



HOTEL TOOLKIT

Keeping People Safe in Surrey

Foreword

This Toolkit has been created by Surrey Police and our partners to give staff working in the hospitality industry confidence and support when dealing with situations or incidents that may be encountered in their place of work.

Working in a hotel puts you in a unique position to identify and help victims of crime. At Surrey Police, we hope that by working closely together we can protect vulnerable people in our community.

The Toolkit is divided into two sections. The first focuses on *Operation Makesafe*, a drive to identify potential victims of child sexual exploitation (CSE). CSE is a growing problem in all areas of the country, including Surrey, and there are a number of signs that could indicate it is taking place. The documents have been put together to help highlight those signs. Please review them and remember if you see something, say something.

The second half of the Toolkit tells you what action can be taken immediately in the event that you witness an incident or have a crime reported to you. It is not a definitive or exhaustive list of potential incidents but is intended to assist in identifying and dealing with issues that may arise when you are at work.

The guidance in this Toolkit is designed to help you provide the best support to the victims and will increase our chances of bringing those responsible to justice. Some of the content in this toolkit may be difficult to read due to the nature of the crime. However, these are crimes that happen in Surrey, so it is important to be aware of them.

We need to work together to ensure that those who need our help, get it. We hope you find this Toolkit informative.



Nick Ephgrave
Chief Constable

Section 1 - Operation Makesafe

Operation Makesafe enables businesses such as hotels, serviced apartments and licensed premises to inform the police about child sexual exploitation (CSE) and gives details about what to do if you suspect that it is happening in your premises. CSE is happening in Surrey, it is child abuse and it is a crime.

What is CSE?

Child sexual exploitation is where abusers give something such as food, money, accommodation, drugs, alcohol or gifts – to make the child or young person feel they should engage in sexual activity. People who rape or abuse children and young people will purposefully target them because they are vulnerable. They use their power - whether physical strength, financial coercion or psychological manipulation. This is done in a way that can make a child or young person not understand that what is being done to them is wrong.

Often perpetrators will approach hotel staff and become friendly with them to build a relationship so that no questions are asked when a booking is made (whether in person or over the phone).

Please look out for any suspicious signs or activity from visitors or guests that may indicate that a child could be at risk. If staff are concerned that CSE may be taking place they need to do the following;

- Call 101 and quote *Operation Makesafe*. Police call handlers are trained to ask a series of questions (see below). The police will determine the level of response based on the information supplied.
- Keep hold of any evidence, do not move items and if people have left the crime scene, do not let anyone go back in until the police arrive or instruct you otherwise.

When you call the police and quote *Operation Makesafe* you will be asked the following questions:

- What is the exact current location of the suspects and victim? (i.e. hotel room number, street address where dropped off at, area of bar etc.)
- Full description of both the suspect and victim
- If known, names and date of birth of both suspect and victim
- Any vehicles involved – colour, make, model and registration number
- Who is the designated member of staff meeting police and where will they be?
- What are the specific reasons for concern?

Remember the safeguarding of children is everyone's responsibility.

CHILD SEXUAL EXPLOITATION

**SAY SOMETHING IF
YOU SEE SOMETHING**

What is Child Sexual Exploitation?

Young people under the age of 18 who are encouraged, trapped, forced or coerced into a sexual relationship or situation by an adult.

It often involves the young person being offered something in return for performing sexual acts, such as alcohol, cigarettes, gifts, money, drugs and affection.

Child Sexual Exploitation has become an issue which is affecting our community and could be happening around us, including where you work.

In the past few years, public awareness of child sexual exploitation has increased but too many children and young people are still victims. We have been working to raise awareness of the issue but we need the help of local businesses to protect children at risk of being exploited or help those who are already victims.

National and local evidence shows that CSE takes place in hotels, pubs, internet cafes and places licenced to sell alcohol and that taxis are used to transport young people who are then exploited. Therefore it is your responsibility to help protect children and stop the sexual exploitation of children from happening in Surrey.

Although child sexual exploitation isn't always easy to spot there are signs to look out for which could indicate that it is taking

place where you work. If you come across a situation that looks or feels suspicious, talk to your supervisor and contact the police.

