

## Sandwell Taxi Licensing

Safeguarding awareness for Private Hire, Hackney Carriage and Dual licenced driver.

### Chapter 1 What is Safeguarding

- Safeguarding is about everybody being able to live a life free from harm whatever their age
- Safeguarding is the protection of children, young people and vulnerable adults so that they are able to live their lives free from harm, abuse and neglect
- Research tells us that children, young people and adults with disabilities are more likely to be abused and neglected than non-disabled people

**Safeguarding is everybody’s business**

#### Eyes and Ears



You work with children, young people and vulnerable adults and you need to ensure you fulfil your safeguarding duties.

You are in a unique position and you are our eyes and ears.

#### Safeguarding video

Please copy the following link and paste it into a search engine

<https://youtu.be/l1f0WZEUkNo>

### Chapter 2

#### What is Abuse – Recognition

Abuse is anything another person does that's meant to cause harm.

Anyone can be abused.

Anyone can abuse.



An abuser can be any age, any gender or any ethnicity.

An abuser can be rich or poor.



An abuser could be a taxi driver, a parent, a Youtuber, a doctor, a neighbour, a classmate, a council worker, a passenger assistant, a member of a faith group, a carer, a sibling or a child.

There are 10 categories of abuse

- |                    |   |
|--------------------|---|
| 1. Physical Abuse  | 6. Financial / Economic Abuse           |
| 2. Emotional Abuse | 7. Discriminatory Abuse                 |
| 3. Sexual Abuse    | 8. Organisational / Institutional Abuse |
| 4. Neglect         | 9. Domestic Abuse                       |
| 5. Self-neglect    | 10. Modern Day Slavery                  |

## **Physical abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

(HM Government, 2018, Working Together)

Physical abuse symptoms include:

- bruises
- broken or fractured bones
- burns or scalds
- bite marks

It can also include other injuries and health problems, such as:

- scarring
- the effects of poisoning, such as vomiting, drowsiness or seizures
- breathing problems from drowning, suffocation or poisoning

## Emotional Abuse

Emotional abuse is any type of abuse that involves the continual emotional mistreatment of a child. It's sometimes called psychological abuse. Emotional abuse can involve deliberately trying to scare, humiliate, isolate or ignore a child.

The bubbles below are examples of emotional abuse:

You may see emotional abuse in the form:

- using language you wouldn't expect them to know for their age
- act in a way or know about things you wouldn't expect them to know for their age
- struggle to control their emotions
- have extreme outbursts
- seem isolated from their parents
- lack social skills
- have few or no friends



## Bullying

Bullying is behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone.

It can happen anywhere – at school, at work, at home or online. It's usually repeated over a long period of time and can hurt someone both physically and emotionally.

The effects of bullying can last into adulthood. At its worst, bullying has driven children and young people to self-harm and even suicide.

Some forms of bullying can be hate crimes where there is prejudice because of someone's disability, race, religion, sexual orientation or transgender identity.

|  |  |  |  |
|--|--|--|--|
| Hurry up specky four eyes and get in the taxi.                             | Some bullying can be a hate crime. E.g. look at that spaz in his wheelchair. | He's not getting in the taxi 'cos he smells. | Ha you failed the maths test. You're stupid. |
| A group of children are not letting another child play football with them. | Give me your lunch money or I'll get you after school.                       | She's so fat, she's like a little pig.       | Go back to where you came from.              |

Children who are bullied:

- may develop mental health problems like depression and anxiety
- have fewer friendships
- aren't accepted by their peers
- are wary and suspicious of others
- have problems adjusting to school, and don't do as well

All children who are affected by bullying can suffer harm – whether they are bullied, they bully others or they witness bullying.

