



Safeguarding handbook for licensed drivers

Recognise, Respond, Prevent



**Lancashire
Constabulary**

police and communities together

What is safeguarding?

Safeguarding relates to the protection of an individual (child or adult) who is vulnerable.

What is CSE?

Child Sexual Exploitation (CSE), is a form of sexual abuse and it is against the law. CSE affects boys and girls under the age of 18 – the young victim is often given something (such as food, money, drugs or shelter) in return for sexual activity with the abuser or others, but this is not always the case.

Violence, physical coercion and intimidation can exist but are not always present. Often, the child or young person has been manipulated and does not recognise the danger of the relationship so does not realise they are a victim.

Child safeguarding

Every child can be hurt, put at risk of harm, or abused, regardless of their age, gender, religion or ethnicity. Safeguarding means:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcomes.

Who is responsible?

The action we take to promote the welfare of children and protect them from harm is everyone's responsibility. Everyone who comes into contact with children and families has a role to play.

Why are drivers involved?

You are the eyes and ears of our borough. This matter cannot be dealt with solely by policing. Working in partnership with the police and other agencies you can help to make a difference.

You may overhear or see something in your car you are not happy with, or hear conversations at work between other drivers. Always listen to your gut instinct and report any concerns to the police.

Child protection

- **Abuse can be** – physical, emotional (including domestic abuse), sexual, neglect, harm, or acts to prevent harm
- **Abuse can be perpetrated** – in a family, institutional or community setting – by those known (more common) or unknown to the child, or by a stranger, such as via the internet
- **Abuser(s) can be** – an adult, adults or another child or children.

What can make a child or adult vulnerable?

- A child can be vulnerable just by virtue of their age
- Under influence of alcohol or drugs
- Separated from friends and alone
- In a state of distress
- Mentally confused due to an illness such as dementia
- Having a learning disability
- Age-inappropriate sexual behaviour

What to look out for

- School age children being taken by an adult on a journey in school time
- Young people being taken to A and E by someone who is not a parent
- Picking up young people from other cars or car parks
- Young people with injuries or blood stained clothing
- A young person looking uncomfortable or intimidated by the older person accompanying them
- A young person accompanying an older person to a hotel
- Regular male customers repeatedly being accompanied by young females
- Young people under the influence of drink or drugs in the company of adults

- Young people out late at night in company of non-family members
- Dropping off a young person at a house where there is clearly a party going on
- Overly sexualised language or behaviour from or to a young person in the vehicle
- A young person with a large amount of cash
- A young person who tries to hide their face from you and is reluctant to make eye contact
- An overly made up young person who maybe dressed inappropriately
- An offer of sexual favour in exchange for the fare from a young person

Of course there may be instances where one or more of these situations occur with a genuine explanation behind them. However instead of dismissing them completely it may be worth checking out their behaviour and conversation during the journey. Instinct is often correct and if you act and prevent just one case of abuse, that is a real result.

Don't make assumptions

- CSE can happen to boys and well as girls
- Abusers are not from one particular ethnic background
- If an adult is under the influence of drink or drugs this could make them equally vulnerable and open to abuse
- Perpetrators can be female as well as male
- Offenders can be from any age group
- Social class is no barrier to abuse
- Although the night-time economy can be a hotspot, there is also potential during the day and in school holidays

Good safeguarding practice

- Share information-do not keep it to yourself
- Refer to an appropriate person/agency
- If in doubt-ask for advice

- Never accept sexual favours, instead of payment
- Don't assume the young person is ok-ask them
- Never follow a passenger into the house unless previously agreed/authorised
- Do not allow yourself to be placed in a situation that could be misinterpreted
- If you lock your doors, explain why
- Do not act in an over friendly manner to a passenger, especially if they are of the opposite sex, or younger.

Signs of abuse

- Extreme anger or sadness
- Aggressive and attention-seeking behaviour
- Suspicious bruises with unsatisfactory explanations
- Lack of self-esteem
- Self-injury
- Depression
- Significant change in behaviour

What would you do?

What would you do if you have a bad feeling about a child or young person you have come into contact with?

Scenario 1

You are working a night shift and a young person who looks to be drunk gets into your licensed vehicle with a visibly older person. The older person asks for them to be taken to a hotel. In addition, en route the conversation and actions of the older person make you uncomfortable, as they are talking about sexual activity. You suspect that the young person is under the age of 18.

What should you do?

As there is an immediate danger to the young person, you should contact the police and tell them of your concerns as soon as possible by contacting 999.

Scenario 2

Drivers frequently discuss problem venues and fares. Drivers have talked about one bar in particular in relation to the young age of some of the people requesting transport at the end of the night and the fact they seem very drunk when they come out. You are called to the club at 4.30am, where three drunken youths who appear under 18 request you to take them to an address.

What should you do?

As there is no immediate danger to the youths, you should take them to the address and inform the local police about your concerns.

Human trafficking

Human trafficking is a serious crime. A person is trafficked if they are brought (or moved around) a country by others who threaten, frighten or hurt them, or force them to do work or other things they don't want to do, including sexual exploitation. This also includes being carried by a licensed vehicle to a premises where abuse subsequently takes place.

Domestic violence and abuse

Domestic abuse can be any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between family members, or people who are or have been intimate partners, regardless of gender. This includes forced marriage and abuse within same-sex relationships.

Domestic abuse is very common and affects one in four women in their lifetime. Although most victims of domestic abuse are women and most abusers are men, domestic abuse can affect anyone, including parent/child relationships. Domestic abuse is a pattern of controlling and aggressive behaviour that is used to maintain power and exert control over victims.

It occurs across society, regardless of age, gender, race, sexuality, wealth, and geography, and has strong links with child abuse.