The important thing is not to ignore suspicious behaviour and to report anything that doesn't seem right.

Protecting children is everyone's responsibility. Remember, your observations and phone call can make all the difference to a sexually exploited child.

DON'T IGNORE YOUR GUT FEELING THAT SOMETHING IS NOT RIGHT.

**SAY SOMETHING IF
YOU SEE SOMETHING**

Call **101**, quote Operation Makesafe.

www.surrey.police.uk/cse



CHILD SEXUAL EXPLOITATION

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HOTELS

WHAT TO LOOK OUT FOR

- Adult guests who appear secretive about their visit or trying to conceal that they are with a young person
- Adults guests refusing to leave credit card and paying in cash
- Adult guests requesting a room that is isolated
- Bookings made in a different name to those who check-in
- Last minute/walk-in bookings
- Numerous adults and young people coming to the hotel who do not appear to have a reason for being there or high levels of visitors to a guest room
- Guests who move in and out of the premises regularly at unusual hours
- Guests arriving and asking for a specific room number without knowing the name of the person who the room is booked under
- Guest rooms with a lot of condoms/condom wrappers, drugs/drug paraphernalia (e.g. syringes, wraps, pipes, bongs, broken light bulbs, spoons, plastic bags) and evidence of excess alcohol consumption
- Adult guests who don't want their room cleaned or visited
- Adult guests who do not have any luggage or ID
- Young people with boyfriends/girlfriends who seem to be much older
- A pre-paid bar tab to a room where children stay
- Use of porn channels in rooms with children

DON'T IGNORE YOUR GUT FEELING THAT SOMETHING IS NOT RIGHT.

**SAY SOMETHING IF
YOU SEE SOMETHING**

Call **101**, quote Operation Makesafe.

www.surrey.police.uk/cse



Section 2 - Contents

The following sections cover what you should do in the event that you either witness suspicious behaviour, a crime or have a crime reported to you at work.

We have covered some of the main offences that you might encounter and in a simple step by step guide have detailed what you need to consider or what actions you need to take.

When someone is the victim of crime they are extremely vulnerable. The actions you take can make them feel safe and help us bring those responsible to justice.

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Rape and Sexual Assault

What is it?

Sexual assault is a crime – something which happens which a person does not consent to. This includes rape or other sexual offences such as groping, forced kissing and inappropriate touching.

Remember, what happens is not the fault of the victim – no-one asks to be raped and they cannot be blamed for not preventing it happening. Rape and sexual assault is an extremely distressing thing to happen. Following a sexual assault or rape people will react in different ways. Don't make any judgements – just help them as much as you can.

What to do:

- If someone tells you they have been raped or sexually assaulted take control and act quickly calling 999. Remember, the person is likely to be very scared and will need you to look after them.
- Ask for an ambulance if the person is injured.
- Secure the area where the assault took place and do not let anyone enter; there could be evidence that we can recover.
- Please don't let the victim eat or drink anything, shower or change their clothes until we arrive – that might seem difficult but we don't want to lose any vital evidence.

Important:

The police should always be contacted and asked to attend reports of sexual offences however, if for any reason the victim refuses to wait for the police then give them the details of the **Surrey Sexual Assault Referral Centre (SARC)** in Cobham. This service can provide the victim with advice and medical support, completely anonymous from the police. This is an independent and free service available to all children and adults. The service will engage solely with the victim and can provide support when they feel they are ready.

The Surrey Sexual Assault Referral Centre telephone number is 0300 130 3038.

More information about the SARC can be found at www.solacesarc.org.uk.

Domestic Abuse

What is it?

Domestic abuse is the physical, emotional, verbal, sexual or financial abuse of one person by another with whom they have or have had an intimate or family-type relationship. It arises from the misuse of power and control by one person over another. It is rarely a one-off event, but tends to escalate in frequency and severity over time.

Domestic abuse is not limited to female adults – men and teenagers are also victims. There is an increasing awareness of domestic abuse within teen relationships, particularly peer-on-peer.

