

## Barnardo's Training - Presentation

The screenshot displays a user dashboard for Barnardo's Training. At the top left is the logo with the text "Believe in children" and "Barnardo's". A search bar contains the text "Search for enrolled courses". The user's name "Emilie" is in the top right. A "Dashboard" menu is visible. The main content area features a large text block with the following text:

Barnardo's Training and Consultancy are pleased to share with you our list of e-learning training programmes we currently deliver.

Through Barnardo's Training service we can design and deliver high quality eLearning training. We offer both standard and bespoke elearning training on a wide range of topics related to work with children and families. We pride ourselves on developing all our products through using the knowledge and skills of our experienced Training consultants all of whom have worked directly with children and young people.

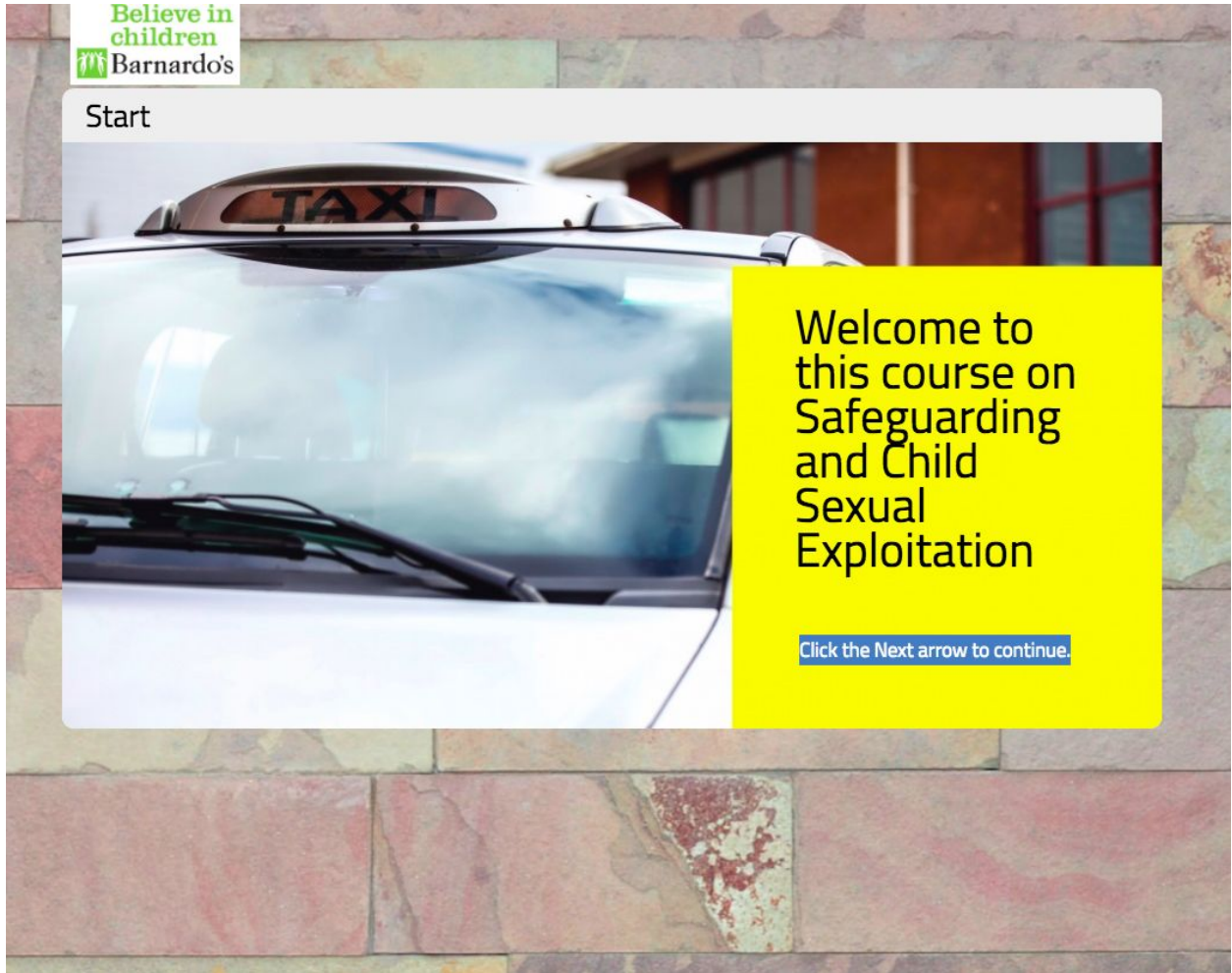
As a children's charity with its own workforce we truly understand the importance of delivering high quality eLearning training which makes a demonstrable difference in improving the knowledge and skills of those who participate. We are continuously developing new materials to respond to emerging needs so please do contact us if you require any new elearning products developed on any other topic related to work with children and families which are not listed. We hope you enjoy a quick review of what we can offer you!

Below this is a "Total Number of Courses" section with three metrics:

- Enrolled Courses: 1
- Completed Courses: 0
- Course Questions: 0

The main course card is titled "Safeguarding - Taxi Service" and includes the description: "This course provides an introduction to safeguarding for taxi drivers. Further description to follow." A "Start" button is located at the bottom right of the card.

SLIDE 1




Believe in children  
Barnardo's

Start

Welcome to this course on Safeguarding and Child Sexual Exploitation

[Click the Next arrow to continue.](#)

SLIDE 2



**Believe in children**  
Barnardo's

## Welcome

Taxi drivers play a unique and crucial role in transporting the public from place to place or getting the public home safely – often in difficult circumstances – and they can often see a side of life that many of us do not.

Whether you like it or not, in some circumstances you may become involved in something, or see something, that is so serious you have to take action.

It can be easy to 'turn a blind eye' or hope that someone else will deal with a problem later but, sometimes, action needs to be taken quickly. This may range from a passenger who becomes seriously unwell while in your vehicle to witnessing an assault, or being asked to transport passengers against their will.

This training package is designed to help you spot the signs of trouble and to make the right decisions when you are faced with a difficult situation.

Once you have completed the course, and passed the short test at the end, you will be given the opportunity of downloading a 'pass' certificate. You will need this to prove to your licensing authority that you have taken this course.



## Introduction to the course



Hello and welcome to this e learning course. As a taxi driver you can play an important role in safeguarding vulnerable adults and in protecting children and young people from becoming victims of child abuse and sexual exploitation. When working as a taxi driver you may see and hear things in your day to day role that might give you cause for concern.

Barnardo's have developed this e learning course to help you understand how to deal with these concerns and know when you should report them.

During this course you will learn about safeguarding vulnerable adults. You will also learn about safeguarding children and child sexual exploitation.

Taxi companies and taxi drivers can play an important role in spotting the signs that somebody might be at risk of abuse and in keeping people safe.



During this course you will be made aware of some of the signs and indicators to look out for and how to report your concerns.

[Click the Next arrow to continue.](#)



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### A health warning



Click the Next arrow to continue.

Before you start this short e-learning course, please be aware you may find some of the content in this course distressing. Please arrange to discuss your thoughts and views with your manager or a trusted friend, and take some time to think about the issues it raises yourself after you have completed it.

Whenever we refer to children we are referring to anyone under the age of 18. It is important to remember that the law says that children under 18 including 16 and 17 year olds can be sexually exploited.

These situations can occur any time of the day or night.

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## Learning outcomes

During this e learning course you will learn:

- What safeguarding is.
- How to identify that a passenger may be vulnerable.
- How to protect yourself when dealing with vulnerable passengers.
- What child sexual exploitation is.
- How to spot the signs of child sexual exploitation.
- Where to report any concerns you may have regarding vulnerable passengers and child sexual exploitation.

Click the Next arrow to continue.

SLIDE 6

## Understanding safeguarding vulnerable people

What do these words mean? Click the tabs below to reveal a definition.

**Safeguarding**

Safeguarding is about protecting a person's health, wellbeing and human rights so that they can be free from harm, abuse and neglect.

**Vulnerable**

SLIDE 7

# APPENDIX G

## Understanding safeguarding vulnerable people

What do these words mean? Click the tabs below to reveal a definition.

### Safeguarding

### Vulnerable

A person is vulnerable when he or she is in need of special care, support or protection to keep them safe and protect them from being physically or emotionally harmed. Children are vulnerable because of their age but adults can sometimes be vulnerable too.

SLIDE 8

## When does your responsibility begin?

Think about what you believe your responsibilities are towards children and vulnerable adults.

- What are your responsibilities towards children under 18 years of age?
- What are your responsibilities towards vulnerable adults?

The following scenario is designed to help you think about what your responsibilities are in this regard and at what point you begin to have any responsibility towards a child or vulnerable adult.

### Where does your responsibility as a taxi driver begin?

Select the option you think is correct and then click Submit.

