

Nightwatch

in Scotland

**Guidance on Concerns within the
Night-time Economy in relation
to Child Sexual Exploitation**

August 2018



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Acknowledgments

This guidance has been developed to support colleagues in the service industry to recognise the signs of child sexual exploitation, consider what you can do to protect children and young people who you suspect may be at risk as well as respond to related issues that may give you cause for concern.

This guidance has been developed by a range of colleagues who participate in Glasgow's Night Time Economy Short Life Working Group (a sub group of Glasgow's Child Protection Committee); including colleagues from Police Scotland, Scottish Business Resilience Centre, Security Industry Authority, British Transport Police, St. Enoch's Shopping Centre, Uber, Glasgow Taxis, Securi Group/SGL and Tesco. Special thanks specifically to Jim Sharp, Glasgow City Council, Stuart Cameron, Police Scotland, Lorraine Jarvie, Scottish Business Resilience Centre and Steven McGeady, Glasgow Community Safety Services. Particular thanks are also noted to our Barnardo's Night Watch practitioners based in Bristol.

Daljeet Dagon

Barnardo's Scotland

Chair, Glasgow's Night Time Economy Short Life Working Group

Our vision

Our vision is that no child should be affected by sexual exploitation, but more children than ever before need us. In 2015-16, Barnardo's worked directly with 5,000 exploited or at-risk children in the UK. But the true number of victims is likely to be much higher – as the pain of the ordeal and fear that they will not be believed means they are too often scared to come forward, and they might not recognise themselves as a victim.

What is Child Sexual Exploitation (CSE)?

Child sexual exploitation involves perpetrators grooming their victims in a range of ways, such as in person, via mobiles or online, to gain their trust before emotionally and sexually abusing them.

That doesn't happen round here

Many struggle to believe that this is an issue that affects them or their community; it is quite often not until such crimes come to light that anyone will accept that there may be a problem. It is a community that raises a child, but it is within that same community that exploitation is happening. This issue doesn't only affect certain areas, it is irrelevant of postcode, city/town or demographic. This is an issue that we can all help to tackle, just by opening our eyes and allowing ourselves to really see what is happening and speaking up.

At your work, you may notice behaviours that give you cause for concern, it may be nothing but it also may be something. It is important you don't keep any concerns to yourself.

What are the signs?

Perpetrators are not always easy to spot, but you can help by being vigilant and knowing what signs to look out for. These might include children and young people:

- Going by taxi to a hotel or other venue to meet a group of adults who do not seem to be family members
- Being taken to a hotel room by, or visited by, one or more adults who do not seem to be family members
- Being out late with older adults who do not seem to be family members
- Being bought alcoholic drinks by adults although young person is already intoxicated
- Being bought food or drinks by older adult whom they seem to see as a boyfriend/girlfriend
- There are indications of sexual activity with one or more adult who are significantly older than the young person
- There are indications of sexual activity involving a young person who you know or suspect to be under 16

Identifying risks in your place of work

Risks will vary depending on where you are working, however, you should consider:-

- Do under 18s have access to your work place?
- Which part of the workplace do they have access to?
- The reason under 18s have access?
- Are they legitimate customers?
- Are they employed there?

What can you do to help?

You, your colleagues or staff can play a key role in helping protect vulnerable young people. In your work you may see or suspect cases of child sexual exploitation but don't know what to do with that concern. We want to help you feel confident and informed. If you are an employer of, or work for, a business that has staff working throughout the evening; interacting with, monitoring or offering a service to the wider public, get in touch to find out more about our training and guidance.

In the meantime, have that conversation within your workplace, talk to your manager, staff and colleagues about what you would do to protect children from being put at risk where you work, and how you could take action if you did suspect abuse.

Quotes:

Hotel staff leader

“I've seen things that I would usually have turned a blind eye to as I didn't know what I would do before. I have the confidence now to question my staff and in a couple of situations we have reported our concerns to 101.”

Pub landlady

“The training really opened my eyes and helped me know what to do and how to handle it. It makes you stop and think. Training gave me a lot more confidence and I have reported a concern to the authorities.”



CSE/Child Protection champions

- Someone with heightened awareness or who will know who else to ask for further advice.