Bullying can also take place online. This is called cyber bullying. The table below highlights examples of cyber bullying:

| Social media   | Email / text  | Online gaming   | Identity fraud  |
|--|---|---|---|
| <ul style="list-style-type: none"> <li>• Creating and sharing embarrassing images or videos</li> <li>• Trolling</li> <li>• Shaming someone</li> <li>• Creating fake accounts</li> <li>• Laughing at the comments on a picture</li> <li>• Radicalisation / extremism</li> <li>• Parents or carers complaining or making accusations about taxi operators and drivers</li> </ul> | <ul style="list-style-type: none"> <li>• Sending threatening, upsetting or abusive texts or emails</li> <li>• Pressuring people into sending sexual images or engaging in sexual conversations</li> <li>• Sexting</li> <li>• Texting customers</li> </ul> | <ul style="list-style-type: none"> <li>• Excluding people from online games</li> <li>• Threatening and abusing other players</li> </ul> | <ul style="list-style-type: none"> <li>• Creating fake accounts, hijacking or stealing online identities to embarrass a person or cause trouble using their name</li> <li>• Fake taxi bookings</li> </ul> |

We have a duty of care must abide by the following:

- Do not take photographs or videos of anyone in the vehicle
- Do not show passengers any photographs, videos or anything else on your phone
- Do not look at any passengers' phones
- Do not use your phone during any journey

## Hate Crimes

### What is a Hate crime?

A hate crime is a hostility against a person or a group of people where they have been targeted because of their:

- Race
- Faith
- Sexual Orientation
- Gender Identity
- Disability
- Any other characteristic that is different to that of the perpetrator's or that which the perpetrator thinks is different

**HATE HARMS  
TOGETHER WE CAN  
END THIS**



## The Different Forms In Which Hate Crime Can Take Place

- Violence
- Damage to Property
  - Threats
- Verbal Abuse
  - Harassment
- Malicious Communications
  - Online

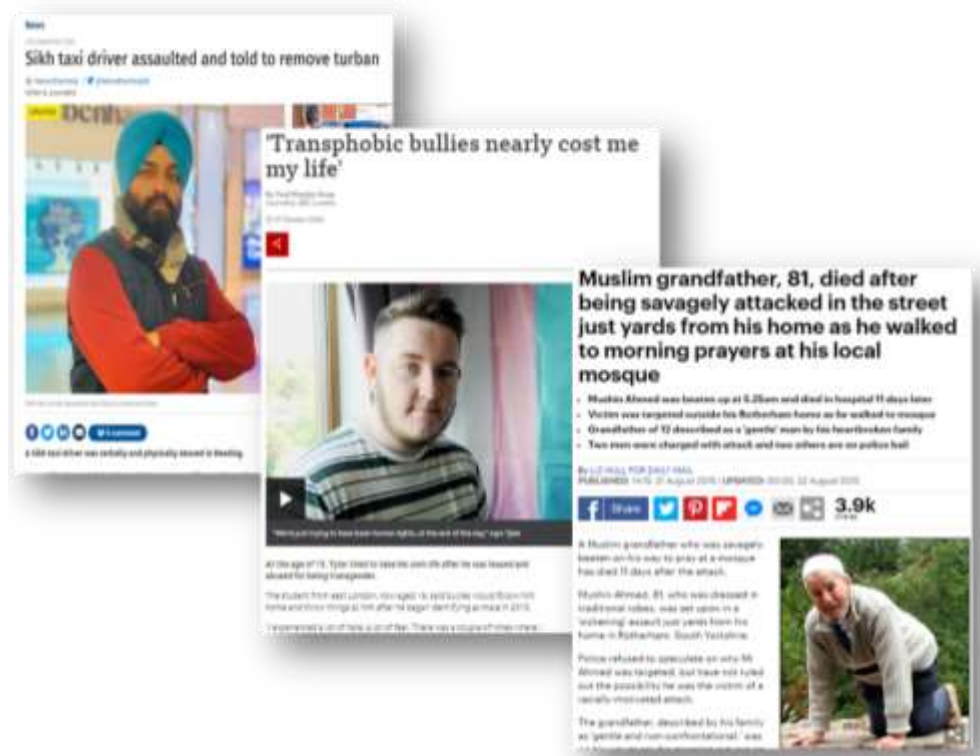


## The Effects Of Hate Crime

- Trauma and Fear
- Negatively Impacts on Health and Wellbeing
- Negatively Impacts on Family, Friends and Entire Communities
- Leads to Tensions and Conflict
- Anxiety When Out in Public

Why is reporting important?