- When you are waiting for your next passenger?
- When the passenger gets into your taxi?

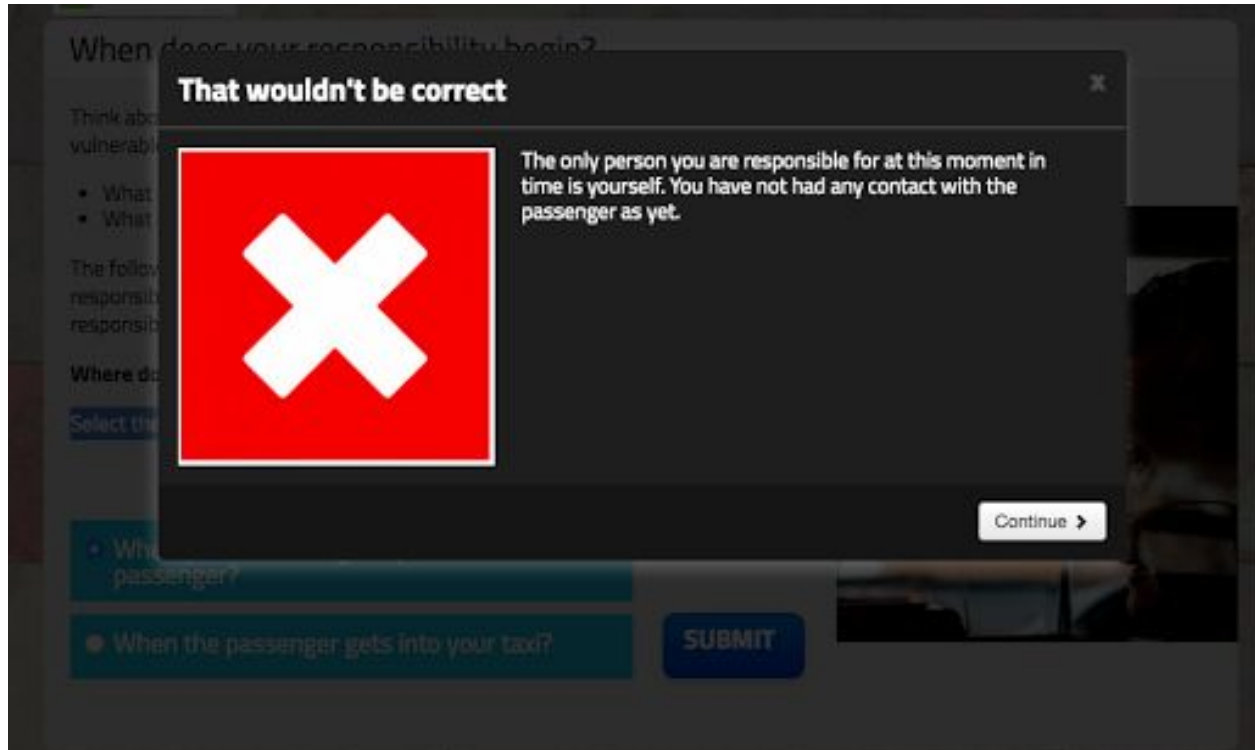
SUBMIT



SLIDE 9:



