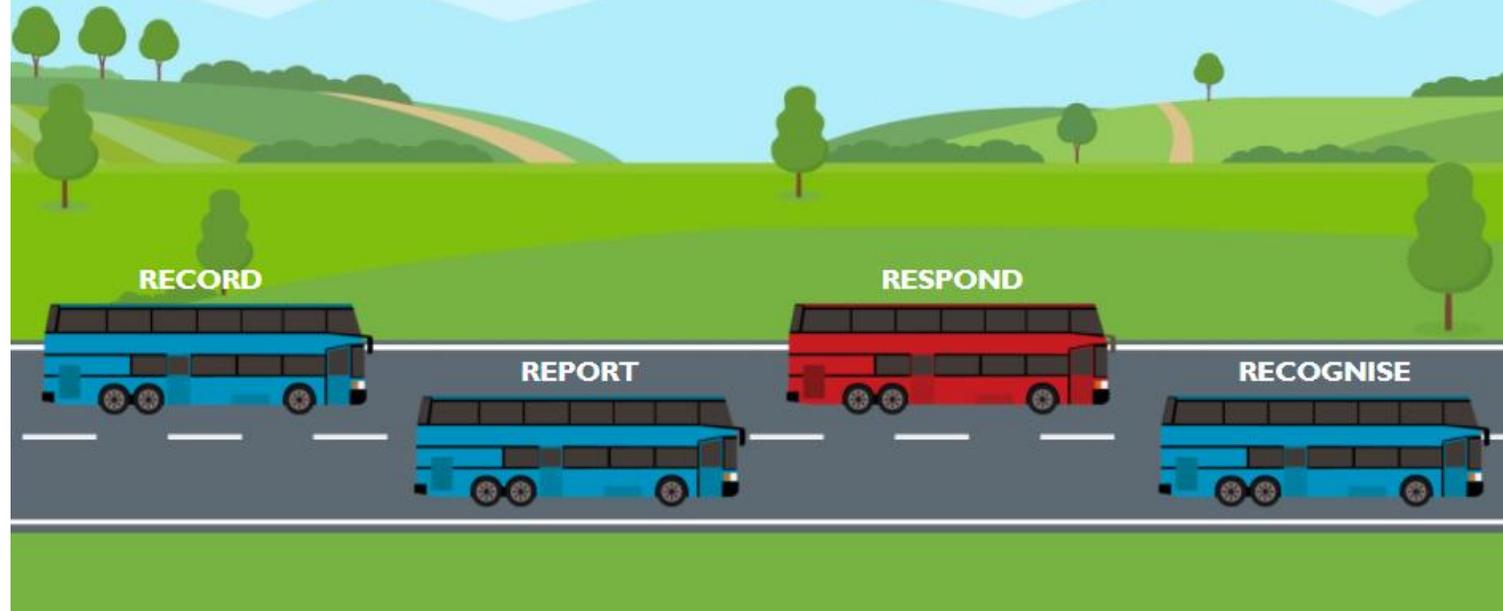
Respond

Respond

If you recognise the need to safeguard a child then it is your responsibility - as it is for any adult - to **RESPOND**.

What could that involve for you ?

Select the **Next** button to continue



Respond



There will be challenges for you to simultaneously:

- Manage a busy bus and passengers.
- Assess the situation and the risk to the child.
- Identify the child's needs with limited information and time.
- ALWAYS maintain your personal safety.



But your response could be vital

If the child is in **IMMEDIATE DANGER** or needs **URGENT MEDICAL ATTENTION** then follow your emergency procedures to contact the Police and other Emergency Services.



Respond

- There are some straightforward approaches you should try to follow and also some to avoid.



1. React calmly and keep control of your own emotions.
2. Carefully observe:
 - The child's appearance and behaviour.
 - The relationship and interactions between the child and any adults or peers.
3. Listen to the child if they choose to tell you their concerns, offering them reassurance.
4. Explain clearly any concerns you have and any actions you need to take.



1. Don't ask too many questions or share personal opinions.
2. Don't keep any concerns arising from what you observe to yourself.
3. Don't promise to keep any information shared with you a secret.



Respond

Gathering Information

If it is safe for you to do so, try to gather as much basic information as you can:

- Keep any questions to a minimum.
- Avoid leading questions.
- Use open-ended questions. (e.g. What ? How ?)
- Tell the child what you are going to do next and that you are going to have to speak to someone who can help.
- As soon as is practical, write down everything that the child has told you using the child's exact words if possible.





