

Operation Makesafe Toolkit

for Lancashire Businesses

Stop Child Exploitation, Know the signs

A toolkit for anyone working in businesses where children and young people are at risk of exploitation.

- Hotels
- B&Bs
- Serviced Apartments
- Taxis
- Takeaways/Restaurants
- Fast Food Outlets
- Licensed Premises
- Shops
- Care Homes
- Motels

lancashire.police.uk/operation-makesafe



If you see something say something™

Call **101** or **999** (in an emergency) and quote **Operation Makesafe**



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“Through Operation Makesafe we aim to ensure that Lancashire businesses know the signs of child exploitation and have the confidence to contact us without delay so that we can intervene.”

“The campaign’s key message is to really think about the circumstances around children coming into their premises, and not to hesitate in following up on that “gut feeling” in situations where they think something is wrong or suspicious.”

Detective Superintendent Neil Drummond, Head of the Public Protection Unit, Lancashire Constabulary



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What is child exploitation?

Child Sexual Exploitation (CSE)

happens when an individual or group takes advantage of a power imbalance (like age, gender or social status) to sexually abuse a child or young person (CYP).

- CYP may be given something **tangible** – like money, clothes or drugs by the abuser.
- CYP may be given something **intangible** like love, protection or attention by the abuser.
- The abuser may receive **financial gain or increased status** because of the abuse.
- The abuser may use violence or threat of violence.

Child Criminal Exploitation (CCE)

happens when an individual or group takes advantage of a power imbalance (like age, gender or social status) to force a child or young person to become involved in criminal activity.

It is never a child or young person's fault if they are abused or exploited and both boys and girls are affected.



CSE In Plain Sight

Nightwatch

<https://www.youtube.com/watch?v=rhX2gzxjhdM>

This short film shows the vital role people working through the night can play in keeping children safe.

Why should my business care about it?

Anyone under the age of 18 in England is a child and businesses, especially those that are open through the night, may have either a social or legal responsibility to ensure children are kept safe from harm.

Operation Makesafe aims to empower business owners and their employees in Lancashire to identify potential victims and act early if they suspect criminal and/or sexual exploitation is happening on, or around, their premises.

What do I need to do?

Take a look at our checklist on page 5 to see if you and your employees know the signs of child exploitation and what to do if you are concerned about a child.

By knowing the signs and having the confidence to alert officers to intervene, Lancashire businesses can play a crucial role in stopping child exploitation.

What should I do if I suspect child exploitation is happening on my premises?

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Awareness Checklist for All Businesses

We would like Lancashire businesses to work towards being aware of child exploitation. This checklist can help you think about how prepared your workplace is.

If you work in a hotel, licensed venue or are a taxi driver, please also look at the checklists specific to your line of work included in this pack.

- | | |
|--|--|
| <input type="checkbox"/> Everyone in my team has a basic understanding of child exploitation and that anyone under the age of 18 is legally a child, no matter how old they look | <input type="checkbox"/> I would know what to say to a child if they told me they were being abused or exploited |
| <input type="checkbox"/> I know the signs that indicate a child is being exploited, or is at risk of being exploited, in or near my business. | <input type="checkbox"/> We display information behind the counter and/or to customers who raise awareness of child abuse or exploitation. |
| <input type="checkbox"/> I would feel confident about what actions to take if I thought a child was being exploited. | <input type="checkbox"/> There is a safe place in our business where a child can sit if there is an emergency |
| <input type="checkbox"/> I know what information the police or other services might require in order to respond to concerns | <input type="checkbox"/> If you suspect child exploitation is happening Call 101 or 999 (in an emergency) and quote Operation Makesafe |

Hotels

If you work in a hotel, please look at both the Awareness Checklist on page 6 and the list on the side.