# APPENDIX G



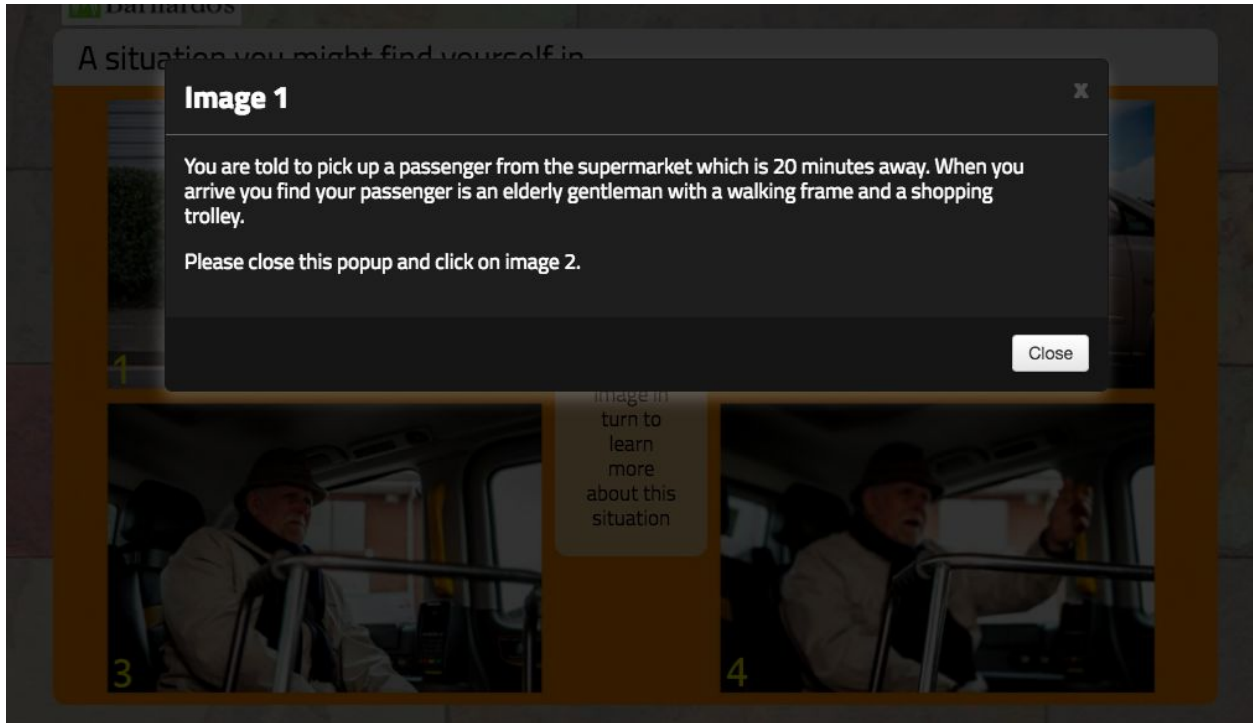
SLIDE 10



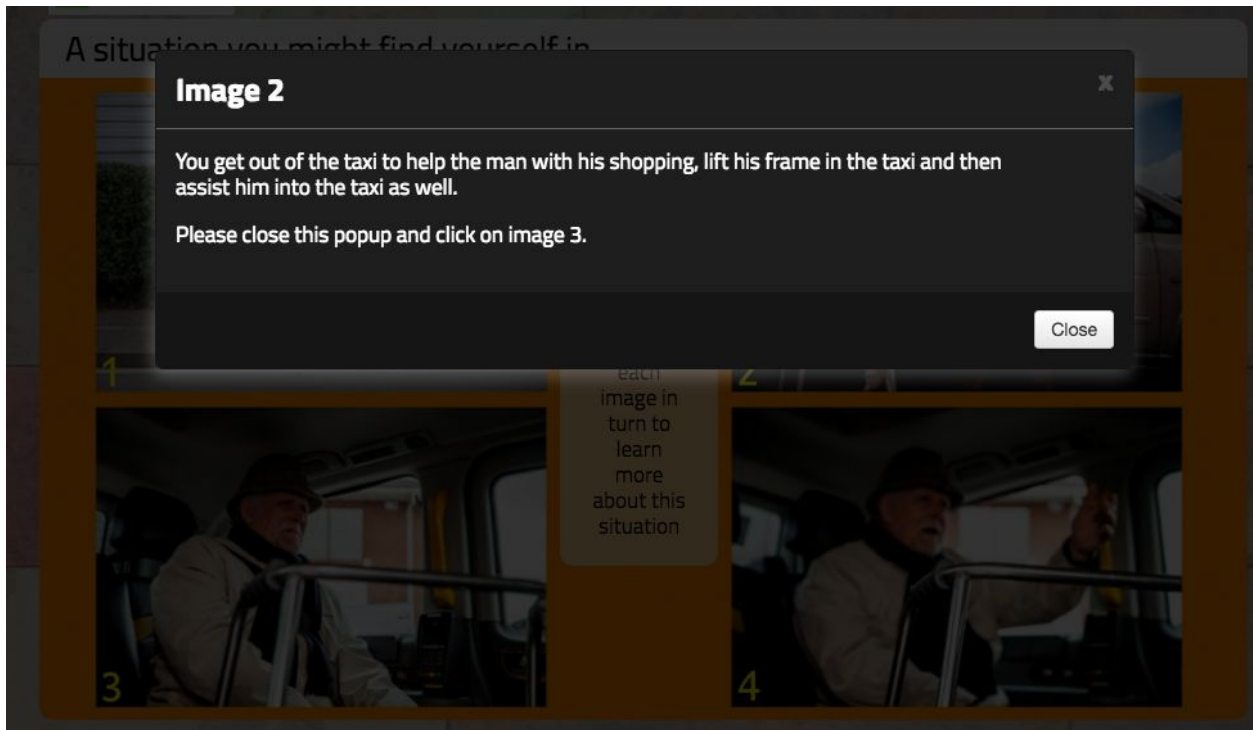
SLIDE 11



# APPENDIX G



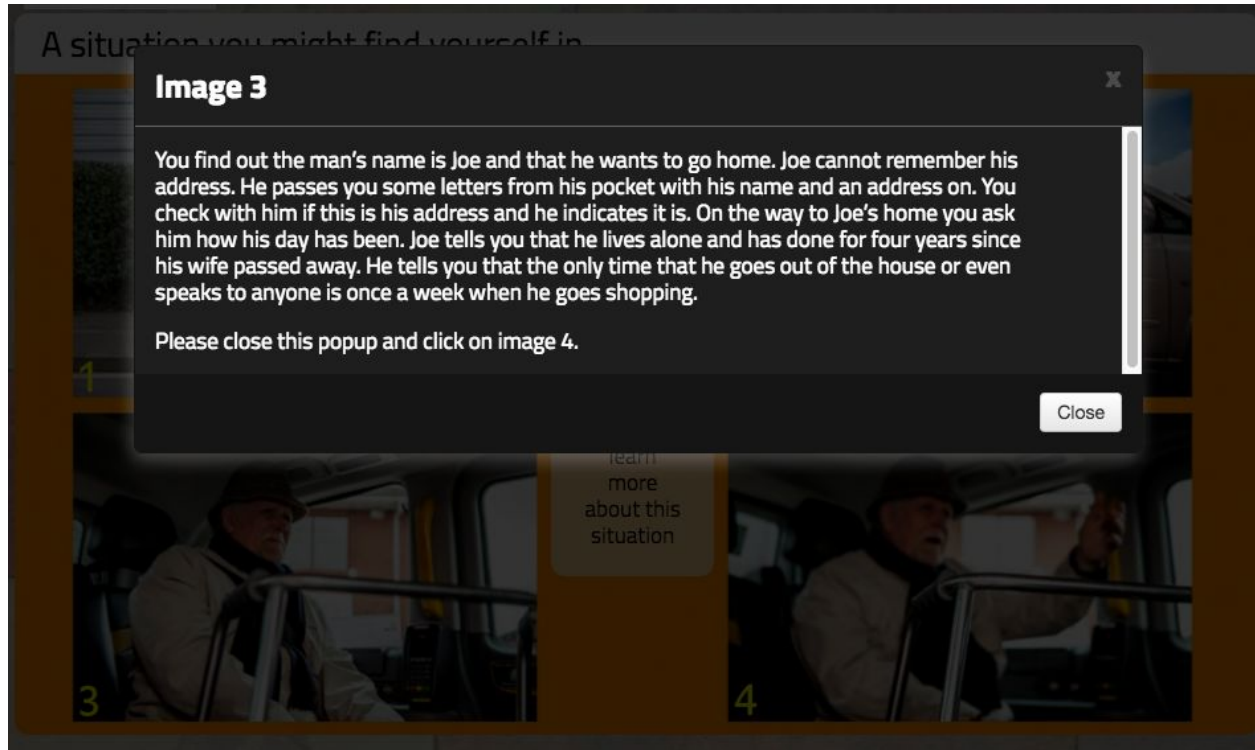
SLIDE 12



SLIDE 13

## APPENDIX G

A situation you might find yourself in



**Image 3**

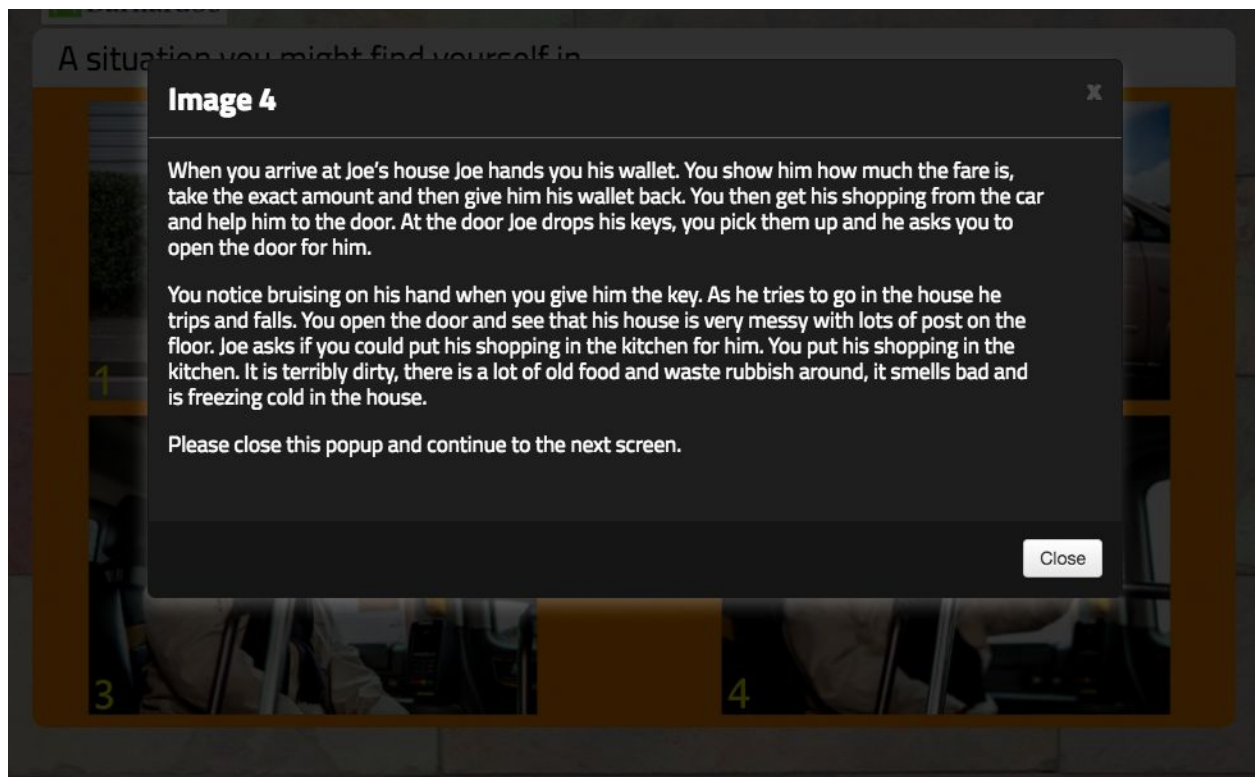
You find out the man's name is Joe and that he wants to go home. Joe cannot remember his address. He passes you some letters from his pocket with his name and an address on. You check with him if this is his address and he indicates it is. On the way to Joe's home you ask him how his day has been. Joe tells you that he lives alone and has done for four years since his wife passed away. He tells you that the only time that he goes out of the house or even speaks to anyone is once a week when he goes shopping.

Please close this popup and click on image 4.

Close

SLIDE 14

A situation you might find yourself in



**Image 4**

When you arrive at Joe's house Joe hands you his wallet. You show him how much the fare is, take the exact amount and then give him his wallet back. You then get his shopping from the car and help him to the door. At the door Joe drops his keys, you pick them up and he asks you to open the door for him.

You notice bruising on his hand when you give him the key. As he tries to go in the house he trips and falls. You open the door and see that his house is very messy with lots of post on the floor. Joe asks if you could put his shopping in the kitchen for him. You put his shopping in the kitchen. It is terribly dirty, there is a lot of old food and waste rubbish around, it smells bad and is freezing cold in the house.

Please close this popup and continue to the next screen.

Close

SLIDE 15

## APPENDIX G

Checking your understanding about what you should do


The next five screens each have a question regarding the scenario that you just saw.

Question 1.

When did your responsibilities start?

- When you got the call
- When Joe got into the taxi
- When you got out of the taxi to help Joe?

**SUBMIT**



SLIDE 16

Checking your understanding about what you should do

The next five screens each have a question regarding the scenario that you just saw.

Question 1.

When did your responsibilities start?

- When you got the call
- When Joe got into the taxi
- When you got out of the taxi to help Joe?

**SUBMIT**

**That's not right**

No, that's not right. The correct answer was:

'When you got out of the taxi to help Joe'

You may start to think about who your passengers are as you are setting off. When you got the call you have not had any contact with the passenger at this point; their welfare is not your responsibility until they become your passenger.

When Joe gets into the taxi you are responsible for him, however in this scenario you leave the taxi to help Joe get in. You have a responsibility towards Joe before he gets into the taxi.

Now move on to the next question.

**Continue >**

SLIDE 17




# APPENDIX G

Checking your understanding about what you should do

Question 2.  
Who are you responsible for?

