

Safeguarding and CSE awareness: questions and answers

57 practice questions for UK taxi and private hire knowledge tests, with answers and explanations at the end.

Free from taxiknowledgetest.co.uk. Not an official council document: check your council's current guidance.

Questions

Signs of child sexual exploitation

1. A girl of about 14 gets in your taxi with two men in their thirties. They are not her family. She looks scared and does not speak. What should you think?

- ☐ A. This could be exploitation, so stay alert and report it
- ☐ B. She is just shy and quiet, so there is nothing to worry about
- ☐ C. The men are paying, so it is not your business
- ☐ D. She is with adults, so she must be safe

2. What is child sexual exploitation (CSE)?

- ☐ A. Any argument between a child and their parents at home
- ☐ B. Sexual abuse where someone uses power over a child
- ☐ C. A child working a part-time job after school
- ☐ D. A child travelling alone on a bus or train

3. For CSE, up to what age is a person a child?

- ☐ A. Under 14
- ☐ B. Under 16
- ☐ C. Under 18
- ☐ D. Under 21

4. Who can be a victim of child sexual exploitation?

- ☐ A. Only girls from poor families who live in cities
- ☐ B. Only children who live in care homes
- ☐ C. Only children who have no friends
- ☐ D. Any child, boy or girl, from any background

5. A girl of about 15 talks about her "boyfriend". He is much older and buys her expensive presents. Why might this worry you?

- ☐ A. Teenagers always lie about how old their friends are
- ☐ B. Older partners and costly gifts are common signs of grooming
- ☐ C. Expensive presents show that her family is rich
- ☐ D. It is normal for her age and there is no reason to think about it

6. **Most weeks, you drive the same teenage girl from a children's home to a hotel late at night. Different adult men meet her there. What should you do?**

- ☐ A. Report your concern to the police
- ☐ B. Ask the men at the hotel who they are
- ☐ C. Stop taking her but tell nobody why
- ☐ D. Keep taking her, as the journeys are paid for

7. **A young passenger has two phones. They get many calls from people who are not their usual friends. What could this be?**

- ☐ A. A sign that they are popular at school
- ☐ B. Normal for every teenager today
- ☐ C. A possible sign of exploitation
- ☐ D. A sign that they have a part-time job

8. **Two men ask you to take them and a very drunk girl of about 13 to a private house. What is the right thing to do?**

- ☐ A. Drive them, because the adults are in charge
- ☐ B. Take them, then report it at the end of your shift
- ☐ C. Ask the men to show you proof of her age
- ☐ D. Call 999, as she may be in immediate danger

9. **Is child sexual exploitation ever the child's fault?**

- ☐ A. No, it is never the child's fault
- ☐ B. Yes, if the child agreed to go
- ☐ C. Yes, if the child accepted gifts
- ☐ D. Yes, if the child was drinking alcohol

10. **Which of these is a warning sign of CSE?**

- ☐ A. A child who travels to school with a parent
- ☐ B. A child who pays the fare with coins
- ☐ C. A child who asks how long the journey will take
- ☐ D. A child who often goes missing from home

What to do and who to call

11. **You think a child in your vehicle is in danger right now. Who should you call?**

- ☐ A. The police on 101
- ☐ B. Your operator's office
- ☐ C. The police on 999
- ☐ D. The council licensing office

12. **You are worried about a young passenger, but there is no immediate danger. Which number can you call?**

- ☐ A. 999
- ☐ B. 101
- ☐ C. 116 123
- ☐ D. 111

13. What is the phone number for Crimestoppers?

- ☐ A. 0800 789 321
- ☐ B. 08000 121 700
- ☐ C. 0800 555 111
- ☐ D. 116 123

14. You saw something worrying about a child. What is the right way to deal with it?

- ☐ A. Follow the adults to find out more
- ☐ B. Tell the adults what you think of them
- ☐ C. Ask the child lots of questions
- ☐ D. Write down what you saw and report it

