

Institute of Licensing 2021
25th National Training Conference

What should you be doing to prevent Child Exploitation within your hotel industry?

Andy Thompson & Helen Matthews

CYP:first

Promoting Excellence in Licensing for 25 Years

@instoflicensing #NTC2021

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Our aim

This hard hitting session will talk about what hotels should be doing to prevent exploitation.

Examples from across the country will give you practical tips but also raise your own awareness of the grooming and abuse of children and vulnerable adults within hotel accommodation.

Operation Makesafe

SAY SOMETHING IF YOU SEE SOMETHING

Who's controlling your friends?

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Look at how many licensed professions could come into contact with an abused child?

<ul style="list-style-type: none"> Transport – taxis, trains, buses, car hire Retail and food outlets Security staff Licensed premises Accommodation (including hotels, B&Bs) Music/sporting events Bingo hall 	<ul style="list-style-type: none"> Music/sporting events Street pastors Homeless shelters Other entertainment/leisure complexes and areas, such as gambling premises Convenience stores/petrol stations CCTV operatives A&E staff
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What is Operation MakeSafe?

First introduced in South Yorkshire, Operation MakeSafe is not just a London based programme and exists in other police areas. It is a proactive initiative to empower businesses who may encounter instances of child sexual exploitation. These include care homes, hotels, fast food restaurants, taxis, transport hubs and licensed premises. The aim is to deliver awareness training to those who work in these sectors, so they are able to recognise the signs of CSE, identify potential victims and take the necessary action to report their concerns. Importantly it provides them with the confidence to follow up on that "gut feeling", situations where they think something is wrong or suspicious, but previously wouldn't have necessarily done anything about. They are encouraged to tell police by calling 101 or in an emergency 999 and quote "Operation MakeSafe". Call handlers in police control centres are trained to obtain the relevant information and direct the response accordingly. Whilst known as MakeSafe in some areas, there may be regional name changes in some police areas.

Op Makesafe CHILD SEXUAL EXPLOITATION IS CHILD ABUSE

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OPERATION MAKESAFE

- Partnership approach between Police, Licensing, **Hospitality**, Night Time Economy & ourselves
- Training Licensed Drivers, **Hoteliers** & Fast Food outlets

EXPLOITATION

CAN YOU SEE IT? TELL US!

CHILD SEXUAL EXPLOITATION
COUNTRY LINES
MODERN SLAVERY

Children travelling in taxis or private hire vehicles may be being exploited by gangs involved in drug crime. Know the signs to spot.

To report information contact 101. In an emergency always call 999.


Op Makesafe CHILD SEXUAL EXPLOITATION IS CHILD ABUSE

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Scene Setting

- Child Sexual Exploitation (CSE) including the Criminal Exploitation of Children (CCE) which involved businesses such as taxi firms, hotels and fast-food outlets have received widespread public attention.
- As a result the NTE / Hospitality Industry have been key areas to focus CSE / CE awareness and preventative activity.
- Perpetrators of CSE and CE are known to target places and venues where children and young people go or use, to facilitate or commit abuse.
- Therefore it is extremely important that awareness, prevention and disruption methods are targeted here.

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Guidance states: NPCC

Providing industry-specific Child Exploitation awareness-raising sessions and guidance among professionals and businesses working in the NTE / Hospitality Industry can help identify and protect children and young people at risk.

Awareness sessions should particularly be targeted at workers who may have close or frequent contact with children and young people eg hotel receptionists, hotel bar staff, restaurant workers, door staff, managers and security.

Awareness sessions should **educate hospitality professionals and businesses on the warning signs of CCE/CSE** – what to look out for, what to do if they believe a child or young person is at risk of CCE/CSE, and how to escalate information to the appropriate agencies in order to safeguard them.

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Good Practice

There have been lots of innovative and interesting ways to work with individuals and organisations working in the hospitality industry where the awareness raising and working together has helped protect children and young people.

Examples include a hotel cleaner who was trained in exploitation, entered a room and found drug paraphernalia. She closed off the room and asked her manager to phone the police, which led to a police response and police investigation. The concerns were proven to be correct and this was fully investigated.

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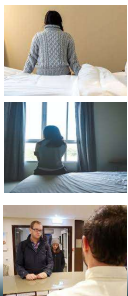


Our partnership with Local Authorities

- Operation Makesafe has been developed in partnership with boroughs to raise awareness of child exploitation in the business community, such as hotel groups, taxi companies and licensed premises. Following the success of the pilot run in the borough of Waltham Forest, Operation Makesafe has now been rolled out across many more boroughs.
- **The aims**
 - The purpose of the campaign is to help business owners and their employees identify potential victims of Child Exploitation and, where necessary, alert police officers to intervene prior to any young person coming to harm.
- **What's involved**
 - Businesses such as hotels, licensed premises and taxi companies are being provided with awareness training to help them recognise the signs of child sexual exploitation. They are directed to call 101, quoting 'Operation Makesafe', should they suspect suspicious behaviour or activity on their premises or in their vehicles.
 - These businesses are also being provided with campaign posters and training sheets to raise awareness amongst their customers and staff.
 - Police call handlers have received specialist training to identify calls relating to child sexual exploitation and provide the appropriate advice and police response.

