



Safeguarding Vulnerable Passengers

Developed with the support of the Nottingham City Safeguarding Children and Adult Safeguarding Boards, and with thanks to Sheffield Safeguarding Children and Adults Boards and Sheffield Futures for use of their ideas and materials



NOTTINGHAMSHIRE
POLICE



NOTTINGHAMSHIRE
SAFEGUARDING
ADULTS BOARD



Nottinghamshire
SAFEGUARDING
CHILDREN Board

Working in Partnership to Safeguard
Children & Young People



Working in Partnership with the Taxi/Private Hire Trade

Learning Objectives & Outcomes

- Understand why we need to protect vulnerable adults, young people and children
- Identify types of abuse and who might be vulnerable by understanding “indicators of risk”
- Understand your roles and responsibilities
- Understand how to report your concerns

What is safeguarding?

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

Any individual can be hurt, put at risk of harm, or abused, regardless of their age, gender, religion or ethnicity.

Safeguarding means:

- protecting children and vulnerable adults from maltreatment
- preventing impairment of health, development or wellbeing
- ensuring children and vulnerable adults are living in circumstances consistent with the provision of safe and effective care
- taking appropriate action to enable all have the best outcomes

Who is responsible?

Safeguarding really is everyone's responsibility

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

What is being done to safeguard vulnerable people?

- Professionals and partners are trained to spot signs of abuse and exploitation.
- A multi-agency approach is being taken
- Concerns referred to the Police or Social Care are fully investigated
- Information taken is helpful to disrupt activities and prosecute offenders

Why are drivers involved?

Drivers are the eyes and ears of our Borough and City. Safeguarding is not a matter that can be dealt with by the Police or Social Care alone. Working in partnership with the police and other agencies you can help to make a difference.

Who is Most at Risk?

- Children and young people (under the age of 18)
- Young (teenage) mothers
- Adults with learning disabilities
- Young people with physical disabilities
- People with mental health problems or dementia
- Anyone escaping a violent partner
- Frail or disabled older people
- People with alcohol or substance misuse problems
- People from minority groups

What is Abuse?

In your own words, describe what abuse means to you:

- Abuse is mistreatment by any other persons that violates a person's human and civil rights
- Coercive behaviour; a pattern of assaults, threats, humiliation and intimidation that is used to harm, punish or frighten their victim
- Controlling behaviour; a range of acts designed to make a person submissive this is often by isolating them from sources of support (friends/family). They are deprived of independence and a means of escape and their everyday life and behaviour is regulated

Abuse can be a single act, repeated acts or failure to act at all. Abuse can occur in any relationship and could result in significant harm

Abuse can be;

- physical
- emotional / psychological (including domestic abuse)
- sexual
- neglect
- institutional

In adults abuse can also be;

- Self neglect
- Organisational
- Modern slavery
- Financial or material
- Discriminatory
- Neglect and acts of omission
- Domestic abuse

Abuse can be

- in a family
- an institutional or community setting
- by those known (more common) or
- unknown by a stranger, eig. via the internet

Who are the abusers?

Abuser(s) can be an adult, adults or a child or children

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
- Age-inappropriate sexual behaviour
- Withdrawn

What is Neglect

Neglect in children is defined as;

“the persistent failure to meet a child's basic physical, emotional and/or psychological needs, likely to result in the serious impairment of the child's health or development”.

