



Supporting Adult Victims of Human Trafficking

**Update on the third year of The Salvation
Army's Adult Human Trafficking Victim
Care and Coordination contract**

October 2014

Foreword by Anne Read, Anti-Trafficking Response Coordinator for The Salvation Army



The Salvation Army has a long history of working with people who are vulnerable and marginalised across the world, including people who are victims of trafficking. We offer unconditional support, without discrimination, wherever there is a need and work with a diverse range of partners and agencies to ensure that every man and woman referred to us receives the best and most appropriate support available.

Since its early days The Salvation Army has worked to raise awareness that people were being bought and sold and used and abused. Around the world we have also supported victims of this crime in safe accommodation and through outreach services. Our commitment to this work was reaffirmed at the start of this millennium and has developed significantly in many of the 126 countries in which we now work.

Here in England and Wales, working with our partners, The Salvation Army has managed the support for around 1,800 potential victims of trafficking in the last three years. We have been able to share our experiences, share the challenges and develop best practice in numerous areas.

The establishment of our Victim Care Fund has enabled us to increase the level of support to individuals, particularly at the critical point when they move on from our service and to fund innovative schemes for improved support and additional bespoke training for staff.

It has also become very evident that what is needed is organisations from all sectors of society to work together to raise awareness, identify and support victims and bring to justice the perpetrators of this crime, so we can bring about the change that is essential.

The Salvation Army continues to work with the Home Office, The Ministry of Justice and our partners to harness the specialist knowledge and expertise of the wider sector in identifying and understanding how best to meet the diverse needs of the people we support.

In this last year The Salvation Army has instituted a formal network of anti-trafficking personnel from every European country in which we have a presence. This autumn we will meet in Moldova for the second network meeting and the intention is that this kind of network can be replicated in all countries where we have a presence. This international crime requires an international strategic response.

As public awareness grows there is an opportunity for us all to play our part in bringing to an end this horrendous crime against humanity. When we see something that arouses our suspicions rather than mind our own business we can make it our business and report those situations about which we have concern.

The Salvation Army will continue to foster collaborative working relationships and raise awareness of the crime of human trafficking, and latterly Modern Slavery, to secure the best outcomes for all those we aim to help. We welcome the Modern Slavery Bill as an important first step in combatting this crime and look for more measures about victim support and protection to further reduce the impact of Modern Slavery.

Introduction

The Salvation Army has managed the Adult Human Trafficking Victim Care and Coordination contract since July 2011, through which it is responsible for the oversight of delivery of specialist support services to adult victims of human trafficking identified in England and Wales. The contract, which is jointly funded by the Home Office and The Ministry of Justice, was initially awarded for a period of 2 years and has since been extended to 31st March 2015.

Under the terms of the contract, The Salvation Army is responsible for the provision of services to meet victim entitlements under Article 12 of The Council of Europe Convention on Action against Trafficking of Human Beings (ECAT) and Directive 2011/36/EU.

Clients wishing to access the service must consent to being referred into the National Referral Mechanism (NRM) and have received a positive 'reasonable grounds' decision. Support may be provided to clients prior to a 'reasonable grounds' decision if they are assessed as destitute.

The Salvation Army has sub-contracted accommodation and support services for adult victims of human trafficking to 11 partner organisations through a network of safe houses in 17 geographical locations across England and Wales. This includes The Salvation Army's own safe house in England.

The capacity of the service is currently 182 units of accommodation, which comprise a combination of block and spot purchase agreements. In addition, The Salvation Army has access to a significant number of additional units of accommodation of its own and from existing sub-contractors that can be made available for use at short notice, e.g. in support of police operations or to manage peaks in referral numbers.

The specialist victim care service is designed to accommodate, protect and support clients. Each client is allocated a Support Worker who works with them to jointly agree a needs based, tailored Support Plan for the duration of their 'recovery and reflection' period in the service. A crucial aspect of the Support Plan is the work necessary to enable and equip a client, both practically and psychologically, to move on from the service to independent or further supported living in the UK or abroad.

Typically and where necessary, a client's bespoke Support Plan will consist of a number of support interventions from the wide range that is available under the Victim Care contract and which we need to deliver under ECAT:

- a) standards of living capable of ensuring their subsistence, through such measures as: appropriate and secure accommodation, psychological and material assistance;
- b) access to emergency medical treatment;
- c) translation and interpretation services, when appropriate;
- d) counselling and information, in particular as regards their legal rights and the services available to them, in a language that they can understand;
- e) assistance to enable their rights and interests to be presented and considered at appropriate stages of criminal proceedings against offenders;
- f) access to education for children.

In addition, due account is taken of the client's safety and protection needs.

Overview

This report provides an overview of what the service has delivered in its third year, including the number and profile of clients who engaged with the service.

Data for Year 3 is recorded in bold font with Year 2 and Year 1 data, respectively, in brackets for comparison purposes.

- A total of **2479** potential victims of trafficking were referred to The Salvation Army for support between July 2011 and June 2014. Of these a total of **1,817** clients have been supported by The Salvation Army and its partner organisations.
- During the third year, **889** (550; 378) clients were supported for an average of **58.18** days in safe house accommodation or for over **87.49** days for those clients receiving outreach. This meant, on average, a client was supported for **65.98** days.
- **540** (348; 222) women; **347** (202; 156) men and **2** (0; 0) transgender.
- This represents an increase of **62%** on the number of people supported in 2nd year of the Contract and an increase of **135%** on the number supported in Year 1.
- **38%** (43%; 42%) of those referred had been trafficked for sexual exploitation.
- **42%** (40%; 44%) for labour exploitation.
- **10%** (12.4%; 9.8%) for domestic servitude.
- The service supported clients from **74** (63; 43) different countries.
- Unlike the first two years of the contract, the highest number of female clients who entered the service were Albanian **140** (68; 21), followed by Nigerian at **91** (76; 49).
- The highest number of male clients who entered the service in Year 3 were from Hungary **50** (6; 14) followed by Romania **48** (16; 19) and Lithuania **47** (47; 13). In Year 2 the highest numbers of male clients supported were Polish, where we supported 53 clients compared to **27** this year.
- **29** (10; 14) UK citizens were supported in Year 3.
- Whilst the South East region of England, which includes London, is the most significant source with **24.3%** of client referrals, **75%** of the total number of referrals came from others parts of England and Wales. The Southern region and Yorkshire were the next highest sources at **21.6%** and **16.3%** respectively.
- Most clients supported by The Salvation Army were referred by the police **37.5%** (29.8%; 32%). This was also the case in years 1 and 2 of the contract.
- The majority of clients reported to have moved on from the service returned to their country of origin, **24.65%** (17.8%; 41.5%), and were supported to do so.

A breakdown of the summarised data is provided in the following pages of this report. Where comparative information is available for years 1 and 2 of the contract, this is also recorded.

When reviewing the data in this report, it should be noted that as the client base differs to that of the National Referral Mechanism (NRM) direct comparisons should not be made for the following reasons:

- NRM data illustrates referrals into the NRM for the whole of the UK whilst The Salvation Army contract, and consequently data, is an illustration of the position for England and Wales only;
- NRM data includes referrals for children and adults. The Salvation Army data reflects adult clients only as The Salvation Army contract does not include support for children under age 18;
- Some adults referred into the NRM do not require support from The Salvation Army. This may be because they are receiving support from family, friends or another charity;

Finally, the reference period for NRM reporting differs to that for this report. The NRM report covers a calendar year, January to December, whilst The Salvation Army reporting year is aligned to the Victim Care and Coordination Contract year, July to June.

