



**Welcare Secure**

**Escorts Ltd**

**Tel: 01942 722707**

**Email: [welcaresecure@outlook.com](mailto:welcaresecure@outlook.com)**



## STANDARDS

Our staff is fully experienced in working with challenging situations and fully understands that each young person is an individual with different characteristics and a personality of their own.

Staff hold Enhanced Disclosure Checks (C.R.B. checks) are trained in P.C.C. restraint techniques and have been trained in First Aid.

Our vehicles bear no signs that identify them as being used for escort purposes. Vehicles are clean and tidy inside and out, are regularly valeted and are routinely serviced

Each vehicle carries a first aid kit, fire extinguisher and hygiene kit. Suitable reading matter and magazines are provided for longer journeys if required.

All vehicles are covered by Emergency Breakdown policy.

Our service can be tailored to your own requirements.

We aim to give both the client and young person the best possible service and satisfaction and try to provide a personal approach whilst still retaining a professional service.



## ESCORT POLICY

Before being tasked with the escort you will be given details of the young person, name, age, sex and the location (Police Station, Court, Care Home etc). If the young person is being escorted to court from a secure unit it is imperative to find out information as to any security arrangements that have been made prior to arrival.

Escorts should be briefed with any information regarding the young person's vulnerable behaviour i.e. history of self-harm, absconding risk, violent behaviour and false accusations.

Before starting the journey ask whether the young person has been to the toilet as it could be quite some time before they have the opportunity to do so. On journeys where a comfort stop is required Escorts will ensure that the facilities are in a secure environment as necessary or a safe environment for persons not subject to a secure order.

The young person's belongings should be checked and placed in the boot of the vehicle. If the belongings are handed to you in a sealed bag then this should remain intact and be handed over to a responsible person at the destination i.e. member of staff at Secure Unit or if at court Social Worker or Guardian.

The seating plan in the vehicle during the journey is of particular importance as it dictates both the security and safety of all within the vehicle. Child locks on doors and rear window locks must remain on at all times. The young person MUST sit in the REAR of the vehicle at all times.

For journeys where a driver and THREE escorts are required the young person must sit between two escorts in the rear of the vehicle. For journeys where a driver and TWO escorts are required the young person must be seated in the rear of the vehicle directly behind the front passenger seat. Seat belts must be worn at all times.

The young person must not be allowed the use of a mobile phone at any time. They can be advised that you will inform someone at the placement that they wish to make a call.

Refreshments and drinks can be provided for the young person during the journey. Prior permission can be obtained to allow the young person to be taken to a drive through chain restaurant. No one should exit the vehicle and the engine must not be switched off.

A no smoking policy applies to our escorts whilst on duty and also for the young people in our care. Exception being if the Social Worker, Children's Home, Secure Unit or Local Authority have given permission for the young person to be allowed to smoke you require the following details;

The name of the person giving you the permission for the young person to smoke. Their position or role within their organisation and a contact telephone number.



## ESCORT GUIDELINES

Escorts must display their identity badge at all times.

Escorts must dress in a proper manner appropriate to the situation. Escort members appearing in court with the young person must dress accordingly.

Information regarding the young person will not be discussed with anyone outside of the company. Total confidentiality should be maintained at all times. The young person's safety and welfare is our responsibility and priority.

Escorts must remain vigilant at all times and at any time behaviour begins to escalate or any attempt to abscond is made then necessary action must be taken.

Escorts are encouraged to interact with the young person. Conversation and humour can be a calming influence at times. Try to observe any changes in body language or sudden silences as this can sometimes result in an outburst of disturbed behaviour and reaction must be taken accordingly.

Do not try and make inroads into the young person's circumstances unless you are invited to do so. General conversation regarding hobbies, sport and music is the order of the day. Remember we are not there to give legal advice. Please note that whilst conversation can be a calming influence to some young people it can be a great annoyance to others. Great care must be taken with conversation.

The welfare and safety of the young person is our priority whilst they are under our supervision we need to be interactive and supportive in the role that we play.

Should a young person require medication, this should be disclosed to the Escorts prior to departure. Escorts will only administer basic medication as indicated.

Notify the destination in advance of arrival during the journey of the estimated time of arrival and inform them of a contact number in case they may wish to contact the escorts.

When escorting a young person to a Secure Unit ensure that no one exits the vehicle lock until the security doors are fully closed.

Ensure that the young person's property, any valuables and cash are handed to centre staff and a receipt obtained if necessary.

Escort protocol and procedures will be regularly monitored and updated as deemed necessary. Regular audits of certification, personnel details and procedures shall be carried out by our Managing Director who will be personally responsible for maintaining the professional standards of Welcare Secure Escorts Ltd.