Domestic abuse is still a 'hidden' issue in our society and it is even more so for teenagers. This is exacerbated by the fact that adolescents can be more accepting of, and dismissive about, this form of behaviour than adults.

What to do:

- If you witness an act of domestic abuse or someone reports it to you - ask the person if they would like to move into a private area where they may feel safer. The person may be feeling very fragile so treat them with respect, care and compassion.
- Call 999 for the police and an ambulance if the victim is injured.
- If the suspect is still present do not allow them to speak to the victim until the police arrive.
- Remember, domestic abuse can be a violent crime – do not put yourself in danger.
- Secure the area where the incident took place and don't let anyone enter, there could be evidence that we could use.

Important:

The police should always be contacted and asked to attend reports domestic abuse, however if the victim refuses to wait with you then give them the details of **Surrey Against Domestic Abuse**, a charity which can provide support when the victim feels they are ready.

The Surrey Against Domestic Abuse telephone number is 01483 776822.

More information can also be found at www.surreyagainstda.info.

Human Trafficking

What is it?

Human trafficking is the trade of humans, most commonly for the purpose of sexual slavery, forced labour or commercial sexual exploitation. Human trafficking can occur within a country, even in the same town i.e. a child being moved from one address to the other for the purpose of child sexual exploitation. It can also occur when people are trafficked from abroad.

There is no typical victim and some people do not understand that they are even being exploited or that they are entitled to help and support.

What to look out for:

- Is the guest in possession of a passport, identification or travel documents? Are these documents in the possession of someone else?
- Does the guest have few or no personal possessions? Do they appear to be in control of the possessions that they do have i.e. money, bankcards, ID documents etc?
- Does the guest act as if they are being instructed or coached by someone else?
- Do they allow others to speak for them when spoken to directly and/or does a third part insist on being present and/or translating?
- Is the guest in poor physical health i.e. appears malnourished or fatigued; shows signs of physical injury or restraint?
- Does the guest appear confused, fearful, anxious, depressed, submissive, tense, nervous or paranoid? Do they avoid eye contact?
- Does the guest have freedom of movement?
- Does the guest appear to have a lack of knowledge of their whereabouts and/or what city they are in?

Remember, if you see something, say something and call 101 or 999 in an emergency.

Female Genital Mutilation

What is it?

Female Genital Mutilation (FGM) involves the partial or total removal of a girl's external genitals resulting in significant harmful effects to the health and wellbeing of a child.

This is a criminal offence and causes serious harm to children, sometimes resulting in death. It is unlikely that such an offence would be carried out on your premises but you must remain alert.

What to look out for:

- Many girls visiting one room in the hotel through the course of the day and leaving looking distressed or sedated.
- Blood or surgical material in a room
 - If you do find this don't touch anything, call the police on 101 or 999 in an emergency

Important:

Karma Nirvana is a national charity which can provide support for victims of female genital mutilation and professionals in need of guidance.

Their telephone number is 0800 5999 247.

More information can also be found at www.karmanirvana.org.uk.

Honour Based Abuse

What is it?

Honour based abuse is a crime or incident which may have been committed to 'protect or defend the honour of the family or community'.

It is often linked to family members or acquaintances who believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, honour based abuse might be committed against people who:

- Become involved with a boyfriend or girlfriend from a different culture or religion.
- Want to leave an arranged marriage.
- Want to leave a forced marriage.
- Wear clothes or take part in activities that might not be considered traditional within a particular culture.

Women and girls are the most common victims of honour based abuse however it can also affect men and boys. Victims are usually aged 15 – 24 years. However, there are known cases of older victims who may already be in a forced marriage or an arranged marriage which is controlling.

Crimes of 'honour' do not always include violence and may include:

- Domestic abuse.
- Threats of violence.
- Sexual or psychological abuse.
- Forced marriage.
- Being held against your will or taken somewhere you don't want to go.
- Assault.

What to look out for:

- Does the guest appear depressed, submissive, tense, nervous or paranoid? Do they avoid eye contact?
- Is there any evidence of self-harm?
- Is there any evidence of substance misuse?

Important:

Karma Nirvana is a national charity which can provide support for victims of honour based abuse and professionals in need of guidance.

