

What is Child Exploitation?

Child Sexual Exploitation (CSE) is a form of child sexual abuse. It happens where a person 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. What is Child Criminal Exploitation (CCE)?

Child Criminal Exploitation occurs where an individual or group takes advantage of a person under the age of 18 and may coerce, manipulate or deceive a child or young person under that age into any activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may be exploited even if the activity appears consensual (i.e. moving drugs or the proceeds of drugs from one place to another). Child Criminal exploitation does not always involve physical contact; it can also happen online.

Why do Hotel Managers need to know about Child Exploitation?

- Hotels are often used as a place to exploit and abuse children and young people. There are criminal offences aligned 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, their licence and reputational and/or financial damage.
- It is the responsibility of premises license holders and their managers to ensure appropriate measures are in place at 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 safeguarding protocols, or do not act if sexual exploitation of children happens, or is believed to have happened, 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.

What actions are required to protect your business?

- You should accurately document the details of anyone staying within your establishment (name, address, telephone number and date of birth) and ask for a copy of photo identification from your guests.
- If you do not provide accurate records to the Police you may be prosecuted by the courts and issued with a fine not exceeding £2500.

Indicators of child exploitation for Reception/bookings staff:

- Last minute/walk-in bookings, late at night
- Guests only using the room for a few hours, with no notification of leaving.
- Guests refusing to provide identification when checking in
- Guests refusing to leave credit card details
- Guests with a local address booking a room, rushing to check in.
- Guests checking in with little or no luggage
- Guests insisting on paying in cash
- Guests requesting a room that is isolated, or near the rear exit to the premises
- A frequent guest of the hotel seen with different young people
- Bookings made in a different name to the person checking in
- Guests arriving and asking for a specific room number, but they don't know the name in which the room is booked
- Visitors in the hotel who do not have a room booked
- Guests who don't want rooms cleaned and/or use the 'do not disturb' sign for long periods.
- Guests paying for an unusual amount of pornography (TV or computer)

Indicators of child exploitation for Reception/bookings staff:

- Guests who appear secretive about who they are with
- High footfall to a guest room
- Repeat visitors to the hotel at irregular hours, day and night
- Young children/people checking in with an adult or group of adults
- Young people meeting others in the hotel's public areas, car parks
- Young people suspected under the influence of alcohol or drugs
- Lots of visitors to a room, male and female
- Noise complaints
- Indicators of CSE for Housekeeping:
 - Signs of alcohol, drug or substance misuse and/or condom wrappers
 - It looks like a 'party' being held in the room
 - Signs of sexual or criminal activity having taken place in a room where young people have stayed or visited

Indicators of child exploitation for bar staff:

- Repeat room service alcohol orders to rooms where there are guests who appear to be under age
- Young people trying to purchase alcohol without ID or with a forged ID
- Young people in the company of older young adult or older adult guests in the bar area
- Customers/guests purchasing alcohol for a young person/young people
- Young people who seem withdrawn, highly anxious or scared
- Young people who present themselves under the control or instruction of others
- A young person displaying overtly sexualised behaviours or dressed inappropriately for their age

How to help the young person:

- Ask them if they are alright?
- Do not serve them alcohol or allow another person to buy them a drink.
- Are they receiving unwanted attention?
- Ask whether they know who they are with?

- Ask if they would like you to call a licensed taxi for them?
- Would they like to use the phone call a parent/carer, or would they like you to call them?
- Look at your CCTV to monitor them
- Call your Manager as soon as possible and gather any relevant information

- Write down detailed descriptions of any suspected people
- Write down a detailed descriptions of the children and young people who you are concerned about
- Secure any CCTV footage
- Check the methods of payments i.e. cash/credit/debit cards

- Keep safe any information regarding key card usage for the rooms
- Secure any information regarding items left behind
- Lock the hotel room(s) until police arrive
- Report any relevant registration number plates
- Write down any observations that concern you in your incident log

Safeguarding

- Do you have a safeguarding lead, and keep refusal records?
- Have you trained your staff on eye contact and conversation with guests, asking about their stay?
- Do you check that a young person is over 18?
- Do you always ask for photo identification at check in, online and offline?
- How often do you walk around your hotel in areas which are unlit?
- Do you just keep the main door open after 9pm?
- Do you share information with 'Hotel Watch' and the police?
- How often do you review your safeguarding policy?
- What aide memoirs do you have for staff on reception, in the bar, and housekeeping?
- What training do you offer your staff on 'spotting the signs' of exploitation
- Do you offer training on 'gender bias', and stereotyping? For example there is an assumption that exploitation means 'an older man with a younger woman'.

Exploitation of children and young people can happen at any age, and with any gender of young adult or older adult.

If something doesn't feel right, it usually isn't. Say something to keep children safe so that they are not hidden in plain sight.

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