

## Information about adult safeguarding as taken from the Care Act 2014 Statutory

### Guidance: Types of Abuse

**Domestic abuse** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.

**Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and assault or sexual acts to which the young person (over 16yrs)/adult has not consented or was pressured into consenting.

**Psychological abuse** – inc emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion.

**Financial or material abuse** – inc theft, fraud, coercion in relation to an adult’s financial affairs, including wills, property, inheritance, possessions or benefits.

**Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude.

**Discriminatory abuse** – including harassment because of race, gender, age, disability, sexual orientation or religion.

**Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care/children’s home.

**Neglect and acts of omission** – inc ignoring medical, emotional or physical care needs, failure to provide access to health, care and support or educational services, the withholding of medication, adequate nutrition and heating

**Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.



## Safeguarding Vulnerable Passengers Leaflet

Developed with the support of the Nottingham City Safeguarding Children and Adult Safeguarding Boards, and with thanks to Sheffield Safeguarding Children and Adults Boards and Sheffield Futures for use of their ideas and materials



Nottinghamshire  
SAFEGUARDING  
CHILDREN Board

Working in Partnership to Safeguard  
Children & Young People



Working in Partnership with  
the Taxi/Private Hire Trade

## **Safeguarding – Taxi Driver Help Sheet**

### **What to do if you are concerned about a vulnerable passenger**

1. Phone 999 if risk is imminent / assault happened or likely to
2. Phone the police on 101 if the risk is non urgent

If you want to remain anonymous ring **Crime Stoppers** on 0800 555111

3. Contact your operator to get advice or,
4. If concerned about a vulnerable child or adult, contact Nottinghamshire County Council and ask for either:
  - Child Services on 0300 500 80 80
  - Adult Service on 0300 500 80 80

Make and keep a record of your concerns, what you did and why

**Sexual abuse** - Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Neglect** - The persistent failure to meet a child's 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); or
  - ensure access to appropriate medical care or treatment.
- it may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## **Information about child safeguarding as taken from Working Together 2013: Types of abuse**

**Physical abuse** - A form of abuse which 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.

**Emotional abuse** - The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

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 control, 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.

### **What records to keep**

- Date, time, address of collection and drop off
- A physical description of the person
  - Colour of skin
  - Age/ gender
  - Height/ build
  - Hairstyle and colour
  - Complexion
  - Distinguishing features (tattoos, scars, beard etc)
  - Clothing
  - Whether they were carrying anything

## **Protecting yourself and others - Good safeguarding practice**

- Your operator should check at the point of booking and let you know if there are any vulnerability issues. This will allow you to prepare for the journey in the right way.
- If transporting a vulnerable passenger - your operator should ask the person booking if an escort for the vulnerable passenger is required and if they are providing one.
- Let your control know and/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).
- 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.
- Do not touch passengers.
- Never accept an offer of a sexual favour instead of payment.
- Make sure your driver badge(s) issued to you by the Council can always be viewed clearly by passengers.
- Explain to passengers if using a centralised locking system – don't just put it on without an 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 head 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.