



# SUPPORTING ADULT VICTIMS OF MODERN SLAVERY

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UPDATE ON THE FIFTH YEAR OF  
THE SALVATION ARMY'S VICTIM  
CARE & COORDINATION CONTRACT

October 2016

# FOREWORD

by Anne Read,  
Director of Anti Trafficking and  
Modern Slavery for The Salvation Army



**It is now more than five years since The Salvation Army took responsibility for managing the support for all adult victims of human trafficking and, more recently, modern slavery. In that first year we supported just 378 individuals. In this last year we have seen the number of people being identified as potential victims continue to grow.**

In year 5 a total of 2,013 people received support from The Salvation Army, 1,400 of whom entered the service during the year as the remainder were already in the service at the start of the year. Their support was managed by our growing team, including the team who man our referral line 24 hours a day, every day of the year. They make an assessment of the potential victim's needs and any risks they might have and then a decision is made about where they can best be supported. A nationwide network of Salvation Army volunteers are on standby across England and Wales to provide transport for each individual from the place where they've been recovered to a place of safety.

There is no ceiling on the number of people who can be supported, which means that our Project Director, with her team, carefully monitors the trend of those being referred to us and opens new services as necessary. In this way we are always able to provide support for those referred to us be they women, men or families, have high or special needs or just need someone to walk with them as they begin their journey to recovery.

This year The Salvation Army has opened a new safe house resourced to support pregnant women and new mothers with their babies. Other subcontractors - our partners in responding to the needs of victims of this horrendous crime - have also expanded their services to ensure that all those who are entitled to support receive it. We continue to be encouraged and inspired by our partners who share this responsibility with us and by their commitment to going 'above and beyond' in order to support their clients in the best way possible.

As well as expanding to meet increased demand, we have also made significant enhancements to our systems for collating, managing and reporting information about the support being provided to individuals.

We have piloted new ways of gathering client feedback through which initial responses have been encouragingly positive and we have expanded and strengthened our networks and systems for safely repatriating people who wish to return to their home country. This includes the signing of a Memorandum of Understanding with an organisation in Poland, La Strada Foundation, to facilitate the exchange of information and cooperation to support the safe return of Polish survivors.

New partnerships are being created between our subcontractors and local Salvation Army centres as victims receiving outreach support use our church and community centres for 'drop-in' activities and meeting with their caseworkers. In other areas victims are being included in social activities such as parenting classes and day trips provided by The Salvation Army in the local community. This provides an opportunity to socialise and integrate which is an essential aspect of a victim's recovery.

Other notable partnerships have included our work with the creators of this year's Modern Slavery Garden at the Chelsea Flower Show. Oak saplings were nurtured by people in our care before being transferred to create the centre piece for the Modern Slavery Garden. This centre piece featured a small oak tree symbolic of the tree under which William Wilberforce dedicated his life to ending slavery over 200 years ago.

The Salvation Army, which started out more than 150 years ago in Victorian Britain, is as relevant today as it was then. It still responds to the needs of victims of slavery who need to be saved from a life that could well be described as hell on earth. As you read this report I would invite you to join us in the continuing fight to end today's slave trade.

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**Anne Read**  
Director  
Anti Trafficking and Modern  
Slavery



# INTRODUCTION

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In July 2011 The Salvation Army was awarded the Adult Human Trafficking Victim Care and Coordination contract. Through this it has been responsible for the oversight of delivery of specialist support services to adult victims of human trafficking identified in England and Wales.

The contract, jointly funded by the Home Office and The Ministry of Justice, was initially awarded for a period of two years. It was subsequently extended to 31st March 2015 when it was announced that The Salvation Army had been successful in its bid to retain the management of support of victims of modern slavery on behalf of the Government through a new Victim Care and Coordination Contract for adult victims of modern slavery.

The Salvation Army is responsible for the provision of services to meet victim entitlements under Article 12 of the European Convention on Action against Trafficking in Human Beings, and Article 11 of the European Directive on preventing and combating trafficking in human beings.

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, which means there are reasonable grounds to conclude they might be a victim of modern slavery. Accommodation may be provided to clients prior to a 'reasonable grounds' decision if they are assessed as destitute.

