

*He likes me to smell nice  
...mum doesn't know it's our secret*

# Information Handbook for Hotels

**CHILD SEXUAL EXPLOITATION**  
**SAY SOMETHING IF YOU SEE SOMETHING**  
**CALL HERTS POLICE ON 101**



**WWW.HERTSSAFEGUARDING.ORG.UK**



## *Say Something if you See Something*

This campaign aims to raise awareness within Hertfordshire of the issues of Child Sexual Exploitation (CSE) and human trafficking. Whilst Hertfordshire remains one of the safest counties in the country, tackling CSE is a Government priority and in Hertfordshire we are looking to engage with all communities, including the hospitality trade, to help prevent children becoming victims of these crimes.

The 'Say Something if you See Something' campaign is being driven under HALO, the proactive multi-agency response within Hertfordshire to tackle CSE in the county.

### **Child Sexual Exploitation involves:**

Young people, both males and females, under the age of 18 who are encouraged/forced into a sexual relationship or situation by an adult. It often involves young people being offered something in return for performing sexual acts, for example:

*Alcohol, Cigarettes, Mobile Phones, Gifts, Money, Drugs, Love/affection, Accommodation*

### **Where does it happen?**

Young people can be groomed and sexually exploited at a variety of premises and locations such as:

*Parks, Shopping centres, Taxi ranks, Restaurants, Takeaways, Gyms, Leisure centres, Hotels, Hostels, Pubs/bars/clubs.*

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.

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## Human Trafficking / Modern Slavery

Modern slavery is organised crime and affects vulnerable men, women and children of all ages. The most common form of Modern Slavery is Sexual Exploitation. Victims are often forced into prostitution, escort work or pornography. Victims of Modern Slavery can be children of any age. Perpetrators deliberately target people, preying on their vulnerability. The Modern Slavery Act 2015 sets out to specifically tackle slavery and human trafficking

### Act now!

Failure to comply with your legal obligations can lead to consequences such as:

- Financial and/or reputational damage
- Revocation of licence
- Prosecution

### What is included in this pack?

- Signs to look out for
- Actions to take
- Recording system template
- Posters
- Contact details

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## *Say Something if you See Something*

### **How this information pack can support your business:**

We want to support those in the hospitality trade to protect children and young people – and their own business – from the risk of this crime so that they can continue to provide safe and reputable venues.

In order to support hoteliers, the Safeguarding Children Board, Hertfordshire Constabulary and Hertfordshire County Council have developed this resource pack. It is based on a national campaign, which has the endorsement of The Children's Society/National Working Group for the Prevention of Child Sexual Exploitation.

The materials within this pack have also been designed in line with 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 in a bid to raise the awareness of the travel industry and encourage it to comply with good safeguarding practice by complying with the code. Further information about the code is available at ([www.thecode.org](http://www.thecode.org)), however to summarise its principles the code requires those signed up to take specific steps including to:

- Establish policies and procedures to prevent sexual exploitation of children.
- Train employees/members in the prevention of sexual exploitation and how to report suspected cases.
- Enforce a zero tolerance policy of sexual exploitation of children.
- Support, collaborate and engage stakeholders in the prevention of sexual exploitation of children.
- Report annually on implementation of Code-related activities.

There are a number of criminal offences associated with child sexual exploitation and human trafficking resulting in damaging consequences including a possibility of prosecution, action being taken against a premises licence and reputational/financial damage. By working together we can play a positive role in protecting children and local business from this activity.

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## *Signs to look out for*

### **Checking In- hotel reception:**

- Young male or female checking in with an older male – 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 imprint 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
- Wears inappropriate clothing for their age or looks particularly uncomfortable in their clothing
- Last minute/walk in bookings, often late at night
- Teenage 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 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 or in an emergency 999 quoting HALO
- 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
- Children and Young People's risk assessment (should be undertaken in writing and the outcome should inform staff training, briefings and operating policy)
- 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
- Agree a protocol for responding to CSE with your local police team
- 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

