

Child Sexual Exploitation

Guidance for Hotels



In an emergency call **999**
For non-emergencies call **101**
Visit **www.leics.police.uk**

Help and advice:

Leicester City Council - **0116 454 1004**
Leicestershire County Council - **0116 305 0005**
Rutland County Council - **01572 758407**



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SPEAK OUT AGAINST CHILD SEXUAL EXPLOITATION

What is Child Sexual Exploitation (CSE)?

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.

Why do Hotel Managers need to know about CSE?

Hotels are often used as a place to exploit and abuse victims of CSE.

There are a number of criminal offences associated with child sexual exploitation which could have damaging consequences for a hospitality business, including a possibility of prosecution, action being taken against a premises licence and reputational and/or financial damage.

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 and there are legal implications if you do not have safeguards in place or fail to act if sexual exploitation of children occurs, or is believed to have occurred, 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 the business?

You should accurately record the details of anyone staying within your establishment (name, address, telephone number and date of birth) and check and record a copy of photo identification of guests.

If you do not provide accurate records to the Police upon their request you may be prosecuted by the courts and issued with a fine not exceeding £2500.

Indicators of CSE for Reception Staff:

- Last minute/walk-in bookings, often late at night
- Guests only using a room for a few hours
- Guests refusing to provide identification when checking in
- Guests refusing to leave a credit card
- Guests with a local address booking a room
- Guests checking in with no luggage
- Guests insisting on paying in cash
- Guests requesting a room that is isolated
- 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



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AGAINST CHILD
SEXUAL EXPLOITATION

SAY SOMETHING IF YOU SEE SOMETHING



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Indicators of CSE for Reception Staff continued...

- Guests accessing an unusual amount of pornography (TV or computer)
- Guests who appear secretive about who they are with and/or activities in their room
- High traffic to a guest room
- Repeat visitors to the hotel at irregular hours/during the night
- Young person(s) checking in with an adult or group of adults
- Young people meeting others in public areas/external areas of the hotel
- Young people clearly under the influence of alcohol or drugs
- Lots of visitors to a room
- Noise complaints

Indicators of CSE for Housekeeping:

- Evidence of alcohol, drug or substance misuse and/or condom wrappers
- Signs of a 'party' being held in the room
- Guests who appear secretive about activities in their room, who don't want rooms cleaned and/or use the 'do not disturb' sign
- Multiple visitors, who are not guests at the hotel, visiting a room
- Signs of sexual activity having taken place in a room where young people have stayed or visited
- Guests who do not have any luggage staying in rooms
- Young people staying in/or visiting rooms

Indicators of CSE for Bar Staff:

- Room service alcohol orders to rooms where there are guests who appear to be under age
- Young persons trying to buy alcohol without ID or with a fake ID
- Young person(s) in the company of older guests in the bar area
- Guest(s) purchasing alcohol for a young person/young people
- Young person who appears withdrawn, afraid or frightened
- Young person who appears under the control or instruction of others
- A young person displaying inappropriate sexualised behaviours or dressed inappropriately for their age
- You may overhear conversations or witness sexual activity within the premises

REMEMBER – Young People will often try to make themselves look older than they actually are. Always consider the age of the young person even if, at first glance, they may look over 18.



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What to do if you have concerns about a young person in the Hotel

If you think the young person is at imminent risk of harm, call 999 to report your concern.

Offer support to the young person:

- Ask if they are ok
- Don't serve them any alcohol or allow anyone to buy them another drink
- Check that they are not receiving unwanted attention
- Check whether they know who they are with and if they feel safe being/leaving with them
- Offer to call a licensed taxi for them
- Offer to call a parent/carer
- Ask CCTV to monitor them
- Make sure any person you are unsure of knows you have seen their face

Notify your Manager and gather any relevant information:

- Document detailed descriptions of any suspected offenders
- Document detailed descriptions of the children and young people who you are concerned about
- Download and secure any CCTV
- 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
- Secure the hotel room(s) until police arrive
- Report any relevant registration number plates
- Record any observations that concern you in your incident logs

Report the concerns:

- Call the Police non-emergency number 101 or in an emergency 999
- Have a Manager meet Police Officers on their arrival
- Provide a written record of your concerns and descriptions of individuals to the Police

Safeguarding Checklist



Nominate a safeguarding representative

Keep refusal records

Maintain an incident log book

Encourage staff to make eye contact and engage in conversation to inquire about the reason for guests' visit or stay

Distribute and display literature and materials in staff areas

Undertake age verification checks

Only accept photo ID

Undertake patrols (walk hallways and the perimeter)

Install CCTV monitoring and retain CCTV recordings

Require visitors to use the main entrance to the premises

Restrict unregistered persons in guest rooms between 11pm and 7am

Include CSE in your Business Risk Assessment

Establish a whistle blowing policy

Share information and intelligence appropriately

Report suspicious activity to local Police

Invest in CSE staff training and keep up to date training records

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