



**Supporting adult victims of human trafficking**

**Update on the first year of The Salvation Army's anti-human trafficking contract**

**October 2012**

## Introduction

The Salvation Army and its partner organisations have managed the delivery of specialist support services to adult victims of human trafficking in England and Wales since July 2011.

The purpose of this report is to provide an overview of what the contract has delivered in its first year. This includes data about the number and profile of victims supported by the service and an overview of the services provided across England and Wales by The Salvation Army and its partners.

The contract, at £2m per annum, is jointly funded by The Ministry of Justice and The Home Office. Under the terms of the contract, The Salvation Army provides services to meet victim entitlements under Article 12 of The Council of Europe Convention on Action against Trafficking of Human Beings (ECAT).

The Salvation Army has sub-contracted accommodation and support services for adult victims of human trafficking to a number of local partner organisations. This specialist support programme that they oversee accommodates, protects and cares for victims, and provide them with access to confidential client-based, tailored support services, including:

- 19 safe houses run by 12 providers across England and Wales)
- Legal advice
- Counselling
- Health care
- Education and Training
- Outreach support for those individuals who are not eligible for, or who do not require, accommodation
- A 24/7 facility to transport rescued victims.

In managing a diverse range of service providers, The Salvation Army is able to meet the emerging needs of victims in terms of gender, level of support required, exploitation type and family groups.

Individuals using the service:

- (a) Consent to being referred into the National Referral Mechanism\* and
- (b) Receive a positive ‘reasonable grounds’ decision

In some instances, accommodation and support services may commence prior to a reasonable grounds decision being made if the potential victim is destitute or in urgent need of support.

Figures released by The Salvation Army are likely to vary from the overall National Referral Mechanism statistics from the UK Human Trafficking Centre, which are available on the SOCA website. The figures from the UKHTC are for the total number of individuals entered in the National Referral Mechanism.

The Salvation Army does not support every person who enters the NRM, for example lone children are supported by Barnardos and there are other organisations providing support to victims of trafficking in the UK. In addition some adult individuals will choose to return to

their home country once identified or will be supported and accommodated by friends or family while they are in the NRM.

## Overview

- During the first year, The Salvation Army and 12 partner organisations have supported 378 individuals: 222 women and 156 men.
- 44 per cent of those referred had been trafficked for labour exploitation, 42 per cent for sexual exploitation and one individual was referred to the service after being trafficked for the purposes of organ removal (see figure 1 below).
- The service has supported individuals from 43 different countries.
- The highest number of female potential victims of trafficking who entered the service were Nigerian.
- The highest number of male potential victims of trafficking who entered the service were Polish,
- Fourteen (3 female and 11 men) people trafficked were from the UK,
- The average length of stay in accommodation for individuals in this first year was 69 days.
- Most potential victims were referred to The Salvation Army by the police.
- The majority of potential victims returned to their country of origin.

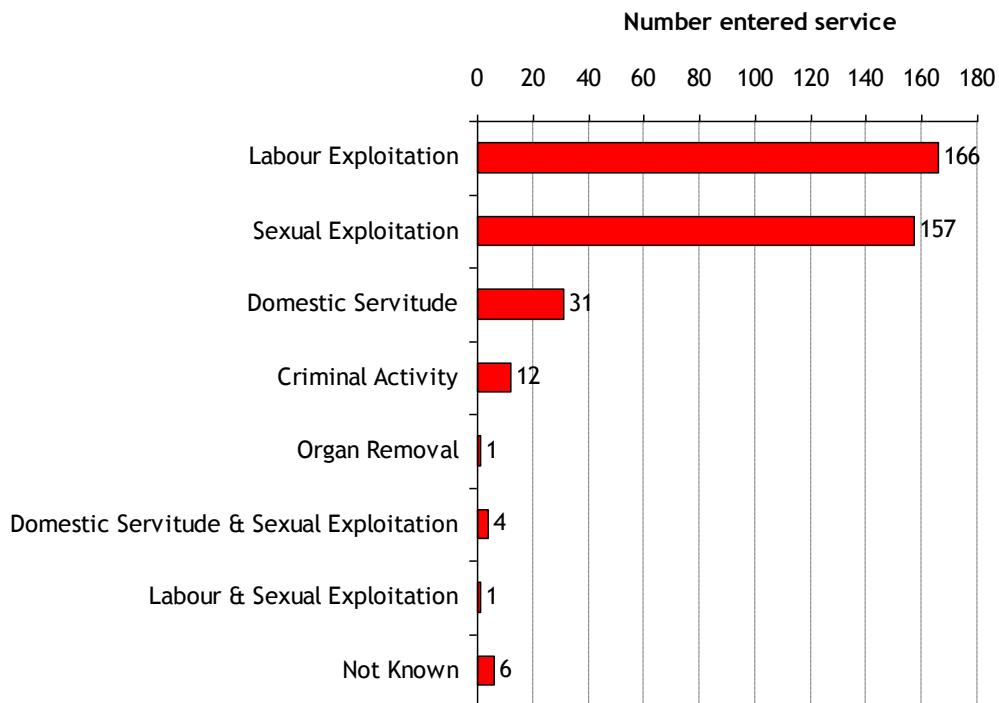
A breakdown of these figures is provided in the following pages.