Their telephone number is 0800 5999 247.

More information can also be found at www.karmanirvana.org.uk.

Drugs

What is it?

Drug use continues to be a problem across society. Usage within a hotel could include the use of common drugs such as heroin, cocaine or cannabis but also so-called 'legal highs' which are in fact illegal.

Victims of child sexual exploitation will often be given drugs as part of the grooming process by the perpetrator and the victim will often admit to resorting to using drugs as an escape from the ordeal of being abused.

What to do:

- If drugs are found on the hotel premises secure the area and call the police on 101.
- If needles or syringes are found do not attempt to move them. Staff safety is very important and these can be potentially dangerous. Do not kick or touch them.
- Be alert to the behaviour and presentation of children, particularly children in the hotel.

What to do if someone is under the influence of drugs:

- Call 999 and ask for an ambulance, call your first aider.
- If you think it is safe to do so, keep any packaging or residue of the substance and give it to the ambulance service.

Alcohol

What is it?

Alcohol is only a problem when people drink too much and either become hostile and violent or seriously unwell.

Hotel staff have the right to refuse to serve guests and also ask them to leave the bar.

Remember, to sell, or attempt to sell, alcohol to a person if they are drunk is an offence under the Licensing Act.

As with drugs, there are clear links between the abuse of alcohol and child sexual exploitation, with victims being supplied with alcohol during the grooming stages.

What to do:

- If there is a need to deal with an individual who is under the influence of alcohol then call the duty manager or a colleague to accompany you.
- Speak politely but firmly. If the situation escalates then call the police on 999 at any sign of a disturbance or violent behaviour.
- If a guest is discovered collapsed as a result of alcohol call an ambulance immediately. In the meantime call your first aider.
- If an adult is purchasing alcohol for a person under 18 years of age call the police on 101.

Rough Sleeping and Begging

Rough Sleeping

What is it?

Rough sleeping is a dangerous and traumatising experience. Many people who sleep rough will suffer from multiple health conditions, such as mental health problems and drug misuse. They are also in greater danger of violence and begging can often be their only means of obtaining money. Begging is illegal under the Vagrancy Act 1824.

What to do:

- If you see rough sleepers please contact **Streetlink**, a service available 24 hours a day.

The Streetlink telephone number is **0300 5000 914** or visit **www.streetlink.org.uk**.

Begging

What to do:

- If beggars are outside or inside your premises, firstly ask them politely but firmly to leave.
- If they don't then report it to us by calling 101.
- Encourage guests and staff not to give money to beggars – if you want to give something then provide food or drink.

Fraud and Theft

Fraud

What is it?

Fraud is an offence where trickery is used to gain a dishonest advantage, which is often financial, over another person. Fraud can be committed against individuals or businesses.

In a hotel you might see examples of things like credit card fraud.

What to do:

- If the suspect is still on the premises call 999.
- If the suspect is not on the premises contact **Action Fraud**.

The Action Fraud number is **0300 123 2040** or you can visit **www.actionfraud.police.uk**

Theft

What is it?

When someone takes something that belongs to someone else without their permission and they intend to permanently deprive that person of what they have taken.

Inside a hotel, theft can happen from a person's room or when they are in the bar, restaurant or café area.

What to do:

- If the suspect is still on the premises call 999.
- If the suspect is not on the premises call 101.

Terrorism

What is it?

In today's society, terrorism is a very real threat and possibility that we all need to be aware of.

We need you to be looking out for the unusual – some activity or behaviour which strikes you as not quite right and out of place in your normal day to day life. You may feel it is probably nothing but unless you trust your instincts and tell us we will not be able to judge whether the information you have is important or not.

Remember be vigilant - no piece of information is considered too small or insignificant.

What to do:

- In an emergency call 999.
- For suspicious activity or information that can help prevent terrorism call the Anti-Terrorist Helpline on 0800 789 321.

Important:

In the event of an incident remember these seven key rules:

1. Do not touch suspicious items.
2. Move everyone away to a safe distance.
3. Prevent others from approaching.
4. Communicate safely to staff, business visitors and the public.
5. Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover.
6. Follow police instructions.
7. Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.