## PRICE STRUCTURE

Dependent on the nature of the escort and the young person involved our Escort team can be commissioned in a number of ways;

DRIVER ONLY

DRIVER PLUS ONE ESCORT

DRIVER PLUS TWO ESCORTS

DRIVER PLUS THREE ESCORTS

From experience we recommend Driver and Two Escorts when transferring to or from a Secure Unit or if the young person is considered to be high-risk.

Prices are available on request. Contact us with the journey details and we can provide an estimated cost of the escort.

A minimum charge of 3 hours is charged as standard.

Special rates are charged Christmas Day, Boxing Day and New Years Day

**WE CAN BE CONTACTED 24 HOURS A DAY**

## REASONS FOR THE USE OF RESTRAINT

SERIOUS DEGREE OF URGENCY AND DANGER

SIGNIFICANT THREAT OR ATTEMPT AT SELF HARM

SERIOUS DESTRUCTION OR DAMAGE TO PROPERTY RESULTING IN PHYSICALLY THREATENING SITUATION

PROLONGED AND SERIOUS VERBAL ABUSE, THREATS, HOSPITAL WARD DISRUPTION RESULTING IN INDIVIDUALS BECOMING STRESSED AND EMOTIONALLY ANXIOUS

PROLONGED OVER ACTIVITY RESULTING IN EXHAUSTION

RISK OF HARM TO ANY DEGREE TO OTHER INDIVIDUALS

ATTEMPTS TO ABSCOND WHILST BEING DETAINED UNDER A DETENTION ORDER OR ANY SECTION OF THE MENTAL HEALTH ACT

BEFORE RESTRAINT IS USED DE-ESCALATION TECHNIQUES SHOULD BE ATTEMPTED INCLUDING

REQUEST THE BEHAVIOUR TO STOP

ACKNOWLEDGE YOU UNDERSTAND THE PROBLEM

SIGNAL NON AGGRESSION

EXPRESS YOUR CONCERN OF THE SITUATION

REMIND THE AGGRESSOR OF WHAT THEY HAVE TO GAIN OR LOSE

CONSIDER HUMOUR AS A DISTRACTION

ATTEMPT TO DIVERT ATTENTION OR ENERGY TO OTHER FOCAL POINT



## CONTACT US

Telephone : 01942 722707

Email : [welcaresecure@outlook.com](mailto:welcaresecure@outlook.com)

Address 5, Linbeck Grove  
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WA3 2TW

Telephone bookings are preferred for all escort bookings although emails are accepted for advance bookings.

URGENT or OUT OF HOURS bookings MUST be made by telephone in order to ensure confirmation can be given.

On completion of placing a booking with Welcare we will advise the service user with the following information.

Estimated time of arrival at unit.

The manufacturer and registration number of the vehicle to be allocated to the escort.

The names of the Escort Team.

On arrival at the unit Escorts shall, if required, produce a photo identity badge and proof of C.R.B.

Prior to arrival at destination Welcare will advise E.T.A. subject to receiving the telephone number.

Should it be deemed necessary to make any changes to the details the service user will be informed.

## REPORTS

Details of the escort will show the following;

Date of Escort

The Employing Authority and name of person booking the escort and contact number

Name of young person

Journey details showing times and distances

Future appearances

Record of the behaviour of the young person

Record of any incidents

Record of any meals given to the young person

All this information will be confidentially retained by Welcare and supplied to the Local Authority or service user on request.





## WHISTLEBLOWING POLICY

As an employee of the company you are often the first to realise when something may be seriously wrong. However, you may not express your concerns because you feel that speaking up may be disloyal to colleagues or the company. It may be easier to ignore any concern rather than report it for fear of harassment or victimisation.

In line with our commitment to high standards of openness and accountability we would encourage any employee having serious concerns regarding any aspect of work to come forward and voice those concerns. Staff can do so without fear of reprisals and in certain cases on a confidential basis. Our policy is to encourage staff to raise concerns on any serious matter rather than overlooking the problem.

The company treats the details of any Whistleblowers in confidence and will try not to divulge any identity. However during the process of investigation the source of the information rather than the identity may be revealed.

Anonymous allegations are investigated but policy encourages you to put your name to any allegation as further information may be required to verify factors throughout any investigation.