Scenario for Hotel Workers

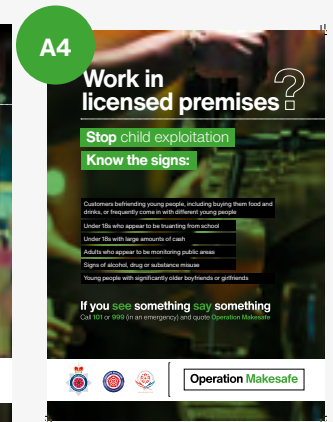
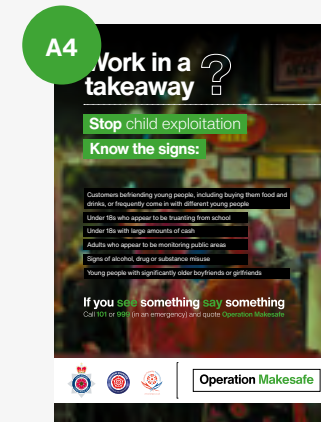
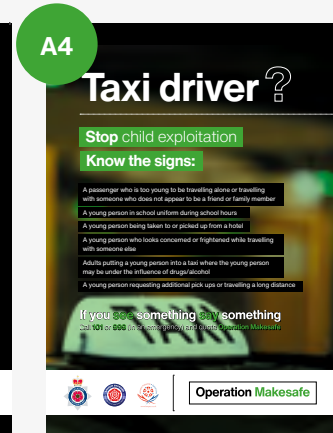
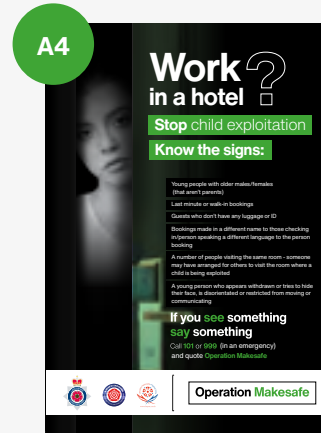
What could child exploitation look like?

A hotel worker notices that an adult checking into a room is reluctant to give personal details/contact information and pays in cash. Later, the worker sees the adult return to the premises with a child who looks to be around 14. The child seems uneasy and the worker becomes concerned for their safety.

- There are policies and procedures around child safeguarding in place and staff are aware of them
- All staff, especially cleaners and front of house, have awareness of child exploitation and would report concerns
- Staff are able to engage guests with questions around the purpose or motivation of a booking
- Details of guests are recorded and staff are aware they may have to share the information with police during investigations
- We keep a log book of incidents and details of refused bookings and alcohol sales
- CCTV is used and maintained along with patrols in hallways and communal areas
- If you suspect child exploitation is happening Call **101** or **999** (in an emergency) and quote Operation **Makesafe**

Increase staff awareness downloadable resources

Scan the QR code for download posters and leaflets and display them in staff areas. These will serve as a daily prompt for employees to know the signs and what to do if they suspect child exploitation is happening on the premises.



lancashire.police.uk/operation-makesafe

For more information please visit our website or scan the QR code where you will find more information and guides.



■ Licensed Premises

If you work at a licensed venue, please make sure you look at both the Awareness Checklist on page 6 and the list below.

- Age verification is used as appropriate for entry and alcohol sales
- CCTV is used and maintained along with floor patrols when necessary
- All staff, including bar staff and cleaners, have awareness of child exploitation and would report concerns
- Staff feel confident to refuse alcohol sales and remove adults of concern from the venue
- The venue enforces a zero tolerance drugs policy for customers and staff
- There is communication between security staff and venue employees about individuals of concern

If you suspect child exploitation is happening Call 101 or 999 (in an emergency) and quote Operation Makesafe

■ Taxi Drivers

If you work as a taxi driver, please make sure you look at every point on the list below.

- I have undertaken safeguarding training in line with the Statutory Taxi & Private Hire Vehicle Standards 2020
- I hold and maintain records of every booking, including passenger details and pick up/drop off locations
- I know the signs that indicate a child is being exploited in my vehicle
- I would feel confident about what actions to take if I thought a child was being exploited
- I know what information the police or other services might require in order to respond to concerns
- I would know what to say to a child if they told me they were being abused or exploited

What could child exploitation look like?

A takeaway driver notices that they are regularly delivering food to an address where there are a number of adult males and younger males and females. The driver observes that some of the younger people seem under the influence of alcohol and feels uneasy about the situation.

What should the driver do?

Call 101 and report concerns to Lancashire Police quoting Operation Makesafe. This will allow officers to log the information and join it up with any other associated concerns. They can then plan disruption activity and make frontline officers and PCSOs aware of what to look out for on duty.

Work in licensed premises ?

Stop child exploitation

Know the signs:

Customers befriending young people, including buying them food and drinks, or frequently come in with different young people

Under 18s who appear to be truanting from school

Under 18s with large amounts of cash

Adults who appear to be monitoring public areas

Signs of alcohol, drug or substance misuse

Young people with significantly older boyfriends or girlfriends

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