15. After a worrying journey, what should you write down?

- ☐ A. Times, places, people and what happened
- ☐ B. Only the fare and the way they paid for it
- ☐ C. Only your opinion of the people
- ☐ D. Nothing, in case you are wrong

16. As well as the police, who else should you tell about a safeguarding concern?

- ☐ A. Other drivers, through a group chat on your phone
- ☐ B. Your council's licensing or safeguarding team
- ☐ C. Your friends and family
- ☐ D. The child's school by social media

17. Why should you report a concern rather than investigate it yourself?

- ☐ A. Drivers have no duty to care about passengers
- ☐ B. Police and social workers do the investigating
- ☐ C. It would take too much of your working time
- ☐ D. Only the operator is allowed to report a concern

18. True or false: you must be sure that abuse is happening before you report a concern.

- ☐ A. True
- ☐ B. False

19. A young person tells you an adult is hurting them. What should you do?

- ☐ A. Promise them you will keep everything they say a secret
- ☐ B. Ask them to prove what they are saying
- ☐ C. Tell them they must be mistaken
- ☐ D. Listen calmly and do not promise to keep it secret

20. Who should you report a concern to if you want to stay anonymous?

- ☐ A. Crimestoppers
- ☐ B. The person you are worried about
- ☐ C. Your licensing officer by name
- ☐ D. A local newspaper

County lines and modern slavery

21. What is "county lines"?

- ☐ A. Bus routes that cross from one county into another
- ☐ B. Taxi licences that are valid in more than one county
- ☐ C. Gangs using children to move drugs between areas
- ☐ D. A council map of the main roads in a county

22. In county lines, what is the "line"?

- ☐ A. The road the gang uses to move the drugs
- ☐ B. The border between two police areas
- ☐ C. A queue of people waiting to buy drugs
- ☐ D. A phone line used to take drug orders

23. A boy of about 15 with no local accent asks to go 80 miles during school hours. He pays in cash. What could this be?

- ☐ A. A normal school trip
- ☐ B. Warning signs of county lines exploitation
- ☐ C. A boy visiting his grandparents
- ☐ D. A good long fare with nothing to worry about

24. Which age group makes up most of the young people involved in county lines?

- ☐ A. 8 to 10
- ☐ B. 11 to 12
- ☐ C. 15 to 17
- ☐ D. 12 to 14

25. What is "cuckooing"?

- ☐ A. Gangs taking over a vulnerable person's home
- ☐ B. A passenger running off without paying the fare
- ☐ C. A driver working for two operators
- ☐ D. A child running away from home

26. Which payment pattern is a county lines warning sign?

- ☐ A. Short journeys paid by a bank card
- ☐ B. Long trips paid in cash or prepaid
- ☐ C. A parent paying through an app
- ☐ D. A school paying a monthly account

27. You pick up several workers very early every day. One man speaks for them all and holds their passports. What could this be?

- ☐ A. A sign of modern slavery
- ☐ B. A normal company minibus service
- ☐ C. A man being helpful to new workers
- ☐ D. A sign that they are on holiday

28. What is the number for the Modern Slavery & Exploitation Helpline?

- ☐ A. 0800 555 111
- ☐ B. 0800 789 321
- ☐ C. 08000 121 700
- ☐ D. 116 123

29. Which of these may be a sign that a passenger is a victim of modern slavery?

- ☐ A. They ask you to turn the heating up a little on the way
- ☐ B. They pay the fare with a bank card
- ☐ C. They are carrying a lot of shopping
- ☐ D. They seem afraid, and someone else speaks for them

30. You are not sure if what you saw was county lines. Should you report it?

- ☐ A. No, only report it if you are certain
- ☐ B. Yes, trust your instincts and report it
- ☐ C. No, wait until you have seen it happen three times
- ☐ D. No, ask the young person first