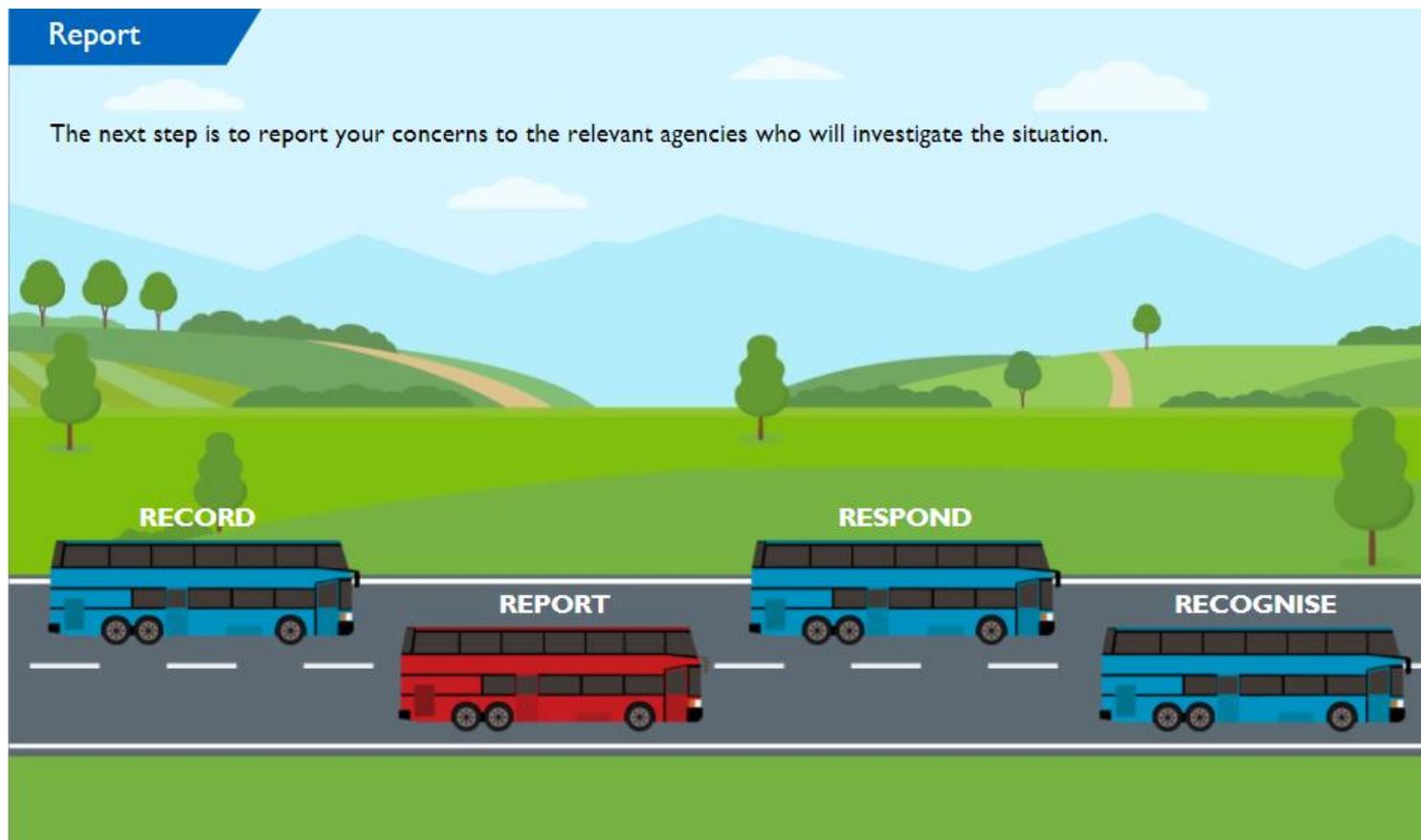
TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

Section 6

Report



Report



Report

Report

They will put the pieces of the jigsaw together to see the full picture.

But your piece of the jigsaw ... your concern ... your information is important.

You do not have to be certain abuse or exploitation is taking place to report your concern.



