

Safeguarding Vulnerable Passengers

Working in Partnership with the
Taxi/Private Hire Trade



Leicestershire
Police

Protecting our communities



Charnwood

**Developed with the support of Leicestershire
& Rutland Safeguarding Children and
Safeguarding Adults Boards, Leicestershire
Police and with thanks to Rushcliffe Borough
Council for use of their ideas and materials**

Protecting yourself and others

Good Safeguarding Practice

Check at the point of booking if there are any vulnerability issues, this will allow you to prepare for the journey.

Ask the person making the booking if an escort for the vulnerable passenger is required and if they are providing one.

Let your 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, giving reasons why, so alternative arrangements can be made to assist the vulnerable person (e.g. hospital staff; family; police, security staff if a club/pub)

Record any incidents

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 or become involved in behaviour of a sexual nature.

Ensure your Council issued drivers badge can be clearly seen at all times.

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**

Inform your operator if you have reason to assist 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 risk to each other.

As with all professions if you are concerned about another driver's conduct report your concerns to your operator or the Licensing Section.

Sexual Exploitation of Young Persons

Child Sexual Exploitation is a form of sexual abuse, when young people up to the age of 18 are manipulated or forced into taking part in sexual activity in return for something, i.e. money, possible attention, food, alcohol or somewhere to stay.

This may look like a consenting relationship but those exploiting the young person have power over them and may force them into dangerous situations. Victims of sexual exploitation often do not recognise they are being exploited. However, there are signs that a young person may be being abused or groomed.

What to look out for;

- Being taken to a hotel – young girls/boys alone or in pairs, accompanied by an older male (who do not seem to be a family member) or older 'boyfriend'. Have they any luggage?
- Being collected from a hotel in the night or early morning?
- Being bought alcoholic drinks by adults although the young person is already intoxicated
- Are they under the influence of alcohol or drugs?
- Is their dress/makeup over sexualised for their age?
- Is the mood/atmosphere appropriate?
- Are they restricted from communicating?
- Are they withdrawn/hiding their face/appear upset or afraid/ or appear to be acting under instruction?

AND FINALLY

ALWAYS KEEP A RECORD either in your vehicle or with your 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 passenger safe. It is also helpful, if necessary, to record some of the following details about persons involved, such as age, sex/gender, height, build, colour of skin, distinguishing features (tattoos, beard etc.), hair and clothing.

REMEMBER: RESPECT, RECORD, REPORT

what to do if you are concerned about a vulnerable passenger;

If it is an emergency, i.e. imminent risk, you should call the Police on 999.

Non-Emergency –call the Police on 101.

Crimestoppers : 0800555111 (free and confidential)

If concerned about a **child** contact:

Children: First Response Children's Duty –
0116 305 0005

If concerned about an **adult** contact:

Adults Social Care Customer Services –
0116 305 0004

For further advice contact the Licensing Section at Charnwood Borough Council on licensing@charnwood.gov.uk

If it feels wrong- it's likely to be wrong.

Trust Your Instincts.