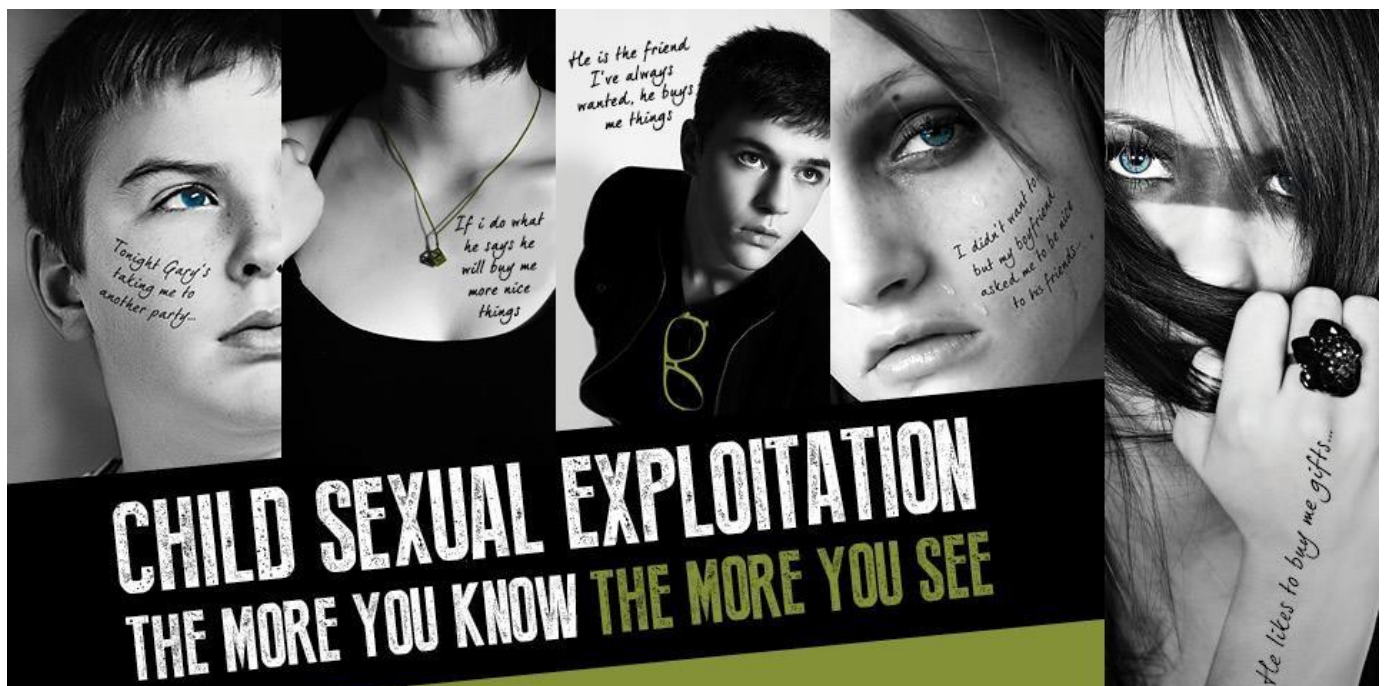
Neglect in adults safeguarding is defined as;

“the failure of any person, who has responsibility for the charge, care or custody of an adult at risk, to provide the amount and type of care that a reasonable person would be expected to provide. ... Neglect and Acts of Omission includes: Ignoring medical, emotional or physical care needs.”

Some indicators of neglect are;

- Poor Hygiene
- Poor / lack of shelter & clothing
- Protection – wandering the streets / age appropriate
- Lack of / poor quality Food
- Comfort / Stimulation
- Interaction with others
- Poor Healthcare – includes not being given medication

Child Sexual Exploitation (CSE)



What is CSE?

- CSE is a form of sexual abuse and it is illegal
- CSE can affect girls or boys under the age of 18
- Victims are given something in return for sexual activity with the abuser or others e.g. food, money, gifts, alcohol or drugs.
- Often violence, physical coercion and intimidation exist but not always
- Very often, the child or young person that has been manipulated and they do not recognise the danger of the relationship and does not realise they are a victim.

So what is Grooming?

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking. This can be carried out:

- On-line
- Face-to-face
- By a stranger or someone they know (for example a family member, friend or professional)
- Groomers may be male or female.
- They could be any age.
- Often children and young people don't understand that they have been groomed or that what has happened is abuse.

Child Criminal Exploitation (CCE); County Lines



County lines gangs use children to courier drugs and money across the country. Many of these children travel by taxis or private hire vehicles.

What are the signs of criminal exploitation and county lines?

- Returning home late, staying out all night or going missing.
- Being found in areas away from home.
- Increasing drug use, or being found to have large amounts of drugs on them.
- Being secretive about who they are talking to and where they are going.