Report



Believe in
children
Barnardo's

Safeguarding and Bus Travel

MENU

EXIT

Report

You have a piece of the jigsaw and so you can:

- 1) **Keep it to yourself**
- 2) **Give it to someone else**
- 3) **Throw it away**
- 4) **Find out where it fits and share the information**



Report

- It is essential that someone does report your concerns to the appropriate agencies.
 - If the child is in IMMEDIATE DANGER or needs URGENT MEDICAL ATTENTION then follow your emergency procedures to contact the Police and other Emergency Services
 - If you think a child or young person is at risk or is being abused or neglected, then contact your local council's social work team. Contact details will be on their website.
 - If you think a criminal offence has taken/is taking place, follow your company procedures to report your concerns.
 - You can also receive advice by contacting NSPCC on 0808 800 5000.



Report



Do not delay.

- Prompt referral of concerns can significantly reduce the likelihood of harm to a child.
- Consent is not required for sharing information if there is evidence that a child is at risk of significant harm.
- Where only some information is known, a referral should not be delayed.



Report

What Will They Want to Know?

What type of information will they want to know?

- Name and details of the child / children at risk.
- What your concerns are.
- What you've seen, heard or been told.
- Your name, role and contact details.





TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

Section 7

Record



Record

Record

Once you have reported your concerns it is important to ensure that you make a record of the incident. You should follow any incident reporting procedures which your company might have.



Record

- You are responsible for ensuring that complete and accurate records are produced of your observations, concerns and action taken.



Information Gathered

- It is important that you distinguish between facts and opinion.
- It is valuable to record the actual words used by the child wherever possible.



Contact with Other Agencies

- Record any contact or discussions you have with other agencies, such as the Police or Social Work.
- Record the details of any individuals you spoke with, when and any actions agreed.



Referral Forms

- Ensure that you have a written or electronic copy of any referral forms that you were asked to submit.



What Next?

Follow-Up

- Remember that you do not have a responsibility to investigate, however you must report any concerns you have.
- The Local Authority or Police will investigate and assess the situation and decide on any appropriate action to take.
- You may not receive information about the outcome of your referral.
- Following your referral, if you think that the child remains at risk, then you can re-refer your concerns.



What Next?

Confidentiality

- It is important that information is shared to keep children and adults at risk safe.

Shared

- Information should only be shared on a need to know basis.
- Information should be shared for the purpose of making decisions and planning action steps.

Sent

- Electronic information should only be sent using a secure encrypted email system
- Computer documents should be password protected.

Stored

- Ensure that your records are stored in a secure place
- Information must be stored in line with your company policies and GDPR legislation



What Next?

Keeping Yourself Safe

Keeping yourself safe involves maintaining your personal safety on the bus.

However, because of the work you do, you could be susceptible to allegations being made against yourself.

Regrettably, in rare cases, transport staff have been found to have abused those in their care.

These guidelines will help to minimise the risk of allegations against you:



What Next?

Keeping Yourself Safe

- Do not swap any personal details such as mobile phone numbers.
- Do not meet with passengers outside your working environment.
- Do not use inappropriate language or humiliating comments.
- Do not touch a child unless this is part of your agreed role or in a safety critical situation.
- Do not photograph or video passengers.
- Do not show passengers photographs or videos.
- Do not share any information or images on your mobile phone or any other electronic device.
- Do not give or receive gifts to/from passengers.
- If someone particularly befriends you, report it to your line manager and record anything that makes you feel uncomfortable.



What Next?



Safeguarding can be an emotional and painful process to be involved in. You must not think you have to carry any anxieties, feelings, painful memories or distress on your own without support.

You might feel the need to talk about your experiences or receive additional support. This is not unusual.

Sources of support will differ in each company and area but may include:

- Your manager, supervisor or Human Resources / Employee Assistance Team.
- External Helplines such as The Survivors Trust – 08088 010818.



What Next?



Summary

There will be children needing to be kept safe on the buses you drive.

It is everyone's responsibility to safeguard their welfare.

You could have a vital role to play.

Don't ignore the situation and your concerns.

If you are in doubt about reporting then don't think "What if I am wrong ?" but think "What if I am right ?"

It is always better to say something than do nothing.



Thank You



Thank you for taking the time to complete this Safeguarding E-Learning Course.

You may now exit by selecting the Exit button on the top right.





TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