Terrorism

UK threat levels vary: when the risk is 'severe', an attack in the UK is highly likely and could occur without warning. Vigilance is required whatever the threat level may be.

Preventing terrorism is important – policing cannot be the only answer. Therefore, we need to take an early intervention and preventative approach towards safeguarding people and those who are vulnerable to being drawn into extremism. This does not mean spying on your neighbours or customers, or that we stigmatise or label particular communities or groups.

Preventing terrorism is challenging because it operates in a pre-criminal space before any criminal activity has taken place. It is about supporting and protecting people who might be susceptible to radicalisation, ensuring that they are diverted away before any crime is committed.

The nature of your job means you are in contact with people all day long and in some cases for long periods of time. You will know instinctively when someone is acting suspiciously or if something is out of the norm.

- Be alert
- Be vigilant
- Report suspicious behaviour

Suspicious packages

If you find an unattended item either in your vehicle or elsewhere and you think it is suspicious, trust your instinct – don't ignore it.

Remember the HOT principles.

H – is it **H**idden from view, not clearly seen?

O – is it **O**bviously suspicious because of its appearance?

T – is it **T**ypical of what you might expect to see?

What do you do?

Do not use your radio. Stop in a safe place, switch off your engine and remain calm. Move at least 15m away from the vehicle and contact the emergency services on 999 and explain why you are suspicious of the item. Think about the last person you saw around the package, did they

act suspicious and try to remember as much detail as possible for the operator.

Hate crime

A hate crime is any crime targeted at a person because of hostility or prejudice towards that person's:

- disability
- race or ethnicity
- religion or belief
- sexual orientation
- transgender identity
- alternative subculture.

This can be committed against a person or property. A victim does not have to be a member of the group at which the hostility is targeted. In fact, anyone could be a victim of a hate crime.

General driver safety tips

Here are some tips on how to keep yourself safe

- Keep in contact with the operator/radio base
- Use your radio or PDA to alert someone if you are in trouble.
- Be alert and aware
- Stay alert at all times, especially when you're parked on the street or at a rank.
- Do not flash or display your money
- Don't wear expensive watches or jewellery, and make sure any neck chains break easily.
- Keep a minimum amount of money on you, and don't show passengers your cash when giving change.
- Size up your passengers – assess risk
- Read passengers' body language – assess them, then act accordingly. Do not underestimate people.
- Greet and maintain eye contact with passengers
- Make eye contact with your passengers when entering your vehicle. Greeting them is not only good customer service but it

also sends a subtle message that you have seen and can identify them.

- Trust your instinct. Listen to what your body is telling you!
- Know emergency procedures.
- Operators and radio bases should have in place a set of emergency procedures for use in different circumstances. Learn what the trouble call signals are. If you do not have this facility, flash your taxi-sign light to attract attention.
- Always keep your windows up just open enough so that you can speak to people and get air.
- Always keep your doors locked. This is extremely important if you are parked at a rank or on the street. This ensures your safety.
- Be extra vigilant between 12 midnight and 4am, when there are fewer people on the street.
- Be aware of passengers who give you vague instructions.
- Insist on customers giving you a fixed destination before you drive away. If they say 'just start driving we will tell you the way', this should be a danger signal to you. Do not move and politely advise them that you need an exact address.
- Should the passenger suddenly direct you to take a different route or tell you to 'turn here turn there' this is also a danger sign and you should immediately alert your dispatcher to the change of address.
- Be careful of a passenger seated behind you, however you may feel more comfortable asking a single female passenger, or child to sit in the rear seats, rather than in the front passenger seat.
- Buy a convex rear-view mirror that replaces or fits over the regular one. This will allow you 100% back-seat visibility. It also sends a message to the customer that you can see them.
- Keep an eye on suspicious passengers.
- Never tell customers you had a good shift and have made a lot of trips or money. If they ask, be polite, but evasive.

- Know your location at all times. Always know where you are in case you get into trouble. Nobody can help you if they do not know where you are.
- Do not be aggressive or argumentative. This type of behaviour can lead to problems and escalate a minor disagreement into a violent confrontation. Stay calm and controlled.
- Do not resist a robbery (co-operate). Offer no resistance – comply with the offender. Resisting could escalate the situation drastically. Keep calm and observe everything you can. When you are able, call your dispatcher or 999.
- Maintain self-control at all times, even with the most difficult of passengers. Never threaten any person with violence if they won't pay or can't pay.
- If things go wrong, try to remember:
 - What happened?
 - What did the person look like?
 - What were they wearing?
 - What did they say to you? Try to write this down whilst your memory is fresh.

CHILD SEXUAL EXPLOITATION
THE MORE YOU KNOW THE MORE YOU SEE

Prompts for taking notes and descriptions for any incident you may need to refer to

Location	Person description	Incident
Time	Gender	What happened
Date	Approximate age	Were they carrying anything?
Location	Height	What did they say?
Address of concern	Build	
	Hair colour	
	Ethnicity	
	Clothing	
	Accent	

Tips

- Keep this handbook in your glove compartment for easy access to contact numbers at all times.
- Keep a notebook in the car or use the notes application on your phone.
- Enter the Crimestoppers number in your phone as a contact.

Contact numbers

Immediate danger to yourself or others – call **999**

Not immediate danger but the situation or person(s) involved causes concern-call **101** or

Crimestoppers helpline-**0800 555 111 (anonymous)**

Anti-terrorist hotline- **0800 789 321**

Awaken team (dedicated police CSE team)-
01253 477 261

Lancashire County Council Social Services team-
0300 123 6720 (8am-8pm)

Inform Licensing Department by email at licensing@wyre.gov.uk or phone **01253 887406** and ask for the Manager