



Welcome to Driver Safeguarding Awareness Learning Module

Introduction

Health Check.....

Before you start this learning, please be mindful that you may find some of the content upsetting.

This is not designed to cause distress or upset, but to assist you with gaining an understanding of the necessity of safeguarding.

Safeguarding role of a taxi driver



- Drivers are the eyes and ears of their communities through the work they do and the contacts they have.
- You may come across/witness abuse or behaviour of concern.
- You can provide information to stop this.
- This safeguarding awareness training will support you to recognize and respond to safeguarding concerns.

By the end of this session you will

Be aware of what we mean by:

- Safeguarding
- Vulnerable Adult/Child at Risk

And also be able to:

- Identify a vulnerable passenger and your role in safeguarding them
- Safeguarding yourself
- Report your concerns



What is Safeguarding?



Safeguarding is protecting the health, well-being and human rights of individuals, both vulnerable adults and children, to live free from abuse, harm and neglect.

- As a driver you have a **duty** to not only protect yourself but also your passengers.
- Where someone is at risk of serious harm or is being harmed, it is **your duty** to make sure that person is safe.

What do we mean by the following safeguarding terms?

VULNERABLE

Vulnerability can relate to both children and adults.

A person is vulnerable when they are unable to care for, support or protect themselves.

Possible examples:

- Age
- Disability
- Risk of abuse or neglect

VULNERABLE ADULTS

A vulnerable adult is in need of care, support, or protection which helps them to keep safe from physical, emotional abuse or neglect **and** without that support they would be unable to protect themselves.

Adults are referred to as 18 and above.

Possible examples:

- Elderly
- Disability (learning, physical, visual, hearing)
- Those affected by drugs or alcohol
- Those affected by mental health

CHILDREN

All children are dependent upon adults to safeguard them and as such, are vulnerable. Safeguarding children ensures they grow up with the provision of safe and effective care. A vulnerable child is at risk if they are lacking adequate care and protection. **A child is a person aged 0 - 17.**

Possible examples:

- Physical abuse
- Emotional abuse
- Health needs not being met
- Not attending school

ABUSE

Abuse is anything that harms another person.

There are many forms of abuse, for example:-

- Physical
- Financial
- Sexual
- Neglect
- Domestic

Types of abuse

People can suffer abuse in many forms and they may not even be aware that they are being abused.

PHYSICAL

This can involve hitting, slapping or rough handling.

Possible indicators:

- Injuries, i.e., bruising, cuts, burns
- Subdued or changed behaviour
- Noticing frequent injuries

FINANCIAL

This could include misusing, withholding or taking someone's money or property, frauds and scams.

Possible indicators:

- Missing possessions/money
- Looking unkempt
- Offering other means of payment for the fare

SEXUAL

Behaviour such as inappropriate touching or forcing someone to take part in a sexual act against their will.

Possible indicators:

- Torn/stained clothes
- Bruising, i.e., marks on neck/arm
- Self harm

EMOTIONAL/ PSYCHOLOGICAL

Any act, including isolation, verbal assault, humiliation, intimidation, or any other treatment which may affect a person's self worth, dignity and identity.

Possible indicators:

- Low self-esteem
- Withdrawn/tearful
- Not allowed to speak for themselves

Types of abuse

People can suffer abuse in many forms and they may not even be aware that they are being abused.

NEGLECT

Neglect is failure to provide the necessary food, care or medicine for an individual.

Self neglect is lack of self care to an extent where it threatens personal health and safety.

Possible indicators:

- Dirty (person/home)
- Malnutrition (extremely under weight)
- Untreated injuries

DOMESTIC

Domestic abuse is **any** incident or pattern of incidents of controlling coercive, threatening behaviour, violence or abuse between those aged 16 or over who are in an intimate relationship or family members regardless of gender or sexuality.

The abuse can encompass, but is not limited to :

- Emotional/psychological Abuse
- Physical Abuse
- Sexual Abuse
- Financial Abuse

As explained in previous pages

DISCRIMINATORY

Discriminatory abuse (also known as hate crime) is when someone is targeted because they are perceived to be different.

This can be motivated because of age, gender, sexuality, disability, religion, class, culture, language, race or ethnic origin.

