



## FOUNDATION SCHOOLS' COACH SERVICE SAFEGUARDING POLICY

### INTRODUCTION

The Foundation Schools' Coach Service ("FSCS") is one of several commercial activities whose operation is overseen by Dulwich College Enterprises Limited (DCE), one of the trading subsidiaries of Dulwich College ("the College").

The FSCS was set up to provide a coach service (the "Coach Service") for pupils at Alleyn's School, Dulwich College, James Allen's Girls' School and Dulwich Prep London to travel to and from school. The purpose of this policy is to outline the arrangements which are in place to enable those who use the Coach Service to travel as safely as possible.

This policy should be adhered to by all Foundation School staff members, Coach Operators (and their Drivers), and pupils using the Coach Service.

### SAFEGUARDING COMMITMENT

The Foundation Schools' Coach Service is committed to:

- safeguarding and promoting the welfare of all users of the Coach Service;
- ensuring the Coach Services are provided by duly trained and properly checked individuals;
- ensuring vehicles used to convey passengers are safe and fit for purpose; and
- all parties are aware of how to respond to a safeguarding incident.

The Coach Service is an **unsupervised** service.

The FSCS will respond promptly and appropriately to all incidents or concerns of abuse that may occur.

DCE has appointed Simon Croucher as the Foundation Schools' Coach Service Designated Safeguarding Lead (DSL) who can be contacted as follows: [crouchersr@dulwich.org.uk](mailto:crouchersr@dulwich.org.uk); 07590960420. The Foundation Schools' Coach Service DSL liaises closely with the DSLs at:

- Dulwich College (Mr E Read): [safeguarding@dulwich.org.uk](mailto:safeguarding@dulwich.org.uk); 020 8299 5188
- Alleyn's School (Mr A Skinnard): [skinnardawa@alleyns.org.uk](mailto:skinnardawa@alleyns.org.uk); 0208 557 1500
- James Allen's Girls' School (Miss R Muir): [Rhona.Muir@JAGS.ORG.UK](mailto:Rhona.Muir@JAGS.ORG.UK); 020 8299 8419
- Dulwich Prep London (Miss K McDonald-Tuckwell): [K.tuckwell@dulwichpreplondon.org](mailto:K.tuckwell@dulwichpreplondon.org); 020 8766 5500

**If anyone (including users of the FSCS and parents/guardians) has a concern about the safety or welfare of any children who use the Coach Service, they should report these to the Foundation Schools' Coach Service DSL or, in their absence, the Coach Service Manager (OkyneLG@dulwichc.org.uk) immediately.**

### **If abuse is suspected or disclosed**

Allegations may arise following a complaint/allegation from a user of the Coach Service, a member of staff, a coach driver, another pupil, or a parent/guardian.

When a child makes a disclosure to a driver or another person, they will:

- listen calmly and patiently;
- take the matter seriously and reassure the child;
- tell the child what will happen next;
- not promise to keep the alleged abuse secret or confidential.

In all cases (whoever makes a disclosure) the individual in receipt of the disclosure will record the information at the time or as soon as possible afterwards and explain the information will have to be passed on to the Coach Service DSL.

The Coach Service DSL will decide whether a referral should be made to the local authority children's social care. The Coach Service DSL will always inform and liaise closely with the Designated Safeguarding Lead at relevant school(s) and inform them of all allegations including any incident that happened when an individual was using the Coach Service. The Coach Service DSL will keep the Chief Operating Officer and DSL at all schools informed of any relevant allegations or disclosures.

Any person who has concerns regarding a child, or concerns that an incident has not been dealt with properly, may make a referral direct to the local authority children's social care.

### **SAFEGUARDING STEPS TAKEN**

In order to ensure the safeguarding of all pupils using the Coach Service, FSCS will ensure that:

- all operators providing coach services to FSCS (the "Coach Operators") and drivers of the coaches ("Drivers") are obliged to comply with the procedures and guidelines set out below (as updated from time to time) and compliance with those procedures etc. are regularly checked;
- all pupils using the Coach Service are required to comply with the Pupil Code of Conduct in order to protect their safety and the safety of other passengers and users of the Coach Service; and
- a small team of coach supervisors will supervise routes on an occasional and ad hoc basis to monitor the behaviour of Drivers and Pupils.