- Bring perpetrators to justice and prevent them from hurting someone else
- Protecting the vulnerable people in our communities
- Victims can get access to specialised support and advice that will help them to feel safe once more
- Some hate crimes begin as small incidents before they escalate into more serious and frequent attacks – every report matters and can save lives



## How to Report

| Telephone   | Online  | Third Party Reporting Centres   |
|---|---|---|
| <p><b>Police</b></p> <p><i>In an emergency always call the police on 999</i></p> <p><i>In a non-emergency, you can report a hate crime by calling the police on 101</i></p>   | <p><b>Police</b></p> <p><i>You can report non-emergency incidents through the West Midlands Police website:</i></p> <p><a href="http://www.west-midlands.police.uk">www.west-midlands.police.uk</a></p> | <p><i>Third Party Reporting Centres are places within the community where you can report a hate crime confidentially whether you are a victim or witness, if you do not want to report directly to the police.</i></p>  |
| <p><b>Crimestoppers</b></p> <p><i>You can give information about a hate crime you've encountered without providing personal details by calling Crimestoppers on 0800 555 111</i></p> <p><i>This is a 100% anonymous service</i></p> | <p><b>Crimestoppers</b></p> <p><i>Hate crime can be reported anonymously by visiting the Crimestoppers website:</i></p> <p><a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a></p>   | <p><i>They are trained on dealing with reports of hate crime and will forward this report to the police on your behalf. They can also help you get the support that you may need after experiencing or witnessing a hate crime.</i></p>   |
|   | <p><b>True Vision</b></p> <p><i>You can also report hate crime on the True Vision website anonymously:</i></p> <p><a href="http://www.report-it.org.uk">www.report-it.org.uk</a></p>                    | <p><i>Some of our Third Party Reporting Centres in Sandwell include libraries, places of worship, local council offices and community organisations.</i></p> <p><i>For a full list of Third Party Reporting Centres in Sandwell, visit:</i></p> <p><a href="http://www.sandwell.gov.uk/hatecrime">www.sandwell.gov.uk/hatecrime</a></p> |

## Grooming



## Radicalisation

Radicalisation is a further example of grooming. Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm.

If a child or young person is being radicalised their day-to-day behaviour may become increasingly centred around an extremist ideology, group or cause. For example, they may:

- spend increasing amounts of time talking to people with extreme views (this includes online and offline communication)

- change their style of dress or personal appearance
- lose interest in friends and activities that are not associated with the extremist ideology, group or cause
- have material or symbols associated with an extreme cause
- try to recruit others to join the cause

(Home Office, 2015)

As a local authority we have a duty, as a specified authority under section 26 of the Counter-Terrorism and Security Act 2014, to identify vulnerable children and young people and prevent them from being drawn into terrorism. If you recognise any signs of radicalisation you must report it.

Chicken shop video - Please copy the following link and paste it into a search engine

<https://youtu.be/OH895nZ1arE>

## County Lines and Cuckooing

County lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas of the UK. The networks use dedicated 'deal lines.'

The networks are likely to exploit children and vulnerable adults to move (and store) the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Gangs use children as it's seen as a reduced risk

### West Midlands Police arrest 155 people in crackdown on 'county lines' drug gangs

Criminal gangs recruit children and send them across the country to sell drugs for them



Nine drug dealers mainly from the Black Country ran a cocaine and heroin network into Wyre Forest unchecked until police launched an investigation in 2017.

Officers from Kidderminster's Integrated Offender Management team received intelligence that the men were involved in a major County Lines operation which had been operating for some time. The West Mercia and West Midlands forces combined to carry out a number of arrests although some of the suspects refused to come quietly and led police on road chase before they were finally captured.

All nine were sentenced in September last year following a two-week trial.

Victims of County Lines gangs are often made to use Taxis and Private Hire Vehicles to travel to places far from their home towns to carry out illegal activities, such as carrying drugs and weapons, to evade detection from the Police or Local Authorities.

## Cuckooing

**Cuckooing** is a crime where drug dealers take over the home of a vulnerable person in order to use it as a base for county lines drug trafficking.