Possible indicators:

- Witnessing verbal and physical abuse
- Fearful/anxious/withdrawn
- Hate mail

MODERN SLAVERY/ HUMAN TRAFFICKING

Human trafficking and modern slavery is the crime of moving an adult or child from one place to another against their will into conditions of exploitation (labour, sexual, domestic and criminal).

Possible indicators:

- Always picking up passenger/s from the same home address and taking them to work
- Passenger does not know destination address
- Someone pays for them at the address/no cash
- May look ill and hungry

Child exploitation

All children are dependent upon adults to safeguard them and as such, are vulnerable. A child may be at increased risk if they are lacking adequate care and protection.

A child is a person aged 0 – 17.

CHILD CRIMINAL EXPLOITATION

A child who receives 'something' as a result of completing a task of a criminal nature, i.e., food, accommodation, drugs, alcohol, cigarettes, affection, gifts or money.

Child criminal exploitation often occurs without the child's immediate recognition, with the child believing that they are in control of the situation.

Possible indicators:

- Drug trafficking (**County Lines***)
- Carrying large amounts of money
- Travelling alone

**Drug networks are operating within Hampshire and exploiting local children and vulnerable adults, often using taxis to assist both within district and across borders.*

CHILD SEXUAL EXPLOITATION

Children who are encouraged, tricked or forced into sexual activity. This can happen anywhere and payment can be in exchange for items wanted, i.e., food, accommodation, drugs, alcohol, cigarettes, affection, gifts or money.

Possible indicators:

- Drunk or drugged children getting into taxis
- A fare being paid by a third person at pick up or drop off
- Children talking about sex, drugs and alcohol
- Distressed/anxious child not knowing destination address

Good practice guidance for drivers

- **Do not** 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 and **do not** touch passengers.
- **Never** accept an offer of a sexual favour/gifts instead of payment.
- Ensure **your** ID badge is visible at all times.
- Sit lone passengers in the back unless otherwise agreed.
- **Don't assume** that your passenger wants help – **always ask**.
- **Never** follow a passenger into the house unless previously agreed.properly authorised.
- **Never** set out with a passenger without a specific destination address.
- **Never** double up on a booking.
- As with all professions, if you are concerned about another driver's conduct, report your concerns to your manager or the Licensing Manager at the Local Authority.
- **Always keep a record 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.
- **Never** drive a passenger to the Police station against their will.

Good practice guidance for drivers – record keeping of concerns



- Record details as soon as possible after the event, including date and time
- Keep records factual and accurate
- If you are recording an opinion, state clearly what it is
- Where relevant, discuss your concerns with your employer/licensing authority

Accurate records are essential in safeguarding everyone.

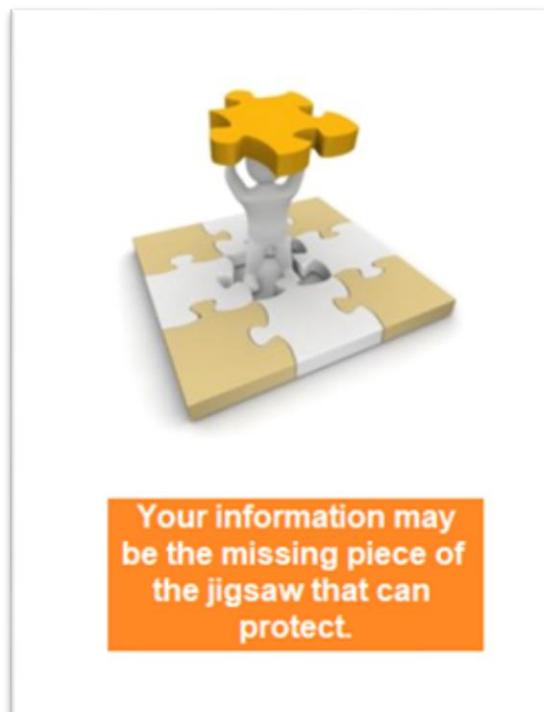
Confidentiality and sharing information

Occasions when you **MUST** share information:

- Where you have concerns that a child/vulnerable adult is being harmed or at risk of being harmed
- Where a professional is undertaking an enquiry or assessment and contacts you for information, i.e., Police, Licensing Authority
- Where it is suspected that a criminal offence has been committed

