

Safeguarding revision leaflet



Safeguarding: children, young people and adults at risk

Please read and keep this information leaflet with you for future reference.

As part of your job you may transport, be aware of or have contact with children, young people or adults at risk. The information contained in this leaflet is aimed at providing some basic advice and giving links to further sources of information. The Safeguarding of children, young people and adults at risk is vital and this Licensing Authority wants to strengthen safeguarding practice and raise awareness and standards within taxi licensing. As licence holders, you are the critical 'eyes and ears' of the community and often come into contact with people who may be vulnerable.

As a licence holder, it is in your interest to:

- Follow Safeguarding advice
- Know how to deal with issues if they arise
- Understand how to report concerns
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Looking after and being aware of the welfare of the people you transport is a very important part of your role as a licence holder. It could be that you are the one person who spots someone is distressed, upset, in danger or appears to be hurt in any way.

This revision guide has been developed for all new/existing Drivers, Proprietors and Operators within the Hackney Carriage and Private Hire trade who will be participating in the Safeguarding Workshop and is intended to provide you with the information that you will need to know to pass the short test at the end of the course. includes a short test.



Safeguarding children and young people



“...the action we take to promote the welfare of children and protect them from harm is everyone’s responsibility. Everyone who comes into contact with children and families has a role to play....in identifying concerns, sharing information and taking prompt action” - (DFE Working Together 2013)”

Safeguarding and promoting the welfare of children and young people means:

- Protecting children from maltreatment of any kind
- Preventing impairment of children's health or development in any way
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to ensure all children and young people have access to the best outcome

If you think that a child or young person is at serious risk of harm, call the police by dialling 999. If you have any non-urgent concerns about a child or young person you should report this to us by emailing taxis@scambs.gov.uk. Once a concern has been received, the Safeguarding Designated Officer will assess the information and determine whether a referral is to be made.

Child Sexual Exploitation (CSE) & Trafficking

Tackling CSE is a priority and the engagement from all communities is important to help prevent children becoming victim of these crimes. CSE involves young people under the age of 18 who are encouraged/ forced into a sexual situation or relationship by an adult. It often involves the young individual being offered something in return for performing sexual acts such as alcohol, cigarettes, gifts, money or drugs.

Young people can be groomed and exploited at a variety of premises and locations including parks, shopping centres, restaurants, leisure centres, bars, hotels and clubs. Those that are victims of exploitation are also vulnerable to trafficking across cities and counties within the UK and internationally. The recognition of trafficking applies irrespective of distance travelled.



Signs to look for:

- Taking / collecting any young person from hotels, B&B's or house parties
- Picking up young people from other vehicles
- Young people who look distressed or intimidated
- Young people under the influence of drugs and/ or alcohol
- Displaying inappropriate sexualised behaviour
- Taking young people to hospital (A&E) who are not in the presence of parents

Sexual exploitation is abuse and a crime. Say something if you see something.

Safeguarding adults at risk

“...a person aged 18 or over who has needs for care and support or may be in need of community services by reason of mental or other disability, age or illness and who is, or maybe unable to, take care of themselves or unable to protect themselves against significant harm or exploitation” (‘No Secrets’ Department of Health 2000).

Abuse is any behaviour towards a person that causes him or her harm, endangers life or violates their rights. It can be shown in the following ways:

- Physical
- Sexual
- Psychological
- Financial
- Neglect / Acts of omission
- Discriminatory
- Institutional
- Self-neglect
- Modern slavery
- Domestic violence

Abuse can occur as a single or repeated act and can happen in any relationship and/or environment. If you have concerns about abuse, please do not ignore them. Please see the final page for information on how to report a concern.

Domestic abuse

Domestic abuse affects people regardless of age, ethnicity or background and is not just physical violence. The abuse can be any incident or pattern of incidents of controlling, coercive or threatening behaviour including violence, sexual or mental abuse.

Domestic abuse has more repeat victims than any other crime and is the largest cause of morbidity in women worldwide (greater than war, cancer or motor vehicle accidents).

Domestic Abuse is a serious and unacceptable crime. Physical violence and assault is a criminal offence. In an emergency always call 999.



Remember...

It is very important that you protect yourself too.

You should remain professional and keep appropriate boundaries between you and your passengers. Be aware of how your actions may look to others and report any concerns you may have.

You should not:

- Put yourself in a position where you may be at risk or accused of inappropriate behaviour
- Share your personal contact details with your passengers
- Make unnecessary physical contact with them
- Take photographs of them
- Buy individual gifts
- Discuss personal issues, or issues that may be offensive
- Engage in inappropriate conversation with your passengers

Changes

You must inform us of any changes in following timeframes:

Immediately:

- Change of immigration status
- Significant change in health
- Loss of vehicle plate

Within 72 hours:

- Accidents

Within 7 days:

- Name change
- Change of address
- Change of contact details
- Loss of driver badge
- Loss of paper licence



Equality

Equality is about ensuring that everyone has the same opportunity to do what they are able. Some individuals may require extra assistance, however, no one should be discriminated against because of where, what or whom they were born, what they believe, or whether they have a disability.

Equality recognises that historically, certain groups of people with particular characteristics have experienced discrimination i.e.

- race,
- disability,
- sex and sexuality

The Equality Act 2010 is the legislation which brings together all the legal requirements making equality laws simpler, more effective and easier to understand.

The council takes all complaints of discrimination seriously and will have due regard to its duty to eliminate discrimination, along with the provision of the Equality Act 2010, when considering the fitness of an individual to hold a licence.

Wheelchair accessible vehicles



Drivers of Wheelchair Accessible Vehicles are required by policy to:

- Carry a passenger seated in a wheelchair
- Charge wheelchair users the same fare as non-wheelchair users
- Carry and secure the wheelchair separately if the passenger opts to sit in a passenger seat
- Ensure any wheelchair ramps and safety harnesses are present in the vehicle and in good working order. Wheelchair accessible vehicles found without these items will be suspended
- Ensure that the wheelchair, and passenger if seated in the wheelchair, is secure
- Passengers who choose to sit in their wheelchair for the journey must either face forwards or backwards, but never sideways
- Give the passenger mobility assistance as is reasonably required

Assistance dogs



- Unless you have an exemption certificate you cannot refuse a passenger with an assistance dog.
- You cannot charge extra for this service.

Disabilities

The equality act 2010 defines a disability as "a physical or mental impairment that has a substantial and long-term adverse (or negative) effect on a person's ability to carry out normal daily activities. Not everyone you meet will have a visible disability. You must remember that different passengers will require different assistance.

The following are known as 'protected characteristics'. No individual should receive a lesser treatment based on:

- Gender
- Race/ethnicity
- Disability
- Sexual orientation
- Age
- Religion/belief
- Pregnancy
- Marriage/Civil partnership

Cyclists

Cambridge City is the cycling capital of the UK: 57% of adults in Cambridge ride a cycle at least once a month.

- Do not drive or park in a cycle lane marked by a solid white line during their times of operation
- Do not drive or park in a cycle lane marked by a broken white line unless it is unavoidable
- Allow as much room as you would a car when overtaking a cyclist.

If you suspect something isn't right, speak up! Your words could save an individual from harm. You will never be in trouble for reporting something, even if it turns out to be nothing.