

HANDBOOK FOR HOTELS, GUEST HOUSES AND BED & BREAKFAST PROVIDERS



TOGETHER, WE CAN STOP CHILD SEXUAL EXPLOITATION



This handbook has been designed to help raise awareness among hoteliers within West Sussex of the issues of Child Sexual Exploitation (CSE) and human trafficking.

Whilst West Sussex remains one of the safest counties in the country, tackling CSE is a Government priority and in West Sussex we are looking to engage with all communities, including the hospitality trade, to help prevent children becoming victims of these crimes.

Child Sexual Exploitation involves:

Girls and boys, from any culture, ethnicity, religion or background, under the age of 18 who are coerced or forced into a sexual relationship or situation by another person. It often involves young people being offered something in return for performing sexual acts, for example:

- Alcohol
- Cigarettes
- Mobile Phones
- Gifts
- Money
- Drugs
- Love

It is likely that a young person experiencing CSE will not recognise that they are being exploited as they may believe they are in a loving relationship with their exploiter.



Where does it happen?

Whilst many people have heard about Child Sexual Exploitation happening in other parts of the country, they find it hard to believe it's happening in their own area.

CSE is happening across West Sussex. Young people can be groomed and sexually exploited at a variety of premises and locations such as:

- Parks
- Shopping centres
- Hotels
- Guest Houses and B&B's
- Restaurants
- Gyms
- Hostels
- Leisure centres
- Taxi ranks

West Sussex County Council and its partners cannot address CSE in isolation. Local businesses have a vital role to play - helping to prevent CSE and trafficking which puts children and your business - at risk.

In addition to having a serious impact on the welfare and safety of children, sexual exploitation is associated with crime and if it happens at, or is associated with, your business it may cause serious financial and reputational damage.



WHAT IS INCLUDED IN THIS PACK?

- **SUGGESTED CODE OF CONDUCT**
- **SIGNS TO LOOK OUT FOR**
- **ACTIONS TO TAKE**
- **CONTACTS**

Hotels and B&Bs are in a unique position to help, because evidence shows that B&Bs and hotels are often used as locations to meet, groom and abuse children (both girls and boys).

Exploited children are almost always too terrified and ashamed to ask for help themselves. Receptionists, managers and housekeepers are in a unique position to notice when **someone or something seems suspicious** or all may not be right with young guests.

By passing concerns on to the police, you could potentially save a child from the nightmare of CSE.

This handbook has been designed to help you and your employees to recognise the signs to look out for and actions to take to help ensure businesses do not become vulnerable to being associated with these types of crimes.

Whilst there is currently no specific offence of child sexual exploitation, there are a number of criminal offences enshrined within the Sexual Offences Act 2003 associated with CSE and human trafficking.



EVERYONE HAS A DUTY TO ACT IF THEY SUSPECT A CHILD IS BEING SEXUALLY EXPLOITED.

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.

Police also have powers under Section 116 of the Anti-Social Behaviour, Crime and Policing Act 2014 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.

Trafficking

Children and young people who are victims of sexual exploitation are also vulnerable to trafficking across cities and counties within the UK, and also international trafficking into and out of the UK for the purposes of sexual exploitation. Trafficking involves the illegal trade in human beings for the purposes of sexual exploitation.

The recognition of trafficking within the UK applies irrespective of distance travelled, and hence can be applied to movements within the same city.

Section 59A of the Sexual Offences Act 2003 (SOA) specifies that trafficking within the UK for the purposes of sexual exploitation is an offence punishable by up to 14 years in prison.

Act now!



FAILURE TO COMPLY WITH YOUR LEGAL OBLIGATIONS CAN LEAD TO CONSEQUENCES:

- **FINANCIAL AND/ OR REPUTATIONAL DAMAGE**
- **REVOCATION OF LICENCE**
- **PROSECUTION**

SUGGESTED CODE OF CONDUCT FOR BUSINESSES

We want to support the hospitality trade to protect children and young people – and your own business – from the risk of CSE so that you can continue to provide safe and reputable venues.

The following suggested code of conduct has been developed based upon principles adopted by the Association of Corporate Travel Executives' (ACTE) Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism which was launched in April 2013.

