

Introduction to Safeguarding Children, Young People and Adults For Taxi Drivers



Introduction

- Please turn off your phone
- Confidentiality
- An emotional response is normal

Objectives

- **Know what your responsibilities are.**
- **Understand what might make a passenger vulnerable and the key issues e.g. Child sexual exploitation, domestic violence, human trafficking, etc.**
- **Know what to do if a child or adult discloses (tells you) that they are being abused or neglected.**
- **Get a clear picture of what you should do.**

Taxi drivers

- You are a very valuable eyes and ears of the community
- You can obtain information which people might not be prepared to give to the Police or the Local Council
- You are a key partner in keeping people safe from abuse of any kind

What do you do already to keep children or adults you are transporting safe?



Imagine you are seven years old.
You have a secret you need to
share. Who will you tell?



What is Child abuse?

- **It crosses all classes, cultural and racial boundaries**
- **It is frequently difficult to prove**
- **A clear definition does not exist**



Incidence and prevalence of child abuse and neglect

Approximately 50,500 children in the UK are currently known to be at risk of abuse.

- One in seven children aged 11-17 have been neglected.
- One in 14 children aged 11-17 have experienced severe physical violence at the hands of an adult.
- One in 14 children aged 11-17 have experienced emotional abuse.
- One in 20 children have experienced contact sexual abuse.

<http://www.nspcc.org.uk/Inform/research/statistics/>

Who might be an abuser of adults ?

2014-15	Total (%)
• Health Care Worker	7 (9%)
• Neighbour / Friend	5 (6%)
• Not Known	4 (5%)
• Other	9 (11%)
• Other Family Member	8 (10%)
• Other Professional	4 (5%)
• Other Adult in need of care or support	5 (6%)
• Partner	3 (4%)
• Social Care Staff	36 (45%)
• Stranger	0

TOTAL 81*

Please note: More than one category of abuse can be alleged/recorded for the same referral

Where does abuse and neglect of adults happen?

BFSAPB 2014-15

Total (%)

• Alleged Perpetrator's Home	5 (6%)
• Care Home	11 (14%)
• Care Home with Nursing	5 (6%)
• Hospital	0
• Other	6 (8%)
• Own Home	47 (59%)
• Public Place	3 (4%)
• Supported Accommodation	2 (3%)
• Day Centre	1 (1%)

Total 80

Who might be an adult at risk of harm?

A person who:

- ***Is over 18***
- ***Has care and support needs***
- ***Is experiencing, or is at risk of, abuse or neglect and***
- ***Is unable to protect themselves because of their care and support needs.***

Who is the abuser?



Indicators of Abuse Exercise

- Physical Abuse
- Emotional Abuse
- Sexual abuse
- Neglect

PHYSICAL ABUSE

- Hitting
- Shaking
- Throwing
- Poisoning
- Burning
- Drowning
- Suffocating

Common sites for accidental injury

- Forehead
- Nose
- Chin
- Forearm
- Elbows
- Bony Spine
- Hip
- Knees
- Shin



Common sites for non - accidental injury

- Skull – fractures, bruising or bleeding
- Eyes - bruising (particularly both)
- Ears -punch or slap marks
- Mouth – Frenulum
- Neck - grasp marks, bruising
- Shoulders
- Upper and lower arm
- Genitals
- Back, buttock, thighs
- Knees – grasp marks



EMOTIONAL ABUSE

- Telling somebody they are worthless/unloved
- Seeing or hearing the ill treatment of another
- Causing somebody to feel frightened or in danger
- Bullying

Communicating with adults with learning disabilities.

- Some people with a learning disability might interpret what you say differently to a person without a learning disability.
- Some people with a learning disability may become vulnerable to abuse as they would really like to make friends or begin a relationship. They might not understand that people may not be genuine friends but people who want to abuse them.

SEXUAL ABUSE

- Forcing somebody to take part in sexual activities
- Physical contact, including assaults such as rape or oral sex
- Non-penetrative acts such as masturbation, kissing, rubbing and watching pornography.

SEXUAL EXPLOITATION

Sexual exploitation is a form of sexual abuse where children, young people or adults are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases children, young people or adults are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status.

- Consent cannot be given by a child under 16, even where a child may believe they are voluntarily engaging in sexual activity. Some adults may also not be able to consent.
- Sexual exploitation can happen online.
- Victims often go missing from home, care and education at some point.

Some of the following signs may be indicators of sexual exploitation:

- Unexplained gifts or new possessions;
- Associate with others involved in exploitation;
- Children or young people who have older boyfriends or girlfriends;
- Suffering from sexually transmitted infections or become pregnant;
- Changes in emotional well-being;
- Misuse of drugs and alcohol;
- Going missing for periods of time
- Children who regularly miss school or education or don't take part in education.