The criminals are very selective about who they target as 'cuckoo' victims and are often entrepreneurial. Victims of 'cuckooing' are often drug users, but can include older people, those suffering from mental or physical health problems, female sex workers, single mums and those living in poverty. Victims may suffer from other forms of addiction, such as alcoholism and are often known to the police. Dealers often approach the victim offering free drugs to use their home for dealing.

Children are often moved by drug dealers into the home of a vulnerable person.

Spot the signs in your neighbourhood

- usually takes place in a multi-occupancy or social housing property
- an increase in number of comings and goings /people entering and leaving at all times of the day and night
- increase in cars or bikes outside - offenders will often have new vehicles outside the property, or frequently use taxis or hire cars
- possible increase in anti-social behaviour in and around the property
- increase in litter outside
- disengagement with support services/healthcare services
- the property may appear almost sparse of valuable possessions inside and go into a state of disrepair
- signs of drug use

BBC county lines/cuckooing video - Please copy the following link and paste it into a search engine

<https://youtu.be/JPXlx9C0Rxs>

## Sexual Abuse

When a victim is sexually abused, they're forced or tricked into sexual activities. They might not understand that what's happening is abuse or that it's wrong. And they might be afraid to tell someone. Sexual abuse can happen anywhere – and it can happen in person or online.

Contact abuse is where an abuser makes physical contact with a child. This includes:

- sexual touching of any part of a child's body, whether they're clothed or not
- using a body part or object to rape or penetrate a child
- forcing a child to take part in sexual activities
- making a child undress or touch someone else

Contact abuse can include touching, kissing and oral sex – sexual abuse isn't just penetrative.

Non-contact abuse is where a child is abused without being touched by the abuser. This can be in person or online and includes:

- exposing or flashing
- showing pornography
- exposing a child to sexual acts
- making them masturbate
- forcing a child to make, view or share child abuse images or videos
- making, viewing or distributing child abuse images or videos
- forcing a child to take part in sexual activities or conversations online or through a smartphone





## Child Sexual Exploitation

CSE is a form of sexual abuse

- Young people receive something, like gifts, drugs or money, for taking part in sexual activity
- Children and young people are tricked into believing they're in a loving and consensual relationship (grooming)
- Violence, coercion and intimidation of the victim are common
- CSE can happen in person or online

Taylor's Story CSE video - Please copy the following link and paste it into a search engine

<https://youtu.be/oqofFfXU2kl>

Signs of CSE:

- Unhealthy or inappropriate sexual behaviour
- Being frightened of some people, places or situations
- Being secretive
- Sharp changes in mood or character
- Having money or things they can't or won't explain
- Physical signs of abuse, like bruises or bleeding in their genital or anal area
- Alcohol or drug misuse
- Sexually transmitted infections
- Pregnancy
  
- The majority of victims did not tell anyone about their sexual abuse at the time, with "embarrassment" being the most common reason
- In the year ending March 2019, the police in England and Wales recorded 73,260 sexual offences where there are data to identify the victim was a child
- The abuse was most likely to have been perpetrated by a friend or acquaintance (37%); around a third (30%) were sexually abused by a stranger
- The Crime Survey for England and Wales (CSEW) estimated that 7.5% of adults aged 18 to 74 years experienced sexual abuse before the age of 16 years (3.1 million people); this includes both adult and child perpetrators
- At 31 March 2019, 2,230 children in England were the subject of a child protection plan (CPP) for experience or risk of sexual abuse
- Sexual abuse has become the most common type of abuse counselled by Childline in recent years; it was also the most commonly reported type of abuse by adults calling the National Association for People Abused in Childhood's (NAPAC's) helpline in the year ending March 2019

(Office for National Statistics. 2020)

## Neglect

The persistent failure to meet a basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)

- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- ensure access to appropriate medical care or treatment
- ensure access to education

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

(HM Government, 2018, Working Together)

## Self-Neglect

Self-neglect is an extreme lack of self-care.

