

Safeguarding Policy



**Classic
Elegance Cars**
Travel in luxury, arrive with style

1. Introduction

This policy sets out the commitment of **Classic Elegance Cars Ltd** to safeguarding children and vulnerable adults who use our private hire services in Bury. We recognise our responsibility under the DfT's *Statutory Taxi and Private Hire Vehicle Standards* and Bury Council's licensing requirements to protect passengers from harm and abuse. All personnel, including the operator, office staff, and all drivers working with our company, must adhere to this policy.

2. Principles and Scope

The principles of this policy are to:

- Safeguard children and vulnerable adults from abuse and harm.
- Work collaboratively with Bury Council's Licensing Service and the Bury Safeguarding Partnership.
- Ensure all staff and drivers are aware of their safeguarding responsibilities.
- Establish and maintain safe working practices and procedures.
- Provide a clear procedure for reporting concerns.

This policy applies to all our operations, including booking and dispatch, the conduct of our drivers, and the handling of any concerns raised.

3. Training Requirements

All drivers contracted to **Classic Elegance Cars Ltd** must complete mandatory safeguarding training.

- As per Bury Council's requirements, all drivers must provide proof of having completed the official Trust2Ride Safeguarding Awareness Training.
- This training, developed by [TaxiPlus](#), covers topics including Child Sexual Exploitation, Human Trafficking, recognising indicators of abuse, driver and passenger safety, and disability awareness.
- Training completion records for all drivers will be retained and submitted to the Licensing Authority upon request.

The operator and all office staff will also complete appropriate safeguarding training to ensure they understand their responsibilities and can respond to and record safeguarding concerns effectively.

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4. Driver Recruitment and Ongoing Monitoring

- **Suitability Policy:** As required by Bury Council, we have a recruitment and suitability policy that is compatible with or adopted from the Council's own policy.
- **Criminal Record Checks:** All drivers undergo an Enhanced Disclosure and Barring Service (DBS) check as part of their license application, which is managed by the Licensing Authority.
- **Record Keeping:** We will maintain a secure record of all drivers and staff, including confirmation of their DBS check and safeguarding training completion.

5. Reporting Procedures

Any person (driver, staff member, or member of the public) who has a safeguarding concern must report it immediately.

A. Reporting to the Operator

- If a driver or staff member suspects a child or vulnerable adult is at risk, they must immediately inform the operator or the designated safeguarding lead.
- Details of the concern, including the name of the driver involved (if applicable), the nature of the concern, and the complainant's details, will be recorded.
- The operator will assess the concern and follow the escalation procedure.

B. Escalating to Bury Council

- In all cases, the operator is responsible for notifying Bury Council's Licensing Service of any safeguarding concerns reported within 10 days, or immediately if the concern is of a serious nature.
- If a complaint is not resolved within seven days, the operator must provide the complainant with the Licensing Authority's contact details.

C. Reporting Directly to Authorities

- **For immediate risk:** If there is an immediate risk of harm, the Police should be contacted by calling 999.
- **For non-emergency concerns:** Concerns can be reported directly to Bury's Multi-Agency Safeguarding Hub (MASH) or the Police's non-emergency number (101).

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6. Managing a Safeguarding Allegation Against a Driver or Staff Member

- Any allegation of abuse or harm against a driver or staff member will be treated with the utmost seriousness.
- The driver or staff member will be immediately suspended from work involving contact with passengers, pending a full investigation.
- The allegation will be reported to the Bury Council Licensing Service and, if necessary, the Police.
- We will cooperate fully with any investigation conducted by statutory agencies.

7. Operator Responsibility

The licensed operator is responsible for:

- Ensuring this policy is implemented, reviewed, and updated as necessary.
- Providing ongoing oversight and ensuring compliance from all drivers and staff.
- Maintaining accurate records of all safeguarding-related incidents and training.
- Acting as the designated safeguarding lead.

8. Policy Review

This policy will be reviewed and updated annually or following any changes in legislation or Bury Council's licensing conditions.