The Victim Care & Coordination Contract can provide transport to a place of safety, accommodation in safehouses where required, and a full range of specialist services to meet the needs of each individual.

Each person receives a tailored support plan, which includes arrangements for move on in the UK or return to their country of

origin, depending on the needs, wishes and entitlements of the person concerned. Most commonly support takes the form of access to legal and immigration advice, if required, financial support, counselling services, support to engage in criminal proceedings, information about their rights, including compensation, and access to education for dependent children. In addition the service supports people in their search for employment, further training or education, as well as preparing them to move into independent housing, supported accommodation or return safely to their home country.



# OVERVIEW

Data in this report refers to victims of modern slavery who entered The Salvation Army's care in Year 5 of the contract, the period between July 2015 and June 2016.

This report provides an overview of what the service has delivered in its fifth year, including the number and profile of clients who engaged with the service. Data for Year 5 is recorded in bold font with Years 4, 3, 2 and 1 data, respectively, in brackets for comparison purposes

- A total of **4,314** clients have been supported by The Salvation Army and partner organisations between July 2011 and June 2016
- In year 5 a total of **2,013** people received support from The Salvation Army, **1,400** of whom entered the service in year 5 as the remainder were already in the service at the start of the year
- This represents an increase of **27%** on the number of people supported in the fourth year of the contract
- **45%** (43%; 38%; 43%; 42%) of those referred had been trafficked for sexual exploitation.
- **42%** (36%; 42%; 40%; 44%) for labour exploitation.
- **13%** (14%; 10%; 12.4%; 9.8%) for domestic servitude.
- In the course of the year the service has supported clients from **90** (93; 74; 63; 43) different countries.
- For the third year running the highest number of female clients who entered the service were Albanian **290** (230; 140; 68; 21), followed by Nigerian women at **123** (120; 91; 76; 49)
- The highest number of male clients who entered the service in Year 5 were from Poland **122** (81; 27; 53; 45) followed by Romania **73** (47; 48; 16; 19)
- There were large numbers of Vietnamese men (**50**) and women (**59**) supported in Year 5
- **44** (36; 29; 10; 14) British citizens were supported in Year 5
- The largest proportion of victims were referred from London (**31%**). Throughout the rest of England and Wales, South East (**14%**), West Midlands (**12%**), North West (**10%**) and North East (**9%**) were the next highest sources of referrals.
- Most clients supported by The Salvation Army, **23%** (30%; 37.5%; 29.8%; 32%), were referred by the police.
- Clients were supported for an average of **94.6** days in safe house accommodation or for **152.8** days for those clients receiving outreach support.
- The largest numbers of clients reported to have moved on from the service were supported to move in with family or friends (**274**) or into National Asylum Seeker Accommodation (**272**) with **104** being supported to move into private accommodation in the UK.

A breakdown of the summarised data is provided in the following pages of this report. Where comparative information is available for years 1, 2, and 3 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 original Victim Care and Coordination Contract year, July - June



# KEY DATA

## NUMBER OF POTENTIAL VICTIMS OF MODERN SLAVERY SUPPORTED

Number of potential victims of modern slavery supported by The Salvation Army since 2011

TABLE 1

Gender	Year 1*	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4	Year 5	Percentage Year 5
Male	156	41.7%	202	36.73%	347	39.03%	366	33.36%	527	37.64%
Female	222	58.73%	348	63.27%	540	60.74%	730	66.55%	866	61.86%
Transgender	0	0.0%	0	0.0%	2	0.22%	1	0.09%	7	0.5%
<b>Total</b>	<b>378</b>		<b>550</b>		<b>889</b>		<b>1097</b>		<b>1400</b>	

\*From July 2011 to June 2012

## TYPES OF EXPLOITATION

TABLE 2

Type of Exploitation	Year 1*	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4	Year 5	Percentage Year 5
Domestic Servitude	37	9.80%	68	12.40%	81	9.11%	151	13.76%	184	13.1%
Labour	179	47.40%	222	40.40%	375	42.18%	391	35.64%	587	41.9%
Organ Removal	1	2.2%	0	0%	0	0%	0	0%	1	0.1%
Sexual	158	40.50%	235	42.70%	342	38.47%	472	43.03%	626	44.7%
Other	0	0%	8	1.5%	0	0%	0	0%	0	0%
Not Known*	7	0.3%	17	3.1%	91	10.2%	83	7.6%	2	0.2%
<b>Total</b>	<b>382</b>		<b>550</b>		<b>889</b>		<b>1097</b>		<b>1400</b>	