Vulnerable adults and lone children

31. Who is a vulnerable adult?

- ☐ A. Any adult who is over 60 years old, whatever their health
- ☐ B. Any adult who travels alone at night
- ☐ C. Any adult who pays in cash
- ☐ D. An adult who may not be able to keep safe from harm

32. A young woman leaves a club very drunk and alone. She cannot tell you her address. What is best?

- ☐ A. Leave her at the side of the road to sober up
- ☐ B. Take her back to your own home
- ☐ C. Keep her safe and call the police for help
- ☐ D. Drive around until she remembers

33. An older passenger with dementia seems confused about where they live. What should you do?

- ☐ A. Stay calm, check details and get help
- ☐ B. Drop them at the nearest bus stop
- ☐ C. Charge for the time spent waiting
- ☐ D. Leave them at the first house they point to

34. A child of about 12 hails your taxi alone at midnight and asks to go across the city. What should you think about?

- ☐ A. Only whether the child has enough money
- ☐ B. The child's safety, and whether to report it
- ☐ C. Only the quickest way across the city
- ☐ D. Nothing, because children often travel alone

35. Which of these is a sign that an adult passenger may be at risk?

- ☐ A. They ask you to use a different route home
- ☐ B. They want to sit in the back seat
- ☐ C. They seem afraid of the person with them
- ☐ D. They ask for a receipt

36. A passenger takes a confused elderly man to a cash machine and tells him to take out money for them. What could this be?

- ☐ A. A normal trip to the bank
- ☐ B. A son helping his father
- ☐ C. A private matter for the family
- ☐ D. Financial abuse

37. Which kinds of abuse can happen to vulnerable adults?

- ☐ A. Physical, sexual, emotional and financial
- ☐ B. Only physical abuse that leaves marks
- ☐ C. Only abuse by people they do not know
- ☐ D. Only abuse that happens inside a care home

38. You drop off a child who is travelling alone. What is good practice?

- ☐ A. Drive off as soon as they get out of the car
- ☐ B. Drop them at the end of the road
- ☐ C. Ask them to walk the last part
- ☐ D. See them out safely, close to their destination

Professional boundaries

39. A passenger asks for your personal phone number so they can book you directly. What should you do?

- ☐ A. Politely refuse and give the operator's number
- ☐ B. Give it to them, as it means more work for you
- ☐ C. Give it only to young passengers
- ☐ D. Give it, but ask them not to tell anyone

40. Should you ask a passenger travelling alone to sit in the front seat?

- ☐ A. Yes, it is more friendly for a long journey
- ☐ B. Yes, if they are a young person
- ☐ C. No, let them choose where to sit
- ☐ D. Yes, at night for their safety

41. Which of these is unprofessional for a driver?

- ☐ A. Asking which route the passenger prefers
- ☐ B. Comments about a passenger's body or looks
- ☐ C. Asking if the heating is comfortable for them
- ☐ D. Telling the passenger the fare at the end

42. When is it right to touch a passenger?

- ☐ A. Only when needed to help, with their agreement
- ☐ B. Whenever you want to show you are being friendly
- ☐ C. When they are drunk and laughing
- ☐ D. When they are a regular passenger

43. After a journey you find a passenger on social media and send them a message. Is this acceptable?

- ☐ A. Yes, if they seemed friendly
- ☐ B. Yes, if you are both adults
- ☐ C. No, it breaks professional boundaries
- ☐ D. Yes, if you do not mention the journey

44. Why must a driver never offer young passengers alcohol, cigarettes or free rides?

- ☐ A. It costs the operator money
- ☐ B. These are ways abusers groom children
- ☐ C. It may make other passengers jealous
- ☐ D. It is only a problem if you get caught

45. A passenger flirts with you during a journey. What should you do?

- ☐ A. Flirt back, as they started it
- ☐ B. Ask them for their phone number
- ☐ C. Offer them a cheaper fare
- ☐ D. Stay polite and professional

