

Human Trafficking and Child Sexual Exploitation

Everyone is becoming aware of the well-publicised issues relating to child sexual exploitation (CSE) and human trafficking that have occurred throughout the country. These are abhorrent crimes, and the licensing authority has a duty to assist the taxi and private hire trade and the public in tackling this issue, and to protect those who are vulnerable and / or being exploited. We need the help of our licensed drivers and operators to identify those who commit these crimes, and protect those who most need our help.

There is always more that can be done by everyone to help promote a better understanding of this subject, and we hope that this information will assist you in being able to identify those at risk, how to protect those who may be vulnerable or being exploited, how to ensure that your actions do not negatively contribute to such persons becoming victims, and to who you should report your concerns.

What you can do to help those at risk

By following the good safeguarding practices below you will be helping to protect those who are vulnerable and / or being exploited. We need your help to bring to justice those who commit these crimes.

- Check at the point of hire or 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 head office / base know (or keep a record yourself) 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 (for example, 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.
- Avoid swearing or aggressive behaviour.
- Do not touch passengers.
- Never accept an offer of a sexual favour instead of payment.
- Make sure you are wearing ID, (your licence badge and your company uniform, if you have one).

- Sit lone passengers in the back unless otherwise agreed.
- Ask or 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 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 / base 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 at head office / base, 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.

How can you spot if someone may be vulnerable and being exploited and trafficked?

There are various tell-tale signals to look for. One sign on its own does not mean someone has been trafficked, but several signs together should give you cause for concern. Perhaps the person shows signs of the following:

- does not know their home or work address
- allows others to speak for them when addressed directly
- live or travel in a group, sometimes with other persons who do not speak the same language

- they are collected very early and/or returned late at night on a regular basis
- may have inappropriate clothing for the work they are performing, and/or a lack of safety equipment
- their physical appearance may show signs of injury, malnourishment, unkempt
- they may be isolated from the local community and/or appear to be under the control or influence of others
- have no cash of their own
- be known to work at a brothel and be frequently moved from one site to another.

Who to contact

If you think you may be carrying someone who is vulnerable and/or the victim of exploitation:

- Phone 999: Call the police emergency number if you believe that the risk is imminent / assault happened or likely to.
- Record and report concerns to the Police 101 and / or the safeguarding services if a child or vulnerable adult is involved. Further information on the different options available to report your concerns can be found on the [Derbyshire Constabulary website](#).
- Phone Crimestoppers, tel: 0800 555 111.

If you need to make a safeguarding referral, you should contact Derby City Council

If you are concerned about a child:

Normal working days between 9am and 5pm, telephone 01332 641172

All other hours telephone Careline on 01332 786968

If you are concerned about an adult:

Normal working days between 9am and 5pm, telephone 01332 642855

All other hours telephone Careline on 01332 786968