The increase in numbers entering between Year 4 (1097) and Year 5 (1400) is the second highest (303) after Year 2-Year 3 (339). In terms of gender, Year 5 sees a drop of 4% in female victims and a rise of 4% in males. This may be linked to the rise in Labour exploitation, which has risen from 35% in Year 4 to 41.93% in Year 5, thereby narrowing the gap with sexual exploitation back to Year 2 margins.

\*Type of exploitation recorded as 'Not Known' where a client has escaped prior to the intended exploitation taking place or where information is not provided or recorded at the point of initial referral or thereafter.



## NATIONALITIES OF VICTIMS

Top Ten Nationalities of Salvation Army clients who entered the service in Year 5

TABLE 3

Nationality	Female	Male	Total Year 5
Albanian	290	5	295
Nigerian	123	14	137
Polish	15	122	137
Vietnamese	59	50	109
Romanian	33	73	106
British	14	30	44
Eritrean	23	17	40
Chinese	18	19	37
Slovak	13	21	34
Sudanese	1	32	33

The top three nationalities of Albanian, Nigerian and Polish haven't changed from last year. There are three new nationalities in the top ten; Eritrean, Chinese and Sudanese. In particular, the number of people from Eritrea last year is greater than the total number of Eritreans entering the service in the first four years in which we have been providing this service; and the number of people from Sudan has almost quadrupled from last year. This seems to demonstrate the impact of conflict and refugee camps.

Whilst Vietnamese have featured in the top ten nationalities in previous years, the number of victims from Vietnam in Year 5 represents a share of 7.8% of the total, an increase of 2.4% from the previous year.

As previously, the gender differences, which stand out, are that Albanian and Nigerian victims are largely female whilst Poles, Romanians and Sudanese are predominantly male.

The number of British people continues to grow in line with the overall picture.

## NATIONALITIES OF VICTIMS ENTERING THE SERVICE IN YEAR 5

TABLE 4

Nationality	Female	Male	Transgender	Grand Total
Albanian	290	5	0	295
Nigerian	123	14	0	137
Polish	15	122	0	137
Vietnamese	59	50	0	109
Romanian	33	73	0	106
British	14	30	0	44
Eritrean	23	17	0	40
Chinese	18	19	0	37
Slovakian	13	21	0	34
Sudanese	1	32	0	33
Indian	12	17	0	29
Czech	12	15	0	27
Lithuanian	9	16	0	25
Hungarian	6	17	0	23
Filipino	21	1	0	22
Ethiopian	14	7	0	21
Pakistani	13	7	0	20
Bangladeshi	13	6	0	19
Ghanaian	17	2	0	19
Bulgarian	6	9	0	15
Kenyan	12	2	0	14
Cameroonian	11	0	0	11
Thai	7	0	4	11
Sierra Leonean	9	1	0	10
Somali	5	5	0	10
Ugandan	10	0	0	10
Zimbabwean	8	1	0	9
Latvian	2	6	0	8
Malawian	7	0	0	7
Gambian	6	0	0	6
Congolese	4	1	0	5
Guinean	4	1	0	5
Iranian (Persian)	3	2	0	5
Jamaican	5	0	0	5
Moroccan	5	0	0	5
South African	4	1	0	5



Nationality	Female	Male	Transgender	Grand Total
Angolan	4	0	0	4
Nigerien (Niger)	3	1	0	4
Zambian	4	0	0	4
Burma/Myanmar	0	3	1	4
Afghan	0	3	0	3
Botswana	2	1	0	3
Indonesian	3	0	0	3
Ivorian	3	0	0	3
Moldovan	0	3	0	3
Sri Lankan	2	1	0	3
Not Known	2	1	0	3
Algerian	0	2	0	2
American	1	1	0	2
Beninese	2	0	0	2
Bhutanese	2	0	0	2
Cambodian	0	1	1	2
Grenadian	2	0	0	2
Korean	2	0	0	2
Kosovo Albanian	2	0	0	2
Portuguese	1	1	0	2
Russian	2	0	0	2
Australian	0	1	0	1
Brazilian	1	0	0	1
Burundian	1	0	0	1
Dominican Republic	1	0	0	1
Dutch	0	1	0	1
Egyptian	0	1	0	1
French	0	1	0	1
Gambian	1	0	0	1
Georgian	1	0	0	1
Iraqi	0	1	0	1
Irish	1	0	0	1
Kurd	0	0	1	1
Lao	1	0	0	1
Liberian	1	0	0	1
Mongolian	1	0	0	1
Nicaraguan	1	0	0	1



