

SAFEGUARDING CHILDREN AND ADULTS

A GUIDE FOR LICENSED DRIVERS



Safeguarding is everyone's business.

This guide has been designed to help you recognise and understand signs of abuse so that you can help to safeguard the welfare of children, young people and adults with care and support needs who may also be your customers.

ADULT WITH CARE AND SUPPORT NEEDS

The Care Act 2014 definition relates to any person aged 18 and over who:

- has needs for care and support (regardless of whether or not they are being met)
- is experiencing, or is at risk of, abuse or neglect AND
- as a result of those needs is unable to protect themselves against the abuse or neglect, or risk of it.

This can include people who are/suffer from:

- learning/physical or sensory disabilities
- mental health problems or a mental illness or
- experiencing a temporary illness
- Elderly frail

CHILD

The Children Act 1989 defines a child as any person who has not yet reached their 18th birthday and can include children:

- 16/17 years of age and living independently
- in further education
- a member of the armed forces
- in hospital or in custody in a secure estate
- in foster care or an adoptive placement
- unborn

ABUSE

Is a violation of an individual's human and civil rights by any other person or persons. It may involve a single or repeated act, occurring within a personal or other close relationship where there is an expectation of trust, which causes harm to another person.

Although there are several types of abuse of children and adults with care and support needs, (indicated on the table below) the four main types of abuse are:



TYPES OF ABUSE

Type of abuse	Indicators	What you may notice
Physical abuse	Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions, fabricated illness.	<ul style="list-style-type: none"> Aggressive or angry outbursts/Upset/Crying Bullying and intimidation Flinching Bruising, marks and other injuries
Emotional or Psychological abuse	Threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, or isolation.	<ul style="list-style-type: none"> Self-harm or mutilation Fear of parents/partner or carer being contacted Withdrawn Mood swings/crying
Neglect and acts of omission	Neglect is the persistent failure to meet a person's basic physical and/or psychological needs, likely to result in the serious impairment of the health or, in the case of a child, development.	<ul style="list-style-type: none"> Inappropriate clothing worn for the season/ill-fitting or dirty clothing Young children out in the street/park without adult supervision Personal hygiene needs not met
Sexual abuse	Forcing or enticing a child, young person or adult with care and support needs to take part in sexual activities, whether or not they are aware of what is happening, to meet their own sexual needs. This can involve looking at pornographic materials or encouraging sexually inappropriate behaviour.	<ul style="list-style-type: none"> Use of sexual language/sexualised behaviour inappropriate to their age Child with two or more mobile phones Withdrawn/mood swings/crying/aggression Drug, alcohol and/or substance misuse Regularly dropped off at hotels or similar establishments Having an older boyfriend/girlfriend
Child Sexual Exploitation is a form of this abuse. It's illegal activity by people who have power and control over children under 18 and use it to sexually abuse them	Some children may be more vulnerable to exploitation than others, however it can happen to boys as well as girls, affecting children from any background.	

Type of abuse	Indicators	What you may notice
<p>Domestic abuse</p> <p>Honour Based Abuse (HBA), Female Genital Mutilation and Forced Marriage (FM) are forms of this abuse</p>	<p>Any incident or pattern of incidents of controlling, coercive, 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. Controlling/coercive behaviour is designed to make someone subordinate or dependent; it can cover physical, sexual, financial, emotional abuse, HBA or FM.</p>	<ul style="list-style-type: none"> • Flinching/reflexes showing defence movements • Disclosure, asking for help or confiding in you • Lack of confidence to make decisions/appearing timid • Bruising to face and or body/multi-coloured bruising (indicates old and new bruising) • Moving as though in pain/wincing/cowering
<p>Financial or material abuse</p>	<p>Theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, misappropriation of property, possessions or benefits.</p>	<ul style="list-style-type: none"> • Very few possessions • Depressed or overwhelmed • Underweight • Inappropriately dressed for the weather conditions
<p>Modern Slavery and Human Trafficking</p>	<p>Recruitment, transportation, transfer, harbouring or receipt of people who, with threat or use of force, coercion, abduction, abuse of power or deception. Victims are exploited for prostitution, forced labour or slavery, and can be trafficked into and around the UK, including within the Borough.</p>	<ul style="list-style-type: none"> • Fear of talking in front of others • Withdrawn, timid or frightened • Appearing to follow a 'script' or having a 'spokesperson' • Little or no travel/identification documentation • Physically or emotionally harmed
<p>Discriminatory abuse</p>	<p>Harassment, slurs or similar treatment because of race, gender and gender identity, disability, sexual orientation or religion.</p>	<ul style="list-style-type: none"> • Hate crime • Not meeting a person's needs e.g. if deaf • Anti-social behaviour or racist graffiti • Criminal damage motivated by race, religion, gender