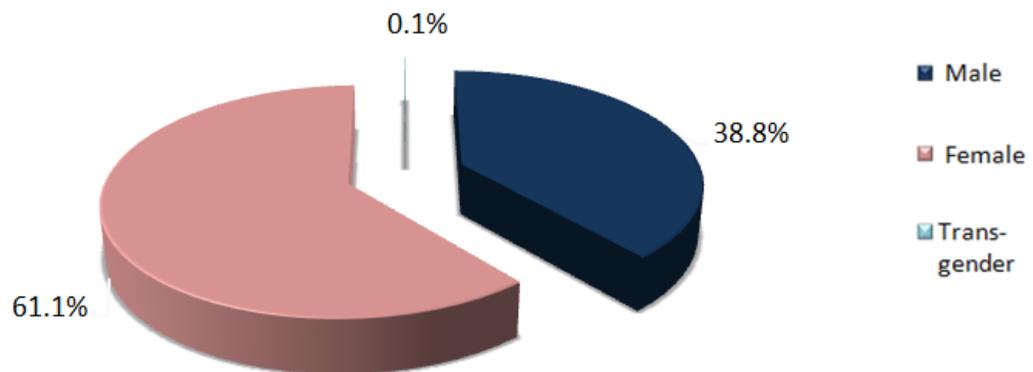
A. Figures from the third year of The Salvation Army's Adult Human Trafficking Victim Care and Coordination Contract

A1. Number of Potential Victims of Human Trafficking Supported by The Salvation Army through the contract

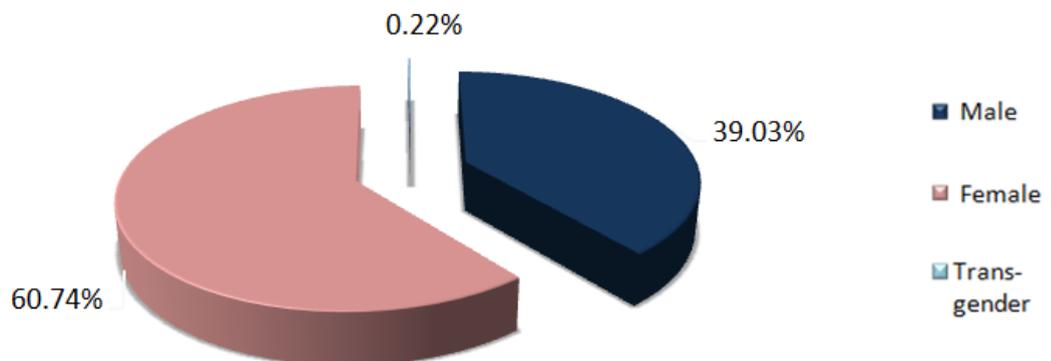
Number of clients supported by service				
Gender	Number Year 3	Percentage Year 3	Total Number Yrs 1 - 3	Total Percentage Yrs 1 - 3
Male	347	39.03%	705	38.8%
Female	540	60.74%	1110	61.1%
Transgender	2	0.22%	2	0.1%

A total of 889 clients were supported by The Salvation Army and its sub-contractors during Year 3, an increase of 62% on the 550 supported in Year 2.

Clients who entered service by gender (Years 1 to 3)



Clients who entered service by gender (Year 3)



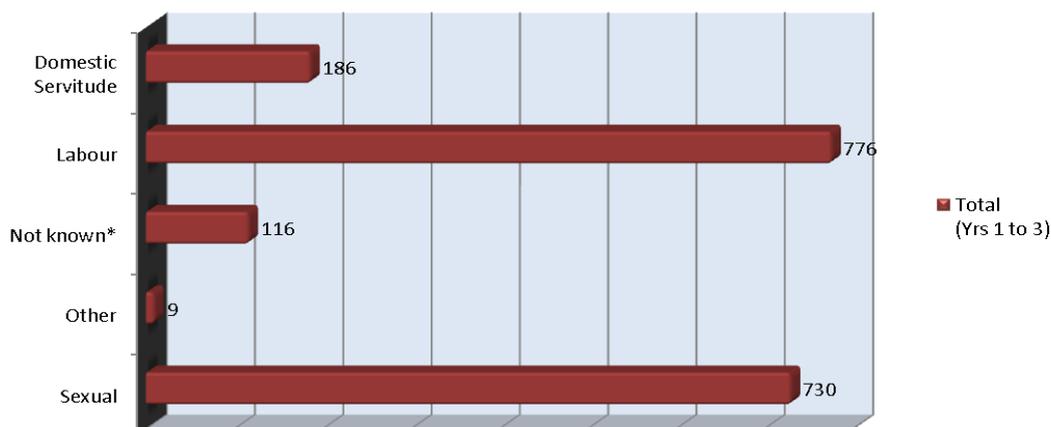
A2. Types of Exploitation for Clients Supported by the Service

Type of Exploitation	Number Year 3	Percentage Year 3	Total Number Yrs 1 - 3	Total Percentage Yrs 1 - 3
Domestic Servitude	81	9.11%	186	10.2%
Labour	375	42.18%	776	42.7%
Not known*	91	10.24%	116	6.4%
Other	0	0.00%	9	0.5%
Sexual	342	38.47%	730	40.2%

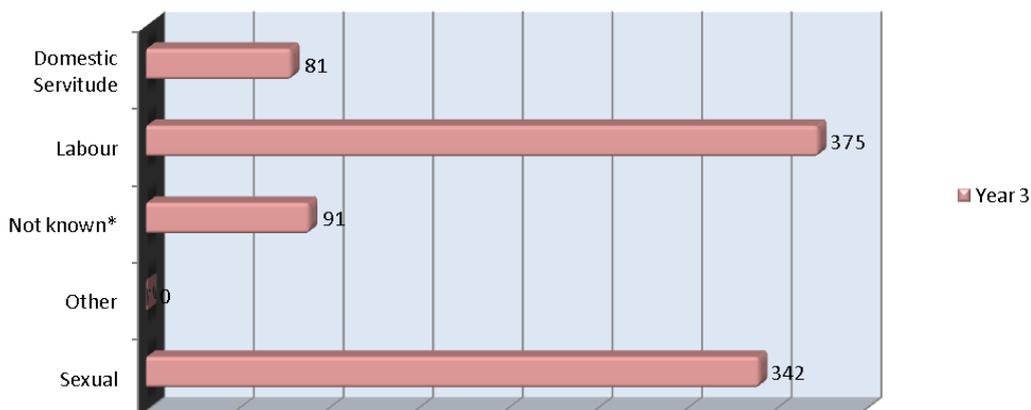
Type of exploitation is recorded as 'Not known' in cases where a client has escaped or is rescued prior to the intended exploitation actually taking place or where this information is not provided or recorded at the point of the initial referral or thereafter.

This is the first year in which the annual percentage increase in the number of clients supported due to labour exploitation has exceeded that for sexual exploitation. This is directly due to the increasing number of police operations being undertaken to rescue potential victims. During Year 3, The Salvation Army assisted the police with no less than 10 such operations, in many instances deploying Salvation Army personnel on site to provide immediate support to potential victims and undertake initial assessments prior to transporting clients to safe accommodation.

Clients supported by Exploitation Type (Years 1 to 3)



Clients supported by Exploitation Type (Year 3)



A3. Top Ten Nationalities of Clients Supported by the Service

In total, The Salvation Army has supported individuals from 89 different countries since July 2011. The chart below shows the ten most common nationalities of individuals supported in Year 3.

