



# A Safer Stay For All

Force information pack

2024

**Makesafe**

# What is Operation Makesafe?

Since 2011 Operation 'Makesafe' has been used by police forces to engage with hotel staff to raise awareness of child sexual exploitation and identify potential victims of child sexual exploitation before harm occurs. Whilst in a very small number of cases hotel staff may be involved or complicit with those exploiting children, leading to enforcement activity, Operation Makesafe is primarily focused on engagement and education.

## Why do we support Operation Makesafe?

We know that offenders use hotels to commit child sexual exploitation due to the privacy and anonymity hotels can provide. In 2023 over 500 child sexual abuse offences took place in hotels. Operation Makesafe helps forces to empower businesses and their staff to identify potential victims and report their concerns to the police. By encouraging hotel staff to be our eyes and ears we can prevent children becoming victims of child sexual exploitation and seek to prosecute those responsible.

## How do we support hotels?

Operation Makesafe involves police officers or staff providing training to hotel employees to raise their awareness of child sexual exploitation. Forces often provide hotels with resources to promote Operation Makesafe to staff and guests. Officers from neighbourhood policing teams or specialist child sexual exploitation teams may build positive relationships with hotel staff to support improved information sharing. Sometimes forces will conduct test purchasing operations to check the impact of training and ensure hotel staff recognise potential signs of child sexual exploitation.

## What can you do to help?

Everyone has a role to play in supporting Operation Makesafe. It is important that force control room staff recognise a call from hotel staff and the opportunity information gathered from them could provide to safeguard a child. Neighbourhood police officers can develop positive relationships with hotels to provide support and a trusted face to raise concerns with. Response officers can look closer at calls they respond to at hotels to check that child sexual exploitation isn't taking place as a hidden crime. Child sexual exploitation officers can support their colleagues to understand their role in preventing child sexual exploitation as well as delivering training and awareness raising sessions to hotel staff.

## What's Next?

HMICFRS have identified Operation Makesafe as a critical part of police forces' approach to disrupting child sexual exploitation. The [CSE Taskforce](#) is working to build on the existing work many forces carry out under the banner of Operation Makesafe to create a national approach to supporting the hotel industry, including the development of new resources and ongoing support to forces. The Taskforce is using recently commissioned national and regional intelligence products to help shape future work based on analysis of data.

## How can I access support?

You can contact the CSE Taskforce by emailing [hydrantenquires@southyorks.pnn.police.uk](mailto:hydrantenquires@southyorks.pnn.police.uk)

Find out more about the work of the Hydrant Programme and CSE Taskforce at [The Hydrant Programme](#).



Case study:

# Hotels and businesses play major role in safeguarding children in Manchester city centre

Several children have been safeguarded in Manchester city centre thanks to training delivered by Greater Manchester Police (GMP) to hotels and businesses. This forms part of the force's overarching response to concern around the criminal and sexual exploitation of children in Manchester city centre.

The operation includes regular safeguarding meetings to strengthen inter-agency intelligence sharing, proactive patrols across the city centre to identify vulnerable young people and delivering bespoke training packages to businesses and hotels.

The training sessions aim to support business owners and employees to identify potential victims of child sexual exploitation and, where

necessary, how to alert police officers so they can intervene before any young person comes to harm. By increasing awareness of the indicators of exploitation, those who work in hospitality are better equipped to recognise the signs of exploitation and feel empowered them to report their concerns to police.

At one hotel in the city centre, the force received a call from an employee who, after receiving Operation Makesafe training from GMP, identified he did not feel comfortable with a guest who had tried to check in. It was an older gentleman, with a young girl who appeared to be in duress. This employee followed the training, asked all the right questions, and swiftly called the police.



**As a result of this employee's quick thinking and instinct, we were able to safeguard the young girl and make a crucial arrest.**

On another occasion at a city centre hotel, employees responded quickly to an alert issued by GMP about three missing young people. There were concerns that they had been coerced into travelling to Manchester to commit criminal offences. Following this alert, officers were contacted by a hotel who reported that one of

the men allegedly involved in the exploitation had checked into their hotel.

