

# Safeguarding Vulnerable Passengers



## Working in Partnership with the Taxi/Private Hire Trade



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

# Learning Outcomes

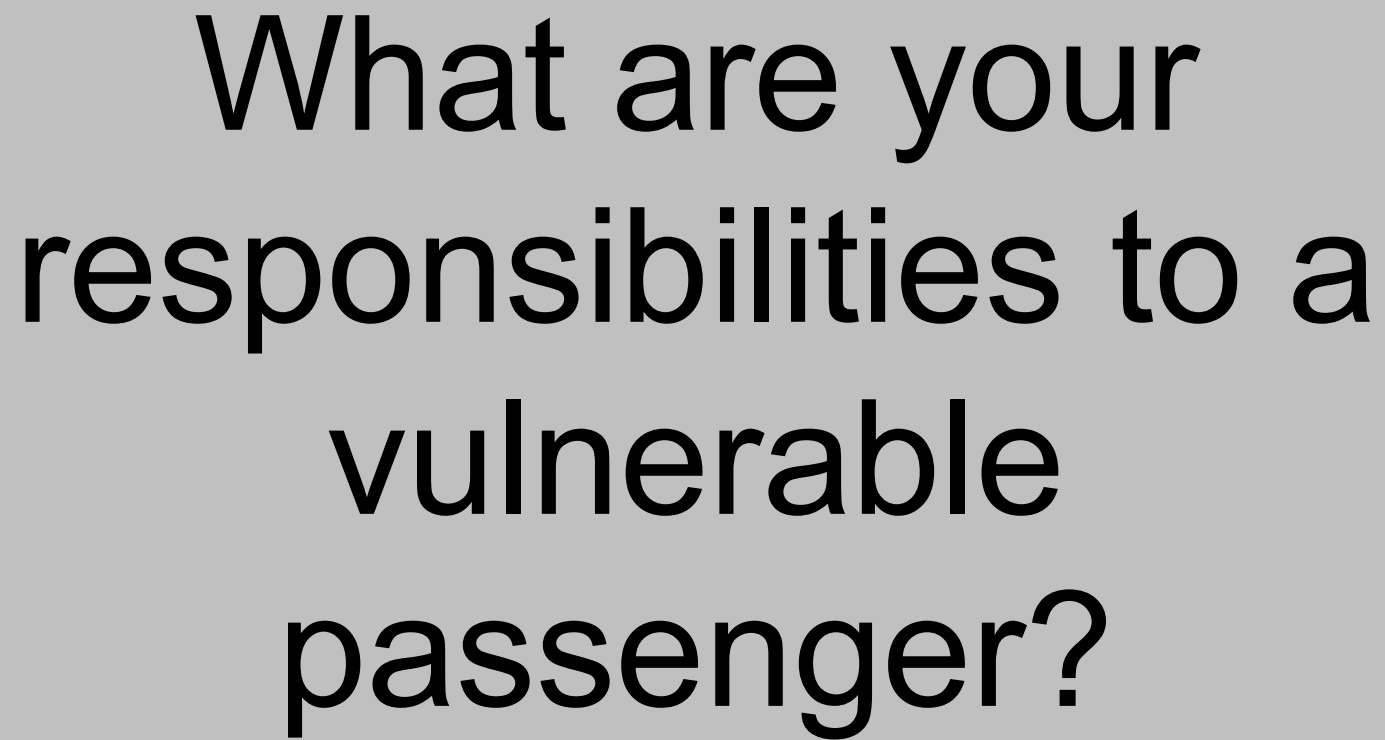
At the end of the session attendees will be able to:

- Understand the need to protect vulnerable adults, young people and children.
- Identify possible victims of abuse and exploitation by understanding indicators of risk.
- Identify sources of advice and pathways for reporting concerns.
- Understand their roles and responsibilities in relation to personal safety and security.

# What makes a passenger vulnerable?

In your groups, take a look at the laminated cards.