Nationality	Number Year 3	Percentage Year 3	Total Number Yrs 1 - 3	Total Percentage Yrs 1 - 3
Albanian	144	16.20%	233	12.82%
Nigerian	96	10.80 %	224	12.33%
Romanian	77	8.66 %	160	8.81%
Hungarian	65	7.31%	110	6.05%
Lithuanian	64	7.20%	141	7.76%
Slovakian	54	6.07%	126	6.93%
Czech	36	4.05%	67	3.69%
Vietnamese	36	4.05%	63	3.47%
Polish	35	3.94%	155	8.53%
Ugandan	32	3.60%	55	3.03%

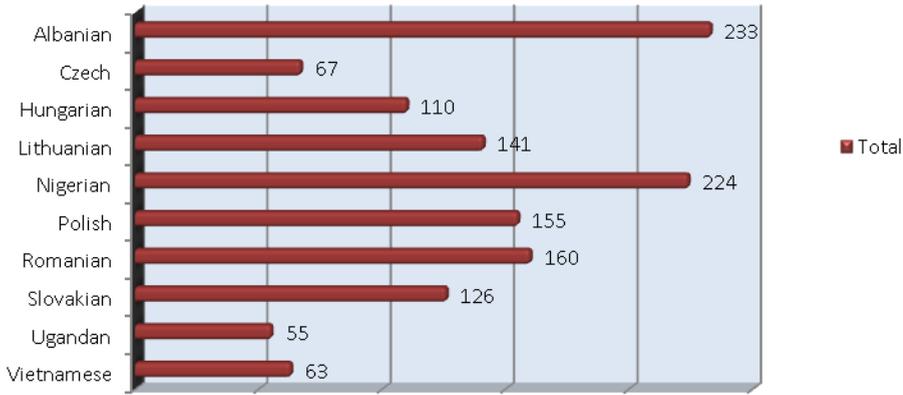
During Year 3 the majority of clients supported originated from Albania 16.2% (12.36%; 5.6%), followed by Nigeria at 10.8% (13.8%; 13.5%). The increase in Albanian referrals became evident in July 2013 and continued thereafter.

Month	Albanian		Nigerian	
	Referred	Supported	Referred	Supported
Jul 13	11	4	8	5
Aug 13	9	8	5	4
Sept 13	16	7	7	4
Oct 13	23	14	12	7
Nov 13	17	13	2	0
Dec 13	8	4	15	5
Jan 14	23	11	10	11
Feb 14	26	17	25	15
Mar 14	25	26	10	14
Apr 14	26	17	14	11
May 14	17	11	15	10
Jun 14	16	12	10	10
Grand Total	217	144	133	96

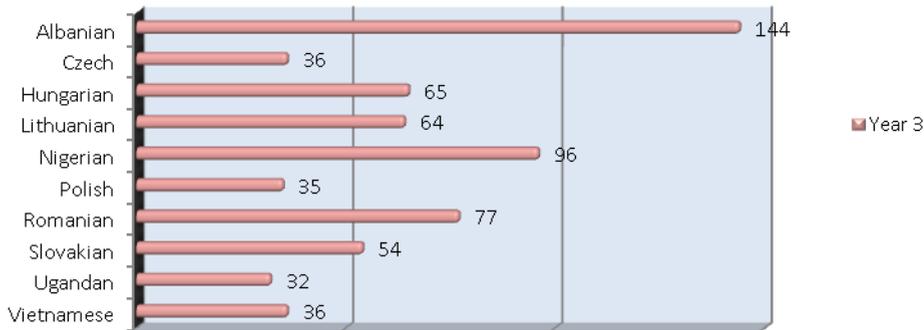
Note: Where the number supported exceeds the number referred, as in Mar 14, this is because the client was referred in a different month to that in which support commenced.

A higher percentage of Nigerian referrals went on to receive support, 72.18%, compared with 66.36% of Albanians. 3% of Albanians declined support; 11% were ineligible and there was no further contact from 19%. For Nigerians these figures were 4%; 8% and 8% respectively.

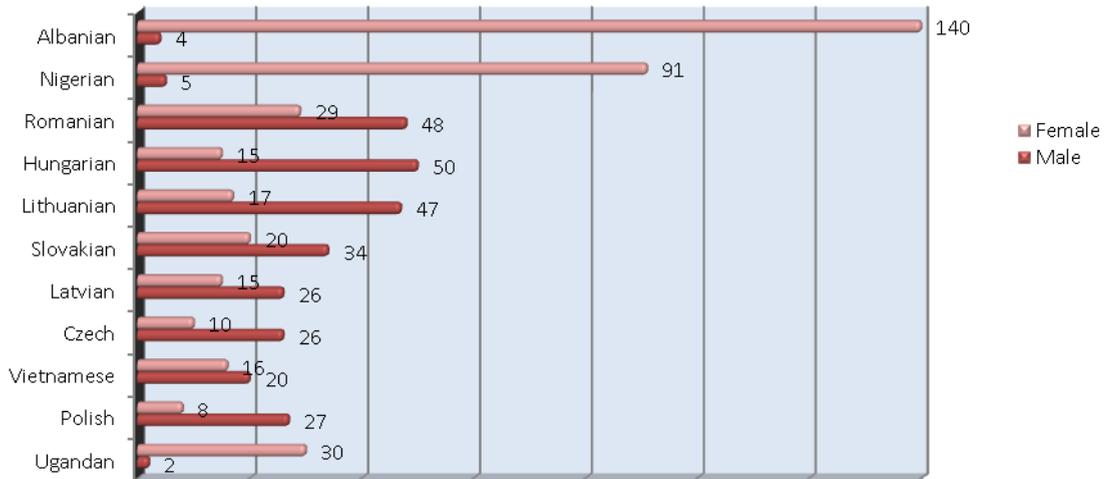
Top Ten Nationalities of Individuals Supported (Years 1 to 3)



Top Ten Nationalities of Individuals Supported (Year 3)

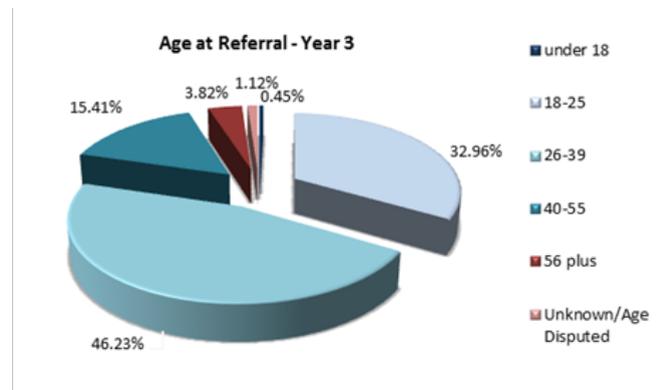
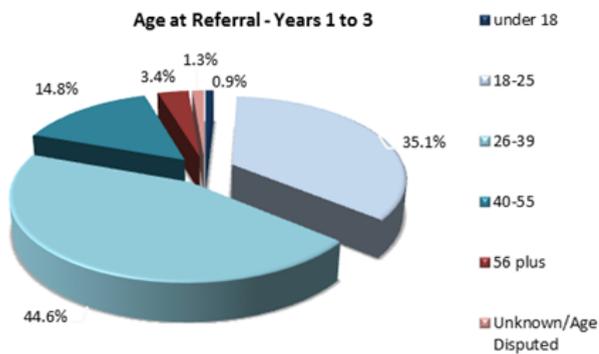