## **Drivers**

### ***Driver Code of Conduct***

All coach drivers are required to comply with the Drivers Code of Conduct (attached at Appendix 1 and as updated from time to time).

### ***Boundaries***

1. Drivers must maintain appropriate boundaries from pupils and behave in a professional capacity at all times in particular:
2. Drivers must not allow personal relationships with individual pupils to develop.
3. Drivers should only communicate with pupils during contracted hours and while operating the coach service. Communication should only be verbal and never by telephone, in writing, by text, or by social media or internet-based contact.
4. Telephone numbers or personal details must not be exchanged between the driver and pupils under any circumstances. If a parent requests a driver's number, they should be asked to contact the Transport Office.
5. Confectionary, drinks, food, gifts of any form – including tobacco, alcohol and drugs - must not be given or sold by the driver to pupils.
6. Drivers are not permitted to transport pupils in any vehicles other than those designated and supplied by the Coach Operator under contract to The Foundation Schools' Coach Service.

### ***Behaviour***

1. If a driver suspects or witnesses any incident of bullying, harassment, discrimination, abuse or neglect involving a pupil, this must be reported immediately to the FSCS Designated Safeguarding Lead: Mr Simon Croucher ([CroucherSR@dulwich.org.uk](mailto:CroucherSR@dulwich.org.uk)). Drivers are expected to have read and be familiar with this Safeguarding Policy.
2. If a driver is required to intervene to resolve a situation on the coach, when it is safe to do so, they should request the names of all involved and report them to the Transport Manager without delay. Should the pupil(s) refuse to give their name(s), the driver should ask other pupils for this information, or provide a description of the pupil(s) in question.
3. Under no circumstances should a driver discipline a pupil for misbehaviour. Drivers must report any poor behaviour to the Transport Manager without delay, providing as much detail as possible (including relevant timings of any incident to assist in any investigation requiring CCTV access).
4. In the exceptionally rare circumstances where the use of reasonable force may be necessary, drivers **must** adhere to DfE guidance. In short, reasonable force can be used to prevent pupils from hurting themselves

or others, from damaging property, or from causing disorder. Where a driver uses reasonable force as a last resort, this must be reported to the FSCS Safeguarding Lead (Mr Simon Croucher – [CroucherSR@dulwich.org.uk](mailto:CroucherSR@dulwich.org.uk)) without delay.

5. Drivers shall always wear an ID badge showing their name and the name of the Coach Operator.

### ***Drop-off***

1. Drivers must drop pupils off at their chosen stop.
2. If for any reason a pupil misses their stop and brings this to the attention of the driver, or if the driver misses the stop, the driver must ensure that pupils under the age of 16 (having checked their age with the pupil) do not exit the vehicle at a different stop, unless parental consent has been obtained either via the Transport Office or direct communication between the driver and the parent.
3. At the final drop-off point (morning and evening) the driver is responsible for making a full physical check of the whole coach to ensure that no pupils or belongings have been left aboard. If any pupil is found to be on a coach after the final drop-off point then the driver should immediately contact the Transport Manager and await further instruction. No action should be taken without consultation with the Transport Manager so that contact can be made with the relevant parents.
4. Any lost property found on a coach at the end of the route should be reported to the Transport Manager and kept securely at the relevant Coach Operator's final stop.

### **Allegations against employees or contractors of the coach service:**

1. Any low level concerns or allegations against employees or contractors of the coach service should be reported by pupils or their parents to the Designated Safeguarding Lead at their respective schools, who will report it to the FSCS DSL.
2. The Local Authority Designated Officer and / or police will be contacted as appropriate and the DSLs at the other Foundation Schools will be alerted to any concerns that may have affected their pupils.

### **Coach Operator's Obligations**

#### ***Recruitment checks and documentation***

All Coach Operators must:

1. have in place and implement safer recruitment practices, particularly for the appointment of their coach drivers.
2. procure that the following checks have been undertaken for each driver employed on the FSCS routes: (a) a recent, clear enhanced Disclosure and Barring Service check (including a "children's barred list check (DBS); (b) overseas criminal record check; (c) right to work in the United Kingdom; (d) medical fitness; (e)

qualifications; (f) identity and (g) references and that the DBS and medical fitness checks are renewed every three years at least. All relevant documentation should be available for review by the FSCS on request and the Operator must provide such confirmations on the checks having been undertaken in the format required by FSCS from time to time.