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Reasons We Are Here



Media portrayal of hotels & Child Exploitation.

Hotels have featured in all serious case reviews (evidenced through summaries provided by the National Working Group (NWG))

Recent data collection has labelled hotels as hotspots of CSE (ROCU (Regional Organised Crime Unit)– 2020)

We know child sexual abuse and child criminal exploitation is happening in hotels – no hotels are exempt from this or the potential of this.

TripAdvisor reviews have raised the issue of this from customers. How are they spotting it and the staff aren't?

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How do we know this?

Children have disclosed being in hotels.

DNA evidence has been retrieved from rooms.

Children have been rescued from hotel rooms.

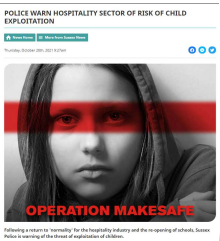
After training we have evidence of hotels informing police of concerns – this happened this week DURING this session.

Intelligence gathered from the local picture.

Reports by hoteliers and customers.

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Thursday 28th October 21




Following a return to 'normality' for the hospitality industry and the re-opening of schools, Sussex Police is warning of the threat of exploitation of children.

They say there is an increased risk of perpetrators targeting students, looking to exploit them now that school children are no longer staying at home.

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But



- The main reason we are here today is to help with your confidence and feelings around this.
- Pretty regularly, you might be the last safe person a child sees before a very significant event in their life
- You might also be the first safe person they see after a very traumatic event.
- You might be the only person they have to run to or to talk to.
- Be the hero they need at that time. They will never forget it.



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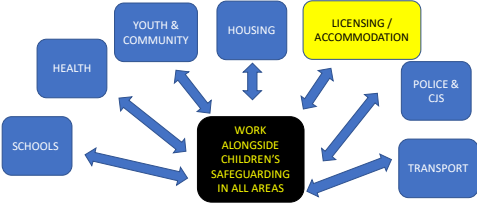
EXPLOITATION & HUMAN TRAFFICKING

- EXPLOITATION is like a Jigsaw
- Everyone has a missing piece of the puzzle
- One piece of the puzzle is no use on it's own.
- Evidence from security, coffee shop attendant, housekeeper, duty manager, receptionists, porters, bar staff. All staff see things.
- Until pieces of the puzzle are shared, we do not see the full picture.
- CSE and CCE is Child Abuse and cannot be tolerated due to lack of knowledge.





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Everyone's business = creating safe spaces




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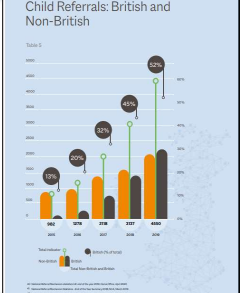
UK picture

- There has been an eightfold increase in the number of child victims of CSE and CSE (modern slavery) referred by local councils in England.
- NCA figures reveal the number of children earmarked for help grew from 127 in 2014 to 1,152 last year – that is an increase of **807%**
- The Local Govt Association is warning the rapid increase in child referrals for modern slavery is adding to the already huge pressure on the services they provide for vulnerable children.
- 2019 – 2020 the numbers of child referrals **grew from 67% to 92%**.

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Child Referrals: British and Non-British



Year	British Referrals (%)	Non-British Referrals (%)
2014	~10%	~90%
2015	~15%	~85%
2016	~20%	~80%
2017	~25%	~75%
2018	~30%	~70%
2019	~67%	~33%
2020	92%	8%

Non-British
British

Across the country the study found that British victims of modern slavery are in many ways worse off than foreign national victims when it comes to available support, as frontline agencies tend not to refer British suspected victims to the NRM. We believe the current statistics therefore mask a much greater cohort.

'It Still Happens Here' CSJ July 2020

REASONS WHY REFERRALS AREN'T AS IT SHOULD BE:


- The NRM was designed to respond to trafficked victims, at that time, mainly from outside of the UK – perception is that this is still the case. It's not.
- British victims have complex needs and are unwilling to engage.
- Lack of awareness, professionals still do not know the NRM exists!

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County Lines

The Gang will establish themselves within an area and operate a telephone number, the purpose being, to sell drugs directly to users at street level.