Top Ten Nationalities of Individuals Supported by Gender (Year 3)



A4. Age at Date of Referral for Clients Supported

Age at Referral Victims supported in service	Year 3	Year 3 Percentage	Total (Yrs 1 to 3)	Total Percentage (Yrs 1 to 3)
under 18	4	0.45%	16	0.9%
18-25	293	32.96%	638	35.1%
26-39	411	46.23%	810	44.6%
40-55	137	15.41%	269	14.8%
56 plus	34	3.82%	61	3.4%
Unknown/Age Disputed	10	1.12%	23	1.3%



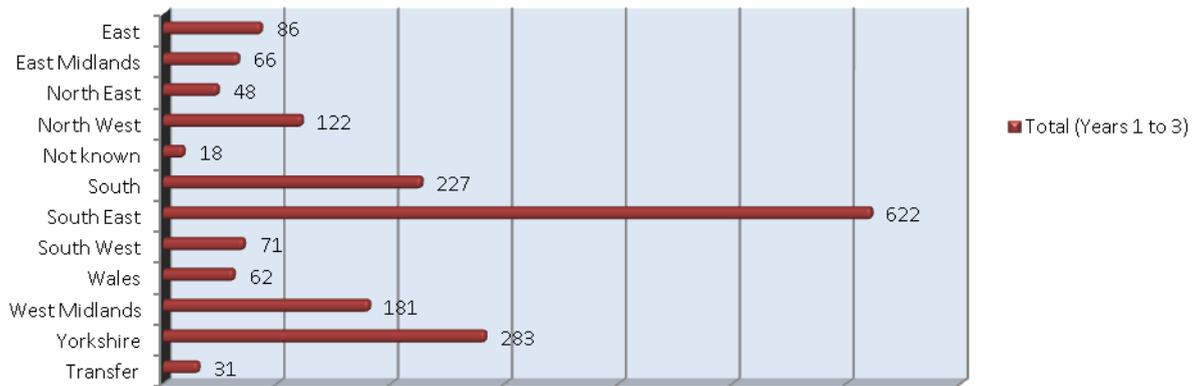
Note:

Referrals are accepted for potential victims approaching age 18, however, there is no entitlement to support prior to attaining age 18.

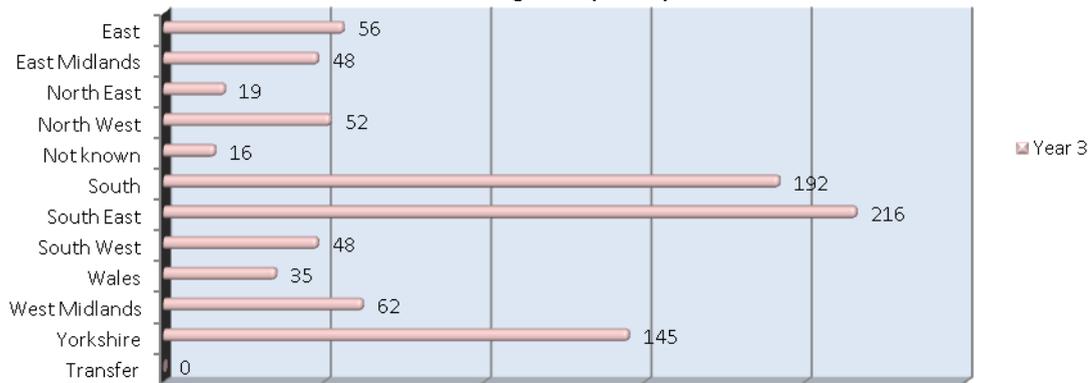
A5. Regions from which Clients Supported by the Service were Referred

Regions of England and Wales	Number Year 3	Percentage Year 3	Total Number Yrs 1 - 3	Total Percentage Yrs 1 - 3
East	56	6.30%	86	4.7%
East Midlands	48	5.40%	66	3.6%
North East	19	2.14%	48	2.6%
North West	52	5.85%	122	6.7%
Not known	16	1.80%	18	1.0%
South	192	21.60%	227	12.5%
South East	216	24.30%	622	34.2%
South West	48	5.40%	71	3.9%
Wales	35	3.94%	62	3.4%
West Midlands	62	6.97%	181	10.0%
Yorkshire	145	16.31%	283	15.6%
Transfer	0	0.00%	31	1.7%

Area in which individuals were recognised (Years 1 to 3)



Area in which individuals were recognised (Year 3)



The charts above illustrate a consistent trend across Years 1 to 3 in terms of the most common regions from which referrals were received, with 34.2% of all clients supported having been referred from the South East.

During Year 3 the majority of referrals were received from the South East and Southern regions, 24.3% and 21.6% respectively. Yorkshire also remains a source for high numbers of referrals at 16.3%.

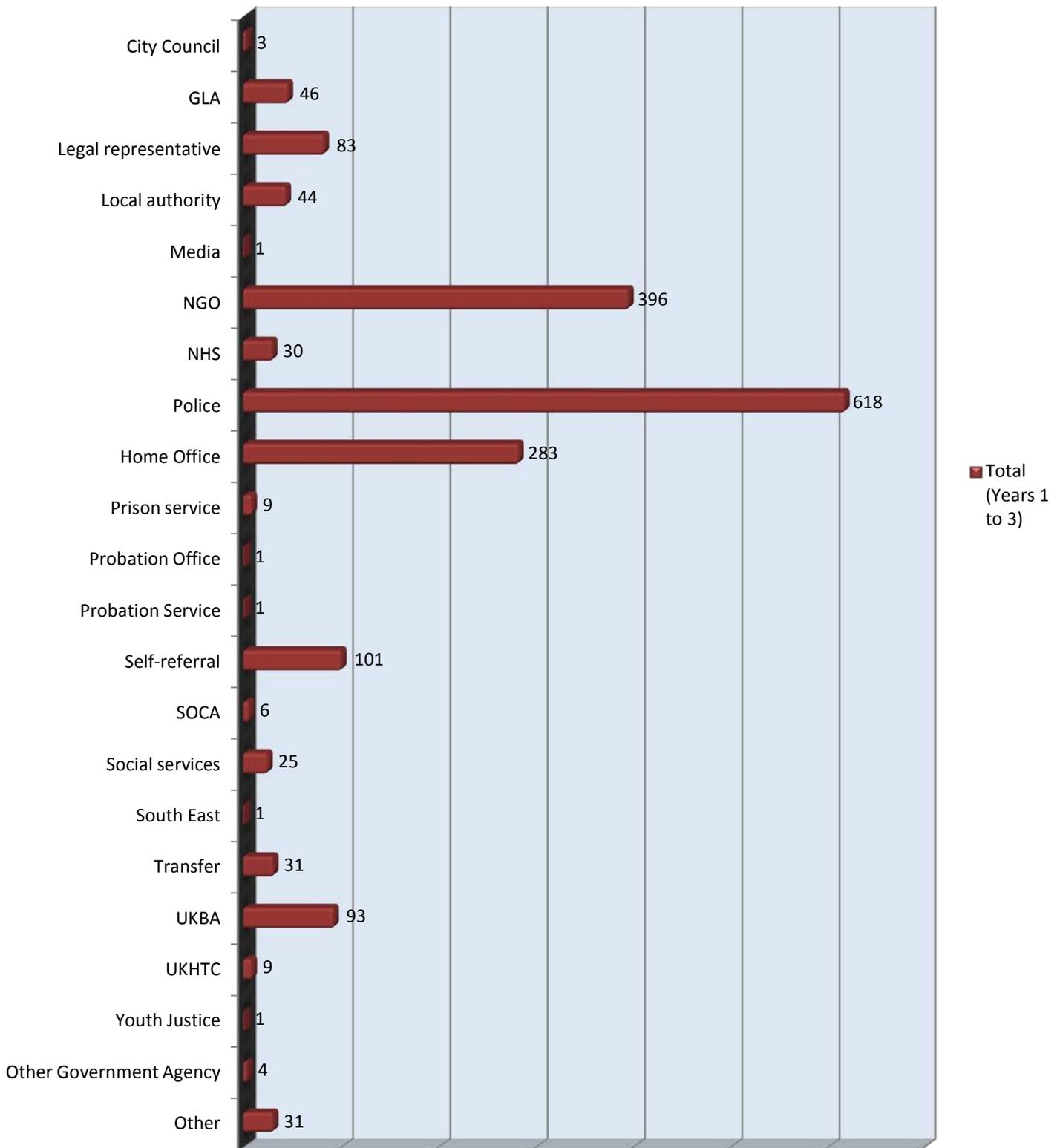
A6. Referral Agencies for Clients Supported by the Service