- Joe
- Yourself and Joe
- No-one

**SUBMIT**



SLIDE 18


Checking your understanding about what you should do

Question 2.  
Who are you responsible for?

- Joe
- Yourself and Joe
- No-one

**SUBMIT**

**Correct** ✕



That's correct. You are responsible for your own safety as well as Joe's.  
Now move on to the next question.

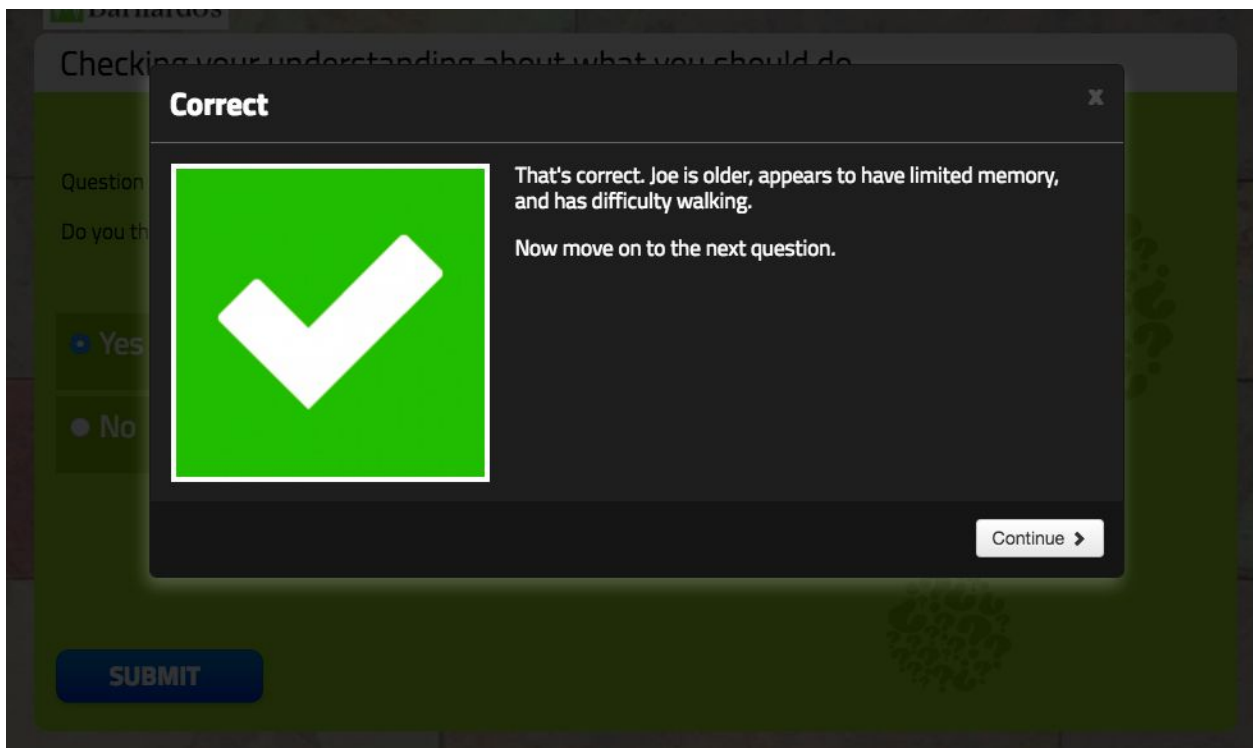
**Continue** >

SLIDE 19

# APPENDIX G



SLIDE 20



SLIDE 21

## APPENDIX G


Checking your understanding about what you should do

Question 4.

Which of these factors make Joe vulnerable?

- He is old
- He lives alone
- He has difficulty remembering things
- His house is messy and cold
- He struggles with mobility
- All of the above

**SUBMIT**



SLIDE 21

Barnardo's

Checking your understanding about what you should do


Question 4.

Which of these factors make Joe vulnerable?

- He is old
- He lives alone
- He has difficulty remembering things
- His house is messy and cold
- He struggles with mobility
- All of the above

**SUBMIT**

**That's not right**



That's incorrect. All of these factors contribute to Joe's vulnerability.

Now move on to the next question.

**Continue** >

SLIDE 21



Checking your understanding about what you should do

Question 5.

What would you do now that you have left Joe's home?

- Nothing, it is not my responsibility anymore
- You should ring the local council or you should ring 101

**SUBMIT**



SLIDE 22

Checking your understanding about what you should do


Question 5.

What would you do now that you have left Joe's home?

- Not any
- You you

**SUBMIT**

**Correct**



This is the correct thing to do as Joe is vulnerable and doesn't seem to be coping very well. You could ring the local authority vulnerable adult's team or you could ring 101.


101 is the number you should call to report crime and other concerns that do not require an emergency response.

Continue >

SLIDE 23

Key messages about safeguarding a vulnerable person

**CALL YOUR LOCAL COUNCIL**

 **OR CALL YOUR LOCAL POLICE 101**

**IN AN EMERGENCY ALWAYS CALL 999**


A Vulnerable person is a person who is in need of special care, support or protection because of their age, disability or risk of abuse or neglect.


Your responsibility for a passenger will not always start and end when they get in or out of the taxi.


If you are worried about a person and their welfare please say something and do something about it. You may be the only person who bothers to do something and could make a real difference! If you have concerns about a vulnerable person ring your local council or ring 101. **In an emergency ring 999.**