3. ensure at all times, without prejudice to the previous paragraph, that the drivers permitted to work on the FSCS routes are not barred from working with children and their previous conduct and records do not indicate that: (a) it might be inappropriate for them to have unsupervised access to children; or (b) they might pose a risk to children. The Operator will immediately notify the FSCS via the Transport Manager if it receives any information that might reasonably lead a school to question whether it is appropriate for the driver to have unsupervised access to children.
4. ensure all Drivers undertake safeguarding training at least annually.
5. procure that on or before any driver's first day of work on behalf of FSCS, they will submit photographic ID (passport or driver's licence) for checking before they start work. In case of an emergency, where a driver has been sent to cover FSCS duties at short notice, the Coach Operator shall send a copy of the driver's licence and DBS via email (ahead of the duty shift) to the Dulwich College HR team.
6. ensure that all drivers hold the appropriate qualifications for the work that they are performing, including the appropriate category of driving licence for the vehicle that they are driving and a valid Certificate of Professional Competence and that qualifications are kept up to date and routinely checked.
7. must maintain, and be able to produce when requested, all the licences, certificates and other documentation required in order for them to provide the FSCS coach services in accordance with English Law.
8. ensure that no driver who is disqualified from driving is used to provide the FSCS coach services.

### ***Provision of services***

The Coach Operators must:

1. comply fully, and at all times, with English Law and any other applicable laws, regulations, rules and codes of practice in relation to the provision of coach services.
2. observe and comply with the lawful and reasonable directions of the FSCS.
3. ensure that they provide the coach services to a high standard, which at all times shall be in accordance with, or exceeding, best industry practice.
4. provide a safe, road worthy, well maintained and clean vehicle for the provision of the coach services and remain at all times responsible for the supply of all consumables in relation to the provision of the coach services, including but not limited to fuel, oil, AdBlue and vehicle tyres.

### ***Training and personnel***

#### The Coach Operator:

1. must ensure that all drivers have read and will comply with the provisions of this Safeguarding Policy including the Driver Code of Conduct set out in Appendix 1.
2. will provide appropriate training to all drivers in the use of any technology, subject to receiving satisfactory instructions from FSCS. The Operator must ensure that all drivers will comply with the applicable road rules in the location where the driver is operating a vehicle on behalf of the Coach Operator, including any applicable provision of the Highway Code, including to cause or permit any vehicle operated by the Coach Operator to exceed any speed limit or pass through any traffic signal when a red aspect is shown, including both speed limits and traffic signals on the public highway and those on the College site. Additionally, no driver will park a coach in any location other than a designated coach bay and will not cause any blockage of the highway.
3. must keep records of all journeys provided as part of the services, including any journeys that are delayed, cancelled or partially cancelled for any reason.
4. must have an emergency telephone number available for both FSCS and the Coach Operator at all times when undertaking Foundation Schools' Coach Service duties.
5. must designate a named point of contact, who must be of managerial level, to oversee and manage the provision of the services.

## **Appendix 1: Driver Code of Conduct**

1. The Driver shall ensure that they provide services with all reasonable skill and care, and in full compliance with English Law.
2. The Driver's primary role is to ensure the safe travel of the coach and all passengers along their specified route to and from the Foundation Schools and for any journeys performed in connection with pupils of the Foundation Schools.
3. Drivers must behave in a professional and appropriate manner at all times and may not use inappropriate language.
4. Drivers must maintain a communication line with their relevant Coach Operators at all times. Operators must inform the Transport Manager as soon as they become aware that the service is going to run more than 15 minutes late.
5. Drivers must inform the Transport Manager as soon as reasonably possible in the event of an actual or potential delay to any journey that forms part of the Coach Services.
6. Drivers must make use of appropriate technology, as provided by the FSCS, for the tracking of vehicles providing the Coach Services and/or the registration of pupils boarding vehicles providing the Coach Services.
7. Drivers must ensure that their tracking device is charged and running for both morning and evening runs so that their vehicle location is visible at all times; many parents rely on this service to drop off/collect their children. Any technical problems with the tracking service should be reported immediately to the Transport Manager. Drivers must maintain full focus on the road at all times and should not engage in any form of distraction (e.g. reading newspapers or looking at handheld devices). It is also advisable for coach drivers to maintain two hands on the wheel (when possible). Seat belts must be worn for every journey.
8. Drivers must announce each stop, clearly and loudly.
9. Drivers must ensure all vehicle engines are switched off whilst vehicles are parked on or in the vicinity of the schools they serve, until such time as vehicles are loaded and ready for departure.
10. Drivers must not smoke or make use of electronic cigarettes whilst on a school site, on board or adjacent to any vehicle used to provide the Coach Services.
11. All Drivers must be dressed smartly whilst providing the Coach Service.
12. Drivers may use designated toilet and refreshment facilities while on a school site, as notified in advance to the Drivers by the relevant school.
13. Drivers must, where requested by any school, render any reasonable assistance to Dulwich College Enterprises Limited (as operator of the FSCS) and any other relevant school in relation to the investigation of incidents, complaints or other problems which may arise either directly or indirectly through the provision of the Coach Services.