The Salvation Army operates a confidential 24 hour referral helpline **0300 303 8151** available 365 days of the year. Referrals are received from individuals who regard themselves as potential victims of trafficking in need of assistance, nominated First Responders and other agencies who come into contact with someone they suspect may be a victim of trafficking.

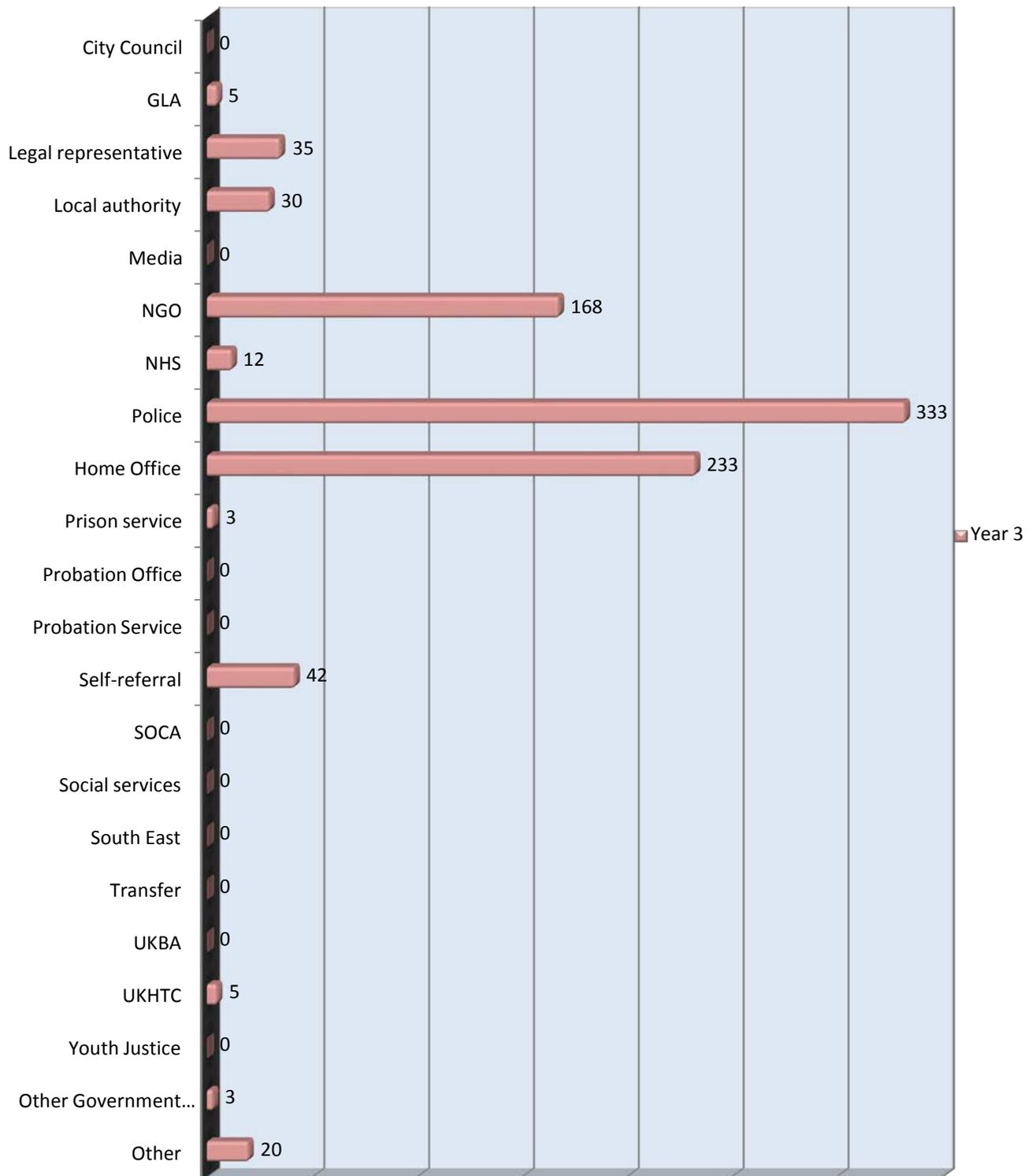
Referral Agencies for Clients Supported	Year 3	Year 2	Year 1	Total Number (Years 1-3)	Total Percentage (Years1-3)
City Council		2	1	3	0.2%
GLA	5	30	11	46	2.5%
Legal representative	35	32	16	83	4.6%
Local authority	30	11	3	44	2.4%
Media		0	1	1	0.1%
NGO	168	114	114	396	21.8%
NHS	12	10	8	30	1.7%
Police	333	164	121	618	34.0%
Home Office	233	115	28	376	20.7%
Prison service	3	4	2	9	0.5%
Probation Service		0	2	2	0.1%
Self-referral	42	44	15	101	5.6%
SOCA		4	2	6	0.3%
Social services		8	17	25	1.4%
South East		0	1	1	0.1%
Transfer		0	31	31	1.7%
UKHTC	5	0	4	9	0.5%
Youth Justice		0	1	1	0.1%
Other Government Agency	3	1	0	4	0.2%
Other	20	11	0	31	1.7%
Total	889	550	378	1817	100.0%

Almost 54% of all referrals from the police and 62% from the Home Office were received during Year 3. This is an encouraging and positive indication of increased awareness and intervention across these organisations. NGOs continue to be proactive in this sector, accounting for 42.42% of all referrals made in Year 3.

Referring Agency for Supported Clients (Years 1 to 3)



Referring Agency for Supported Clients (Year 3)



A7. Clients Referred who did not enter Service

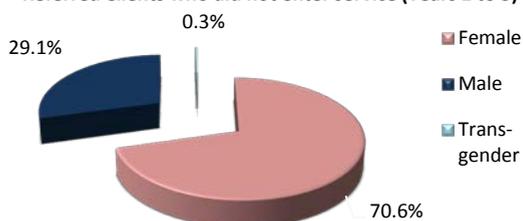
Of the 1207 people referred to the service in year 3, 318 did not enter for the reasons given in the table below.