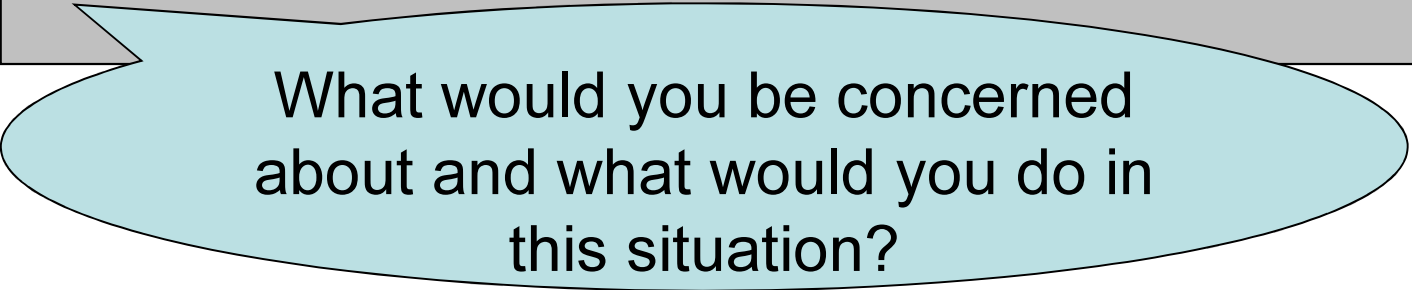
Which of these do you think would make a passenger vulnerable and why?



What are your  
responsibilities to a  
vulnerable  
passenger?



In your groups, take a look at the scenario.



What would you be concerned  
about and what would you do in  
this situation?

# Scenario 1

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.

## Scenario 2

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 would you do?

## Scenario 3

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 would you do?

## Scenario 4

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 would you do?



# Your responsibilities

- Duty of care. Make sure vulnerable people are safe.
- To treat all passengers with dignity and respect
- Duty to pass on information if concerned about abuse / neglect
- Whistle-blowing (other drivers / other services / club staff)



# People suffering harm

We need to be aware that some people suffer harm as a result of abuse by others.

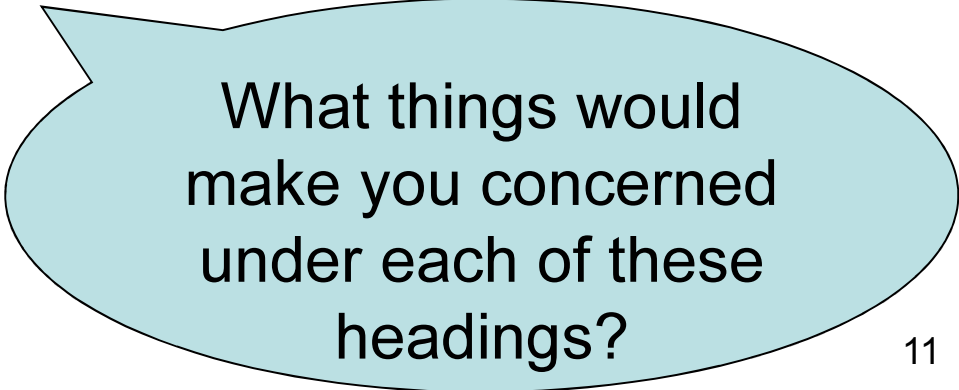
When this is the case, we have a duty to take some action.



**Safeguarding  
is everybody's  
business**

# Types of Abuse

- **Physical**
- **Sexual**
- **Psychological or emotional**
- **Organisational**
- **Self neglect**
- **Modern slavery**
- **Financial or material**
- **Discriminatory**
- **Neglect and acts of omission**
- **Domestic violence**



What things would make you concerned under each of these headings?

# Recognising indicators of concern



Children  
(Under 18 yrs old)

- Relationships with older males or females.
- Concern that young person is sexually active
- Breaking away from family, friends or professionals
- Not attending school.
- Going missing from home.
- Experimenting with drugs and/or alcohol

# **Recognising indicators of concern**

- Children with physical injuries
- Secretive
- Involved in offending behaviour
- Unexplained mobile phones/credit
- Accepting lifts in different cars
- Sending/receiving inappropriate images
- Spending increasing time on social networking sites

# HOW ARE YOUNG PEOPLE TARGETTED

- Vulnerable
- Befriended by offender
- Grooming process
- Blackmail/threats
- Isolation from support