SLIDE 24

Young children may need safeguarding

 **1**

 **2**

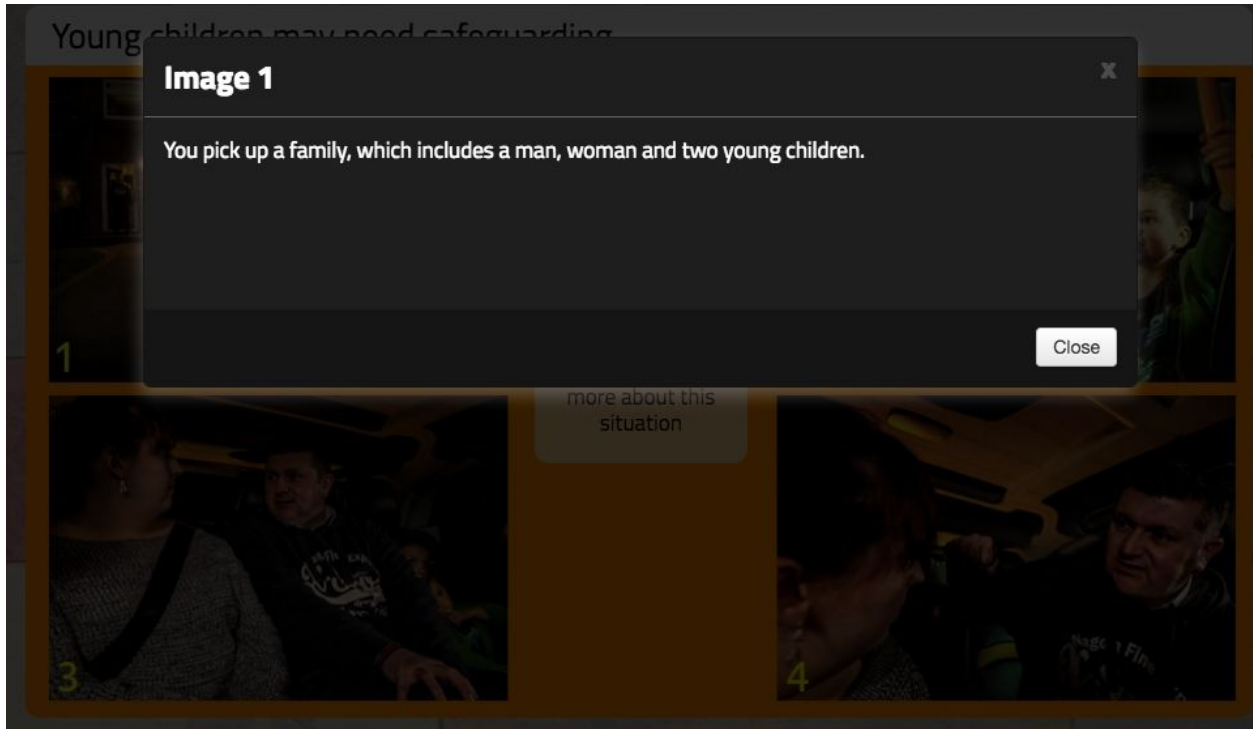
 **3**

 **4**

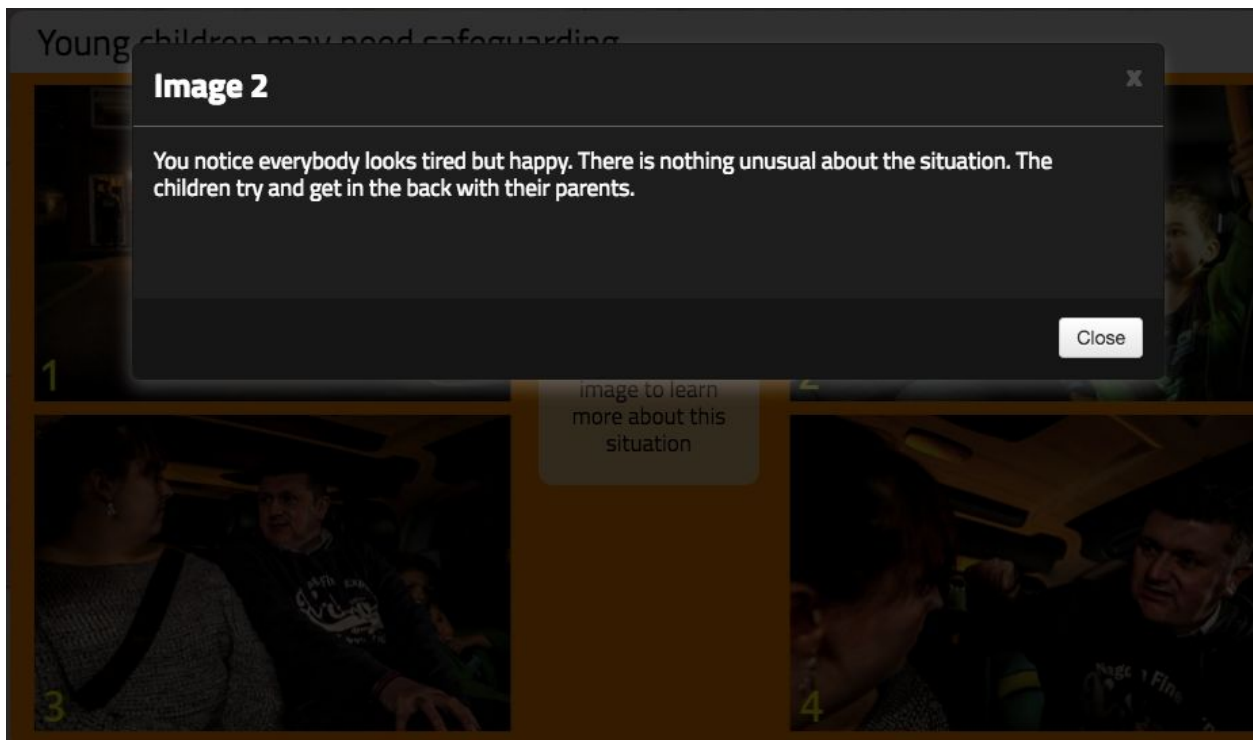
Click on each image to learn more about this situation

SLIDE 25

# APPENDIX G



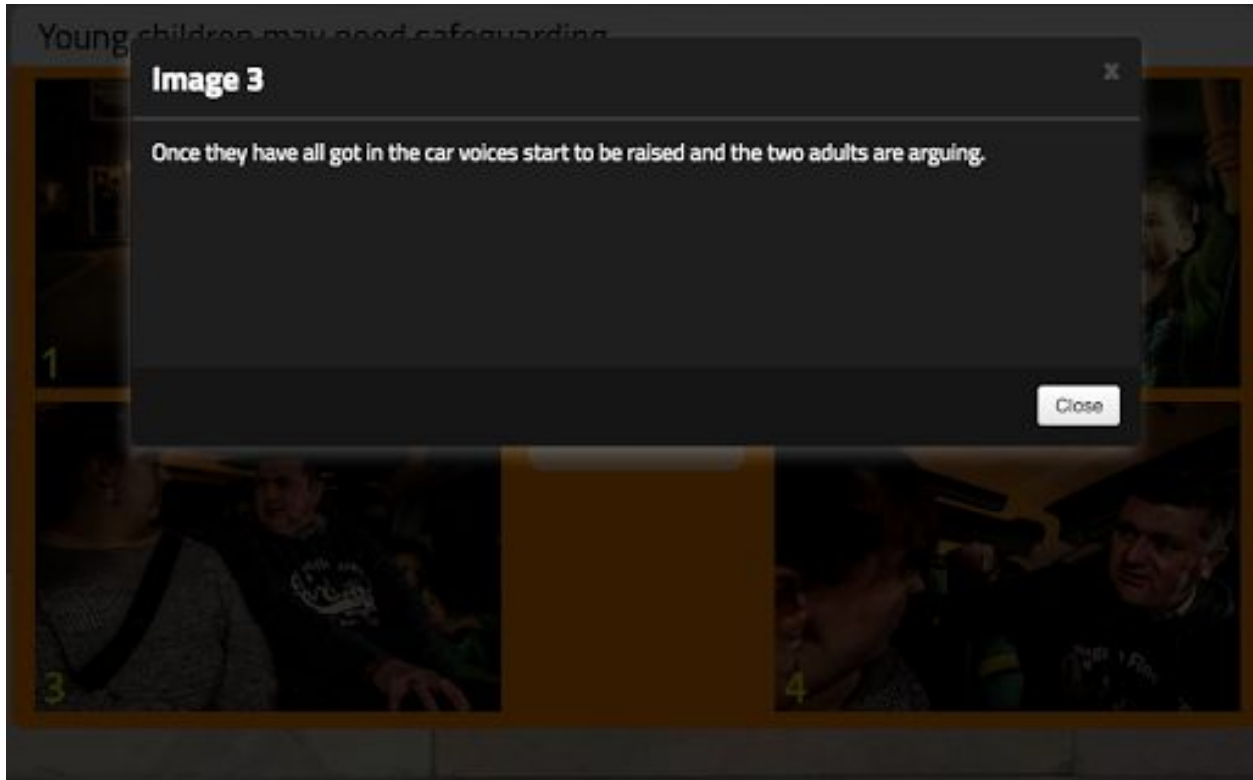
SLIDE 26



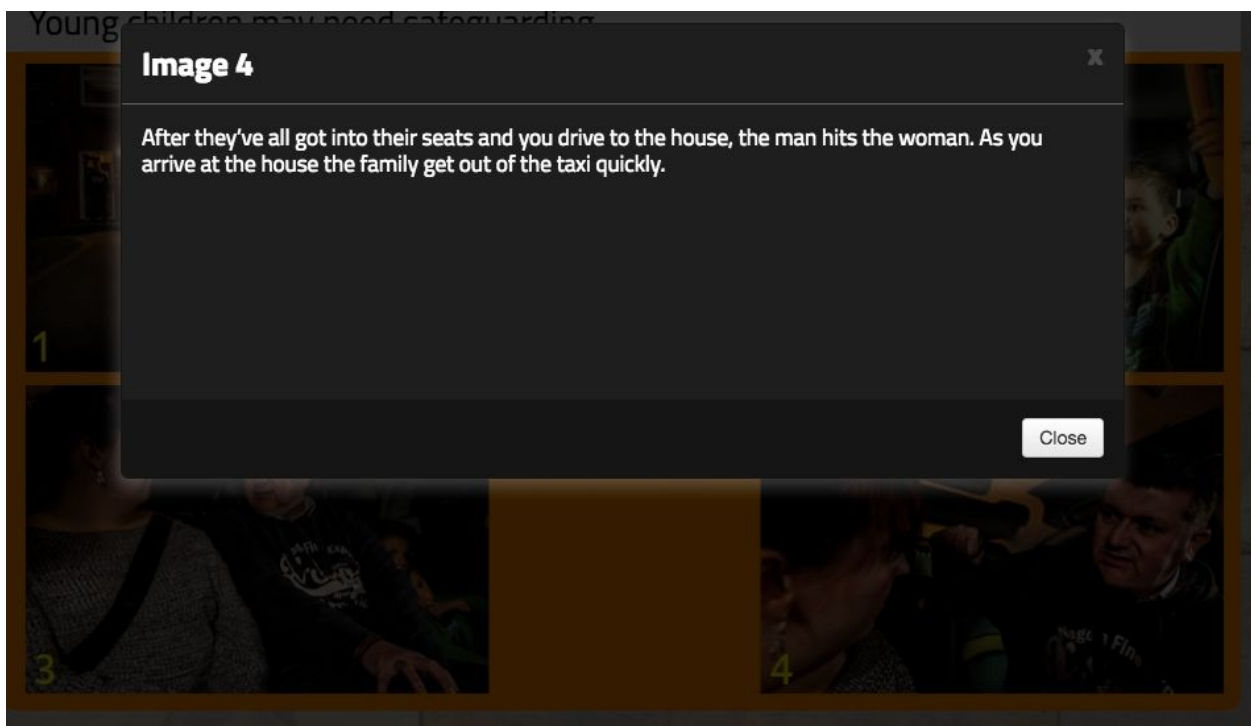
SLIDE 27



## APPENDIX G



SLIDE 28



SLIDE 29

# APPENDIX G


SLIDE 30

So what should you do when you see domestic violence?