Aiming to promote good safeguarding practice within your business, it is recommended that the business manager implements the following principles in training and operational practice:

1. Establish policies and procedures to prevent sexual exploitation of children.
2. Train employees in the prevention of sexual exploitation and how to report suspected cases.
3. Enforce a zero tolerance policy of sexual exploitation of children.



**YOU HAVE THE POWER
TO HELP PREVENT
CHILD SEXUAL
EXPLOITATION AND
TRAFFICKING.**

SIGNS TO LOOK OUT FOR

CHECKING IN - HOTEL RECEPTION

- Young male or female checking in with an older male; especially where there is a significant age difference
- Adult checking in is a frequent user of the hotel and has been seen with different people
- Adult refusing to leave credit card details and paying in cash
- Booking in a different name to the person checking in. Female names are commonly used
- Guests who request a specific room that is isolated and private
- Multiple adults and young people checking into the room
- A person appears incoherent or uncomfortable, may act under instruction
- A person who looks fearful, nervous or withdrawn
- A person may not speak the same language as the person checking in
- A young person who does not behave in a way that is seen to be typical of someone their age
- A young person wearing inappropriate clothing for their age or looks particularly uncomfortable in their clothing
- Last minute/walk in bookings, often late at night
- Teenage boys or girls loitering in the reception or corridors
- Frequent visitors who do not appear to have a reason for being in the hotel
- Guests who are in and out of the hotel at irregular hours
- Complaints of noise from the room occupied by those causing concern
- Check out early

HOUSEKEEPING - HOTEL ROOMS

- Signs of alcohol, drug or substance misuse
- Lots of condom wrappers, drug and drug supplies like syringes, pipes, spoons/cookers, antiseptic wipes, prescription or over the counter drugs.
- Guests who appear secretive about their activities or who try to conceal their activities in their room
- Multiple visitors to a room
- Signs of extreme sexual activity in the room
- Guests who do not want their rooms cleaned
- Room service - alcohol orders to rooms where you perceive guests to be under age.

WHAT ACTION SHOULD STAFF TAKE?

- Speak to your Supervisor or Manager
- If you think a criminal offence has taken place/or maybe taking place, call the police non-emergency number 101 quoting **Operation Kite**
- In an emergency call 999
- Download and secure any CCTV
- Record any relevant registration number plates
- Detailed descriptions of any potential offenders / vehicles
- Identify methods of payments i.e. cash/credit/debit cards
- Secure any information regarding key card usage for the rooms
- Secure any information regarding items left behind
- Call Crimestoppers on 0800 555 111
- You may need to consider sealing off the hotel room, if so, do not allow anyone to enter until police arrive

RISK MANAGEMENT SYSTEMS

- Challenge 25 scheme including staff training, only accept photo ID (passport, driving licence or PASS logo)
- Encourage staff to make eye contact and engage in conversation to inquire about the reason for guests' visit or stay
- Patrols (eg daily room checks walk hallways and the building perimeter)/CCTV monitoring
- Staff training and training records
- Restrict unregistered persons in guest rooms between 11pm and 7am
- Require visitors to use the main entrance to the premises
- Report suspicious activity to local police and record information in an incident log including credit card details, physical description, retain CCTV recordings, vehicle registration numbers, times of arrival/departure and findings/nature of concern
- Establish a whistle blowing policy with staff
- Assign a responsible member of staff to act as a single point of contact / Safeguarding Co-ordinator at the premises

CONTACTS

To report (non-emergency) concerns about a child or suspicious activity that you believe may be linked to child sexual exploitation please contact Sussex Police on 101 quoting Operation Kite which is the local policing commitment to tackling this type of crime.

If you believe a young person could be in immediate danger, call 999 and say you are concerned about possible CSE.

For further support please contact Multi-Agency Safeguarding Hub (MASH) on 01403 229 900 (Out of Hours - Mon-Fri 5pm-8am, weekends & bank holidays call 0330 222 6664)

With special thanks to Sussex Police and The National Working Group for Sexually Exploited Children and Young People who have given permission for West Sussex County Council to reproduce this guidance.