## Figures from the first year of the contract

Number of Victims Supported By the Service

Number of Victims Who Entered Service	Number of Victims Who Entered Service by Gender	
	Female	Male
378	222	156
Percentage	59%	41%

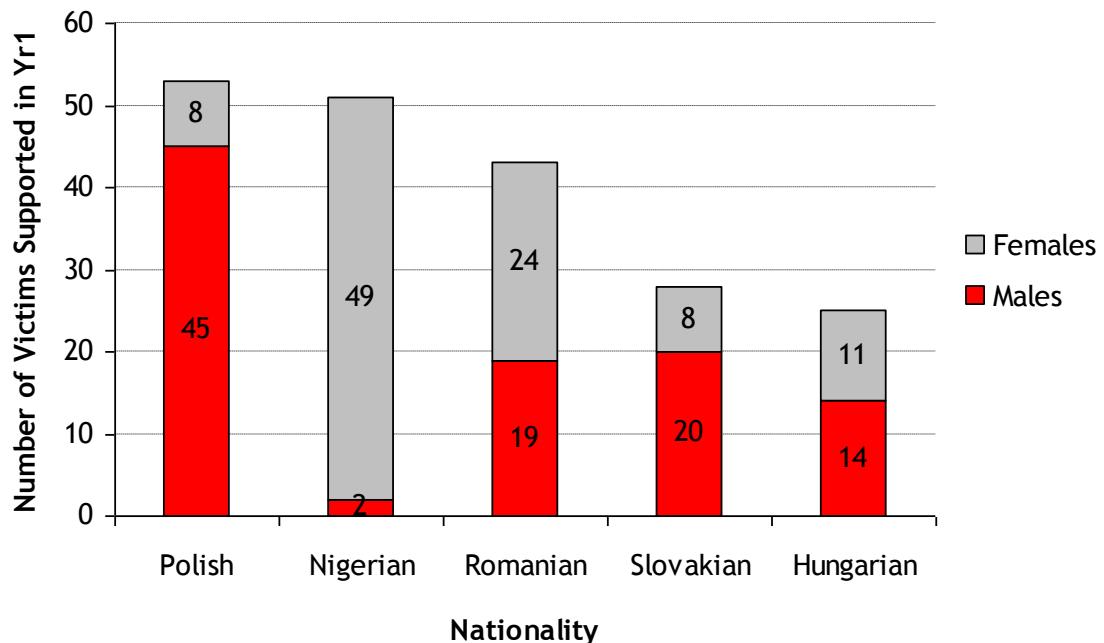
Figure 1; Type of exploitation suffered by victims entering the service



'Not known': either the victims have been intercepted before the exploitation has taken place, or the information is not recorded because the offer of help is not accepted.