What is the role of the CSE champion? (in line with the general role of a designated Child Protection lead)

- Give advice and support to colleagues as to the next steps when they are concerned about a child at risk and/or experiencing CSE:
- Provide appropriate signposting to the right service;
- Provide relevant information;
- Ensure own agency is picking up themes in relation to CSE activity;
- Ensure own agency is addressing any issues related to internal policies and procedures that are causing blocks or challenges.

What the role of a CSE champion is not

- The champion does not take on the case management responsibility of other people's work;
- An expert.



How can Licensees or licenced premises manage the risk of child sexual exploitation (CSE)?

The Licensing Scotland Act 2005 sets out an objective of “Protecting Children from Harm”. It is therefore the responsibility of the license holder, premises manager and staff to ensure that all children are protected from harm on licensed premises. Here are some suggested safeguarded measures which will help keep children safe from sexual exploitation and help fulfil your safeguarding role.

- Establish policies and procedures in relation to child protection.
- Make sure you carry out a risk assessment of your premises and use it to update your policies and staff training.
- Staff should be trained to recognise indicators of child sexual exploitation and know how and who to report concerns to if they suspect a child is likely to be harmed or placed at risk.
- Staff should be trained to operate an age verification scheme, know what types of identification are acceptable and to recognise signs of people purchasing alcohol for another person.
- Develop CSE champions within the workplace or assign a member of staff as a Single point of contact (SPOC)
- You should hold an accurate and up to date record of any training provided to staff and commit to continual Child Protection/ refresher training as and when required.
- Ensure that your customers use the designated entrances to the premises.
- Monitor customer activity using foot patrols (e.g. floor walking in pubs/ clubs; glass collecting or table waiting in restaurants can be used to ‘patrol’; do regular room checks; walk hallways and the building perimeter); Make use of regular CCTV monitoring, records of incidents/refusals should also be recorded and available for police where required.
- Suspicious activity should be reported to the police (including details such as descriptions of vehicle including make and registration numbers, description of individuals including names/ nicknames), method of payment and should be recorded in your incident log.
- If you, or your staff, are in a situation involving the supervision of a vulnerable young person at your premises, it is important to follow a consistent protocol that is logged and traceable.

How can hotels manage the risk of child sexual exploitation (CSE)?

It is the responsibility of premises license holders and their managers to make sure that suitable control measures are in place at licensed venues for the protection of children from harm. This is a legal requirement under the Licensing Act 2005.

Child Sexual Exploitation is an issue that hotels have a duty to treat seriously. To effectively manage this issue and ensure that the hotel does not inadvertently play host to this kind of activity, you should consider how you could manage it.

- Establish policies and procedures in relation to child protection.
- Train employees/members in the prevention of sexual exploitation and how to report suspected cases.
- Provide staff with a checklist of warning signs.
- Train staff to operate an age verification scheme, know what types of identification are acceptable and to recognise signs of people purchasing alcohol for another person
- Develop CSE champions within the workplace or assign a member of staff as a single point of contact (SPOC).
- Maintain staff training records
- Enforce a zero tolerance policy of sexual exploitation of children.
- Support, collaborate and engage stakeholders in the prevention of sexual exploitation of children.
- Monitor activity at the premises (for example using CCTV or by regular patrols). Patrol and CCTV records should be maintained and kept for an agreed time set out by the organisation
- Restrict unregistered persons in guest rooms or private areas between 11.00 p.m. and 7.00 a.m.
- Suspicious activity should be reported to the police (including details such as descriptions of vehicle including make and registration numbers, description of individuals including names/nicknames), method of payment and should be recorded in your incident log.
- If you, or your staff, are in a situation involving the supervision of a vulnerable young person at your premises, it is important to follow a consistent protocol that is logged and traceable.

How can Fast Food/Food outlets manage the risk of child sexual exploitation (CSE)?