Type of abuse	Indicators	What you may notice
Organisational abuse	Neglect and poor care practice within an institution or specific care setting, i.e. hospital or care home, or in relation to care provided in someone's own home.	<ul style="list-style-type: none"> • Poor cleanliness, hygiene of both main areas and private areas of an establishment • Strong smell of urine • Routines of the establishment appear more important than wellbeing/dignity of residents
Self-neglect	A wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings – also includes hoarding.	<ul style="list-style-type: none"> • Poor personal hygiene • Hoarding that is a fire risk and/or exits are blocked • Property in a state of disrepair (not safe and open to the elements) • Infestation of mice, cockroaches etc.

Prevent

This is part of the Government's anti-terrorism strategy, known as CONTEST, which aims to stop people from becoming terrorists or supporting violent extremism. Violent extremists aim to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade individuals of the legitimacy of their cause. There is no single profile of someone who may be vulnerable to being drawn into terrorism. Extremism can take many forms, including extreme Right Wing groups, ISIS/ISIL, Al Qaeda and Animal Rights groups.

Although some organisations have specific duties around Safeguarding, everybody is responsible for ensuring that children, and adults with care and support needs, are safe from harm, neglect and exploitation. As such, the duty of care to a child, or adult with care and support needs, in your taxi lies with you.

WHAT YOU CAN DO IF YOU HAVE CONCERNS/SUSPICIONS

In all cases it is **very important** that you don't ignore warning signs. If you think somebody is suffering abuse, or is vulnerable to supporting terrorism, report your concerns as follows:

Risk/Concern	Who to tell	Contact details
Physical, Emotional, Sexual abuse, Neglect or Domestic abuse (if under 18)	Essex Social Care AND Police (if a crime)	0845 603 7627 or 0845 606 1212 (Out of hours) 101 (999 in an emergency)
Child Sexual Exploitation / Modern Slavery (if under 18)	Police AND Essex Social Care	101 (999 in an emergency) 0845 603 7627 or 0845 606 1212 (Out of hours)
Physical, Emotional, Sexual, Financial, Discriminatory, Organisational abuse or neglect of an adult with care and support needs (see definition)	Essex Social Care AND Police (if a crime)	0845 603 7630 or 0845 606 1212 (Out of hours) 101 (999 in an emergency)
Modern Slavery (if 18 or over)	Police OR Modern Slavery Helpline)	101 (or 999 in an emergency) 08000 121 700
Domestic abuse (if 18 or over)	Police	101 (999 in an emergency)
Self neglect (if 18 or over)	Essex Social Care	0845 603 7630 or 0845 606 1212 (Out of hours)
Anti-terrorism (Prevent) – any age	Police OR Anti-terrorist Hotline	101 (999 in an emergency) 0800 789 321 (to report terrorist activity)

If a child, young person or adult with care and support needs is at immediate risk of significant harm always ring 999 first, followed by Essex Social Care to discuss your concerns.

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)
- 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
- Never accept an offer of a sexual favour instead of payment
- Wear your drivers badge issued to you by the council in a position that is visible to your passengers
- Explain to passengers if using a centralised locking system – don't just put it on without 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
- If you think the passenger is afraid, offer to ring the booking 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
- Always keep a record, either in your cab or at your booking office 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.

FURTHER INFORMATION:

National Society for the Prevention of Cruelty to Children (NSPCC)
Tel. 0808 800 5000 or www.nspcc.org.uk (Can make anonymous reports)

Childline Tel. 0800 1111 or www.childline.org.uk

The Silver Line (Helpline for older people) Tel. 0800 4 70 80 90
or www.thesilverline.org.uk

Crimestoppers Tel. 0800 555111 or www.crimestoppers-uk.org

Modern Slavery Helpline Tel. 08000 121 700 or www.modernslaveryhelpline.org

Essex Safeguarding Children Board www.escb.co.uk

Essex Safeguarding Adults Board www.essexsab.org.uk



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