Examples of self-neglect include:

- A refusal or inability to cater for basic needs, including personal hygiene and appropriate clothing
- Neglecting to seek assistance for medical issues
- Not attending to living conditions – letting rubbish accumulate in the garden, or dirt to accumulate in the house
- Hoarding items or animals

## Financial and Economic Abuse

**Financial abuse** is stealing or tricking someone into bad investments, illegal or unauthorised use of a person's property, money, pension book or other valuables, often fraudulently obtaining power of attorney, followed by deprivation of money or other property, or by eviction from own home.

**Economic abuse** is wider in its definition than 'financial abuse', as it can also include restricting access to essential resources such as food, clothing or transport, and denying the means to improve a person's economic status (for example, through employment, education or training).

## Discriminatory Abuse

Discrimination is abuse that focuses on a difference or perceived difference.

The Equality Act protects people against discrimination because of the protected characteristics that we all have. Under the Equality Act, there are nine protected characteristics:

- |                                  |                       |
|----------------------------------|-----------------------|
| 1.age                            | 6.race                |
| 2.disability                     | 7.religion or belief  |
| 3.gender reassignment            | 8.sex                 |
| 4.marriage and civil partnership | 9. sexual orientation |
| 5.pregnancy and maternity        |                       |



**Direct discrimination:** Refusing to transport a gay person. This is direct discrimination by perception because of sexual orientation which is a protected characteristic under the Equality Act.

**Indirect discrimination:** An employer introduces a new dress code to the workplace. As part of the rules, they decide to prohibit cornrow hairstyles. This could amount to indirect race discrimination as it is more likely that these hairstyles will be worn by certain racial groups.

**Victimisation:** Your colleague makes a sexual harassment claim against your boss. After you give evidence as a witness to support their claim, your boss starts treating you unfairly.

**Harassment:** A passenger is making comments about wheelchair users during the journey. This isn't addressed at anyone in particular, but it creates an intimidating and hostile environment. You could bring a claim for harassment related to disability even if you're not disabled.

## Organisational/Institutional abuse

Organisational or Institutional abuse is the mistreatment of people brought about by poor or inadequate care or support, or systematic poor practice that affects the whole care setting.

- No flexibility in bed time routine and/or deliberate waking or taxi pick up or drop off times
- Lack of personal clothes and belongings
- Un-homely or stark living environments
- Deprived environmental conditions and lack of stimulation
- People referred to, or spoken to with disrespect
- Passenger Assistant not helping a wheelchair user into the vehicle
- Sending an inappropriate vehicle
- Not having the appropriate equipment

## **Domestic Abuse**

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological and/or emotional abuse
- Physical or sexual abuse
- Financial or economic abuse
- Harassment and stalking
- Online or digital abuse

Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background.

How are children and young people affected?

- One in seven (14.2%) children and young people under the age of 18 will have lived with domestic violence at some point in their childhood
- 61.7% of women in refuge on the Day to Count 2017 had children (aged under 18) with them (Women's Aid, 2018 – data from Women's Aid Annual Survey 2017)

## **Modern Day Slavery**

Modern slavery in the UK can take many forms, including forced sexual exploitation, domestic slavery or forced labour on farms, in construction, shops, bars, nail bars, car washes or manufacturing.

Forced labour is the most common form of slavery in the UK, fuelled by a drive for cheap products and services, with little regard for the people behind them.

Spot the signs

- Overcrowded accommodation
- Living and working at the same place
- Unusual travel times; very early pick ups and very late drop offs
- Fearful, anxious behaviour
- Appears malnourished
- Shows signs of abuse
- Seems under the control of others
- Depends on others for money
- Unfamiliar with their own neighbourhood
- Has few belongings and wears the same clothes or unsuitable clothes
- Not able to move around freely
- Reluctant to talk to strangers

## **Debt bondage**

Debt bondage is a form of control where victims are tricked into working for little or no money to repay a debt.

Street gangs often use debt bondage to coerce victims into illegal activities like transporting and storing drugs and weapons or providing accommodation for gang members.

Poverty, threats, violence, surveillance and imprisonment are used to make sure victims cannot leave or get help. Debt bondage is a form of Modern Day Slavery.

