

**Speak Out Against Child Sexual Exploitation**

This campaign aims to raise awareness within Denbighshire of the issues of Child Sexual Exploitation (CSE) and human trafficking. Whilst Denbighshire remains one of the safest counties in the country, tackling CSE is a Government priority and in Denbighshire we are looking to engage with all communities to help prevent children becoming victim of these crimes.

The ‘**Speak Out Against Child Sexual Exploitation**’ campaign is a proactive multi-agency response between North Wales Police and Denbighshire to tackle CSE in the county.

**Child Sexual Exploitation involves:**

Young people under the age of 18 who are encouraged/forced into a sexual relationship or situation by an adult. It often involves young people being offered something in return for performing sexual acts, for example:

Alcohol, Cigarettes, Mobile Phones, Gifts, Money, Drugs, Love

**Where does it happen?**

Young people can be groomed and sexually exploited at a variety of premises and locations such as:

Parks, Shopping centres, Taxi ranks, Restaurants, Takeaways, Gyms, Leisure centres, Hotels, Hostels, Pubs/bars/clubs.

**Trafficking**

Children and young people who are victims of sexual exploitation are also vulnerable to trafficking across cities and counties within the UK, and also international trafficking into and out of the UK for the purposes of sexual exploitation. Trafficking involves the illegal trade in human beings for the purposes of sexual exploitation. The recognition of trafficking within the UK applies irrespective of distance travelled, and hence can be applied to movements within the same city.

**Your Responsibility and the Law**

If a taxi driver transports a child knowing or believing that child will be sexually exploited during or after the journey that driver will commit the offence of Human Trafficking:

*A person intentionally arranges or facilitates the travel of a person within the UK for the purposes of sexual exploitation*

**Maximum sentence 14 years imprisonment**

**How this information pack can support your business:**

We believe that local businesses can play a positive role in preventing CSE and human trafficking, which puts children – and your business – at risk. This pack aims to raise awareness specifically with taxi operators and drivers of the signs to look out for and actions to take to help ensure that businesses are not vulnerable to being associated with these types of crimes. Drivers specifically can form a crucial part of the fight against these issues and be the eyes and ears of the community, providing potentially important information to authorities.

This resource pack is based on a national campaign, which has the endorsement of The Children's Society/National Working Group for the Prevention of Child Sexual Exploitation.

There are a number of criminal offences associated with child sexual exploitation and human trafficking resulting in damaging consequences including a possibility of prosecution, action being taken in relation to licensing and reputational/financial damage. By working together we can play a positive role in protecting children and local businesses from this activity.

We feel that it is vital that our local taxi industry engages with this campaign and therefore we are seeking the support and endorsement of those involved in this line of business within Denbighshire in rolling out this campaign. You have the power to help prevent child sexual exploitation and trafficking.

### **What is included in this pack?**

- Signs to look out for
- Actions to take
- Good Safeguarding Practice
- Guidance for operators
- Contacts

### **Signs to look out for and what to do**

- ❖ Taking/collecting young people (girls and boys) from hotels/B&Bs/house parties
- ❖ Guests with little/no luggage going to hotels or repeat trips to the same hotel or address
- ❖ Picking up young people from other cars
- ❖ Young people who look distressed or intimidated
- ❖ Observing suspicious activity in hot-spot areas
- ❖ Young people under the influence of drugs and/or alcohol
- ❖ Attempts by young women to avoid paying fares in return for sexual favours
- ❖ Regular males requesting taxi rides to and from locations - taking young people with them
- ❖ Taking young people to A&E, who are not in the presence of parents
- ❖ Young people with injuries such as bruising or blood stains
- ❖ Young girls who are overly 'made-up'
- ❖ Concerning conversations between children and adults in the taxi i.e. of an adult or sexual nature
- ❖ A child who appears nervous, fearful, withdrawn or uncomfortable to act under instruction
- ❖ A child who appears to speak a different language to the adult(s)

### **What to do:**

- Make notes about the information you know
- Call and report your concerns about possible sexual exploitation

**Information to share:**

- Names
- Locations and addresses of concerns
- Descriptions of people
- Car registration plates, makes and models of vehicles
- Description of concerning activity

**Good Safeguarding Practice**

- ✓ Check at the point of booking if there are any vulnerability issues. This will allow you to prepare for the journey in the right way.
- ✓ Let your employer/operator know (or keep a record) of the time you picked up the vulnerable passenger, the time and place you dropped them off and whether there was any incident or anything significant on the journey.
- ✓ If you refuse to take a passenger inform someone that you can't take them so they can deal with the person another way (e.g. hospital staff; family; security staff if a club/pub). Record incidents and refusals.
- ✓ Be professional – try not to be over-friendly or talk about personal or intimate issues, don't exchange personal contact information such as passenger's telephone numbers or facebook address.
- ✓ Do not make offensive or inappropriate comments (such as the use of swearing or sexualised language) or act in an aggressive manner or in any way that may make a vulnerable passenger feel intimidated or threatened
- ✓ Do not touch passengers unnecessarily or inappropriately.
- ✓ Never accept an offer of a sexual favour instead of payment.
- ✓ Make sure you are wearing ID, either a badge or company uniform.
- ✓ Sit lone passengers in the back unless otherwise agreed.
- ✓ Never follow a passenger into the house unless previously agreed / properly authorised.
- ✓ ASK before making a journey shorter by going off the main roads/using isolated country roads, explain and give the passenger (or person booking) a choice of route.
- ✓ NEVER set off with a passenger without a specific destination address.
- ✓ NEVER double up on a booking – even if passengers are travelling in a similar direction, they may pose a threat or risk to the other passenger.
- ✓ If you think the passenger is afraid, offer to ring head office to tell them you have a passenger named XXXX with you and give the address and

approximate time of arrival; this reassures the person that they are safe and someone is monitoring the trip.