46. Who is responsible for keeping professional boundaries in your vehicle?

- ☐ A. The passenger, if they are an adult
- ☐ B. The operator, through its rules
- ☐ C. Nobody, if the journey is short
- ☐ D. You, the driver, at all times

47. A teenage passenger starts talking about sex. What should you do?

- ☐ A. Do not join in; change the subject
- ☐ B. Answer their questions honestly and openly
- ☐ C. Share your own experiences
- ☐ D. Laugh and make a joke about it

Counter-terrorism and suicide awareness

48. What does ACT stand for in counter-terrorism?

- ☐ A. Alert, Call, Tell
- ☐ B. Anti-Crime Team
- ☐ C. Action Counters Terrorism
- ☐ D. Act, Check, Take cover

49. **A passenger leaves a bag on the back seat. It looks odd and you can see wires. What should you do?**
- ☐ A. Open it to see what is inside
 - ☐ B. Move away from it and call 999
 - ☐ C. Drive it to the nearest police station
 - ☐ D. Throw it out of the car
50. **A passenger asks you to drive past a stadium many times. They film the entrances and security guards. What should you do?**
- ☐ A. Ask them why they are filming
 - ☐ B. Ignore it, as filming is not a crime
 - ☐ C. Post the video on social media
 - ☐ D. Report it to the police or ACT
51. **What is the anti-terrorist hotline number?**
- ☐ A. 0800 789 321
 - ☐ B. 0800 555 111
 - ☐ C. 08000 121 700
 - ☐ D. 116 123
52. **What is the police advice if there is a firearms or weapons attack?**
- ☐ A. Stop, Look, Listen
 - ☐ B. Run, Hide, Tell
 - ☐ C. Hide, Wait, Fight
 - ☐ D. Film, Share, Report
53. **Under Run, Hide, Tell, when should you call 999?**
- ☐ A. Before you try to run
 - ☐ B. Only after the attack has ended
 - ☐ C. When it is safe to do so
 - ☐ D. Only if someone is hurt
54. **You saw something strange but are not sure it is linked to terrorism. Should you report it?**
- ☐ A. No, only report it if you have proof
 - ☐ B. No, the police are too busy
 - ☐ C. No, wait to see if it happens again
 - ☐ D. Yes, it is OK if you are not sure
55. **A passenger tells you they want to end their life. What should you do?**
- ☐ A. Change the subject to something happier for them
 - ☐ B. Tell them they are being silly
 - ☐ C. Listen, take them seriously and offer support
 - ☐ D. Ask them to get out of the car

56. What is the phone number for the Samaritans?

- ☐ A. 111
- ☐ B. 116 123
- ☐ C. 101
- ☐ D. 0800 555 111

57. A passenger asks to go to a high bridge. They seem very low and say goodbye to their family on the phone. What should you do?

- ☐ A. Call 999, as they may be in immediate danger
- ☐ B. Drop them off where they asked and drive away
- ☐ C. Give them the Samaritans number later
- ☐ D. Ask them to pay before you go