WE KNOW THAT HOTELS ARE BEING USED BY GANG MEMBERS WHEN SCOPING THE AREA AND ALSO TO DEAL FROM



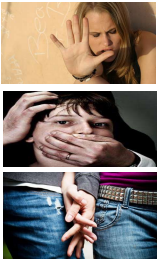
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What does it mean?

- Criminals are deliberately targeting vulnerable children & adults – those who might be homeless, experiencing learning difficulties, going through family breakdowns, struggling at school, living in care homes, trapped in poverty, vulnerable to belong to something, vulnerable just because they are children.
- These criminals groom children into trafficking their drugs for them with promises of money, friendship and status. Once they've been drawn in, these children are controlled using threats, violence and sexual abuse, leaving them traumatised and living in fear.
- However they become trapped in criminal exploitation, the young people involved feel as if they have no choice but to continue doing what the criminals want.

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Child sexual exploitation is a form of child sexual abuse.



It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

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Sexual Exploitation



- Child sexual exploitation (CSE) is a type of sexual abuse. When a child or young person is exploited they're given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they're in a loving and consensual relationship. This is called grooming. They may trust their abuser and not understand that they're being abused.
- Children and young people can be trafficked into or within the UK to be sexually exploited. They're moved around the country and abused by being forced to take part in sexual activities, often with more than one person. Young people in gangs can also be sexually exploited.
- Sometimes abusers use violence and intimidation to frighten or force a child or young person, making them feel as if they've no choice. They may lend them large sums of money they know can't be repaid or use financial abuse to control them.
- Anybody can be a perpetrator of CSE, no matter their age, gender or race. The relationship could be framed as friendship, someone to look up to or romantic. Children and young people who are exploited may also be used to "find" or coerce others to join groups.


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- Hotels are often used as a place to exploit and abuse victims of CSE.
- There are a number of criminal offences associated with child sexual & criminal exploitation which could have damaging consequences for a hospitality business, including a possibility of prosecution, action being taken against a premises licence and reputational and/or financial damage.
- 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 2003 and there are legal implications if you do not have safeguards in place or fail to act if sexual exploitation of children occurs, or is believed to have occurred, on your premises. Under Section 116 of the Anti-Social Behaviour, Crime and Policing Act 2014 the Police have powers to serve a notice on a hotel owner, operator or manager requiring guest information in connection with child exploitation.

This notice can be served when an officer reasonably believes a hotel premises has been or will be used for the purposes of:- (a) Child sexual exploitation, or (b) Conduct that is preparatory to, or otherwise connected with, child Sexual exploitation.




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Hotels in The Grooming Process

Grooming may be a phased, gradual process used by perpetrators to sexually exploit children. It can take place over varying periods of time either online or offline – from a few days to several years.



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Hotel Testing

- The aim of it was to test various hotels by using a plain clothes police officer, accompanied by a volunteer young person, who attempt to obtain a room in a hotel and/or purchase alcohol.
- The expectation is that hotel or bar staff would be suspicious at an older male or female with a younger child, attempting to book a hotel room and flag their concerns immediately to the police.
- During the test purchasing operation, undertaken by Thames Valley Police in partnership with Aylesbury Vale District Council, eight out of 16 hotels sold alcohol to an underage test purchaser and three hotels sold double rooms.
- This type of operation is carried out across the country on a regular basis. It helps ensure ongoing communication between hotels and the police, while educating licensed premises and encouraging better working practices.
- We have just been contacted by Police in one local area, due to 39 hotels failing this test.

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Training should include:

- As well as what CSE and CCE is:
- What to look for BUT bespoke to the participants field:

E.G Hotels – Guests who request a specific room that is isolated and private.

E.G Taxis – A driver dropping a child off to another car to collect something and multiple drop offs after.

- What to do if a child confides in your staff (how to remain calm)
- How to report
- Whistle blowing against colleagues



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Outline of session



Understand what Child Exploitation is, including Child Sexual Exploitation and Child Criminal Exploitation (County Lines)	To understand the grooming process	Why are hotels used? Hotspot areas?	Understand the vulnerability factors of some hotel guests.	Consent and the law (victim's perspective)
Trauma bonding and Stockholm syndrome	Know the risk indicators and how to spot them, specific to the hotel industry and utilising local knowledge	Be aware of what Human Trafficking is and the legal implications	How to report concerns and also safely intervene where appropriate.	Understand how all of the above relates to your role.
How to protect yourselves as hotels.	How to report concerns & correct details handout (detailed local response)	Facilitated discussions to dispel personal biases and unconscious bias.	What barriers might stop them intervening?	