- ✓ As with all professions if you are concerned about another driver's conduct report your concerns to your manager or the relevant agency. Organisations should have a lead member of staff for safeguarding, this person should be able to advise colleagues about how to manage vulnerable passengers and any incidents arising.
- ✓ ALWAYS KEEP A RECORD either in your cab or with your employer/operator, of ANY incidents or situations you were not happy with – the record should include a description of what happened and what you did to keep yourself and your passengers safe.

**Be aware** of the indicators of risk  
**Be aware** of young people you think may be at risk  
**Be aware** of addresses you are taking young people to  
**Pass on** any information/concerns you have

### ***Guidance for Operators Employing Taxi / Private Hire Vehicle Drivers***

This guidance aims to promote good safeguarding practice in local taxi or private hire businesses that involves providing a service to vulnerable passengers. Vulnerability could be caused by a number of factors including mental illness, misuse of drugs or misuse of alcohol. Both children and adults can be vulnerable as a result of these factors. It is recommended that an appropriate supervisor / manager implements the following principles in training and operational practice:

At the point of booking, a vulnerable passenger risk assessment should be undertaken and recorded in writing. This should inform your operating policy and staff briefing in relation to the protection of the vulnerable passenger and the driver.

All staff/drivers should be trained and staff training records should be maintained. Employment records should be maintained for drivers, including name, address, date of birth, national insurance number/documentation giving permission to work in the UK, contact telephone number and vehicle registration numbers; proof of identity.

Drivers should be required to register in and out at each shift and these registers should be maintained as part of your due diligence records.

Drivers should be required to adhere to a Code of Good Safeguarding Conduct to promote safe practice in relation to vulnerable passengers.

Drivers should be required to produce photo-identification to the carer or if appropriate, vulnerable passenger, at the point collection.

Drivers should remain professional at all times and should not:

- Touch a child/young person unnecessarily or inappropriately;
- Make offensive or inappropriate comments (such as the use of swearing or sexualised language);
- Attempt to misuse personal details obtained via the business about a child (for example communicating with a child at their postal address, or by social network, internet or mobile telephone or by using any other information disclosed as part of placing a booking, or obtained by any other aspect of the business).

Records should be maintained of complaints and any disciplinary action taken against drivers who breach the Code of Conduct for safeguarding children and vulnerable adults.

A whistle-blowing policy should operate to encourage the reporting of persons who breach the Code of Conduct for safeguarding children and vulnerable adults. A log should be maintained by drivers when a journey involves a vulnerable passenger who is not under the supervision of a responsible carer, including the details of any incidents occurring/actions taken.

If the driver is concerned about the safety, welfare or behaviour of a vulnerable person, s/he should be encouraged to report this to the police (if it is an emergency dial 999) or other appropriate service and to their manager. The nature of the concern and actions taken should be recorded in the incident log.

#### Reporting Concerns

**Phone 999 if risk is imminent / assault happened or likely to.  
Record and report concerns to the police 101 and / or safeguarding services if a child or vulnerable adult is involved.**

#### **Suggested Code of Conduct when working with Vulnerable Passengers**

This guidance aims to promote good safeguarding practice for drivers and staff working with vulnerable passengers in the taxi or private hire trade. Vulnerability could be caused by a number of factors including mental illness, misuse of drugs or misuse of alcohol. Both children and adults can be vulnerable as a result of these factors. It is recommended that the following safeguarding principles should be embedded into staff/driver training and practice:

- All drivers should register in and out of shifts. A shift register should be maintained and at the point of registration the driver should confirm his/her identity and the registration number of the vehicle in use.
- Drivers should carry photo ID at all times.
- The booking process should include a check for vulnerability issues so that provision can be arranged.

- When making a journey with vulnerable passengers, photo-identification should be produced to the carer responsible for the vulnerable person. If necessary, the driver/staff should obtain a record of the carer's contact details if there is no chaperone.
- Never double up passengers unless formal consent and authorisation has been obtained.
- If a vulnerable passenger is refused service a responsible person should be informed so that alternative arrangements can be made.
- Always ask if a vulnerable passenger needs help, do not assume.
- Drivers/staff should remain professional at all times and should not:
  - Touch a vulnerable person inappropriately
  - Make offensive or inappropriate comments (such as the use of swearing or sexualised or discriminatory language)
  - behave in a way that may make a vulnerable passenger feel intimidated or threatened
  - Attempt to misuse personal details obtained via the business about a child (for example communicating with a child at their postal address, or by social network, internet or mobile telephone or by using any other information disclosed as part of placing a booking, or obtained by any other aspect of the business).
- A log should be maintained by drivers when a service has been provided to a vulnerable passenger including the details of any incidents occurring/actions taken or refusals of service.
- If a driver or member of staff is concerned about the safety, welfare or behaviour of a vulnerable person, s/he should report this to the police or other relevant service and to the business manager.
- As with all professions if you are concerned about someone's conduct report your concerns to your manager or the relevant agency.
- Drivers/staff should familiarise themselves with any whistle blowing policy that may be in place for their business.

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