NEGLECT

- Failure to meet a person's basic needs e.g.
- Failing to provide food/ clothing/ shelter
- Failure to provide medical treatment

Things you might notice if someone is being neglected/abused:

- May be dirty, smelly, inadequately dressed
- Is being insulted, sworn at, or blamed for things that have gone wrong
- Seem afraid of the other person/people with them
- Seem to be being given inappropriate attention or affection from another person.

What other signs might you notice?

E-Safety

- Phones
- Photos
- Social Media e.g. Facebook
- There is lots in the media about sexting, bullying on line, etc.

Impact of Abuse Exercise

- On the child/young person/adult...
- On their family...
- On the taxi driver...

Worried a child is being abused?

What next?

- Record what you have seen
- If the child is in immediate danger phone 999
- If the child is not in immediate danger tell:
 - **Your manager (or)**
 - The child's school
 - Children's Social Care Duty Team

A child/adult tells you they are being abused. What next?

- Don't promise to keep it a secret
- Listen and take it seriously
- Reassure the person that they have done the right thing
- Don't ask questions
- Record what has been said

If the child /adult is not in immediate danger tell:

- **Your manager (or)**
- The child's school
- Children's Social Care Duty Team
- Adult Social Care Duty Team

R-Bus Drivers

Safeguarding - Vulnerable People

If a person makes a disclosure of abuse or neglect to you:

- Explain that you will share the information with senior staff in order to help them.
- Stay calm and listen carefully to the person who has made the disclosure to you that they have done the right thing. Do take what you are being told seriously.
- Do not press the person for more details. Investigation is not your responsibility.

- Do not promise to keep secrets.
- Make a written note, accurately and as soon as possible after the conversation and report this to your base or Council within 24 hours.
- Ensure that information you have is kept confidentially and only shared with people who need to know.

IF THERE ARE ANY UNUSUAL INCIDENTS INVOLVING THE SERVICE USERS THAT HAPPEN IN OR AROUND THE VEHICLE DURING YOUR SHIFT PLEASE MAKE A NOTE OF THEM AND PASS THIS INFORMATION EITHER TO A MEMBER OF STAFF AT THE VENUE OR TO THE PARENT/CARER OF THE PERSON AND ALSO THE COUNCIL THE NEXT WORKING DAY.

IF IT IS OUT OF OFFICE HOURS AND YOU THINK IT SERIOUS ENOUGH, PHONE THE EMERGENCY DUTY TEAM (EDS). THIS TEAM SUPPORTS PEOPLE IN THE WHOLE OF BERKSHIRE

- EDS (7 days a week, 5.00pm-9.00am): 01344 786543

Good Practice

- Avoid unnecessary physical contact.
- Do not give out personal contact details such as email address or telephone number nor befriend on social media sites eg Facebook.
- Do not make suggestive or inappropriate remarks to or about a child or vulnerable adult, even in fun, as this could be misunderstood.
- If a child or vulnerable adult makes any kind of accusation regarding a member of staff, you should **IMMEDIATELY** initiate the reporting procedure overleaf.

- Take part in any training which is available to you to support you in your work with children and vulnerable adults.
- Please be aware - those who abuse children and vulnerable adults can be of any age (including children), gender, ethnic background or class, and it is important not to allow opinions about people to prevent suitable action taking place.
- Good practice includes respecting children and vulnerable adults as individuals, and setting an example of good behaviour, which would reject bullying, aggressive behaviour, and the unfair treatment due to race, religion, gender or disability.

Recording

- Do it as soon as you can
- Write down the facts
- Use the words the child used
- Put the date and time
- Tell your manager or someone at the Council.



Information Sharing

- it is important to share the information but it needs to be relevant.

Type of information you should share includes:

- Names
- Locations/addresses
- Description of people involved
- Car registration, make, model
- Description of concerned activity



Working Together

- **Safeguarding is everyone's responsibility**
- **Child centred**



What would you do in the following examples?



**A fifteen year old boy you
have been transporting for
the past six years sends you
a friend request on Facebook.**

When returning a nine year old boy to his home he tells you that his uncle must be there because his car is parked outside. He tells you he won't go in until his uncle leaves.

A 20 year old woman who uses the R-Bus service tells you that she has been invited to a party by one of the other drivers. She is really excited to tell you about the new dress she is going to wear for her 'date'.

**A man who uses the R-Bus
service asks you if you
would like to come in for a
drink and to watch the
football.**

**You overhear a young woman
passenger on the R-Bus telling
another passenger that she would
send him a 'naughty' selfie. She tells
you that she likes sending selfies to
all her friends and she offers to send
one to you too.**

What makes people vulnerable?

- Mental illness
- Misuse of drugs or alcohol
- Run aways
- Having a disability of any kind
- Any one of any age can be vulnerable!

The things you should never do:

- Touch a child/young person unnecessarily
- Misuse the personal details you may have obtained about a person e.g. postal address/social network contacts
- Make inappropriate comments about or to someone in your taxi
- Give gifts to someone using your taxi