How can you help? Listening

- You could be told something by a child
- You could hear a parent or carer abusing a child
- You might overhear something that un-nerves you

Observe

- You could see physical signs such as bruises or burns or other marks

Knowledge of the family

- Other people may be already involved with the family, when all the pieces of the jigsaw are put together a picture of abuse or neglect may or may not emerge

A Gut Feeling

Modern Day Slavery



The infographic is set against a red background and contains the following text and graphics:

- HELP FREE THE UK FROM MODERN SLAVERY** (with a padlock icon over the word 'SLAVERY')
- Modern Slavery is the illegal exploitation of people for personal or commercial gain. Victims* are trapped in servitude, which they were deceived or coerced into, and feel they cannot leave.
- MODERN SLAVERY INCLUDES:**
 - SEXUAL EXPLOITATION** (with a male symbol and a plus sign)
 - CRIMINAL EXPLOITATION** (with a gavel icon)
 - FORCED LABOUR** (with a pickaxe and shovel icon)
 - DOMESTIC SERVITUDE** (with a bucket and mop icon)
- 34% INCREASE IN VICTIMS SINCE 2013** (with 14 female and 10 male icons)
- JUST OVER 1/3 OF VICTIMS ARE MALE** (with 10 female and 7 male icons)
- JUST OVER 1/4 OF VICTIMS ARE CHILDREN** (with a hand holding a child icon and 4 family icons below)

Modern Slavery. Modern slavery is the recruitment, movement, harbouring or receiving of children, women or men through the use of force, coercion, abuse of vulnerability, deception or other **means** for the purpose of exploitation.

- Modern day slavery can include debt bondage, where a person is forced to work for free to pay off a debt, child slavery, forced marriage, sexual exploitation (sex trade) domestic servitude and forced labour, where victims are made to work through violence and intimidation
- Businesses at risk:
 - Agricultural
 - Car washes
 - Nail bars
 - Food delivery/takeaways

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.
- 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.

How to report any concerns

- **Phone 999** if risk is imminent / assault happened or likely to
- **Phone 101** for non urgent police matters
- **Crime stoppers** for anonymous calls **0800 555111**

- **Contact your Operator**

- If concerned about a **child** contact:
Child Services via Nottinghamshire County Council on 0300 500 80 90

- If concerned about a vulnerable **adult** contact:
Adult Services via Nottinghamshire County Council on 0300 500 80 90

- Make and keep a **record** of your concerns, what you did and why

Protecting Yourself and Others – Your Responsibilities

- If you are transporting a vulnerable passenger ensure they have their escort with them. If they don't, you must not take them, refer back to your operator
- 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 your control 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)

Your Responsibilities – Guidelines

- Record incidents – keep a notepad and pen in your vehicle
- Date, time, address, registration number
- Information about what happened
- A physical description of the person(s)
- Distinguishing features
- Never accept an offer of a sexual favour instead of payment.
- Ensure your badges are clearly visible
- Explain to passengers if using a centralised locking system – don't just put it on without an explanation
- DON'T ASSUME that your passenger wants help – ALWAYS ASK
- Where possible you should not follow a passenger into the house
- Try not to set off with a passenger without a specific destination address
- Avoid doubling up on bookings – even if passengers are travelling in a similar direction, they may pose a threat or risk to the other passenger or YOU!
- As with all professions, you have a duty of care to report your concerns if you are concerned about another driver's conduct. Contact the relevant agency. The worst thing you can do is to do nothing

Scenarios

You work in the City Centre and often pick up passengers from pubs and clubs. You notice that there are often high numbers of young people who appear to be drunk and underage coming out of a particular night club at weekends.

On this occasion when you arrive to pick up your passenger, you see a young girl leaving the premises. The girl seems to be about 14 or 15 years old and is very intoxicated. She is with three significantly older men and the group is walking towards your vehicle.

What are your concerns and what should you do?

An elderly lady approaches your taxi at the local railway station. She has a lot of luggage with her and a walking stick. She appears to be in pain when she walks.

What are your concerns and what should you do?

You are aware that one of your colleagues regularly picks up a 14 year old girl from a children's home and takes her to a local hotel.

What are your concerns and what should you do?

You collect a man and a woman from a local restaurant. When they get into your vehicle, the man is shouting at the woman who is crying.

During the journey to their home address the man slaps the woman across the face.

What are your concerns and what should you do?

