SERU safeguarding: questions and answers

31 practice questions for the TfL SERU assessment, with answers and explanations at the end.

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Questions

Who is at risk and your part

1. **Safeguarding is about keeping children and adults at risk safe from _____.**
   - ☐ A. road accidents and injury
   - ☐ B. harm and abuse
   - ☐ C. unfair fares and charges
   - ☐ D. lost property and theft

2. **In law, someone is a child until they reach the age of _____.**
   - ☐ A. 16
   - ☐ B. 14
   - ☐ C. 21
   - ☐ D. 18

3. **The Handbook says every child is vulnerable to harm. Why?**
   - ☐ A. They often travel alone at night
   - ☐ B. They rarely tell adults about problems
   - ☐ C. Their age makes it hard to protect themselves
   - ☐ D. They do not understand the law well enough yet

4. **Who is an adult at risk?**
   - ☐ A. Anyone over 18 who needs extra care and support
   - ☐ B. Anyone over 65 who travels alone in a vehicle
   - ☐ C. Any adult who takes a private hire vehicle at night
   - ☐ D. Any adult who has been the victim of a crime before

5. **Your operator sends you a booking for a 12-year-old travelling alone. What should you make sure you know?**
   - ☐ A. The child's home address and school
   - ☐ B. The name of the adult meeting the child
   - ☐ C. The reason why the child is travelling alone
   - ☐ D. The phone number of the child's doctor

6. **If your passenger is a child travelling alone, you should make sure your _____ knows.**
   - ☐ A. insurer
   - ☐ B. local council
   - ☐ C. solicitor
   - ☐ D. operator

7. **Protecting children and adults at risk from harm is the job of _____.**
   - ☐ A. social workers only
   - ☐ B. the police only
   - ☐ C. everybody
   - ☐ D. parents and carers only

8. **How can a PHV driver help to protect people at risk?**
   - ☐ A. You have the legal power to question people about it
   - ☐ B. You can follow people to find out what is happening
   - ☐ C. You may notice something wrong and report it
   - ☐ D. You can decide for yourself if a crime has happened

9. **With every passenger, your behaviour should be appropriate and _____ all the time.**
   - ☐ A. relaxed
   - ☐ B. professional
   - ☐ C. quiet
   - ☐ D. informal

10. **What does the Handbook say about the online safeguarding awareness training?**
    - ☐ A. It is only for drivers who carry children
    - ☐ B. Only PHV operators need to take it
    - ☐ C. You take it after your first complaint
    - ☐ D. You should take it as it is important

Signs of risk and county lines

11. **The Handbook gives criminal exploitation another name: _____.**
    - ☐ A. modern slavery
    - ☐ B. county lines
    - ☐ C. people trafficking
    - ☐ D. organised begging

12. **In county lines, gangs use children and young adults to sell _____.**
    - ☐ A. stolen phones
    - ☐ B. fake goods
    - ☐ C. weapons
    - ☐ D. drugs

13. **Why might a PHV driver carry someone involved in county lines?**

- ☐ A. Young people may be forced to travel in PHVs
- ☐ B. Gangs must use licensed vehicles to move around
- ☐ C. Police ask drivers to carry them to their court dates
- ☐ D. Gangs usually own their own private hire companies

14. **You often pick up the same teenager at 3am and take them to a hotel. What should you think?**

- ☐ A. This is fine if the fare has been paid in full
- ☐ B. This is only a concern if they look frightened
- ☐ C. This may be a sign the young person is at risk
- ☐ D. Young people often travel at night, so all is well

15. **A 14-year-old passenger says they are going to meet someone they have only spoken to online. What should you do?**

- ☐ A. Do nothing, as this is a normal thing for a teenager
- ☐ B. They may be at risk, so report your concern
- ☐ C. Drive them back home without asking any questions
- ☐ D. Ask them to show you the messages on their phone

16. **Some adults put a young person in your vehicle. The young person seems drunk or on drugs. What is this?**

- ☐ A. A reason to charge a higher fare for the journey
- ☐ B. A normal event that needs no action from you
- ☐ C. A matter for the adults and not for you
- ☐ D. A possible sign the young person is at risk

17. **It may be a sign of risk if a child looks worried or _____ when they are with adults.**

- ☐ A. tired
- ☐ B. quiet
- ☐ C. frightened
- ☐ D. bored

18. **Which of these does the Handbook list as a sign an adult may be at risk?**

- ☐ A. They ask you to take a different route
- ☐ B. They look unclean and not well fed
- ☐ C. They pay the fare with a bank card
- ☐ D. They sit in the back seat and say little

19. **A man answers every question for the woman with him. He also chooses where she goes. What should you be aware of?**

- ☐ A. She may be controlled by another adult
- ☐ B. He is her carer, so all is well
- ☐ C. She is being rude to you as a driver
- ☐ D. You must ask him to leave the vehicle

20. **It may be a sign of risk if another person controls an adult's _____.**

- ☐ A. seat belt
- ☐ B. luggage
- ☐ C. money
- ☐ D. umbrella

Reporting your concerns

21. **You think a child you carried is suffering abuse. What must you do?**

- ☐ A. Tell both your operator and the police
- ☐ B. Wait to see if it happens on a later journey
- ☐ C. Speak to the child's family about it first
- ☐ D. Follow the child to find out what is happening

22. **You are worried about a passenger, but it is not an emergency. The police number to call is _____.**

- ☐ A. 111
- ☐ B. 999
- ☐ C. 112
- ☐ D. 101

23. **If someone at risk is in an emergency, call _____.**

- ☐ A. 101
- ☐ B. 111
- ☐ C. 999
- ☐ D. 105

24. **It helps to keep a written or _____ note of the incident that worried you.**