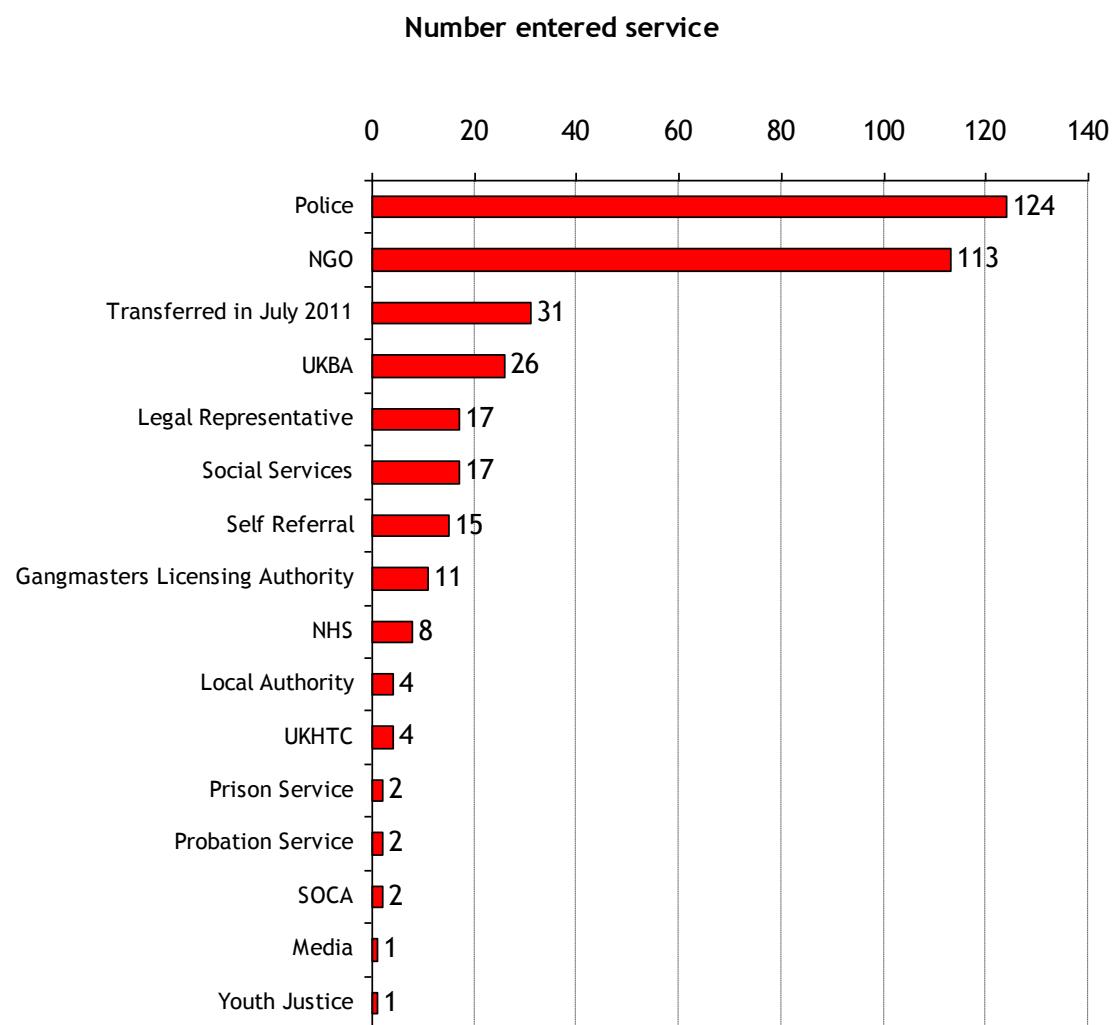
In total, The Salvation Army has supported individuals from 43 different countries. Figure 2 below shows the five most common nationalities of individuals supported in the first 12 months of the contract.