This enabled GMP to arrest two men on suspicion of child abduction and locate all three children. An investigation has been launched and thanks to the quick thinking of hotel staff after their training session, the force has been able to safeguard the young boys.

Similarly, at a large hotel in the city centre, staff were concerned about two young girls who had checked into a room with an older man. As directed by the Operation Makesafe training, they called the police, and we were able to have officers at the scene in minutes. As the staff were alive to the signs of exploitation, together, hotel staff and GMP officers were able to safeguard the two vulnerable girls and take action against the alleged offender.

Detective Superintendent Sarah Harris from GMP City of Manchester division said:

“

**“To date, we've been able to make significant steps to protect young people in Manchester as a direct result of these training sessions and I would like to thank the local businesses for their commitment in joining our fight against child exploitation. Their support is crucial.**

**“We endeavour to support employees to identify potential victims, ensuring they report it police so we can effectively safeguard people, improve partnership information sharing, and upskill staff to specifically prevent vulnerable young people from becoming victims in the first place.**

**“We're committed to making sure as many people in our communities are aware on the signs of child criminal and sexual exploitation and these case studies highlight the importance of effective partnership working; by having more people alive to the signs of exploitation it allows us to safeguard vulnerable people quicker and protect them from harm.”**



# Operational order

## Intention

Operation Makesafe is a national initiative aimed at raising awareness of child sexual exploitation within the hospitality sector, specifically within hotels and other forms of accommodation.

Operation Makesafe is first and foremost an engagement opportunity between police, partners and hotels, aimed at supporting the education of staff to recognise the signs of child sexual exploitation.

**[INSERT FORCE NAME]** will conduct test purchases in hotels to understand gaps in local hotel staff's knowledge and support increased awareness of child sexual exploitation and how to appropriately report concerns.

As part of the operation, where practice has not been to an appropriate standard, hotels may be offered training, feedback and resources in response to the outcomes of the test purchases. This is a proportionate response which may be escalated to consider further action, including enforcement or licensing interventions, where practice either remains poor or a significant safeguarding issue is identified.

## Definitions

Child sexual exploitation (CSE) is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity

(a) in exchange for something the victim needs or wants, and/or

(b) for the financial advantage or increased status of the perpetrator or facilitator.

The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.



## Method

01. A briefing is to be held at **[INSERT DATE, TIME & LOCATION]** to direct officers and volunteers/ cadets of the below tactics and deployments. Call signs will be allocated prior to deployment.
  02. There will be one officer/staff and one cadet of the opposite sex, plus one 'leader' per call sign.
  03. All will arrive in plain clothes suitable for the weather conditions.
  04. The officer/staff and the cadet will enter the allocated hotel together.
  05. The leader will follow at a distance and call up on pre-identified radio channel to report the test purchase is in action.
  06. The officer/staff will be responsible for attempting to book a double room for one night for themselves and the cadet.
  07. The cadet will remain silent unless spoken to by hotel staff. Responses from cadet to include a shrug or response of **"I DON'T KNOW"** to all questions asked.
  08. The transaction will be abandoned at the point of payment utilising a suitable excuse chosen by the officer/staff. Some examples are provided below:  
**"I'VE CHANGED MY MIND"** or **"I'VE FORGOTTEN MY WALLET"**
  09. The test purchases in town/city centres will be conducted on foot. The test purchases further afield will be travelled to in an unmarked police vehicle driven by the 'leader'.
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## Observations

Officers/staff and volunteer/cadet will report on:

- Any posters supporting Operation Makesafe, or similar publicity material on display aimed at raising awareness of child sexual exploitation.
- Any measures taken by hotel staff to ascertain the identity of individuals seeking to book a room.
- Any attempts by hotel staff to engage the child with a view to considering the child's welfare.
- Any attempt by hotel staff to engage with the officer/staff to ascertain the reason for the booking or garner further information which may support intervention.
- Any attempt by hotel staff to delay officer/ staff and volunteer/staff in order to contact police.
- If the attempt to make a booking is refused how did hotel staff communicate this to officer/staff? Did they reference Operation Makesafe?



