

Safeguarding Standards in Licensing

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What it means to have safeguarding standards

Respect and Protect

Recognise and Respond

Licensing and
Equalities
and Diversity

Open door

Policies and
procedures

Scenario 1

The parent of a child who is a wheelchair user books a taxi so that they can attend a medical appointment

The appointment is 12 miles away from their home

When the taxi was 10 minutes late, the parent discovered the taxi they booked had cancelled out the booking

On investigation, the driver had rejected the booking to take an alternative job that would be quicker and more profitable for the driver.

The parent was unable to transport their disabled child to their medical appointment and had to rearrange

Scenario 2

Three adult males approached the entrance to a gambling casino and one of the men was refused admission

The member of Door staff accused the refused male of being drunk; they assumed this, because this customer had slurred speech , unstable mobility/coordination

One of the group explained that his friend has a health condition and was not intoxicated

The door staff was prepared to allow the group in but refused admission to the customer with a medical condition. This customer has cerebral palsy.

What can we reasonably expect of licensees?

Safeguarding due diligence

Safeguarding Risk Assessment

Staff training

Open door policy – talk to each other

A single point of contact

Recording and reporting protocols



Next Steps

Horizon scanning – more expectation for safeguarding for people of all ages

Closer partnership work between licensing and safeguarding services

Need for more comprehensive, accredited safeguarding training

Going above and beyond the legislation to achieve

Responsible Safeguarding Standards

Questions?

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