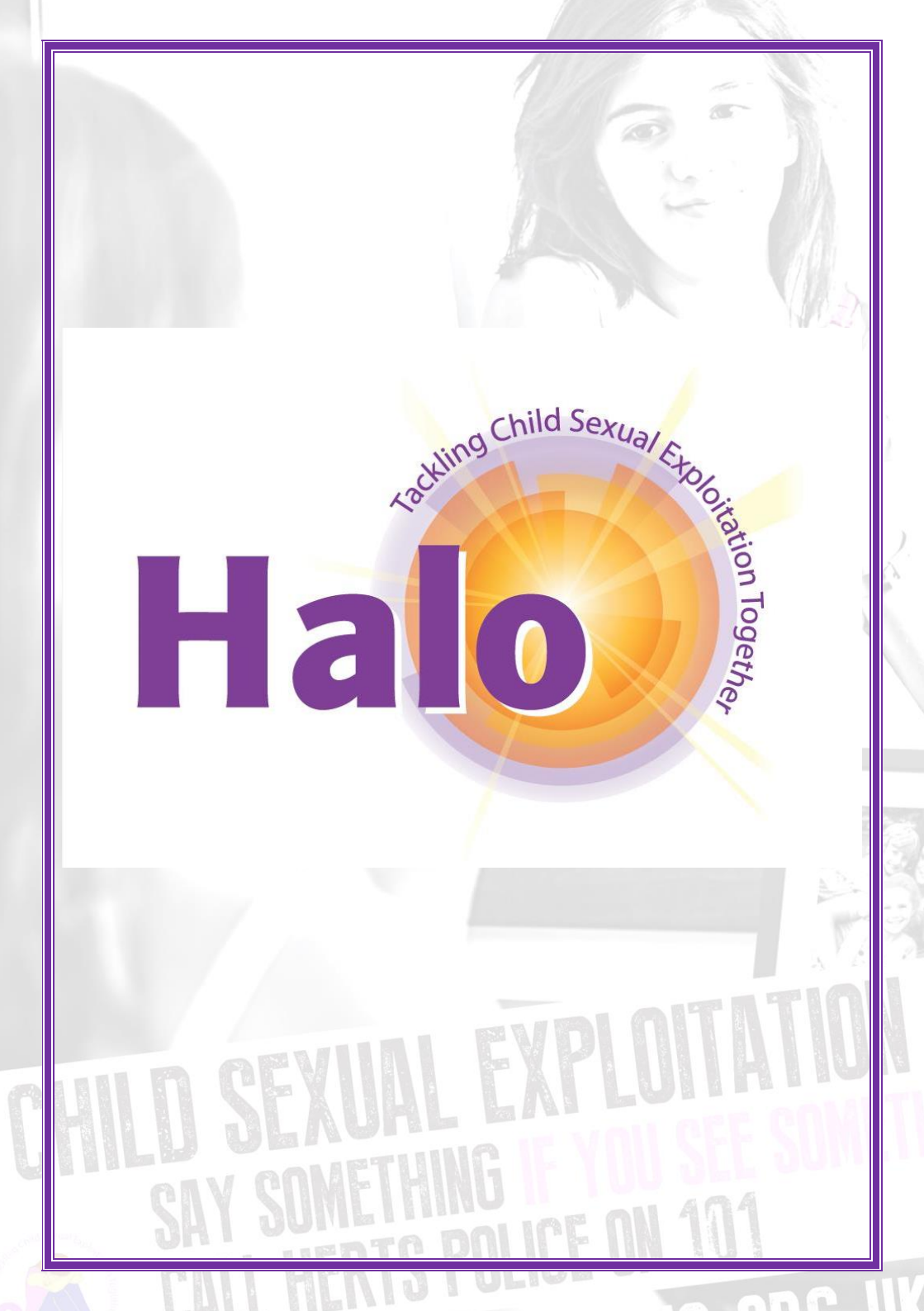
## Contacts

- If you have information to share with the police please fill in the form and email a copy to [FCREnquiries@Herts.pnn.police.uk](mailto:FCREnquiries@Herts.pnn.police.uk)
- If a crime is in progress please call 999 and quote HALO
- If you need to speak with police about a matter which is not urgent please call the Herts Police non-emergency number 101 and quote HALO.

## Information required

- Dates & Times
- Names and contact numbers of people involved (if available)
- Descriptions of young person and adult
- Vehicles used
- Credit card details
- Who witnessed this :- you, colleague, member of the public

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Tackling Child Sexual Exploitation Together

# Halo

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