Question 2.  
Who is vulnerable?

- You child
- You
- Just

**Correct**



You could be vulnerable, but so too are the children and the woman.

Continue >

SUBMIT

SLIDE 31

So what should you do when you see domestic violence?

Question 2.  
This is domestic violence. What should you do?

- Nothing, it's not my business
- Call 999 at once
- Take them home, try enter the building and confront the father


SUBMIT

SLIDE 32

## APPENDIX G

So what should you do when you see domestic violence?

**Correct**



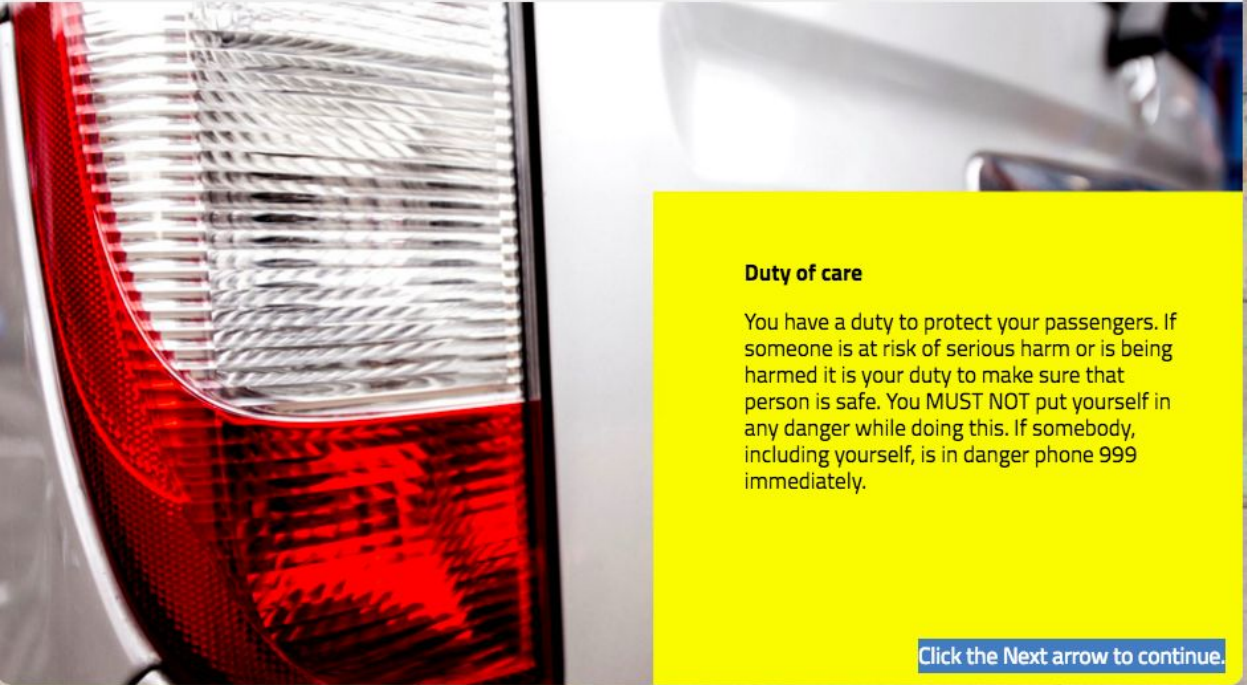
The children and woman may be in danger. If someone will hit a woman in front of you, they may do much worse when on their own. You have done the right thing to report this. You have witnessed an assault in the presence of young children.

Continue >

SUBMIT

SLIDE 33:

### Duty of care



**Duty of care**

You have a duty to protect your passengers. If someone is at risk of serious harm or is being harmed it is your duty to make sure that person is safe. You **MUST NOT** put yourself in any danger while doing this. If somebody, including yourself, is in danger phone 999 immediately.

Click the Next arrow to continue.

SLIDE 34:

Important



Under NO Circumstances should you drive your passenger to the police station against their will or you could face kidnapping/false imprisonment charges.

Your safety is a priority in every instance. Do not place yourself in any danger.

For good practice you may want make a note or keep a record of any details about passengers where there is a concern.

You should include details of the date, time, pick up place, drop off and any other things you notice or think are important facts.

You might also choose to have a camera in your car.

Click the Next arrow to continue.

SLIDE 35

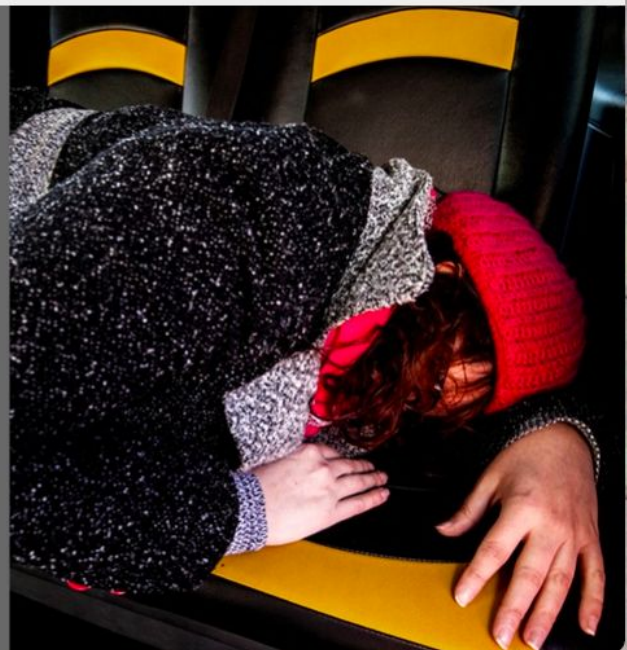
Unwell passengers

You collect a young female. You arrive at the given destination and see that the passenger has fallen asleep in the back seat. You cannot wake them up to collect your fare and let them know you have arrived. The young female is not responding at all.

What should you do?

- Attempt to remove them from the vehicle
- Knock on the door of the address you were given for assistance
- Go through her handbag and see if there is a phone or number you can ring.

**SUBMIT**



SLIDE 36



## APPENDIX G

Unwell passengers

You colle  
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What sh

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● Kno  
you

● Go  
there is a phone or number you can  
ring.

**Correct**



This would be the correct thing to try first, but if there is no answer you should call 101 and advise them your passenger has passed out and you are taking her to hospital. This would be safe action to take as long as you let someone know you are doing this. You should then drive her to the nearest Accident and Emergency department. If the young person has passed out, medical attention may well be needed.

Continue >

SUBMIT

SLIDE 37

### Suggestive behaviour


You have picked up a young adult woman. At your destination you let the passenger know the fare is £15. Instead of paying you the passenger suggests that she could pay you in some other way.

Are you vulnerable at this point?