## **HEALTH AND SAFETY POLICY STATEMENT**

Health and Safety at Work Act 1974

This is the Health and Safety Policy Statement of

### **WELCARE SECURE ESCORTS LTD**

Our statement of general policy is

- To provide adequate control of the health and safety risks arising from our work activities
- To consult with our employees on matters affecting their health and safety
- To provide and maintain equipment
- To ensure the safe handling of substances
- To provide information instruction and supervision to all employees
- To ensure all employees are competent to carry out their tasks and to give them adequate training if necessary
- To prevent accidents and cases of work related to ill health
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary at regular intervals

Signed

Employer



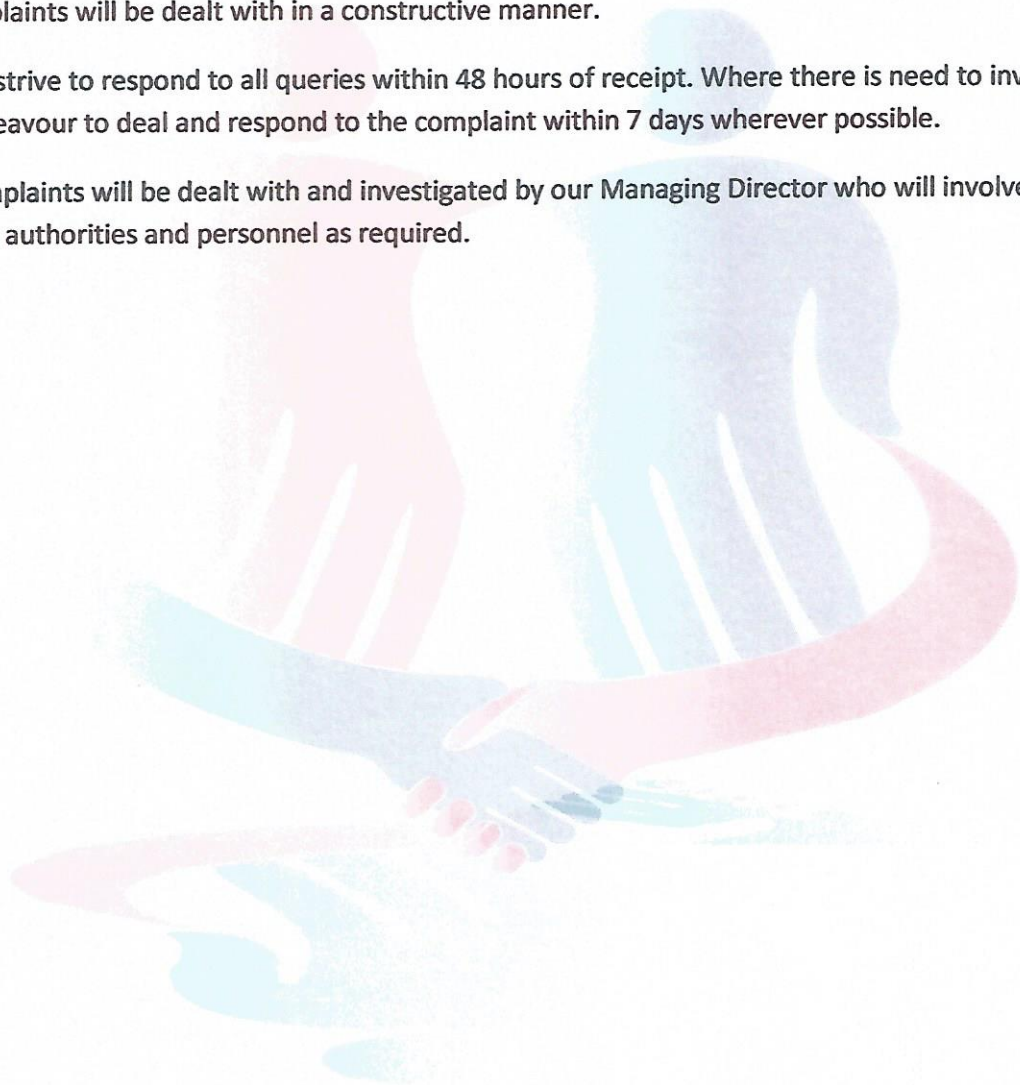
## COMPLAINTS PROCEDURE

Welcare Secure Escorts Ltd is fully committed to providing a positive approach in dealing with any complaints or representations. We endeavour to ensure that a high quality service is adhered to at all times and any improvements are sustainable.

All complaints will be dealt with in a constructive manner.

We will strive to respond to all queries within 48 hours of receipt. Where there is need to investigate we will endeavour to deal and respond to the complaint within 7 days wherever possible.

Any complaints will be dealt with and investigated by our Managing Director who will involve the relevant authorities and personnel as required.





WHEN INVOLVED IN THE ESCORT OF A YOUNG PERSON WELCARE IS COMMITTED TO PROVIDE A PROFESSIONAL, COMPASSIONATE, PERSONAL YET SECURE EXPERIENCE.

WELFARE AND SAFETY ARE PARAMOUNT AND IT IS OUR UTMOST INTENTION TO SATISFY THE NEEDS AND REQUIREMENTS OF BOTH THE YOUNG PERSON AND SERVICE USER.

IT IS OUR BELIEF THAT REPEAT BUSINESS STEMS FROM SATISFACTION AND RECOMMENDATION,