Reasons individuals referred do not enter the service:

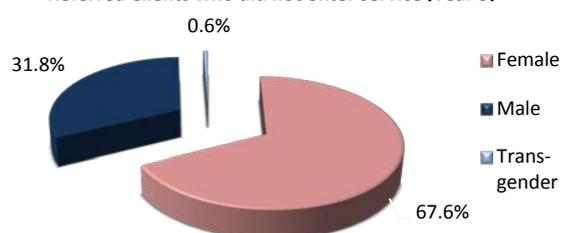
Reasons for not entering service	Number
Did not to meet eligibility criteria	143
Declined offer of support	57
No Further Contact	118
Grand Total	318

Clients referred who did not enter Service				
Gender	Number Year 3	Percentage Year 3	Number Years 1 - 3	Percentage Years 1 - 3
Female	215	67.6%	449	70.6%
Male	101	31.8%	185	29.1%
Trans-gender	2	0.6%	2	0.3%

Referred Clients who did not enter service (Years 1 to 3)



Referred Clients who did not enter service (Year 3)



Did not meet eligibility criteria - the individual has been incorrectly identified as a potential victim of trafficking, e.g. the individual is in fact homeless, a victim of domestic violence or some other form of crime but does not claim to be, or evidence indicators of, a person who has been trafficked.

Of the total number of potential victims who did not enter the service during Year 3, 44.97% did not meet the eligibility criteria and were signposted to relevant sources of assistance.

Declined offer of support - some individuals who are eligible for support under the Victim Care contract decline it, preferring to receive assistance from other sources, e.g. another charity, family or friends. This represented 17.92% of the total number that did not enter the service in Year 3.

No further contact - the referrer has not provided a contact number for the potential victim; the number provided is no longer available or is repeatedly unanswered and an alternative contact number cannot be located.

'No further contact' accounted for 37.11% of the total number that did not enter the service in Year 3.

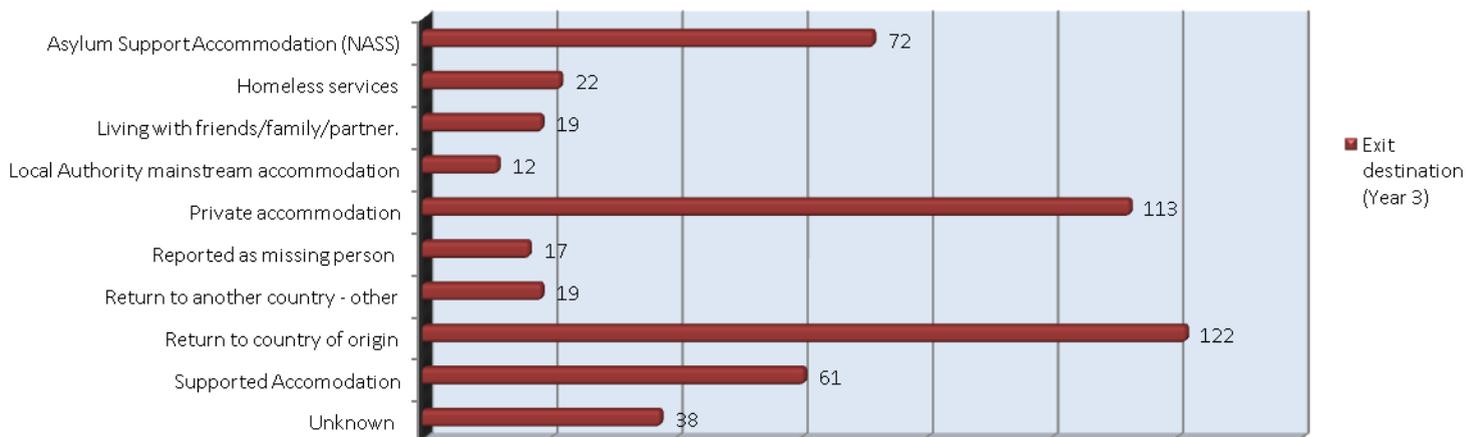
A8. Exit Destinations for Clients who have 'Moved On' from the Service

When clients are ready to leave the service they move on to a variety of destinations. All clients are requested to inform us of their intended destination but not all choose to do so. The table and chart below illustrate the move on destinations actually reported in Year 3.

Where a move on destination is known, the majority of clients, 24.65%, returned to their country of origin. This was closely followed by 22.83% who remained in the UK in private accommodation.

Move on Destination	Number Year 3	Percentage Year 3
Asylum Support Accommodation (NASS)	72	14.55%
Homeless services	22	4.44%
Living with friends/family/partner.	19	3.84%
Local Authority mainstream accommodation	12	2.42%
Private accommodation	113	22.83%
Reported as missing person	17	3.43%
Return to another country - other	19	3.84%
Return to country of origin	122	24.65%
Supported Accommodation	61	12.32%
Unknown	38	7.68%

Exit destination - Year 3



The table below shows the destination countries for clients who in Year 3 returned abroad either to their former country of residence or country of origin.

Nationality of client	Returned to another country	Returned to country of origin
Bulgarian	3	2
Burkina Faso	1	
Chinese		1
Czech	4	13
Hungarian	3	16
Irish		1
Latvian	4	10
Lithuanian		12
Moldovan		1
Polish		4
Portuguese		2
Romanian	3	43
Slovakian	1	12
Sri Lankan		1
Thai		1
Togolese		1
Ugandan		1
Zimbabwean		1
Grand Total	19	122

Wherever possible, The Salvation Army and partner organisations have sought to identify and implement ways to improve the service provided both whilst clients are within our care and when they move on.

During the life cycle of the contract, we have identified and developed links with several agencies that are able to assist in the end-to-end process of voluntary return abroad.

We are grateful to these agencies, which include IOM, Caritas, D&E (Albania), Not for Sale and Nightingales Project (Romania), Borgorette (Italy) amongst others.

For clients resettling in the UK, subject to criteria, move on housing has been sourced from organisations including a number of our partners - BCHA, Midland Heart and Palm Cove.

B. The Victims' Story

Female Victim of Domestic Servitude from Sri Lanka

When Rashmi was separated from her parents at the age of five during conflict in Sri Lanka, a Salvation Army girl's home cared for her and gave her a good education. This enabled Rashmi to qualify as a nurse, a job she really loved. No one could know then that this would not be the only time; The Salvation Army was to come to her rescue.

Some years later Rashmi wanted to travel and see more of the world, so she moved out of the girl's home to take up a job as a nanny and housekeeper for a family in Dubai. After five pleasant years with kind people who treated her as a member of the family, Rashmi returned to The Salvation Army home and, as always, was warmly welcomed. After a while she once again felt the need to gain her own independence and began to search for other work opportunities. Rashmi soon found a position as a nurse in the UK through an agency, which promised to make the arrangements for a fee of 100,000 Rupees.



On arrival in the UK, she was met by a man who took her passport and told a disappointed Rashmi that there was no nursing work for her only a housekeeping position. He drove her to a family home where, after a few days of treating her kindly, Rashmi soon discovered the realities of her new life. She had no bed; was forced to work more than 12 hours most days with full responsibility for the children and fed only on leftovers. Rashmi never saw her wages which went straight to the agency and the family threatened her with beating from the police should she attempt to leave the home unaccompanied.

Distraught and desperate, Rashmi called a friend at The Salvation Army in Sri Lanka who advised her that The Salvation Army in the UK could help her. A couple of days after Rashmi found the courage to call The Salvation Army asking for advice, the police arrived at the house. Rashmi realised this was her chance to escape.

After explaining her situation to the police, The Salvation Army drove her to a safehouse, where staff helped her to begin to recover from her ordeal while giving her the support and connections to plan for a safer future.