Under the Licensing Act 2005 (only applicable on premises where alcohol is being sold), the 'due diligence' defence can be used to protect your business, if you can demonstrate that all reasonable steps have been taken to manage risk. Here are some suggested Child Protection measures help keep children and fulfil your Child Protection role:

- Establish policies and procedures in relation to child protection.
- Make sure you do a risk assessment of your premises and use it to inform your policies and staff training.
- Staff should be trained to recognise indicators of child sexual exploitation and know how and who to report concerns to if they suspect a child is likely to be harmed or placed at risk.
- Staff should be trained to operate an age verification scheme, know what types of identification are acceptable and to recognise signs of people purchasing alcohol for another person.
- Develop CSE champions within the workplace or assign a member of staff as a single point of contact (SPOC)
- You should hold an accurate and up to date record of any training provided to staff and commit to continual Child Protection/ refresher training as and when required.
- Ensure that your customers use the main entrance to the premises.
- Encourage staff to make eye contact and if appropriate, to engage in conversation to enquire about the reason for the customer's visit or stay.
- All activity at the premises should be monitored (for example using CCTV or by regular patrols). Patrol records should be maintained and kept for an agreed time set out by your organisation.
- Suspicious activity should be reported to the police (including details such as descriptions of vehicle including model and registration numbers, description of individuals including names and nicknames, time of incident, date and information about the child victim) this should be recorded in your incident log.
- Ensure you keep a log of incidents/ record of refusals and share with your community police/problem solving team.
- If you, or your staff, are in a situation involving the supervision of a vulnerable young person at your premise, it is important to follow a consistent protocol that is logged and traceable.
- Do you have a call out code for a lost child and is this code known by all colleagues?
- Do all colleagues know the process to follow when this happens?
- Always check with the child (once found) that the person claiming to be the parent/guardian who is someone to know to them as such.

How can Taxi Marshals manage the risk of child sexual exploitation?

This guidance aims to promote good Child Protection practice for taxi marshals working with vulnerable passengers. It is recommended that the following is undertaken:

Drinks

- Passengers to be requested to wait until they have finished open drinks, before entering a taxi, or empty the drink and place the container in the waste bin provided.
- Alcohol must be emptied out and not drunk in or around the ranks, in accordance with the alcohol bylaw.
- Glass and glass bottles must be put in the bottle bin provided, in accordance with the Council's glass policy.

Fares

- Marshals are not to become involved in fare negotiations. Any fare disputes should be reported by the passenger or the driver to the City Council's nominated representative on the next working day.

Operational Problems

- Any other problems e.g. refusal to take passengers, wheelchair access, taxi sharing, are not the direct responsibility of the marshals but marshals are expected to offer appropriate advice. Such incidents should be reported as above to the taxi marshal supervisor in the first instance, however, if dissatisfied with the response the incident can be reported to the commissioning body, Community Safety Glasgow, on 0141 276 7400/7500.

Marshal Behaviour

- There should be no physical contact, between the marshals and passengers or drivers, other than the minimum required to enable the rank to function.
- Marshals will be polite, advisory and non-confrontational in what may be a difficult situation.
- Marshals must always summon assistance if problems of a physical nature arise or a situation becomes threatening.
- Marshals must not put themselves or the public at risk.
- Marshals should be observant at all times and make contemporaneous notes of any incidents or offences.
- Marshals will be expected to co-operate with City Council and Police enquiries and investigations and act as reliable witnesses in such case

How can Taxis manage the risk of child sexual exploitation?

This guidance aims to promote good Child Protection practice for drivers working with vulnerable passengers in the taxi or private hire trade. It is recommended that the following is undertaken:

- All drivers should register in and out shifts. A shift register should be maintained and at the point of registration the driver should confirm his/her identity and the registration number of the vehicle in use.
- Drivers should carry photo ID at all times.
- The booking process should include a check for vulnerability issues so that provision can be arranged/risk assessment considered.
- When making a journey with vulnerable passengers, photo-identification should be produced to the carer responsible for the vulnerable person. If necessary, the driver/staff should obtain a record of the carer's contact details if there is no chaperone.
- Never double up passengers unless formal consent and authorisation has been obtained.
- All staff/drivers should have a basic awareness/training in relation to child protection and staff training records should be maintained.
- Employment records should be maintained for drivers, including name, address, date of birth, national insurance number/documentation giving permission to work in the UK, contact telephone number and vehicle registration numbers; proof of identity.
- Drivers should be required to adhere to a Code of Good Child Protection conduct to promote safe practice in relation to vulnerable passengers.

