

# Do you work in the hotel sector?



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Hotels can be used by drug line networks and by those grooming or exploiting children. No hotel is exempt from this risk, so it is important for all hotels to take steps to protect children from this harm. You may spot signs of child exploitation and, by reporting it, children can be rescued, freed from exploitation and evidence can be gathered to prosecute abusers.

Exploitation takes place when others take advantage of the power imbalance between them and children and force, trick or coerce them into criminal activity on their behalf. We know that exploitation affects children from all walks of life, including girls, boys, LGBTQ+ children, disabled children, children from ethnic minority backgrounds and, increasingly, younger children. It is a form of abuse that has a serious impact on children, their families and our communities.

People who exploit children also come from all walks of life and backgrounds. Exploiters can perpetrate this type of abuse alone, with others, online, offline and through complex organised crime networks.

Children are never responsible for the exploitation which they experience and, in all matters they should be treated as victims of abuse. Children should be given help and protection, to keep them safe and be supported in order for them to recover from their experiences. Exploitation is a complex form of abuse which can be hard to spot or identify. We know that many children show no external signs of abuse through their behaviour. Children very often do not tell anyone about the abuse they are experiencing, or may not at first realise what is happening to them is wrong.

## As reception or booking staff, have you noticed any of the below?

“ Last minute or walk-in bookings, particularly late at night. ”

“ Guests refusing to provide identification, or credit card details and/or carrying little or no luggage. ”

“ Guests only using a room for a few hours, with no notification when leaving. ”

“ Booking a room for more people than beds or adult/child sharing a bed. ”

“ Guests in possession of large quantities of cash. ”

“ Guests with a local address booking a room. ”

“ A frequent guest of the hotel seen with a range of different young people. ”

“ Guests requesting a room that is isolated, or near the rear exit to the premises. ”

“ Bookings made in a different name to the person checking in. ”

“ Guests arriving and asking for a specific room number, but not knowing the name in which the room is booked. ”

“ Guests who do not want rooms cleaned and/or use the ‘do not disturb’ sign for long periods of time. ”

“ Visitors to the accommodation without a room booking. ”

“ Repeat visitors to the accommodation at irregular hours. ”

“ Children or young people checking in with an adult or group of adults who do not appear to be their parents or guardians. ”

“ Young people meeting others in public areas or car parks on your premises. ”

**As housekeeping staff, have you noticed any of the following?**

“ Evidence of alcohol, drugs, and/or contraception wrappers in guest rooms young people have been seen in. ”

“ Signs of sexual or criminal activity such as drug use or violence having taken place in a room where young people have stayed or visited. ”

**As bar staff, have you noticed any of the following:**

“ Room service alcohol orders to rooms where there are guests who appear to be underage. ”

“ Adult customers purchasing alcohol for young people. ”

“ Young people who appear anxious, frightened, angry, or aggressive, showing signs of neglect, or displaying behaviours that cause you concern for example under the influence of substances. ”

“ Young people in the company of older adults or older adult guests in the bar area. ”

“ Young people who appear to be instructed or controlled by another individual. ”

# If something doesn't feel right, don't wait, report it.

**Call the police on 999 in an emergency** if the crime is happening right now, the suspect is still at the scene, or anyone is seriously injured or in immediate danger.

**Call the police on 101 in a non-emergency** to share information, suspicions or details that can wait a day or two. You can also report all non-emergencies to the police on their webpages. This can be found here: [www.thamesvalley.police.uk/ro/report/ocr/af/how-to-report-a-crime/](http://www.thamesvalley.police.uk/ro/report/ocr/af/how-to-report-a-crime/)

**Call Crimestoppers** if you would prefer to make an anonymous report and it is a non-emergency. They can be contacted on 0800 555 111 or you can report on their webpages by using an online form. This can be found here: <https://crimestoppers-uk.org/give-information/forms/give-information-anonymously>

**Call the NSPCC** if you would like to speak to a trained professional who can provide expert advice and support if you are concerned about a child. They can be contacted on 0808 800 5000 or you can e-mail them at [help@NSPCC.org.uk](mailto:help@NSPCC.org.uk)

Free online training for anyone is available on the Children's Society webpages under Programme of Learning: #LookCloser To Spot Exploitation <https://www.childrenssociety.org.uk/what-we-do/our-work/child-criminal-exploitation-and-county-lines/spotting-signs#report>