Figure 2: Top Five Nationalities of Individuals Supported by the Service



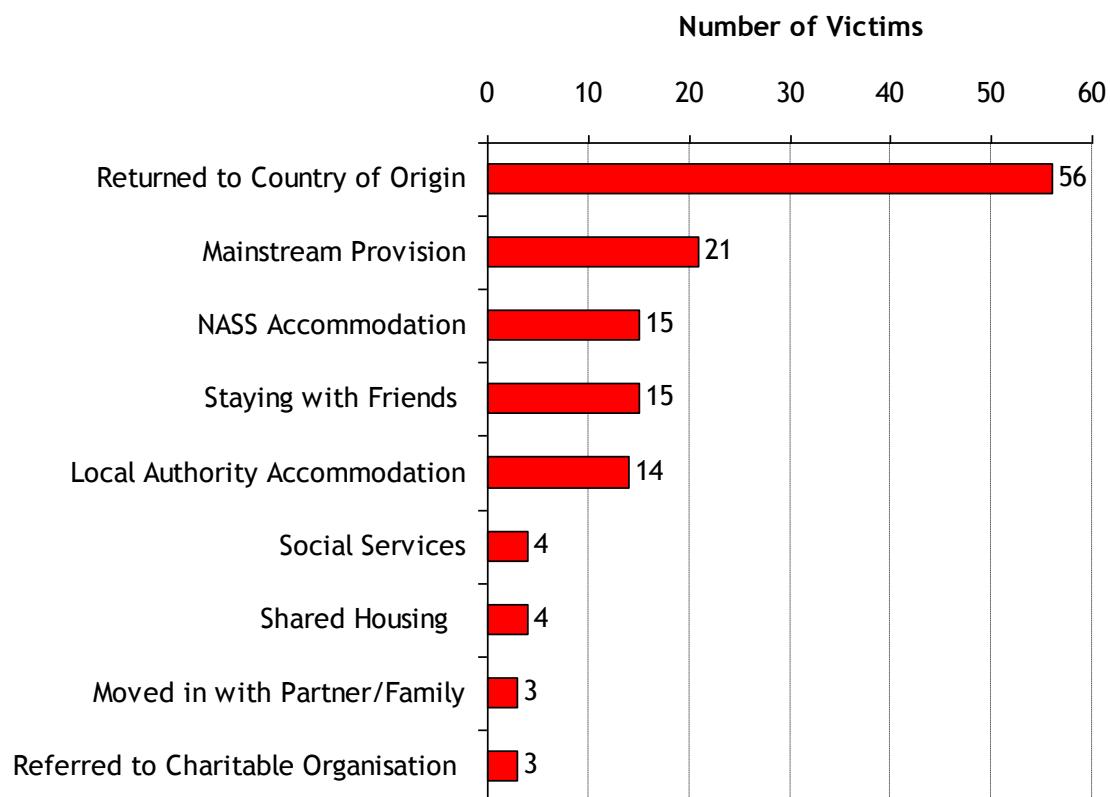
Most victims who entered the service were referred to The Salvation Army by the police. Figure 3 shows the breakdown of all the referral routes that individuals have come through.

Figure 3: Referral agency for those victims supported by the service



When individuals are given their conclusive grounds decisions and are ready to leave the service they can move on in a number of different ways; most return to their country of origin. Figure 4 shows where individuals moved to having exited the service.

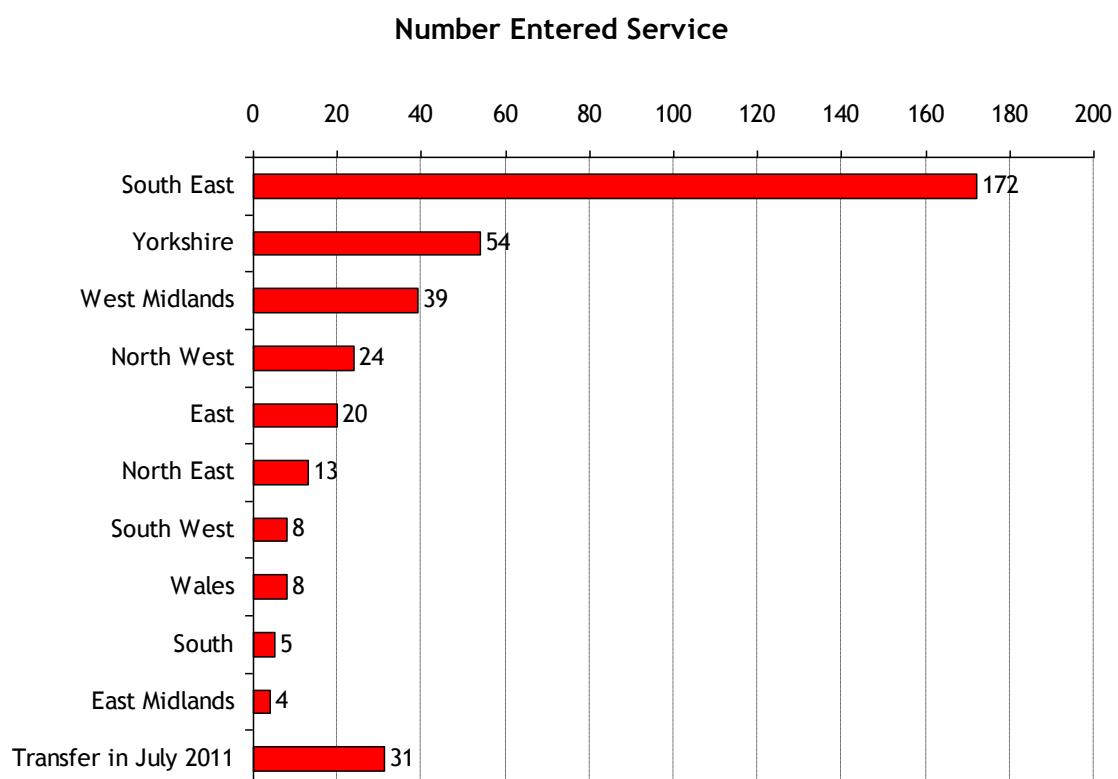
Figure 4: Exit destinations for victims who have moved on from the service based on information provided