Information about adult safeguarding as taken from the Care Act 2014 Statutory Guidance: Types of Abuse

Domestic abuse – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and assault or sexual acts to which the young person (over 16yrs)/adult has not consented or was pressured into consenting.

Psychological abuse – inc emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion.

Financial or material abuse – inc theft, fraud, coercion in relation to an adult’s financial affairs, including wills, property, inheritance, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude.

Discriminatory abuse – including harassment because of race, gender, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care/children’s home.

Neglect and acts of omission – inc ignoring medical, emotional or physical care needs, failure to provide access to health, care and support or educational services, the withholding of medication, adequate nutrition and heating

Self-neglect – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.



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Working in Partnership with the Taxi/Private Hire Trade

Safeguarding – Taxi Driver Help Sheet

What to do if you are concerned about a vulnerable passenger

1. Phone 999 if risk is imminent / assault happened or likely to
2. Phone the police on 101 if the risk is non urgent

If you want to remain anonymous ring **Crime Stoppers** on 0800 555111

3. Contact your operator to get advice or,
4. If concerned about a vulnerable child or adult, contact Nottinghamshire County Council and ask for either:
 - Child Services on 0300 500 80 80
 - Adult Service on 0300 500 80 80
5. To report modern slavery concerns, ring:
 - 0800 0121700

Make and keep a record of your concerns, what you did and why

Sexual abuse - Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect - The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
 - protect a child from physical and emotional harm or danger;
 - ensure adequate supervision (including the use of inadequate care-givers); or
 - ensure access to appropriate medical care or treatment.
- it may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Information about child safeguarding as taken from Working Together

2013: Types of abuse

Physical abuse - A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse - The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

As with all professions if you are concerned about another driver's conduct report your concerns to your operator 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 at your control, 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 passenger safe.

What records to keep

- Date, time, address of collection and drop off
- A physical description of the person
 - Colour of skin
 - Age/ gender
 - Height/ build
 - Hairstyle and colour
 - Complexion
 - Distinguishing features (tattoos, scars, beard etc)
 - Clothing
 - Whether they were carrying anything

Protecting yourself and others - Good safeguarding practice

- Your operator should check at the point of booking and let you know if there are any vulnerability issues. This will allow you to prepare for the journey in the right way.
- If transporting a vulnerable passenger - your operator should ask the person booking if an escort for the vulnerable passenger is required and if they are providing one.
- Let your control know and/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).
- 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.
- Avoid swearing or aggressive behaviour.
- Do not touch passengers.
- Never accept an offer of a sexual favour instead of payment.
- Make sure your driver badge(s) issued to you by the Council can always be viewed clearly by passengers.
- Explain to passengers if using a centralised locking system – don't just put it on without an explanation.
- DON'T ASSUME that your passenger wants help – ALWAYS ASK
- Never follow a passenger into the house.
- 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.
- Never refuse to accept a passenger who has an assistance dog/animal. Or ask the customer to pay more. This is a criminal offence under the Equality Act 2010 and you will be prosecuted if found guilty.



Safeguarding Refresher Training Declaration

According to the Council's records you are required to undertake the Council's Safeguarding refresher training. However, due to the current Coronavirus pandemic the Council has suspended the delivery of all face to face Safeguarding training.

The Council considers the Safeguarding refresher training as an important requirement for all of its licensed drivers. Therefore, training will now be provided via the two attached documents.

You are required to read and understand the two documents as part of your application / declaration for a Joint Hackney Carriage / Private Hire Drivers' Licence.

THIS DECLARATION MUST BE SUBMITTED WITH THE APPLICATION DOCUMENTATION

I am making this declaration as part of my application / declaration for a Joint Hackney Carriage / Private Hire Drivers' Licence with Gedling Borough Council. I understand that until I have confirmed, by signing the declaration below, to have read and understood the training material provided, I will not be able to submit my application, as the application will be considered incomplete.

I declare that I have read and understand the following documents:

- **What is Safe Guarding document**
- **Safeguarding Vulnerable Passengers' Leaflet 2018**

I also confirm that I agree to undertake, as soon as practically possible, the Safeguarding Training when it has been reinstated by the Council, post the current Coronavirus pandemic.

| |
|--------------------|
| Signed: |
| Print name: |
| Badge No. |
| Dated: |