## **Debt bondage and COVID-19**

A recent article from Thomson Reuters Foundation reported:

‘Slavery victims may be unable to stop work during COVID-19 and also face being pushed further into debt bondage.’

In May 2020, Crime stoppers reported on the desperate need for agricultural labourers due to Covid-19 and there has been an increase in modern slaves being exploited in this sector. In May, a group of Romanian fruit pickers were saved in Medway, Kent as police investigated modern slavery and human trafficking offences.

## **Human Trafficking**

It may not be obvious that someone has been trafficked, but you might notice unusual or unexpected things. They might:

- spend a lot of time doing household chores
- rarely leave their house or have no time for playing
- be orphaned or living apart from their family
- live in low-standard accommodation
- unsure which country, city or town they're in
- can't or are reluctant to share personal information or where they live
- not be registered with a school or a GP practice
- have no access to their parents or guardians
- be seen in inappropriate places like brothels or factories
- have money or things you wouldn't expect them to
- give a prepared story which is very similar to stories given by others

Trafficking is where children, young people and vulnerable adults are tricked, forced or persuaded to leave their homes and are moved or transported and then exploited, forced to work or sold.

People are trafficked for:

- sexual exploitation
- benefit fraud
- forced marriage
- domestic slavery
- forced labour
- committing crimes, like begging, theft, working on cannabis farms or moving drugs

## **Female Genital Mutilation (FGM)**

**FGM** is a procedure where the female genitals are deliberately cut, injured or changed often by someone with no medical training. There are no medical reasons to carry out FGM. It is used to control female sexuality.

## **It is illegal in the UK and is child abuse.**

Signs FGM might happen

- A relative or someone known as a 'cutter' visiting from abroad
- A special occasion or ceremony takes place where a girl 'becomes a woman' or is 'prepared for marriage'
- A female relative, like a mother, sister or aunt has undergone FGM
- A family arranges a long holiday overseas or visits a family abroad during the summer holidays
- A girl has an unexpected or long absence from school
- A girl struggles to keep up in school
- A girl runs away – or plans to run away - from home

Signs FGM might have taken place:

- Having difficulty walking, standing or sitting
- Spending longer in the bathroom or toilet
- Appearing quiet, anxious or depressed
- Acting differently after an absence from school or college
- Reluctance to go to the doctors or have routine medical examinations
- Asking for help – though they might not be explicit about the problem because they're scared or embarrassed

## **Forced Marriage**

Forced marriage is when you face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (e.g. if you're made to feel like you're bringing shame on your family).

You have the right to choose who you marry, when you marry or if you marry at all.

Forcing someone to marry is illegal and can result in a sentence of up to 7 years in prison.

Signs of Forced Marriage:

- the victim comes from a community where Forced Marriage and 'Honour' is culturally embedded
- parents removing a child from education
- there may be noticeable levels of absenteeism, lateness – school, college or employment
- there may feel like an element of 'surveillance' and control by the family or community members
- The victim may appear depressed, withdrawn, anxious or suicidal. The victim may run away or go missing the victim is anxious about a family holiday abroad
- early and/or unwanted pregnancy
- self-harm or suicide attempts, victims appear to be dominated

## Recent Headlines from 2020

# Teenage thug Asif Khan ordered taxis and then carried out violent attacks on drivers

Asif Khan of Alum Rock Road, Alum Rock, previously admitted robbery, two charges of theft, two of common assault and criminal damage

## Child sex case: Twenty-six people charged with historical offences

© 16 June 2020

f t e Share

Twenty-six people have been charged with historical child sex offences.

The offences relate to several young people who West Midlands Police say suffered physical and emotional abuse between 2008 and 2016.

Fourteen men and 12 women, mainly from the Walsall area and aged between 20 and 69, are those charged.

Others are from West Bromwich, Wolverhampton, Bilston, and Redcar on Teesside. They will appear before magistrates at a later date.

Charities supporting victims of domestic abuse have said they expect an increase in people seeking safety as lockdown eases.

Women's Aid in the West Midlands said it had seen 30 referrals for refuge since lockdown restrictions were eased.

It has been one of 100 charities in England **sharing £8.1m government funding** aimed at supporting victims and providing more refuge spaces.