- ☐ A. printed
- ☐ B. recorded
- ☐ C. shared
- ☐ D. signed

25. **Which details should your note include?**

- ☐ A. Only the fare, the route and your operator's name
- ☐ B. Only your opinion of why the person was at risk
- ☐ C. Only the passenger's name, as given in the booking
- ☐ D. Dates, times, what happened and who was there

26. **A passenger tells you they are being harmed. What should you do?**

- ☐ A. Tell them it is probably nothing to worry about
- ☐ B. Ask them for proof before you do anything else
- ☐ C. Listen, reassure them and report it
- ☐ D. Stop the journey and ask them to get out

27. **Crimestoppers lets you report a concern _____.**

- ☐ A. only by letter
- ☐ B. anonymously
- ☐ C. only in person
- ☐ D. only with a solicitor

28. **What is the number for Crimestoppers?**

- ☐ A. 0800 555 111
- ☐ B. 0808 800 5000
- ☐ C. 08000 121 700
- ☐ D. 0800 789 321

29. **The number for the NSPCC is _____.**

- ☐ A. 08000 121 700
- ☐ B. 0808 800 5000
- ☐ C. 0800 555 111
- ☐ D. 0800 789 321

30. **When does the Handbook suggest you could use Crimestoppers or the NSPCC?**

- ☐ A. When a person is in danger and needs help right now
- ☐ B. When you feel you should not report to the police
- ☐ C. When the journey ended outside the London area
- ☐ D. When you cannot contact your operator by phone

31. **You call a helpline about a concern. Do you have to give your details?**

- ☐ A. Yes, or they cannot take your report
- ☐ B. Yes, because you hold a PHV driver's licence
- ☐ C. No, but more information is better
- ☐ D. No, and you should give as little as you can

Answers

1. **B. harm and abuse.** The Handbook defines safeguarding as keeping these groups safe from harm and abuse.
2. **D. 18.** In law, anyone under 18 is a child.
3. **C. Their age makes it hard to protect themselves.** Their age is the reason. Children find it harder to protect themselves and they rely on adults.
4. **A. Anyone over 18 who needs extra care and support.** This means someone aged over 18 who needs extra care and support. The reason may be their age, a disability or mental illness.
5. **B. The name of the adult meeting the child.** When a child travels alone, you need the name of the adult meeting them when the journey ends. Your operator should give it to you.
6. **D. operator.** The Handbook says to make sure your operator knows that the passenger is an unaccompanied child.
7. **C. everybody.** It is not only a job for social workers or the police. It falls to everyone.
8. **C. You may notice something wrong and report it.** You might notice things that do not seem right. A report from you to the police may help protect someone.
9. **B. professional.** The Handbook expects appropriate, professional behaviour with every passenger, including children and adults at risk.
10. **D. You should take it as it is important.** The Handbook tells you this training exists and says it matters that you do it.
11. **B. county lines.** The Handbook uses the term 'county lines' for criminal exploitation by gangs and organised crime groups.
12. **D. drugs.** County lines gangs and organised crime groups use young people to sell drugs.
13. **A. Young people may be forced to travel in PHVs.** Young people in county lines are often made to travel between counties. That can be by train, taxi or PHV.
14. **C. This may be a sign the young person is at risk.** Young or vulnerable people being taken to hotels, especially at odd times of day or night, can be a sign of risk.
15. **B. They may be at risk, so report your concern.** A young person going to meet a stranger, perhaps someone from online, is a listed sign of risk. If you think they are at risk, report it.
16. **D. A possible sign the young person is at risk.** The Handbook lists this as a sign: adults placing a young person who may be affected by drink or drugs in your vehicle.
17. **C. frightened.** Looking worried or frightened around adults is one of the listed signs for a child or young person.
18. **B. They look unclean and not well fed.** Poor clothes, being unclean or looking short of food are listed signs for an adult or young person.
19. **A. She may be controlled by another adult.** The Handbook lists it as a sign when another adult seems to control someone or makes their decisions.
20. **C. money.** Another person controlling an adult's money is a listed sign.

21. **A. Tell both your operator and the police.** You must report it to both your operator and the police. This applies if you think someone needs help or shows signs of abuse, or if they tell you themselves.
22. **D. 101.** Tell your operator and call the police on 101. Use 999 in an emergency.
23. **C. 999.** In an emergency, call 999. For other concerns, use 101.
24. **B. recorded.** The Handbook says a written or recorded note is helpful. You can then give the details to the police.
25. **D. Dates, times, what happened and who was there.** Include dates and times, what happened, and the name, address and a description of the people involved.
26. **C. Listen, reassure them and report it.** Listen to them, be kind and professional so they feel reassured, and report your concern.
27. **B. anonymously.** The Handbook describes Crimestoppers as an anonymous service.
28. **A. 0800 555 111.** The Handbook gives 0800 555 111 for Crimestoppers.
29. **B. 0808 800 5000.** The Handbook lists 0808 800 5000 for the NSPCC.
30. **B. When you feel you should not report to the police.** The Handbook offers these if you feel that going to the police is not appropriate. In an emergency, call 999.
31. **C. No, but more information is better.** You can stay anonymous and keep your details private. But giving more information helps.

Sources

- Private Hire Vehicle Driver's Handbook, version 1.0, Transport for London, published 30 September 2021. Checked 1 November 2026. https://content.tfl.gov.uk/phv-driver-handbook-v1.pdf