

ANONYMOUS HOTEL

In October 2013 senior managers from Hotels in a particular area were invited to a CSE briefing and awareness raising session for their sector and encouraged to cascade the session to all their staff or receive support in delivering the sessions. Target staff groups included:

- Receptionists
- Night Porters
- House Keeping
- Duty Managers
- Kitchen and Catering

The aim of the awareness raising was to:

- Make the sector and all its employees aware of CSE and that their establishments were potential places for Child Sexual Exploitation to take place.
- Make them aware of their responsibilities to safeguard children and young people by having robust systems in place and be able to recognise the signs of CSE .
- Enable them to be able to respond to situations and report CSE by contacting their local Police force.

Case outcome

In March 2014 an adult male arrived at a hotel late in the afternoon and booked a room in his name. He paid in cash and did not have any photo ID but gave his bankcard details and car registration number.

The adult male then took a 14 year old girl from XXX, who had been waiting in the car, to the room. After a short period they left the hotel and went to a fast food shop where they met a 13yr old girl, who was known to the 14yr old. The adult male and the 14yr old invited her to the hotel.

The receptionist at the hotel who witnessed the arrivals had suspicions about the situation and reported this to the duty manager. The duty manager spent a short time in the corridor outside the room and could hear the girls talking.

They ordered some drinks from room service and the duty manager made the decision to take this to the room himself. One of the girls answered the door and the duty manager insisted that he went into the room rather than hand the tray over at the door. The adult male was in the bathroom and the two girls were dressed in pyjamas, one was in the bed. The duty manager asked the girls if they were okay to which they replied yes. He asked them again and said that they could leave the room with him if they wished. Again they said they were okay.

The duty manager left the room with the intention of contacting the police. The adult male and the girls left the hotel within

minutes. The duty manager relayed his concerns to the police contact centre (he had contacted 101). Someone contacted him back for further details and the police subsequently attended the hotel. The hotel room was secured for forensic tests and using the car registration number to trace the owner, an adult male was arrested the same evening.

The 14 yr old girl has disclosed that she was in a relationship with the adult male that there had been sexual activity.

The adult male is now on police bail whilst the investigation continues.

Good Practice

The General Manager of the hotel had cascaded the CSE awareness raising session for the full staff group – the whole staff team had the support of the management team.

The receptionist recognised the signs and communicated these and her concerns promptly to the duty manager.

The duty manager was persistent, engaged the girls in conversation and knew how to report the concerns to the police.

The police call handler responded appropriately and officers followed up the concern promptly and attended the scene to secure witness statements and evidence.

The perpetrator was apprehended in a timely manner based on the immediate evidence available.

The hotel is part of a chain of three, the other two being elsewhere in the country. They have shared their experiences of the awareness raising, the staff training and the results of this case.

NB As a result of this case, the hotel will no longer accept cash payments for rooms where there is no photo ID available.