'Mainstream provision': statutory provision, eg Local authority assistance

'NASS accommodation': National Asylum Support Service accommodation

Figure 5: Area of England and Wales In Which Individuals Were Identified as Victims of Trafficking



Total number of referrals not resulting in entry to the service and reasons for this

Reasons For Not Entering Service				
Number of Referrals not entering the Service	Awaiting Further Action	Do not meet Service Criteria <sup>1</sup>	Declined Help <sup>2</sup>	No Further Contact
133	7	42	43	41

<sup>1</sup> Reasons include clients who did not meet the definition of trafficking

<sup>2</sup> Chose to receive help from another organisation or from friends

'No further contact': refers to instances where we were unable to make contact with the client

## Nationality and gender of those who entered the service

Number Entered Service			Number Entered Service		
Nationality	Females	Males	Nationality	Females	Males
Albanian	21	0	Malian	1	0
Bangladeshi	3	1	Mauritian	1	0
Benin	1	0	Moldovan	2	0
Bulgarian	4	1	Namibian	1	0
Chilean	1	0	Nigerian	49	2
Chinese	11	3	Pakistani	1	0
Congolese	1	0	Philippine	1	0
Colombian	0	1	Polish	8	45
Czech	6	13	Portuguese	2	0
Egyptian	1	0	Romanian	24	19
Equatorial Guinean	1	0	Rwandan	1	0
Eritrean	1	0	Senegalese	2	0
Gambian	2	0	Sierra Leone	3	0
Ghanaian	7	0	Slovakian	8	20
Guinean	2	1	Somali	2	1
Hungarian	11	14	St Lucian	1	0
Indian	2	3	Tanzanian	1	0
Indonesian	2	0	Thai	0	1
Jamaican	1	0	Ugandan	13	0
Kenyan	3	1	UK	3	11
Latvian	4	2	Vietnamese	5	6
Lithuanian	6	13	Zambian	1	0
			Not known	0	1

## **Victims' own words**



**Feeling safe and supported when arriving at safe accommodation:**

*"I was expecting them to treat me as a piece of trash...I tell you the truth, they treated me as if I am a human being...Anything I wanted from them or any assistance, be it finding someone to advise me on my immigration status, be it my going out, be it anything that will make me happy, they stick their neck out and go to extra lengths that I - they make me realise that people are different."*

*"Just knowing I was safe. No one could come in at all. I think that was the best thing that could ever happen to me..." Eleni, eastern Europe*

The Salvation Army's and partner organisations' approach has been to **empower** trafficked individuals to get back their lives and move forward:

*"I realised that what happened to me was unjustified and shouldn't have ever been done. But like I say, I learned that I was a person when I was in there, but I'm more of a person now. I'm so determined that it would never happen to me again." Victor, eastern Europe.*

A desire to get back to 'normal', return home and find a job, house, partner and rebuild relationships with family members were **common hopes for the future**:

*"That I could pull my life back together so quick - I was quite surprised, I thought it would take a lot longer to pull it back together."*

*"I've learned that I have the right to be with other people and to do whatever I want to do. That's the experience I have got from being here. I have a right to do this. It is my right."*

*"I'm glad I was getting back to normal. And I was so happy because it was a move forward. Because I always think that if I move forward, the people who did it to me - it makes me win and they lose." Hope, western Africa.*

## Mike's Story: a UK Victim Trafficked for Forced Labour



*“I was working, but when the financial crisis happened I lost my job and began sleeping rough. These men came up to me and said they could give me a place to live and a job. I thought it was a good opportunity, so I moved to a caravan site.*

*“It was just an old dirty shed, with hardly any space to move around. Every day I would start work at 7am and get back at around 9pm. I was knocking on people’s doors asking if they wanted any work done, and doing groundwork - digging patios, making driveways. We worked six days a week. I heard one person had tried to escape but he was beaten up with a spanner. We were all too scared to leave.*