Yes

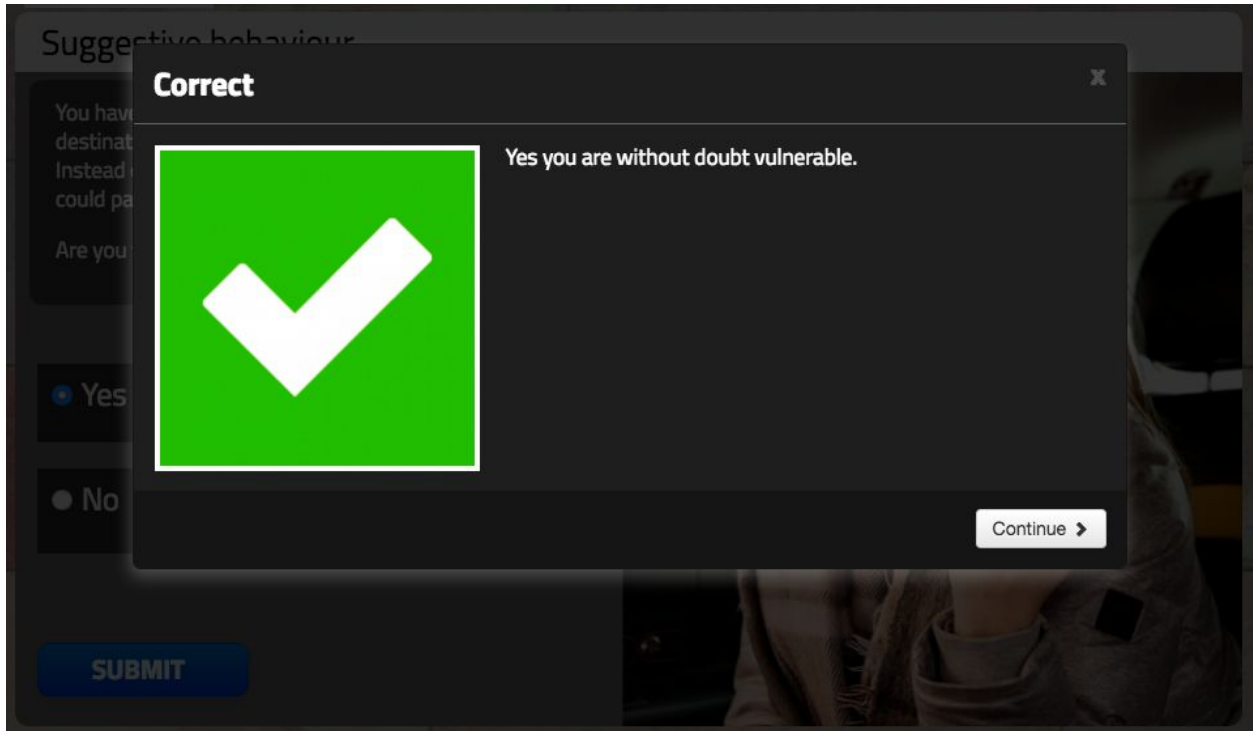
No

SUBMIT

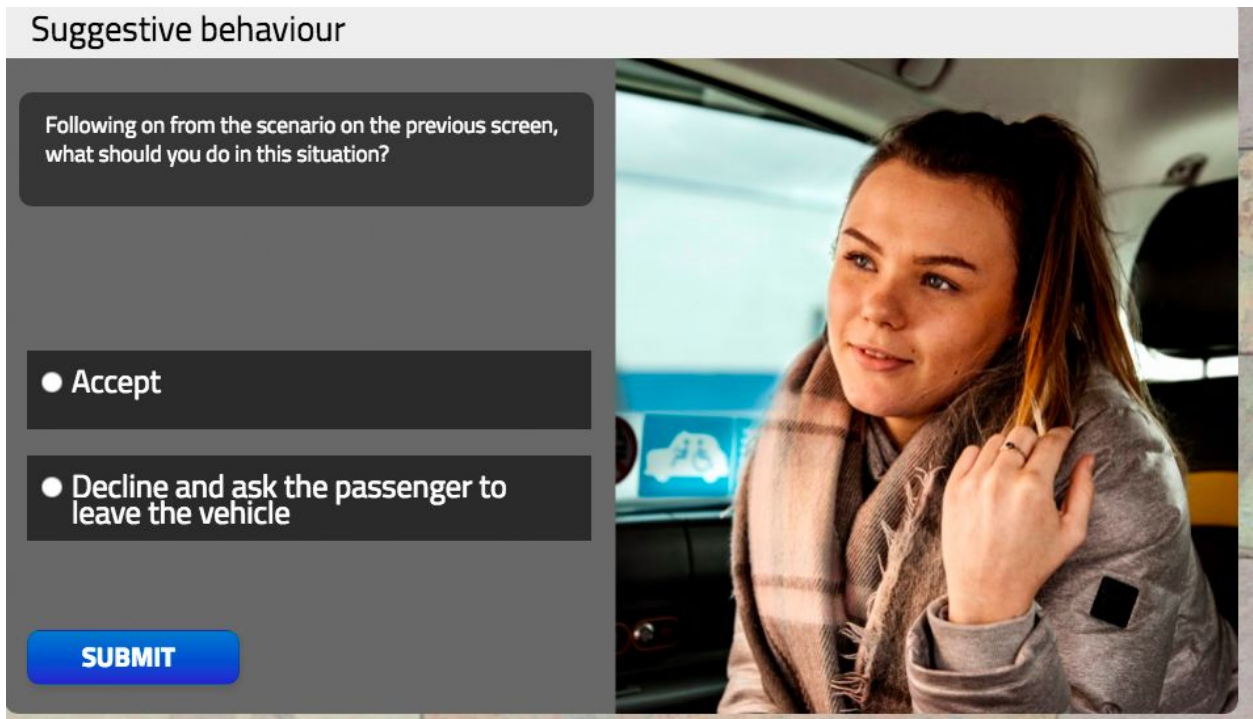


SLIDE 38

# APPENDIX G

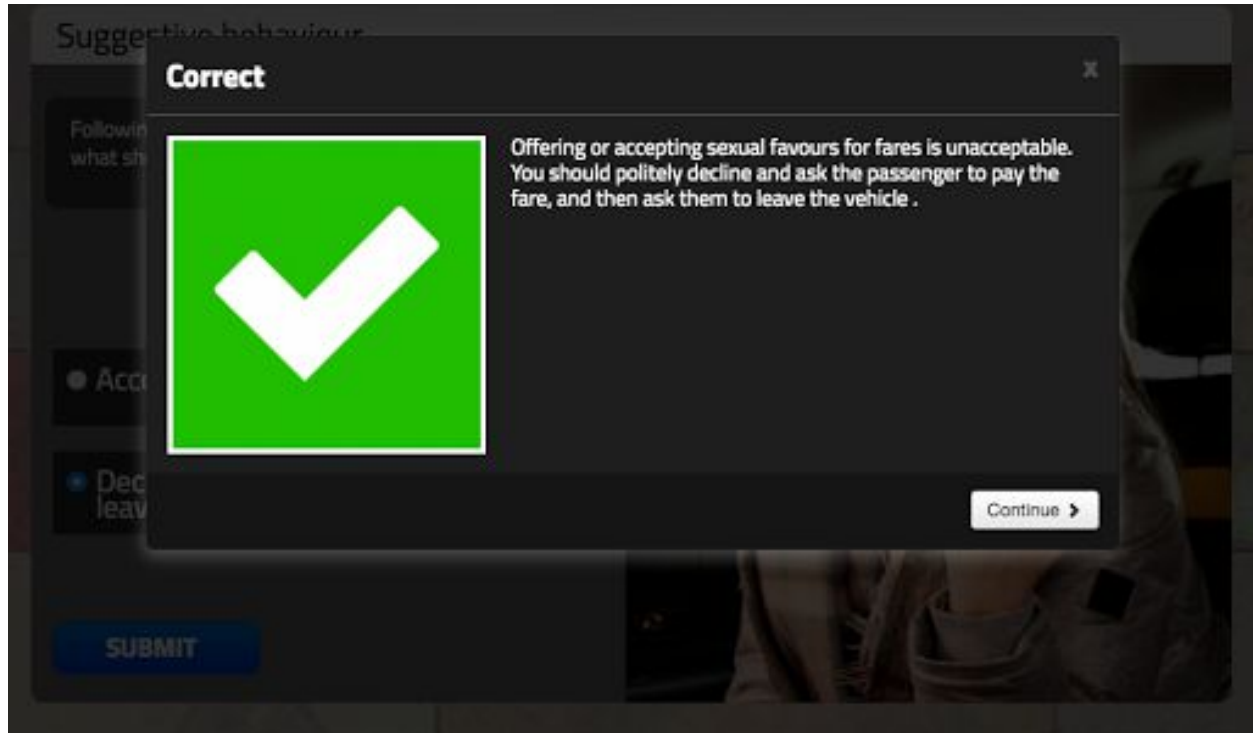


SLIDE 39



SLIDE 40

## APPENDIX G



SLIDE 41

### Alternative address

Now imagine that the passenger you are picking up is a child. Remember that's anyone under 18, and could be a boy or a girl.

Your passenger is now a 14 year old girl that you are about to pick up from outside a school. When you arrive at school a man comes to the car and gives you an address to take her to. Once you have set off you check the address with the girl and she says she doesn't know it. She looks a little worried.

When you get to the destination another man comes to the taxi, pulls her out and pays you. He then asks if you can go and pick another young person up from another address and bring them there as well.

Click the next arrow to answer a question on this scenario.

The image block contains a text area on the left and a collage of four images on the right. The images show a taxi driver at night, a young girl standing outside a school, a taxi with its headlights on, and a young girl sitting in the back of a taxi.

SLIDE 42

## APPENDIX G


### Alternative address

Consider the scenario on the previous screen.

Think about what you would do now in this situation and whether the child is vulnerable.

- Drop her off and say nothing
- Contact the police and make a note or keep a record
- Inform the child's parents

**SUBMIT**



SLIDE 43

### Alternative address


Consider the scenario on the previous screen.

Think about what you would do now in this situation and whether the child is vulnerable.

- Drop her off and say nothing
- Contact the police and make a note or keep a record
- Inform the child's parents

**SUBMIT**

#### Correct



You should report this to the police. This is a vulnerable young person under 18 years of age and as such he or she is not old enough to give informed consent in this situation. This young person is extremely vulnerable and someone needs to know so they can help keep the child safe. The young person may be in danger of being exploited.