Answers

1. **A. This could be exploitation, so stay alert and report it.** A young person with older adults who are not family, who seems frightened, is a known warning sign of CSE. Note the details and report your concern.
2. **B. Sexual abuse where someone uses power over a child.** CSE is a form of child sexual abuse. A person or group uses an imbalance of power to trick, pressure or force a child into sexual activity.
3. **C. Under 18.** CSE can happen to any child or young person under the age of 18.
4. **D. Any child, boy or girl, from any background.** CSE can happen to any child under 18. Sefton's handbook says children of any class, race, religion or culture are vulnerable, and both boys and girls are at risk.
5. **B. Older partners and costly gifts are common signs of grooming.** Abusers often pretend to be a boyfriend or girlfriend. Relationships with older people and new, costly items the child cannot afford are signs of CSE.
6. **A. Report your concern to the police.** Taking young people to or from hotels and B&Bs, and regular customers taking young people with them, are listed CSE warning signs. Report it to the police; do not question the men yourself.
7. **C. A possible sign of exploitation.** Calls and messages from outside a child's normal circle of friends, and phones they cannot afford, are listed signs of exploitation.
8. **D. Call 999, as she may be in immediate danger.** A drunk child with adults going to a private house may be at immediate risk. When the risk is immediate, contact the police on 999.
9. **A. No, it is never the child's fault.** Exploitation is never the victim's fault. Children are groomed and may not see themselves as victims.
10. **D. A child who often goes missing from home.** Going missing from home and not saying where they have been is a listed sign that a child may be at risk of exploitation.
11. **C. The police on 999.** If the risk is immediate, call the police on 999 straight away. Council guidance says this, for example Sefton's handbook and Wolverhampton's licence conditions.
12. **B. 101.** Call the police on 101 for concerns that are not an emergency. Use 999 only if someone is in immediate danger.
13. **C. 0800 555 111.** Crimestoppers is an independent charity. You can give information on 0800 555 111 without giving your name.
14. **D. Write down what you saw and report it.** Your job is to record and report. Investigating is the role of the police and social workers, so do not investigate or confront anyone yourself.
15. **A. Times, places, people and what happened.** Guidance asks for clear facts: names, places and addresses, dates and times, descriptions of people and vehicles, and what was said or done.
16. **B. Your council's licensing or safeguarding team.** The DfT standards say to use the local safeguarding process. The first step is usually to contact the safeguarding lead at the council.

17. **B. Police and social workers do the investigating.** Government safeguarding advice says it is the role of social workers and the police to investigate. Your part is to note what you saw and report it.
18. **B. False.** False. You do not need proof. Guidance says to report if you suspect a child is at risk, or if something gives you a real sense of unease. The police and social workers decide what happens next.
19. **D. Listen calmly and do not promise to keep it secret.** Listen and take it seriously. Government advice says not to promise you won't tell anyone, because you may need to tell others to protect the child.
20. **A. Crimestoppers.** Crimestoppers lets you give information without giving your name, on 0800 555 111.
21. **C. Gangs using children to move drugs between areas.** County lines is when gangs move illegal drugs from one area to another, often using children or vulnerable people they have pressured into it.
22. **D. A phone line used to take drug orders.** The "county line" is the dedicated mobile phone line used to take drug orders.
23. **B. Warning signs of county lines exploitation.** The DfT lists these warning signs: a child travelling alone, at unusual hours such as school time, over long distances, not local, paying in cash or prepaid.
24. **C. 15 to 17.** The DfT standards say children aged 15 to 17 are the majority, but they may also be much younger.
25. **A. Gangs taking over a vulnerable person's home.** Cuckooing is when dealers take over the home of a vulnerable person and use it for their crime.
26. **B. Long trips paid in cash or prepaid.** Paying for journeys in cash or prepaid is one of the DfT's county lines warning signs, especially for a child travelling alone.
27. **A. A sign of modern slavery.** Signs of modern slavery include being controlled by others, someone else holding their ID, and being moved to work in a group at odd times.
28. **C. 08000 121 700.** Call the Modern Slavery & Exploitation Helpline on 08000 121 700, or report online. Call 999 in an emergency.
29. **D. They seem afraid, and someone else speaks for them.** Victims often seem afraid, avoid eye contact, are not free to speak for themselves and seem controlled by another person.
30. **B. Yes, trust your instincts and report it.** The NCA says trust your instincts. Even if it is not county lines, the person may be exploited in another way.
31. **D. An adult who may not be able to keep safe from harm.** The DfT standards use the Care Act 2014 meaning: an adult with care and support needs who, because of those needs, cannot protect themselves from abuse or neglect.
32. **C. Keep her safe and call the police for help.** Someone who is very drunk is vulnerable. Do not leave her somewhere unsafe and never take her to your home. Get help from the police.
33. **A. Stay calm, check details and get help.** Treat them patiently. Check details with the operator or a carer, and call the police if you cannot get them home safely.