*“It all happened on a Sunday. We got a knock on the door and it was the police. They told me to go to the top of the road. I was so confused; I didn’t know what was going on. I was in shock. When I arrived at the top of the road there were The Salvation Army, doctors and the Red Cross. I was told all about trafficking.*

*“When I looked around at us all, I realised how ill everyone looked - really skinny, really unwell. It was horrible. I was really frightened because I knew I didn’t want to go back.*

*“The Salvation Army found me some emergency accommodation at a safe house. For the first two months someone came and talked to me every day to find out how I was doing. I went to the doctor, and I had counselling. They made sure everything was fine.*

*“I am still nervous about being outside but I am really happy. I’ve started doing some voluntary work two days a week, doing admin. It’s a great feeling. I’d like to find a job in an office. I am living in a housing association flat, but I’d like to find myself a one bedroom flat of my own.*

*“I’m also hoping to go on holiday - I think I deserve it!”*

## About the Service

The service now includes a network of 12 diverse service providers who collectively operate from no less than 19 safe houses across England and Wales. The number of beds contracted to the service is 141.

### Type of Service Provision

Scope of provision	Number of Service Providers
Female victims only	9
Men victims only	2
Both gender	5
Families	3
24 hour supported accommodation	7
Provision of high level support	6
Provision of medium level support	5
Provision of low level support	3

*“All our resident are very warm and welcoming to any new arrivals and often cook their first meal for them, this shows us how far they have all come from when they first arrive with us, and helps to put new arrivals at ease and reassures them that they are in a safe place.”* - Partner organisation

In addition, the service has access to beds in Salvation Army Lifehouses. More than a hostel, a Lifehouse offers skills and training to remove barriers to employment.

*“I am now taking part in the work programme and am going to be starting a course with The Salvation Army’s Booth Centre to complete my CSCS card so I can find employment on a building site - I was a qualified roofer in Poland.”* - Polish trafficked victim

These proved invaluable during the early months of the contract when provision from service providers was being enhanced to respond to emerging service requirements, e.g. the need for more male beds and high level support for men seriously addicted to alcohol and substance misuse.

*“I was drinking heavily; they convinced me to seek help. I am now being helped to manage my drinking.”* - Latvian trafficked victim

### **Outreach support**

Eight of the 12 service providers are contracted to provide outreach support across England and Wales. This ensures victims who do not require, or are not eligible for, accommodation based support have equal access to support entitlements under ECAT.

A referral for outreach support can be made in exactly the same way, i.e. via the 24 hour, 7 day week referral line. Service providers are required to respond to outreach referrals within 24 hours.

*“I am so pleased - I have just completed my first stage of English course and have a certificate too.”* - Czech trafficked victim

### **The Salvation Army First Responder capability**

Upon receipt of a self referral, or one from an individual or organisation who is not a First Responder, The Salvation Army assume the role of First Responder to conduct the NRM interview, complete the NRM referral form and submit this to the UK Human Trafficking Centre (UKHTC).

*“So they take you somewhere private, and they talk, and they ask if you have any needs, if you have any preferences in food, and everything, you know? They listen... if you want to share your story, they listen.”* Trafficking victim

### **Increase in personnel trained as First Responders**

Since being awarded the MoJ contract, The Salvation Army has increased the number of personnel trained as First Responders. The majority of NRM interviews undertaken by The Salvation Army are now conducted face to face; this includes the capability to interview potential victims in prisons and detention centres.

*“You could probably imagine I was so in shock that I couldn’t describe it any more than that. And they just, like, helped me try and get up, just got me talking and just being more friendly. I slept for the first 24 hours - finally I felt safe.”* - Trafficking victim

*“We learnt to communicate with the potential victims of Trafficking the boundaries and expectations of the service. It is more like a bridge to the future than a permanent recovery service. It is a short time that we can help support them. Setting expectations is key to the successful movement of the victim through the service”* - City Hearts (partner organisation)



## **Abi's story: Nigerian trafficking victim formally housed in Salvation Army Safehouse**

*"I was trafficked from Nigeria to the UK. Before I left, native doctors back in Nigeria used blades to make markings on my legs, abdomen, lower back, feet, chest and shoulders so I could be recognised.*

*I arrived in London under the impression I was going to be working as a hairdresser. I travelled alone but was met at the airport by a woman who took me back to a house. After a couple of weeks I was taken to a brothel and forced into prostitution.*