Male Victim of Labour Exploitation from England

Since leaving school, 60-year-old Harry has always had a job, following the example of his hard-working miner father who served in World War II. Harry is a loner who never married. He lived contentedly with his mother until she died when he was 57. At this point his life changed dramatically.

Harry found it hard to cope with responsibilities on his own and, after an emotional and mental breakdown, he became homeless. At this vulnerable time, while he was queuing for a bed at a night shelter, two men approached him with an offer of work, accommodation, food and alcohol. Harry decided to join them.



He was made to share a damp caravan with three other men and put to hard physical work six days a week from 6 a.m. to 10 p.m. on groundwork and landscaping projects. When he complained that he never received his pay, his traffickers beat him and forced him to sleep outside. Harry was too frightened to escape knowing that his traffickers had a large extended family. Then he was sold for £3,000 to another family and moved to a different area. After suffering these conditions for four years, Harry eventually escaped whilst working on a tarmac drive and went to the police for help. They directed him to a Salvation Army homeless unit where he was identified as a potential victim of trafficking.

For Harry's safety, as his traffickers were still at large, he was taken to a safe house in another part of the UK.

Malnourished, disorientated, and scared, Harry was given medical and other assessments, and was shortly able to relax and begin the process of focusing on his future. Harry said he felt he could "breathe for the first time in years". Staff sorted out fraudulent benefit claims and bank accounts made in Harry's name and helped him find a place in a self-contained supported flat.

Harry now spends his retirement time volunteering in a Salvation Army charity shop and enjoys the communal entertainment and clubs where he lives. He continues to receive support to be part of an on-going investigation regarding his traffickers and remains grateful for all the support and direction he has received since his escape.

Female Victim of Sexual Exploitation from Sierra Leone

Hannah is in her thirties. She was struggling to run her family farm and so decided to sell it and use the money to invest in a business. This went well so when Hannah was approached by a 'business woman' who said she could help expand her business through her contacts in the UK, Hannah was delighted and committed to invest and travel with the lady for a business trip.



On arrival in the UK she was taken to a house where she thought she would be staying during the trip. Once there she was forced into the basement where she remained, held captive for the next three and a half years.

Hannah was forced into prostitution throughout that time. Desperate, in ill health and losing hope, her chance to escape came miraculously one day when she realized that the trafficker in charge that day was drunk and had not locked the outside door. Hannah ran for her life, shaking with terror until a passer-by stopped her to see if he could help and she was referred into The Salvation Army's care where she was found accommodation and support.

Hannah is now feeling positive about her future for the first time in years and overwhelmingly grateful for the support she has received as she starts her journey of recovery.

Male Victim of Labour Exploitation from the Czech Republic

Two years before Ferda, then in his early sixties, was trafficked into the UK from the Czech Republic, he had been living on the street with no income, after falling into depression after his wife's death. He had lost touch with his children and so gladly accepted the help of a man who befriended him, offering somewhere to live and a part-time job. The subsequent promise of better work in the UK also sounded like a good opportunity.

Upon arrival in the UK, Ferda was told that he had to pay his traffickers back the money it cost for him to come over. He worked more than 12 hours a day, six days a week in factories in different places in England where he earned around £300 a week. However he didn't see much of this money as his trafficker demanded large amounts to repay debts and for accommodation. Ferda has some major health issues, including severe heart problems, back and foot pain, and depression which were exasperated by the long working hours and stress of debt repayment.



Once his health became a liability and he could no longer perform his job, he was evicted and left on the streets. He went into a hostel, which recognised him as a trafficked victim and referred him to The Salvation Army.

During his time at the safehouse, where he took English classes, talked to other victims and his case worker and had proper medical treatment, Ferda took the chance to evaluate his next steps and he decided to return to the Czech Republic and draw his pension.

The Salvation Army and other agencies supported Ferda in obtaining the documents needed to travel home and secured assistance for him on the journey and to find secure housing in the Czech Republic where he is now happily resettled.

Male Victim of Sexual Exploitation from the Far East

Hai was groomed and trafficked to the UK from the Far East when he was in his mid teens. He was held captive in an attic for around six years - he lost count after three years - where he was fed once a day and persistently sexually abused.

When the door was left unlocked one day, Hai managed to escape and was then found collapsed from exhaustion in a telephone box. After being taken to hospital, the police came and referred Hai to The Salvation Army Anti-Human trafficking team. On arrival at the safehouse Hai was completely cowed, compliant and totally vulnerable. He had no will of his own and was unsure of who he was or what he could do.



He had very few memories from his home country and no idea about money, shopping or any domestic chores.

Hai was accompanied to the shops, helped to work out meal plans and cook for himself along with many everyday life skills most people take for granted. The Salvation Army worked with its own Family Tracing Service and international networks alongside other agencies to try to find Hai's family but due to lack of information, they were not successful.

Hai was supported to work with the police who continued to investigate his case and linked with counselling services to help him deal with his dreadful nightmares and other lasting emotional effects of his ordeal.

Staff spent a great deal of time helping Hai to build his self esteem and confidence to a point where he was able to go out, feel able to build social networks and even move into independent accommodation.

With continuing support, Hai was able to secure an apprenticeship, which he hopes will lead to a permanent position once he has completed his studies. He has even met his first girlfriend and is settling well into his new life.

Reflecting on how Hai's inhuman exploitation had reduced him to a state complete subjugation, his caseworker said:

"The best moment for me was the day Hai paused and for the first time politely told us he didn't want to do what we were suggesting for that afternoon. This was the day he regained his own self will and his humanity."

What the survivors says:

"From the moment I arrived, I felt they wanted me to succeed. They believed in me. The Salvation Army service helped me connect with the police as a witness and to get advice on how to proceed. They never left my side through the whole process.

I was given help to close the fraudulent bank accounts and clean my record, so I had a fresh start.

They also arranged desperately needed dental treatment and access to English classes. All this gave me the confidence to become more independent.

I have been supported to find a community I felt I could be a part of and that would help me build a life in the UK.

My whole outlook on life has changed. I now look at people with love and I want to build a life that I can invite my family to be a part of again. What was impossible is now possible."

Survivor of trafficking 6 weeks following move on from a safe house

"I just wanted to say a massive thank you to The Salvation Army for all the help you gave me and for helping me to find a safe place to stay.

I am now in move on accommodation, which is brilliant, and have hope for the future. This would not be the case if it wasn't for the help The Salvation Army gave by allowing me to stay somewhere for the 45 days.

I am so grateful I have a future now.

I was involved in the trafficking and exploitation since I was 13 years and I know there are very little services out there to help but I am so happy that The Salvation Army took me in. I now have a future and know my life doesn't revolve around men."

Update 12 weeks following move on from safe house:

"I am doing good thank you. Restoring hope makes me feel safe and I love it here. As I said before if it wasn't for Salvation Army I wouldn't be here and probably dead or still being used as a sex bag. I am so happy and free.

I want to do everything I can to help The Salvation Army and Restoring Hope. Because of them I am still alive and have hope and every other service and police gave up on girls like us because we were hard work but your service didn't. I still remember and miss my support worker because she was kind. Here they are such good examples of what it is to feel loved."

C: Service Improvements

Some of the challenges faced by the service are outside its control, particularly the key requirement of the Victim Care and Coordination contract to effectively support victims in moving on following their recovery and reflection period. The Salvation Army seizes every opportunity to confront the barriers faced in supporting clients on their journey from exploitation. We do this by highlighting their needs within the service as well as the implications of government policy on options for sustainable move on for survivors.