## Admin

There is no requirement for those conducting the test purchase to carry any PPE, however, please ensure you have your warrant card somewhere on your person in case challenged by a well-meaning member of the public. If this is the case, reveal your intent and abort test purchase.

Leaders are requested to bring their airwave radio.

If during the test purchase, you identify anyone you know- abort and report.

## Risk assessment

This is a low-risk operation, it is engaging with working members of the public.

There is a full risk assessment for volunteers/cadets which will be discussed at the briefing and sent out to relevant parties via email with this operational order.

**Officers/staff will not leave their volunteer/cadet unattended for any reason.**

There is no requirement for any physical contact with the cadet unless they require medical assistance.



## Force Control Room

Force control room are aware of the operation and are on standby for any calls of good intent.

## Human Rights

All actions by police officers and staff are to ensure that they conform and remain within the Human Rights Act 1998.

Article 2 protects the right of every person to their life. The right to life extends only to human beings, not to animals.

Article 8 provides a right to respect for one's "private and family life, his home and his correspondence"

Article 10 provides the right to freedom of expression, subject to certain restrictions that are "in accordance with law" and "necessary in a democratic society".



# 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.



# Test purchasing risk assessment

<b>Activity/ Area:</b>	Operation Makesafe		
<b>Ref no:</b>		<b>Version no:</b>	
<b>Assessor(s):</b>			
<b>Assessment Date:</b>		<b>Review Frequency:</b>	
<b>Consultation with Staff Association/ Trade Union Safety Representatives:</b>			
<b>Names(s) of Safety Representatives:</b>	<b>Staff Association/Trade Union:</b>	<b>Date:</b>	
<b>Date Reviewed:</b>		<b>Reviewer:</b>	
<b>Signed Reviewer:</b>			
<b>Date agreed by Commander/ Department Head:</b>		<b>Name of Commander/ Department Head:</b>	

## Risk rating

- Identify the hazards using the hazard checklist.
- Identify the groups of people at risk and how many. (The more people exposed the higher the likelihood).
- Identify the risk (how do people interact with the hazard and what are the consequences e.g. persons may become injured during a search of a property causing minor, moderate or major injury).
- Multiply the likelihood and severity (1-25) to show risk level.
- Identify the control measures which are reasonably practicable required to reduce the risk.
- Multiply the likelihood and severity to give the risk rating (1-25). Residual risk must be reduced to as low as reasonably practicable.
- Only record significant hazards with an initial risk score above 4 on the risk assessment form.

5	10	15	20	25	Severity
4	8	12	16	20	
3	6	9	12	15	
2	4	6	8	10	
1	2	3	4	5	
Likelihood					

### Likelihood

- 5 - very likely (50/50)
- 4 - likely (1/100)
- 3 - fairly likely (1/1000)
- 2 - unlikely (1/10,000)
- 1 - very unlikely (1/1,000,000)

### Severity

- 5 - catastrophic (death)
- 4 - major (fractures etc)
- 3 - moderate (over 3 days)
- 2 - minor (first aid only)
- 1 - insignificant (no injury)



## Brief description of activities or tasks to be assessed

Hazard checklist	L	S	Risk
Adverse weather conditions (where exposure is part of the task)			
Arrival on Site			
Biological agents			
Cleaning (before, during or after the task)			
Compressed air or gases			
Conclusion of event			
Confined spaces			
Contact with excessively hot or cold surfaces			
Drowning			
Electricity			
Excavation work (where this is part of the task)			
Excessive vibration			
Explosions (chemicals or dust)			
Exposure to personal violence or aggression			
Fall of object or material from height			
Fall of person from height			
Fall of person on same level (slip or trip)			
Fire			
First Aid			
Hazardous Substances			
Housekeeping			
Lighting levels (too high, too low, glare, rapid changes)			
Lone or unaccompanied working			
Machinery hazards (cuts, abrasions, entanglement, friction etc)			
Manual handling			
Mechanical lifting operations			
Noise			
Operation of vehicles			
Other (please specify)			
Poor behaviour of Cadets or Staff			
Radiation Non-Ionising			
Radiation-Ionising			
Storage, stacking or shelving			
Stored energy			
Test Purchasing Procedure			
Transportation			
Use of display screen equipment (as part of the task)			
Use of hand tools			