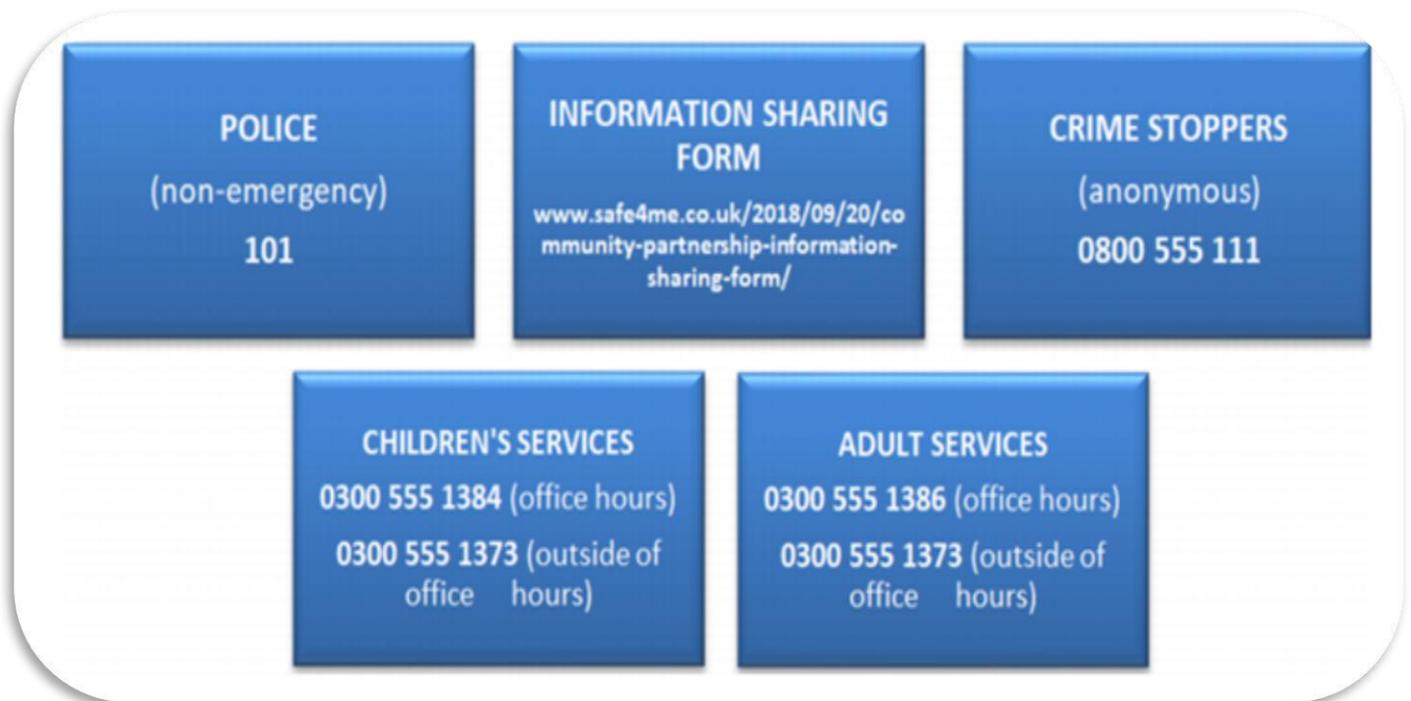
If you are in any doubt, seek advice.

Remember: the welfare of the child or vulnerable adult comes first.



How to report concerns

If someone is at immediate risk of harm always call the Police on
999



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| <p>POLICE (non-emergency) 101</p> | <p>INFORMATION SHARING FORM www.safe4me.co.uk/2018/09/20/community-partnership-information-sharing-form/</p> | <p>CRIME STOPPERS (anonymous) 0800 555 111</p> |
| <p>CHILDREN'S SERVICES 0300 555 1384 (office hours) 0300 555 1373 (outside of office hours)</p> | <p>ADULT SERVICES 0300 555 1386 (office hours) 0300 555 1373 (outside of office hours)</p> | |

REMEMBER

All Agencies are there to support you with your concern

Safeguarding is everyone's business

Remember:

- Drivers are the eyes and ears of their communities through the work they do and the contacts they have
- **You** may identify or witness abuse or come across concerning behaviour
- **You** have the ability to spot the signs of abuse and can provide the information to stop it



REMEMBER

It is not up to you to decide if abuse has taken place

BUT

It is up to you to report any concerns