Throughout the year, The Salvation Army Public Affairs team has continued to inform parliamentarians with an interest in anti-human trafficking about the work of the contract. A briefing sheet for use with parliamentarians was updated.

Written evidence was submitted to the Draft Modern Slavery Bill Committee offering some reflections on what The Salvation Army has learned by delivering the contract. We were pleased that some of our sub-contractors also contributed to this process.

The Salvation Army facilitated visits to Safe Houses providing services as part of the contract:

- Rt Hon Damian Green MP Minister of State for Policing, Criminal Justice and Victims visited Hestia Safe House Wednesday 16th October 2013. The minister then referred to the visit at the launch of the revised Victim Code. Copies of the Victim Code were made available to Safe Houses as a result.
- Diana Johnson MP, Shadow Minister for Home Affairs visited Hestia Safe House Monday 17th March 2014.
- Karen Bradley MP Modern Slavery and Organised Crime Minister, visited Hestia Safe House on 10th April 2014.
- Karen Bradley MP Modern Slavery and Organised Crime Minister and Jeremy Oppenheim from the National Referral Mechanism Review Team visited City Hearts and Ashiana on 24th April 2014. They were accompanied by the Project Director and gained her views on the review.
- Baroness Helen Newlove, Victims' Commissioner visited Hestia Safe House on Tuesday 24th June 2014.

Victim Care Fund

The Salvation Army was able to establish the Victim Care Fund in 2012 through a generous donation of £400,000 from the trustees of the Garfield Weston Foundation.

This enabled The Salvation Army to increase the level of support available to victims in addition to the main support service in a form, which would make a powerful impact.

Among further donations from charitable funds to secure the future of this valuable Fund, was a phenomenal contribution in 2013 from pensioner, Andy Peddle, who completed his commitment to walk 8,000 miles linking hundreds of Salvation Army centres, charity shops and churches to raise awareness and money for The Salvation Army's work with homeless people and victims of human trafficking. Half of the £95,000 Andy raised has been donated to the Victim Care Fund (VCF).



Since the Victim Care Fund was introduced, and through to July 2014, 352 grants have been awarded to survivors of human trafficking. Where no other source of financial assistance is available, the Victim Care Fund has been there to help in many different ways:

- Financial support for moving into independent accommodation;
- Where items are not available for donation from the local Salvation Army or other charity shops, the cost of obtaining essential household furniture and equipment;
- Education and training. More recently there has been a noticeable increase in the number of applications for personal development initiatives such as improving English language and numeracy skills to enhance social integration and job prospects;
- Grants have been awarded for essential clothing, including maternity wear and clothing for new-born babies and children. Also, leisure activities for therapeutic effect e.g. exercise classes, outings to the Cinema, Zoo, Seaside and Theatre.

The Victim Care Fund was also used to fund a bespoke Skills Development Programme for Support Workers engaged on the Victim Care and Coordination Contract. The content of the Programme was informed by a Training Needs Analysis to which all our partner organisations had the opportunity to contribute. The first training workshop dealt with 'Managing Challenging Behaviour' and will be followed by a further three workshops on topics identified by those working most closely with our clients.

Additionally, our partner organisations have between them made 73 applications for projects.

Through the Victim Care Fund, The Salvation Army has provided financial assistance for some of our partners to pilot innovative schemes to enhance a survivor's transition from our service through to independent living. Successful pilots funded by the VCF have resulted in ongoing outreach services where additional support, including tutoring in life skills and English for Speakers of other Languages (ESOL) and employment support are now provided to victims after they have left the service to help them reintegrate into society. In one instance the VCF funded a pilot for a Victim Care Facilitator role which has been particularly effective in creating links with external agencies such as housing officers, specialist lawyers and local landlords as well as networking with local community groups, including local authorities and police, to raise awareness of the help available for survivors.

By helping to meet the practical needs of trafficking victims, developing their skills, and building their self-esteem, they are less likely to become reliant on support services in the long-term and to achieve sustainable independent living.

Victim Care Fund Stories

Alyson, a 20 year old woman from Mali in West Africa was trafficked into the UK believing that she was going to start a job in a restaurant in London.*

The reality was that she was forced to work long hours as a prostitute in a brothel in South London. After nine months, she was rescued from the house after a police raid and referred into The Salvation Army service.

Once in the safehouse Alyson received medical care and as a result of horrific injuries sustained during her time in sexual exploitation, it was arranged for her to be taken to hospital to undergo emergency treatment. The Victim Care Fund was able to support her with £250 to pay for clothes and other items needed during her hospital stay and a mobile phone so that she could make contact with her family and friends.

Mathew, a single male was referred to us as a result of a police operation. He arrived in a traumatised state, not knowing where he was or what was happening.*

He had come to the UK to visit a friend but while here, was introduced to somebody who offered him a job picking vegetables on a farm. This turned out to be a trafficker who kept the money the victim earned, leaving him with only £10 to £20 a week. When he asked for more money, he was beaten. The living conditions were very poor with men sharing crowded and unhygienic rooms.

After a while, Mathew contacted the police who referred him to us and we found him a place in a safehouse. There he received help with getting the documents he needed and, after his period of recovery, was able to find a job and accommodation. The Victim Care Fund supported Mathew so he could move into independent accommodation and take up the job offered to him.

**Names changed to protect identities*

Training and Awareness Raising

The specialist support service overseen and coordinated by The Salvation Army has given us unprecedented access to training and speaking opportunities with a number of front-line agencies with the potential to meet victims of trafficking.

The past 12 months, has seen our staff team undertaking an ever increasing number of training and speaking engagements to create awareness of the support which The Salvation Army provides under the contract and its related anti human trafficking programmes.

Requests for speaking presentations have come from Police Forces, Government departments, The UK Border Agency, NHS, The Asylum Screening Unit of the Home Office, Local Authorities and NGO led consortiums.

As part of a programme of awareness raising within the media, on the eve of Anti Slavery Day 2013, a group of actors and supporters from our staff engaged people passing by the International Headquarters building in St. Paul's London, with a dramatic representation of a market stall selling 'people' as commodities - based on real life stories of victims of human trafficking supported by The Salvation Army and our partners.

<http://news.salvationarmy.org.uk/human-trafficking-anti-slavery-day-victim-support-modern-day-slaves-sale>



First Responders

A team of specially trained Salvation Army First Responders continue to support the office-based contact team by conducting face to face interviews with

potential victims of trafficking wherever necessary. In the last year the team has conducted more than 60 face-to-face National Referral Mechanism interviews, many of them with potential victims of trafficking in the criminal justice system. An increasing number of police operations, which result in victims being taken to a reception centre for immediate practical support and initial assessment interviews, has meant an increasing number of requests for teams of First Responders to attend. During the third year of the contract this team has conducted approximately 40 face-to-face Initial Assessment Interviews.

The majority of NRM and Initial Assessment Interviews are completed by telephone and conducted by Case Workers or Referral Officers from the Contract Management Team.

Transport

An important aspect of the support that many clients receive at the start of their period of recovery and reflection is the provision of transport to a place of safety. These journeys are provided by a large team of trained volunteers based in every corner of the UK who willingly travel long distances with clients as a way of not only providing a vital practical service but also of beginning the task of restoring the clients sense of self-worth by showing kindness and compassion.

Welcome Packs

Another added value element of the service that The Salvation Army is able to provide is Welcome Packs for clients on arrival at their safe house accommodation. Local Salvation Army churches and centres create a pack of essential practical items as well as non-essential gift items. Welcome Packs not only meet the immediate needs of the client at the start on their journey to independence but can also begin to restore their confidence in humankind.