# WHO ARE THE OFFENDERS?

- Individuals who control adult sex workers
- Drug dealers with links to violent crime
- Groups of males who exploit for their own sexual gratification
- Males who pass young people on to others for sex
- Female offenders
- Other young people

# Recognising indicators of concern



Adults  
(18 yrs old and  
over)

- Being bullied
- Having decisions made for them all the time
- Preferences being ignored
- Being subject to verbal abuse / put downs
- Physical injuries (bruises / cuts etc)
- Being poorly dressed / unclean
- Someone else controlling money
- Struggling to look after themselves



# Definition of Domestic Abuse

The UK Government defines domestic violence and abuse as:

“Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse – psychological, physical, sexual, financial, emotional”

Home Office 2013

# What is Sexual Assault?

Sexual assault is when a person intentionally sexually touches another person without reasonable belief that they consented. Touching covers all physical contact, whether with a part of the body or anything else, or through clothing

Family Planning Association Factsheet 2011

# What is Sexual Exploitation?

- Young people receive something in return for engaging in sexual activities.
- Offenders have power over victims due to their age, gender, intellect, physical strength and/or economic or other resources.
- Violence, coercion and intimidation are common.
- Boys and young men can be victims as well as girls / young women

# What's being done to try and stop this?

- Professionals and Partners are being trained to spot signs of exploitation.
- Young people are being warned of risks.
- Concerns referred to the Police or Social Care are fully investigated
- Information is passed to the police to help disrupt activities and prosecute offenders.

# How could all this affect you?



- Concerns about young people in your vehicle.
- Concerns about locations/venues at which you collect or drop young people.
- Concerns about adults paying for young peoples' taxi fares.
- Concerns about young person's conversation in your vehicle.

# What can you do to help?



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

# What to do if you are concerned about a vulnerable passenger

- **Phone 999** if risk is imminent / assault happened or likely to
- If concerned about a **child** contact:  
**Multi Agency Safeguarding Hub (MASH) on 0300 500 80 90**
- If concerned about an **adult** contact:  
**Multi Agency Safeguarding Hub (MASH) on 0300 500 80 90**  
Make and keep a **record** of your concerns, what you did and why
- For further advice contact County Licensing Managers

# 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 in the right way.
- Ask the person booking if an escort for the vulnerable passenger is required and if they are providing one
- Let your control 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)



## **Good Safeguarding Practice....continued**

- Record 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.
- Never accept an offer of a sexual favour instead of payment.
- Wear in a conspicuous position your drivers badge issued to you by the Council.
- Explain to passengers if using a centralised locking system – don't just put it on without an explanation.

## **Good Safeguarding Practice....continued**

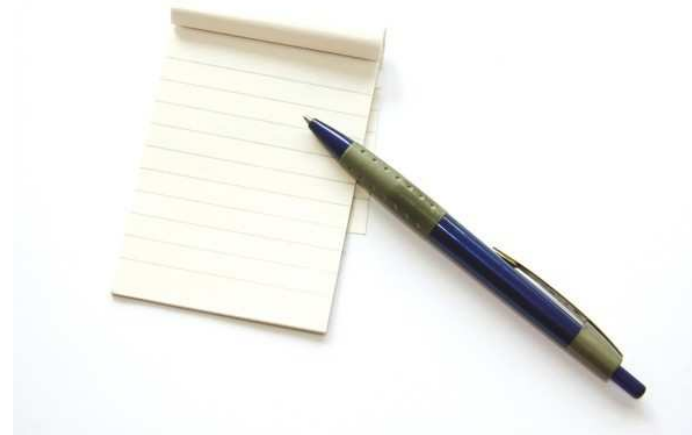
- **DON'T ASSUME** that your passenger wants help – **ALWAYS ASK**
- **Never** follow a passenger into the house.
- **ASK** before making a journey shorter by going off the main roads/using isolated country roads, explain and give the passenger (or person booking) a choice of route.
- **NEVER** set off 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

## **Good Safeguarding Practice....continued**

- 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 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.

# **Good Safeguarding Practice....finally**

**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.



# Final example

# REMEMBER

We need to be aware that some people suffer harm as a result of abuse by others.

When this is the case, we have a duty to take some action.

Safeguarding is everybody's business



**Safeguarding is  
YOUR business**