# Test purchasing return

**Hotel name:**

**Time of test purchase:**

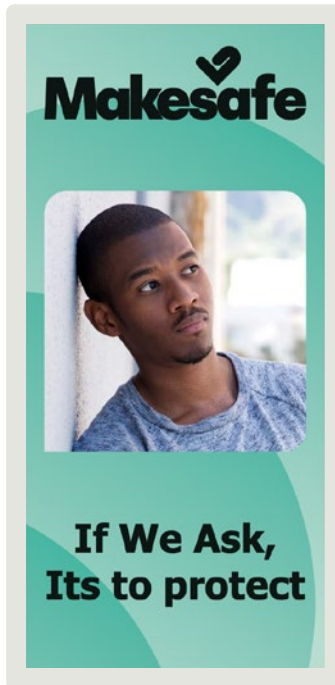
**Test purchase Officer/  
Volunteer:**

	Yes: details	No:
Any CCTV in car park?		
Any ANPR in the car park?		
Any CCTV on the door?		
Any CCTV covering reception?		
Did staff engage the child?		
Did staff ask the purpose of the visit?		
Did staff ask for ID?		
Did staff make attempts to stall officer/volunteer		
Did staff challenge the booking?		
Did staff refuse the booking?		
Did staff mention contacting the Police?		
Did you have to identify yourself?		
Any Operation Makesafe/CSE publicity material displayed in public area?		
Did staff report test purchase to Police?		
Anything else of note?		

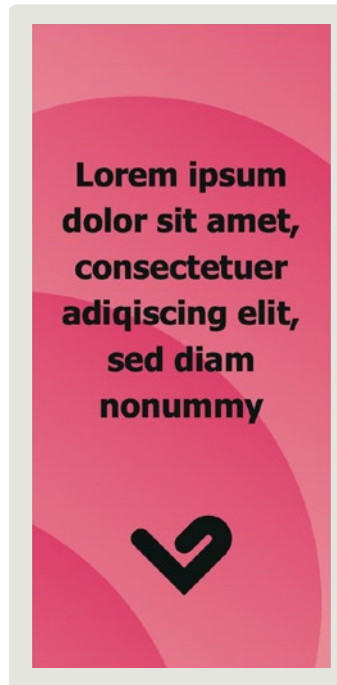


# Example assets

## Social media posts:



9:16 story



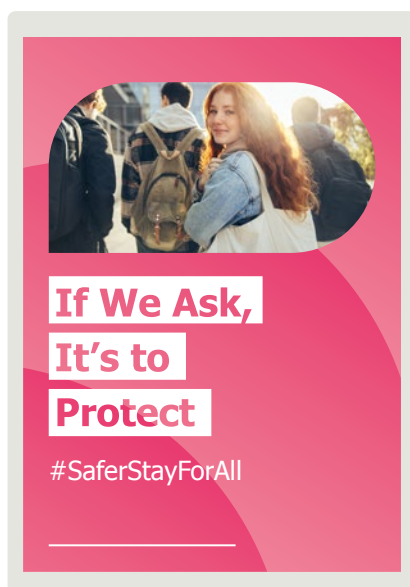
9:16 story



1:1 post



## Posters:



# Contact us

✉ [HydrantEnquiries@southyorkshire.police.uk](mailto:HydrantEnquiries@southyorkshire.police.uk)

🖱 [www.hydrantprogramme.co.uk](http://www.hydrantprogramme.co.uk)

  
**Makesafe**