34. **B. The child's safety, and whether to report it.** A child travelling alone at unusual hours is a warning sign of exploitation. Think about their safety and report your concern.
35. **C. They seem afraid of the person with them.** Fear of a companion, being controlled, or not being allowed to speak are signs that an adult may be at risk of abuse.
36. **D. Financial abuse.** Making a vulnerable person hand over money can be financial abuse. Note the details and report your concern.
37. **A. Physical, sexual, emotional and financial.** Abuse can take many forms, and it is often by someone the person knows. The DfT standards list psychological, emotional and financial abuse among others.
38. **D. See them out safely, close to their destination.** Wolverhampton's conditions say to drop passengers in a safe place as close as practicable to their destination, and to make sure they have got out safely before you set off.
39. **A. Politely refuse and give the operator's number.** Keep contact professional. Wolverhampton's conditions say drivers must not request or keep passengers' personal contact details or try to start a personal relationship with them.
40. **C. No, let them choose where to sit.** Let the passenger choose. Wolverhampton's conditions say passengers must be allowed to sit in their choice of licensed seat.
41. **B. Comments about a passenger's body or looks.** Codes of conduct say drivers must not make offensive or inappropriate comments, and Nottingham's conditions ban conversation of a personal or sexual nature. Breaking conditions can cost you your licence.
42. **A. Only when needed to help, with their agreement.** Drivers should not touch passengers unnecessarily or inappropriately. If someone may need help, ask them first rather than assume.
43. **C. No, it breaks professional boundaries.** Using what you learn on the job to contact a passenger, including through social networks, misuses their personal details. Wolverhampton's conditions also ban trying to start a personal relationship with a passenger.
44. **B. These are ways abusers groom children.** The Casey report, quoted in the DfT standards, found drivers who offered children cigarettes, alcohol or free rides in return for sex. Gifts and favours are grooming tools.
45. **D. Stay polite and professional.** Drivers should remain professional at all times and must not try to start a personal relationship with a passenger, whatever the passenger does.
46. **D. You, the driver, at all times.** A driver has responsibility for the safety of their passengers and a lot of control over them. Codes of conduct say drivers must remain professional at all times.
47. **A. Do not join in; change the subject.** Never join in sexual talk with a child. Conditions and codes of conduct ban conversation of a sexual nature and sexualised language. Report it if it suggests the child is at risk.
48. **C. Action Counters Terrorism.** ACT, Action Counters Terrorism, is the police campaign asking the public to report suspicious activity.
49. **B. Move away from it and call 999.** Visible wires make an item obviously suspicious. ProtectUK says do not touch it, move people away to a safe distance and call 999.

50. **D. Report it to the police or ACT.** If you see something that does not feel right, report it at gov.uk/ACT or on 0800 789 321. Call 999 in an emergency.
51. **A. 0800 789 321.** You can call the police in confidence on 0800 789 321, or report online at gov.uk/ACT.
52. **B. Run, Hide, Tell.** Run to a place of safety if you can. If you cannot, hide. Tell the police by calling 999 when it is safe.
53. **C. When it is safe to do so.** Get to safety first. Then tell the police by calling 999 when it is safe to do so.
54. **D. Yes, it is OK if you are not sure.** The ACT campaign says trust your instincts. It is OK if you are not sure; the police will check it.
55. **C. Listen, take them seriously and offer support.** Talking about suicide does not make it more likely. Listen, stay calm, and signpost them to help such as the Samaritans.
56. **B. 116 123.** Samaritans can be called free from any phone on 116 123, day or night.
57. **A. Call 999, as they may be in immediate danger.** If someone may harm themselves now, it is an emergency. Call 999 and stay with them if it is safe.

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