It follows a **surge in calls to helplines** since lockdown began.

Charities had warned the lockdown could heighten domestic tensions and cut off escape routes.

## Chapter 3

### Disclosures and Recording

#### Recording

Children and young people usually disclose abuse and neglect to people who they feel they can trust. This person could be you. This is why it is so important for everyone to have a basic understanding of what to do and what not to do.

If a child, young person or adult discloses abuse, never forget how hard it is for them to talk about it and acknowledge their courage in speaking out.

It's important to:

- listen carefully to what they're saying
- Let them know they've done the right thing by telling you
- Tell them it's not their fault
- Say you'll take them seriously
- Don't confront the alleged abuser
- Explain what you'll do next
- Report what the child has told you as soon as possible



## TAS safeguarding procedure

This safeguarding for taxi drivers course will provide you with information which will enable you to:

- Understand your role in safeguarding children, young people and vulnerable adults
- Recognise the types and signs of abuse and exploitation
- Be able to respond and report any concerns
- Know what to do if a child, young person or vulnerable adult tells you something (disclosure).
- Keep yourself safe
- If there is an immediate danger of a child, young person or vulnerable adult being abused you must make the situation as safe as possible and call 999

## Record Keeping

It is very important to follow your organisation's policies and procedures and to record your concerns using the forms/logbooks used within your setting as these will be in line with your local safeguarding board's expectations

Tips:

- The child or young person the record refers to has to be clearly identified in your document. Leave no room for misinterpretation
- Identify all the parties involved including witnesses
- Add the date and time of the incident or disclosure
- Add what was said or done and by whom
- Don't record opinion or hearsay. Record the facts
- Any interpretation or inference drawn from what was observed, said or alleged should be clearly recorded as such
- Describe the concern in sufficient details
- Write down everything the child or young person said in their own words, even swear words
- Don't use jargon or abbreviations.

## Chapter 4 Responding

### How to respond to a concern on TAS contracts

- Report to the Safeguarding Officer at the School or day opportunity
- Record what has been said or seen
- You might be asked by the school to write down the incident





- Report to TAS and/or Sandwell MBC Taxi Licensing
- If the journey is on return home report to TAS immediately or Sandwell MBC Taxi Licensing
- If on collection you notice any marks on a passenger, please report to TAS immediately before pulling away
- If it's before 7:30am note the concern on the back of the transport record card
- On arrival at the school or day opportunity report to the safeguarding officer and report to TAS immediately

If there is an immediate danger of a child or young person being abused, you must make the situation as safe as possible and call 999.

## Information Sharing

- Effective sharing of information between professionals and local agencies is essential for effective identification, assessment and service provision
- Early sharing of information is the key to providing effective early help where there are emerging problems
- If you have any concerns or a gut feeling about something, report it! It's better to be safe than sorry

**Safeguarding is everyone's business**



## Confidentiality

It is important to note that confidentiality is not a barrier to information sharing.

Whenever possible you must not share confidential information about children, young people and their families with other people. You must always consider the safety and welfare of the child when making decisions about whether to share confidential information.

Sharing, even without consent, will normally be justified, if there is evidence of reasonable cause to believe that a child is suffering significant harm or to prevent significant harm through prevention, detection and prosecution of serious crime.

## Important Contacts

**If there is an immediate danger of someone being abused you must make the situation as safe as possible and call 999.**

Contact Sandwell Multi Agency Safeguarding Hub (MASH): **0121 569 3100** to speak to someone about your concerns if you might suspect that a child is at risk of harm or neglect.

Contact Sandwell Adult Safeguarding: **0121 569 2266** to speak to someone about your concerns if you are worried about an adult or suspect abuse.

## Chapter 5 – Summary

### You now:

- Understand your role in safeguarding children, young people and vulnerable adults
- Recognise the types and signs of abuse and exploitation
- Are able to respond and report if you have a concern
- Know how to record safeguarding concerns
- Know what to do if a child, young person or vulnerable adult tells you something (disclosure)
- Know how to keep yourself safe
- Know who to contact in an emergency, or which Sandwell MBC team to contact if you have any non-emergency concerns.