If a vulnerable passenger is refused service a responsible person should be informed so that alternative arrangements can be made. Always ask if a vulnerable passenger needs help, do not assume. Drivers/staff should remain professional at all times and should not:

- Touch a vulnerable person inappropriately
- Make offensive or inappropriate comments (such as the use of swearing or sexualised or discriminatory language)
- Behave in a way that may make a vulnerable passenger feel intimidated or threatened
- Attempt to misuse personal details obtained via the business about a child e.g. social network contact, coming to the address etc.
- Records should be maintained of complaints and any disciplinary action taken against drivers who breach the Code of Conduct for Child Protection children and vulnerable adults.
- A whistle-blowing policy should operate to encourage the reporting of persons who breach the Code of Conduct for Child Protection children and vulnerable adults.
- All drivers must keep a log where they have come into contact with a vulnerable person including the details of any incidents occurring/actions taken or refusals of service. If you are concerned about the safety, welfare or behaviour of a vulnerable person, you should report this to the police and to your operator.

Child Protection Responsibilities

- Legal responsibilities – A business may be required to work to a legal contract to keep the public safe and to prevent crime
- Social responsibilities – the company you work for may have a social responsibility policy – duty of care while providing care for people
- Disclosures of various types are very likely, so you need to know in advance what the Child Protection arrangements are for your area
- Ensure you have named contact details for your Local Authority, Police and specialist CSE services team for the area
- Consequences of not meeting responsibilities
 - For children and young people – by failing to report concerns, turning a blind eye or colluding puts the vulnerable at risk of serious harm both physically and psychologically
 - For you – potential disciplinary procedures, dismissal, prosecution
 - For the business – reputational and financial harm, prosecution

Considerations for your business

- Licensing Act 2005 – specific objective of **protecting children from harm**
- Health and Safety issues – think about your booking policy (young unaccompanied guests are they safe?)
- Protection of Children and Prevention of Sexual Offences (Scotland) Act 2005 – concept of grooming
- Sexual Offences (Scotland) Act 2009
- Human Trafficking and Exploitation (Scotland) Act 2015
- Negative media attention – reputational harm
- There may be legal implications – did you fail to act or do not have safeguards in place that enable you to act?
- We all have a moral responsibility to protect children

Disclosures

Disclosures of various types are very likely, so you need to know in advance what the Child and Adult Protection arrangements are for your area.

Ensure you have named contact details for your Local Authority, Police and specialist support services including CSE services for the area.

You should also ensure that you have contact details for support services for adults as CSE awareness raising may result in disclosures regarding historical child abuse

Single Point of Contact (SPOC) Checklist

Although no one individual can solely be responsible for the protection of children and young people from sexual exploitation, you may choose to assign a responsible member of staff to act as a single point of contact.

This member of staff should have:

- attended awareness raising training in relation to child protection and specifically child sexual exploitation.
- Completed a PVG check undertaken by Disclosure Scotland, if deemed appropriate

The following checklist may be helpful for them to consider when supporting colleagues with any concerns that they may have.

- **Record** – note down as much detail as you can about what you have noticed that concerns you e.g. names, car registrations, locations.
- **Report** – Share as much information as you have about people, places or patterns of behaviour which concern you.
- **Respond** – Always take advice and discuss any concerns with SWS Children's Services or the Police.

Finally, should the SPOC think that a criminal offence has taken place/or is maybe taking place, they should:

- Call the police and report any concerns; ring
 - **101** if non urgent
 - **999** if urgent
- Call Crime stoppers on: **0800 389 0131** or
- Visit Crime stoppers website on **Crimestoppers-uk.org**

Awareness Raising Materials

Barnardo's Scotland have developed a number of bespoke materials including Z cards and posters in relation to raising awareness about child sexual exploitation and how this may impact upon the night time economy. These can be accessed by clicking on the following link:

<https://www.celcis.org/knowledge-bank/search-bank/nightwatch-cse-materials/>

barnardos.org.uk

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