

Private Hire and Hackney Carriage – Safeguarding Children and Vulnerable Adults

Licensed drivers play an important role in the community and have a vital role in spotting and reporting the abuse, exploitation or neglect of children and vulnerable adults. To assist this, it is important for drivers and operators to be aware of the signs of potential abuse and who their concerns can be reported to.

All new driver applicants will need to undertake safeguarding and disability training, and existing drivers will also need to complete this training before June 2021. This will be provided by Blue Lamp Trust, further details below.

ANY IMMEDIATE CONCERNS SHOULD BE REPORTED TO 999

What is safeguarding

The Government terms safeguarding for children as: The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.

Safeguarding also applies to vulnerable adults, who are those: ‘Who is or may be in need of community care services by reason of disability, age or illness; and is or may be unable to take care of unable to protect him or herself against significant harm or exploitation’ ((1997 Consultation ‘Who Decides?’, Lord Chancellor’s Department). This definition of covers all people over 18 years of age.

Any child/adult can be considered to be at risk of harm or abuse, regardless of their characteristics e.g. age, ethnicity, gender, religion.

Types of abuse

The Care Act 2014 list the following abuse types:

- Physical
- Sexual
- Psychological
- Emotional
- Financial
- Material
- Neglect
- Self-neglect

- Discriminatory
- Organisation
- Radicalisation

One form of abuse that is increasing is Modern Slavery, and this can cover the following:

- Human Trafficking
- Sexual Exploitation
- Forced Labour
- County Lines

County lines is the term to describe gangs and organised criminal networks involved in exporting illegal drugs into areas in the UK using dedicated mobile phone lines. This system of moving drugs uses children and vulnerable adults, who have been coerced by violence and intimidation, to comply.

How to spot a safeguarding issue

There are a number of signs that could identify an adult or child who may be suffering abuse, such as:

- Injuries, bruises, self harming etc.
- Withdrawn, anxious or secretive behaviour
- Aggression or overly sexual language
- Young children travelling alone or during unusual hours

Further signs and symptoms will be covered in the driver training, or in the resources at the bottom of this page.

What Training do I need as a Taxi Driver?

Blue Lamp Trust, who currently provide our Driver Awareness Tests and Wheelchair assessments. Blue Lamp Trust have, in partnership with Police and Safeguarding organisations, developed Disability Awareness and Safeguarding training specifically for Taxi and Private Hire Drivers. These courses are designed to give drivers an understanding of disabilities and safeguarding, their responsibilities and best practise to ensure safe and secure transport for passenger and driver.

The courses are offered in both e-learning and face to face, however during COVID restrictions the e-learning option is being advised.

https://bluelamptrust.org.uk/disability_awareness/

This is bookable online using our live booking system.

Cost is £40 and drivers will have to provide phot ID to join and will receive an electronic certificate to evidence completion.

The Safeguarding course is £25 and also bookable on line;

<https://bluelamptrust.org.uk/safeguarding-classroom/>

Once drivers have completed the courses they will receive an electronic certificate which they will need to forward to the licensing team

How do I report my concerns

Hampshire County Council and the Police lead on safeguarding matters. These organisations have produced a number of resources listed below to help identify and report any concerns you might have.

It is important that you don't ask leading questions, but note down what is said with important details like date and time, and report what you have seen or has been said to you as soon as possible using one of the below numbers:

Police -

999 for immediate concerns

101

Hampshire County Council -

Hampshire Adult Services 0300 555 1386

[Online report form for Adult safeguarding concerns](#)

Hampshire Childrens Services 0300 555 1384

[Online report form for Child safeguarding concerns](#)

Charities -

NSPCC 0808 800 5000

Crimestoppers (anonymous reporting) 0800 555 111

Resources and further information

[Basingstoke and Deane Borough Council Safeguarding information](#)

Hampshire [Safeguarding Adults](#)

Hampshire [Safeguarding Children](#)

[Modern Slavery](#)

[County Lines information for taxi and private hire vehicles and operators](#)

[Tackling Child Abuse Campaign](#)