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By the end of the session participants can demonstrate:

- What makes a guest vulnerable?
- What are your responsibilities to a vulnerable guest?
- Human Trafficking process:
 - * Recruitment/Grooming
 - * Exploitation (Sexual and Criminal)
 - * How this relates to internal trafficking
 - * Act/Recruitment/Transportation/Transfer/Harboring/Receipt of a person (Palermo Protocol)
 - * Section 59 a of Sexual Offences Act 2003
 - * Max sentence of 20 years imprisonment
- Consent in relation to Violence, coercion and intimidation
- Offenders
- Risk indicators
- Relating all of the above to their role.




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Handouts & Hotel Advice

- All participants receive a detailed crib sheet on how to appropriately challenge customers if they have any concerns.
- The crib sheet details questions that can be asked in a non-threatening way and also to aid in drawing out more information.
- Staff also receive a pathway flowchart of what to do if they are concerned:
 - How to record information
 - Phone numbers of who to report to and how to document this.
 - How to record and preserve evidence
 - The use of available technology, CCTV, mobile phones.
 - Reporting concerns to relevant authorities including managers.


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Victim support

- Participants will also be given practical advice on how to support an identified victim, how to respond and how to behave.
- Advice numbers will be printed on the flowchart of victim support agencies, all bespoke to the local area.

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To be discussed and options

- CYP First can offer the handouts to be translated into relevant languages.
- We can also provide this via a webinar, although we do feel that this doesn't allow for the facilitated discussions and dispelling of unconscious bias, but it is an option.
- We give a range of reporting options, including 101 online and livechat, See the Signs and Crimestoppers.
- Explanation of how to share this data and any concerns with local protocols and within pathways – intel forms?
- Do you want them to be aware of Hotel Testing?

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What can you do after this session?

You can:

- Ensure everyone in your team knows what child sexual exploitation and other forms of sexual abuse are and how to spot the signs.
- Make sure everyone knows how to report any concerns or intelligence.
- Display campaign information in your offices (see resources section).
- Add child sexual exploitation and abuse awareness to any team meeting agendas, and talk about the issue regularly – the more you talk the more confident you will feel in addressing the problem.
- Mandate Safeguarding of children and vulnerable people training for all staff – this should include sexual exploitation as well as other forms of abuse.

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Feedback

- 99% of delegates displayed increased knowledge.
- 95 % of delegates said they were more confident to report.
- 100 % of delegates said they would now report any concerns.
- 100 % said this session was relevant to their role.


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References:

- Lisa Robinson 1481
- Exploitation Lead
- Bedfordshire's Violence and Exploitation Reduction Unit
- Mob: 07850503541
- Email – Lisa.robinson@bedfordshire.pnn.police.uk

"Working with Helen & Andy in Bedfordshire has been paramount in our response to Child Exploitation, the training they offer is excellent; great presentation style with opportunities to ask questions with real life examples & situations, the feedback always exceeds expectations from multi agency practitioners. Their professionalism, knowledge and passion is relevant, meaningful & inspirational"

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- **Alex Bridge** – Service Manager – Adolescent Intervention and Prevention Team
- Early Help, Family Support & Youth Offending Service - **Southend-on-Sea Borough Council**
- Creating a Better Southend
- 01702 534300 or extension 4050 alexbridge@southend.gov.uk

'We have had Andy and Helen undertake our See The Signs training over the last 3 years, the training has been brilliant, it has captivated audiences and not only delivered the key messages but has been emotive too which is really important when your engaging partners. The training has had incredible feedback and has led to a lot of conversations and information from partner organisations on how they can spot and report exploitation. They have been a joy to work with and even undertake the registers and collate the feedback which has been super helpful'

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“Putting
Children's
Voices at the
Heart of
Training”

FOR LOCAL AUTHORITIES

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CHILD EXPLOITATION:
HOTEL STAFF

Child Sexual Exploitation (CSE) and the Criminal Exploitation (CCE) of young people remain ongoing concerns throughout the UK. Hotels and private rentals, such as Airbnb, can often be used for grooming and facilitation purposes. It is incumbent on all hotel staff to be able to identify such concerns and be able to respond and report them.

- Understand what Child Exploitation is, including Child Sexual Exploitation and Child Criminal Exploitation (County Lines)
- Understanding and utilising delay tactics
- Understand the vulnerability factors of some hotel guests.
- Know the risk indicators and how to spot them.
- Be aware of what Human Trafficking is and the legal implications
- How to report concerns.
- Understand how all of the above relates to your role
- How to protect yourselves as hotels.
- How to report concerns & contact details handout (detailed local response)

I really enjoyed training this morning. It was very informative and felt it was presented in a way that really hit home as to how important everyone's understanding of it is. Every person no matter what industry they work within plays such a key role in protecting vulnerable children and adults and a course like this shows just how much.

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THANK YOU FOR YOUR TIME!

Andy Thompson & Helen Matthews

Email: office@cypfirst.co.uk

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