

Force control and incident room briefing

Operation Makesafe

Operation Makesafe is a national initiative designed and implemented to help staff within the hotel industry to identify potential victims of child sexual exploitation, and to understand how to appropriately report concerns to the police. Effective reporting can lead to the prevention of child sexual abuse and exploitation, and in other cases support the investigation of exploitation and abuse.

A Safer Stay

For All

Force Control and Incident Room Actions

Staff within hotels may refer to Operation Makesafe when reporting concern to police, but if they do not specifically mention the operational name but are calling regarding child sexual exploitation your response should be the same.

Where a call is received from a hotel regarding a concern for the safety of a child and there are indicators of child sexual exploitation, you should ensure that the incident log clearly highlights Operation Makesafe by including the operational name within the call description.

Indicators of child sexual exploitation within the hospitality sector include, but are not limited to:

- Adults who appear secretive about their visit or try to conceal that they are visiting in the company of a child or young person.
- Arrival of young person with a boyfriend/girlfriend that appears older than they are.
- Bookings made in a different name to that of the person checking in.
- Refusal to provide/leave credit card details and attempting to pay in cash.
- Refusal to provide identification.
- Requesting an isolated room, a room close to a fire exit or a room with easy access to the car park.
- Last minute/walk-in bookings.
- High levels of visitors to a guest room.
- Visitors arriving and asking for a specific room number without knowing the name the room is booked under.
- Evidence of sexual activity/drug use in rooms (condoms, condom wrappers, drugs, drug paraphernalia, evidence of excessive alcohol consumption).
- Refusal to have room cleaned or visited.
- Pre-paid bar tab for a room occupied by a child or young person.
- The accessing of pornographic films/channels in a room occupied by a child or young person.
- Guests who arrive at and leave premises regularly at unusual hours.



What you should do

When taking a call from a member of staff at a hotel you should support them to provide as much information as possible to ensure the call is graded appropriately. This should include:

- ☑ The current location of the child and/or person of concern, including the full address of the premises and details of where they are within the hotel.
- ☑ A concise description of the child and/or person of concern, including approximate age, perceived ethnicity, height, build, hair colour and description of clothing.
- ☑ Names and DOBs of those involved if they are known either from the booking or from communication with the individuals.
- ☑ Details of any vehicles linked to those involved, including make, model, colour and vehicle registration number, and any distinguishing features (stickers or other modifications).
- ☑ Details of the member of staff's specific causes for concern for the child and the behaviour of the adult.
- ☑ Details of any parts of the hotel which may contain evidence, for example rooms which the individuals have had access to.

If the caller describes any potential evidence either independently or when prompted by you, please provide basic evidence preservation advice including securing rooms and preventing further access to potential crime scenes and ensuring any relevant CCTV footage is saved.

Deployment of Resources

Where the incident has happened recently, or the child or young person is still at the location, patrols must be deployed immediately to ensure their safety and wellbeing. Safeguarding of children is paramount and should be prioritised, even above investigation of a crime.

Where immediate deployment is necessary you should ask the member of staff for their details or those of the person officers should ask for on their arrival at the hotel. This will speed up response time on arrival at the hotel and ensure children can be identified and safeguarded as soon as possible.

You should also ask the caller if there is a service entrance or less public means of officers entering the premises to both avoid alerting any suspect to officers' arrival and limit the impact on other guests and the business. As part of the Operation Makesafe approach forces should be understanding of hotels' concerns regarding the impact of police attendance and do whatever they can to minimise this.

Where the incident has happened some time prior to reporting to police, officers should be deployed as soon as is reasonably practicable and should retrieve any evidential material to establish further lines of enquiry to locate the child/young person and potential perpetrator and ensure effective safeguarding is in place as necessary.

On closure of the incident, it should be flagged for the attention of the child sexual exploitation team or whichever team is responsible for dealing with child sexual exploitation within your force.