Continue >

SLIDE 44



## APPENDIX G

### Sexual exploitation

Sadly many young people are sexually exploited. Child sexual exploitation is a form of child abuse. It occurs where anyone under the age of 18 is persuaded, coerced or forced into sexual activity in exchange for, amongst other things, money, drugs/alcohol, gifts, affection or status.

Even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them, they cannot truly be giving consent.

#### So who does it affect?

*All children under the age of 18, male or female.*

#### And what can you do to help?

*You are the eyes and ears of the community. You have a very important role to play in protecting the children in your community from this type of crime. You can spot the signs and report it!*

Taxi drivers in many areas have made a real difference to helping to protect children from such abuse .

[Click the More button \(on the right by the pictures\) to learn more.](#)



▶ More

SLIDE 45

### Sexual exploitation

#### Things to Look Out For!

These are some of the signs you might spot that might cause you concern:-

- Drunk or drugged young people getting into taxis with older adults.
- Adults insisting on a different destination even when the young person says they want to go home.
- A lot of young people being dropped off at the same address throughout the course of the day or night.
- Collecting a young person from an address looking very drunk or drugged and very distressed or dishevelled.
- A fare being paid for by a third person at pick up or on drop off by another adult.
- Conversations about parties where there is mention of lots of drugs drink and sex and a mixture of adults and children.
- Multiple drop offs of children, young people and adults to the same hotel or private address for parties on different occasions.

[Click the next arrow to continue.](#)



SLIDE 46

### Worrying conversation

Consider the following scenario: Over the course of your shift you make multiple drops off to the same address.

Each time you pick up another passenger from a different location and the passengers are a range of ages but mostly teenagers. The fares to this address for the young people have either been paid for by an adult at pick up or on drop off at the house. Think about what might cause you to be worried about this situation.

Later that evening you're picking up from the same address. A couple of the teenagers that you dropped off earlier in the evening get into the taxi. Their mood has changed. They now appear drunk and look distressed.

You can hear them in the back of the taxi talking. You pick up snippets of conversation about pornography, drink and drugs and people having sex. You pay closer attention to their conversation and hear one of the teenagers say they had better not tell anyone where they've been or they'll get in trouble.

Click the next arrow to move onto a question about this scenario.



SLIDE 47

### Worrying conversation

Consider the scenario on the previous screen.

What would you do?

- Nothing. Assume its young people being young people and forget about it
- Try to record as many details as possible in your log book and inform the police
- Go back to the house to try and find out what is happening for yourself

**SUBMIT**



SLIDE 48



Worrying conversation

Consider


What wo

● Not being it

● Try to poss the p

● Go out

### That's not right



The correct answer is: Try to record as many details as possible in your log book and inform the police

You should report this to the police. These are vulnerable children who need somebody to report the concern and ensure the police can investigate what has happened and protect them.


Offences may have been committed against the young people. Child sexual exploitation is a criminal matter. It is also ok to ask the young people if they are alright. However you should always report your concern to the police even if the young people say they are ok.

Continue >

SUBMIT

SLIDE 49

## Thank you



**You have now finished this e-learning programme .**

Remember that safeguarding is everybody's responsibility. These situations can occur any time of the day or night.

If you are worried about any of your passengers report your concern.

**In an emergency call 999.** If it does not appear to be urgent call 101.

Remember you can also ring the local council where you have a concern about a vulnerable adult or a child.

Thank you for your time and careful consideration of the issues raised. The knowledge and understanding you have gained will help you protect both vulnerable adults and children who need to be safeguarded from harm.

Please now complete this short test. You must score 80% or more in order to pass and activate your certificate.

**Well done!**

SLIDE 50


## APPENDIX G

**Quiz**

Your responsibility as a taxi driver regarding safeguarding begins when:-

- You take a call
- You first have contact with the person and they become your passenger
- The person gets into your taxi

**SUBMIT**




SLIDE 51

**Quiz**

When you are driving, apart from other people on the road, you are responsible for the safety and wellbeing of:-

- Yourself
- No one
- Yourself and your passengers

**SUBMIT**



SLIDE 52



## APPENDIX G

### Quiz

If you have a concern about a vulnerable adult and are worried about him or her and believe she or he may need help should you call the council?-

- No, never
- Yes
- No, only if he or she asks you to

**SUBMIT**



SLIDE 53

### Quiz

Numbers you can ring if you are concerned about a vulnerable adult or a child are:-

- 101 for the police or ring your local council
- No one
- A friend or another taxi driver

**SUBMIT**



SLIDE 54


## APPENDIX G

**Quiz**

A young female is drunk in the back of your taxi and seems to have passed out. Should you:-

- Lift her from the vehicle
- Go through her handbag and find her phone to ring someone
- Ring 101 and then take her to A&E at the hospital

**SUBMIT**




SLIDE 55

**Quiz**

A passenger offers you payment by a sexual favour rather than payment in money. Should you:-

- Decline and ask the passenger to leave the vehicle
- Accept
- Accept but say you need paying as well

**SUBMIT**



SLIDE 56


## APPENDIX G

**Quiz**

If you are worried a child or young person may be sexually exploited you should:-

- Ring the police on 999
- Say nothing
- Tell another taxi driver or a friend

**SUBMIT**




SLIDE 57

**Quiz**

Children and young people can be sexually exploited when they are under the age of?-

- 16
- 17
- 18

**SUBMIT**



SLIDE 58

## APPENDIX G

Quiz

In an emergency you should call:-

- 101
- No one
- 999

**SUBMIT**




SLIDE 59

Quiz

Taxi drivers can play a huge part in safeguarding children and vulnerable adults. You can:-

- Do nothing and go home
- Report any concerns to your local council or the police- safeguarding children and vulnerable adults is everybody's business in the community
- Ignore what you see or hear. Safeguarding is not your business

**SUBMIT**



SLIDE 60




End of course

This educational resource is a product of

# Nightwatch

**Believe in children**  
**Barnardo's**

Barnardo's Registered Charity  
Nos. 216250 and SC037605

Funded by  
  
Department  
for Education

**Well done. You may now exit the course by clicking the small 'x' (top right of the course window). If you have obtained a certificate, it will be available from the 'Dashboard' tab.**

SLIDE 61

Barnardo's Training and Consultancy are pleased to share with you our list of e-learning training programmes we currently deliver.


Through Barnardo's Training service we can design and deliver high quality eLearning training. We offer both standard and bespoke elearning training on a wide range of topics related to work with children and families. We pride ourselves on developing all our products through using the knowledge and skills of our experienced Training consultants all of whom have worked directly with children and young people.

As a children's charity with its own workforce we truly understand the importance of delivering high quality eLearning training which makes a demonstrable difference in improving the knowledge and skills of those who participate. We are continuously developing new materials to respond to emerging needs so please do contact us if you require any new elearning products developed on any other topic related to work with children and families which are not listed.

We hope you enjoy a quick review of what we can offer you!

Total Number of Courses

1 Enrolled Courses	0 Completed Courses	0 Course Questions
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 Safeguarding - Taxi Service

[Browse](#)

CERTIFICATE



Barnardo's Training & Consultancy

## E-Learning course Safeguarding - Taxi Service

Certificate of completion



Believe in  
children  
Barnardo's

Barnardo's Registered Charity Nos. 918290 and SC037608

18410516

Summarised changes:

- Slide 2: Change to "taxi and private hire drivers".
- Slide 3: Change to "as a taxi or private hire driver"
- Slide 4: Change to "to a colleague manager or friend"
- Slide 8: Change to "when does your responsibility as a taxi or private hire driver begin?"  
**FLAGGING FOR LEGAL** - would this responsibility change between taxi vs private hire given that PH are pre-booked?
- Slide 12: Change taxi to "vehicle"
- Slide 15: Change taxi to "vehicle" - same **flag for legal** as above about responsibility for passenger.
- Slide 16: Change taxi to "taxi or private hire vehicle".
- Slide 23: Change to "when they get in or out of taxi or private hire vehicle"
- Slide 32: Change to "If a person will hit someone else in front of you..." - what matters is if they hit another person, regardless of whether it's a woman or not.
- Slide 41: Change taxi to "vehicle"
- Slide 44: Change to "taxi or private hire driver"
- Slide 45: Change to "getting into a taxi or private hire vehicle"
- Slide 46: Change taxi to "vehicle"
- Slide 47 and 48: Private Hire drivers do not keep log books (this is only relevant to taxi drivers). As such, could we amend all wording to "note down details"

## APPENDIX G

- Slide 50: Change to "taxi or private hire driver"; Change to: "the person gets into your taxi or private hire vehicle"
- Slide 53: Change to "Taxi or private hire driver"
- Slide 54: Change from taxi to "vehicle"
- Slide 55: Change to "Taxi or private hire driver"
- Slide 59: Change to "Taxi and private hire drivers"
- Certificate: Change to "Safeguarding - Taxi and Private Hire Service"