14. Drivers must ensure that the vehicle used on the services is cleaned internally and externally to an appropriate standard and at an appropriate frequency.
15. Drivers must ensure that any vehicle being used on the Coach Services displays signage as requested by the FSCS.
16. Drivers may accept small gifts from pupils and parents i.e. at Christmas or end of year. All gifts (with a monetary value above £10) should be declared to the Transport Manager and the relevant Coach Operator.
17. Drivers must read and comply with the FSCS Safeguarding Policy (insofar as it relates to the behaviour and obligations of coach drivers).

## Appendix 2: Coach Service Pupil Code of Conduct

**NB: Failure by pupils to observe these rules may lead to a temporary or permanent exclusion from the Coach Service and fees are non-refundable.**

1. Good conduct is required by all pupils at all times; pupils should comply with their relevant school rules whilst on the coach and accept the authority of the driver (or of the coach supervisors (where applicable)).  
NB: Smoking, vaping, alcohol, and consuming illegal substances is strictly forbidden. Should a pupil on occasion wish to bring a friend home or travel on a coach other than their own, permission must be sought in advance, by parents, from the Transport Office.
2. Pupils may board or alight from the coach only at the designated stopping places and in an orderly way without pushing. They must never approach a moving coach. They must not attempt to join or leave the coach when, for example, it is brought to a halt at other places by traffic conditions.
3. Tampering with any part of the coach or its equipment is forbidden. Parents will be liable for the cost of repairs/replacement of property damaged.
4. Boisterous, anti-social or inappropriate behaviour towards fellow passengers or the public will not be tolerated.
5. Inappropriate behaviour or language towards drivers, or any attempt to distract them from driving, will not be tolerated and will lead to instant suspension from the coach.
6. Musical instruments, games kit and other property are the responsibility of their owners. The coach company and the Foundation Schools' Coach Service cannot accept any liability for their loss or damage. Pupils should take care on every journey to make sure that they do not leave any property on the coach.
7. Seat belts are fitted on all coaches, and these must be worn AT ALL TIMES when the coach is moving and pupils must remain seated. Standing or moving in the aisle is strictly prohibited except when boarding and alighting from the coach. The wearing of seatbelts on coaches is the law and any deviation from this rule may result in permanent exclusion from coach travel.
8. Where CCTV is used on any of the coaches; they may be used to detect poor or inappropriate behaviour.
9. NB: Please note that it is a parental responsibility to ensure that:
  - Unaccompanied pupils know the safest route to and from the coach and that pupils have an approved procedure to follow in emergencies. This could be pupils returning home or travelling to school in some other way perhaps with a sibling or other responsible pupil on the same route. At all times the overriding consideration should be safety and for this reason it may be appropriate for pupils to have emergency funds. It is also advisable that pupils carry the Transport Office's mobile number with them – 07712 924 999.

I have read (and ensure my child has read) and agree to the above Coach Service Pupil Code of Conduct and give permission for my son(s)/daughter(s) to travel on the Foundations Schools' Coach Service.

I understand that, as places have to be reserved, I will be required to contract for and pay for a full academic year whether travelling or not. I also understand that payment will be divided up into three termly instalments. This applies for the above academic year.

Signed:.....