*I was told I had to work to pay off a £30,000 debt which my family had incurred. I was made to eat a chicken heart while I was still in Nigeria and my blood was put onto a doll. They said they would take my heart out if I told anyone.*

*I had to take an oath and a curse was placed upon me and my personal items, which were then placed around the brothel. They warned me if left or told anyone, the curse would kill me.*

*My ordeal ended when the police raided the home I was staying in. I was sent to The Salvation Army's Safehouse for trafficked victims, where staff helped me to overcome my ordeal and gave me the confidence to build a new life.*

*I am now in full time employment after being granted the right to stay in the UK."*

## **Victim Care Fund**

The Salvation Army successfully bid for funds from the Garfield Weston Foundation and in January 2012 was awarded £400,000 towards its work in supporting victims of trafficking. The award of these funds is dependant on The Salvation Army being a charity. The Victim Care Fund is available to victims within the service to enable them to assist the process of enabling them to rebuild their lives.

Service providers and victims within the service were consulted regarding how the funds should be used. All suggestions were used to inform a proposal for expenditure of the fund and this was submitted to The Salvation Army Board for approval.

The Victim care Fund was launched and victims are supported in making applications. To date, the most common type of application received is for rent deposits to secure accommodation. The Fund has complemented the service by providing financial assistance to support efficient move on, e.g. rent deposits, furniture and household equipment, in cases where victims are not eligible for assistance from elsewhere.

To date, 13 applications have been approved to the value of £8,940.00 and will assist 30 individuals.

Awards have been made for rent deposits, furniture, expenses to attend a residential course for women, a bicycle as means of transport to seek work, swimming lessons, a construction work qualification card, a contribution to the cost of a day trip for women & their children.

In addition, around £55,000 has been committed to anti-trafficking research and project work.

## **Mark, a case study from Hungary:**

*"I was having a very hard time in Hungary, but I was offered employment in the UK by a gentleman. When I arrived I was kept at a property and my friend and I were kept as prisoners and all our personal documents were taken from us. We were watched very closely and weren't allowed to go out unaccompanied. On many occasions we were threatened physically - it was psychological terror. At times I did feel suicidal but my friend was a great support and on many occasions he talked me out of it.*

*"I was taken to work at a pizzeria as a kitchen porter and later I worked at a chicken factory but received no payment. The traffickers took the money on my behalf. Every two weeks I was given £3-£5 for toiletries and just enough food so as not to starve but I felt hungry all the time.*

*"This went on for five months. We tried to escape several times but it wasn't easy as we were continually watched and we didn't want to go through with it without our papers. Later we changed our tactics, we got the traffickers to trust us more so they would let us go further without being watched.*

*"When the trafficker's wife came to join him we were watched less closely again, it was at this time we decided to make our escape. We went to the police station.*

*"When I met Salvation Army and City Hearts staff I began to believe things were not going to be that bad after all and it was then that I started to feel some hope.*

*"I have been helped in everyway possible, healthcare and education for example and have been provided in very pleasant accommodation. The Salvation Army gave me a bike which allowed me to attend English classes regularly and also volunteer's placements to build up my CV and experience. I can now look for a good job and have a good life."*

## The Salvation Army and Human Trafficking

Major Anne Read, The Salvation Army Anti-Human Trafficking Response Co-ordinator

*"The Salvation Army has been working with the victims of human trafficking for nearly 130 years. Our work with the Ministry of Justice and our partner organisations is giving men and women who are victims of sexual exploitation, forced labour, organ harvesting or domestic servitude, a chance to recover and rebuild their lives. We don't judge, or condemn, just help them. For example, like our other clients recovering from the ordeal, 'Rob' is now living an independent, successful life with a job, with a girlfriend - things that had been denied to him for years.*

*"With the International Labour Organization (ILO)<sup>3</sup> estimating that the profits of traffickers world wide are in excess of 32 billion US\$ each year it is the third most profitable crime, after drugs and arms smuggling. We must do all we can to stop this modern day slavery.*

*"This is why it is so important that we are all aware of the telltale signs that someone may be a victim of trafficking, which is defined as anyone who has been deceived or taken against their will, and moved to a new location to be exploited.*

*"Anti human trafficking is a global issue - The Salvation Army is deeply committed to fighting human trafficking however it may be manifested and seeks to exercise care in restoring the freedom and dignity of those affected.*

*"Fighting Human Trafficking is high priority in the 125 countries in which we work."*



<sup>3</sup> ILO Global Estimate of Forced Labour 2012: Results and Methodology