Nationality	Female	Male	Transgender	Grand Total
Rwandan	1	0	0	1
Saudi	0	1	0	1
Senegalese	1	0	0	1
Spanish	1	0	0	1
Swazi	1	0	0	1
Taiwanese	0	1	0	1
Tunisian	1	0	0	1
Turkish	0	1	0	1
Ukrainian	0	1	0	1

## AGE OF CLIENTS

Age of Victims Entering the service in Year 5

TABLE 5

Age	Year 5	Year 5%
18 -25	397	28.36%
26 - 39	685	48.93%
40 - 55	278	19.86%
56 plus	40	2.86%
<b>Total</b>	<b>1400</b>	



## REGIONS FROM WHICH VICTIMS WERE REFERRED

Regions from which Victims were referred to  
The Salvation Army in Year 5

TABLE 6

Region	Year 5	Year 5 Percentage
East Midlands	55	3.58%
Eastern	23	1.49%
London	467	31.30%
North East	155	9.34%
North West	160	10.08%
Scotland	4	0.25%
South East	186	14.51%
South West	58	3.48%
Wales	67	4.37%
West Midlands	215	12.37%
Not known	10	9.24%
<b>Total</b>	<b>1400</b>	



## REFERRING AGENCIES

The Salvation Army operates a confidential 24 hour referral helpline; 0300 303 8151, available 365 days of the year. Referrals are received from nominated First Responders, individuals who regard themselves as potential victims of modern slavery in need of assistance, and third parties who come into contact with someone they suspect may be a victim of modern slavery. In addition, as part of the NRM Pilot which commenced in October 2015, The Salvation Army received a total of 57 referrals for support from Slavery Safeguarding Leads\* in the West Yorkshire and South West police force areas.

The chart below illustrates a consistent trend in terms of the highest referrals coming from the Home Office, primarily those departments dealing with asylum claims, followed by the Police and NGOs.

Agencies referring clients to  
The Salvation Army in Year 5

TABLE 7

Agency	Year Five	%
Home Office	432	30.86%
Police	319	22.79%
Non- Governmental Organisations	219	15.64%
Legal Representative	91	6.50%
UK Visas & Immigration	88	6.29%
Slavery Safeguarding Lead*	57	4.07%
Other	53	3.79%
Self-Referral	49	3.50%
NHS	28	2.00%
Social Services	22	1.57%
Immigration Detention	11	0.79%
Other Government Departments	11	0.79%
The Salvation Army	10	0.71%
Prison	7	0.50%
UKHTC	3	0.21%



# VICTIMS NOT ENTERING THE SERVICE

Reasons individuals referred do not enter service

TABLE 8

	Number	Reason %
Did not meet eligibility criteria	289	39.05%
Declined offer of support	48	6.49%
No further contact	403	54.46%
<b>Total</b>	<b>740</b>	
<b>% all referrals</b>		<b>34.45%</b>

The key reasons why some individuals referred to The Salvation Army do not enter the service are as follows:

- Not eligible for support under terms of AVMS Contract: (e.g. no evidence of trafficking indicators; individual is aged under 18 yrs.)
- Potential Victim declined offer of support (e.g. Choosing to receive help from another organisation)
- TSA unable to contact Potential Victim: (e.g. Referrer fails to provide contact details for the Potential Victim; Potential Victim fails to respond to attempts to contact)



## MOVING ON

TABLE 9

	Number
Living with friends/family/partner	274
Asylum Support Accommodation	272
Private Accommodation	104
Private Accommodation – EEA Country (other than UK)	79
Information outstanding (No Exit Form submitted/Exit Form incomplete)	54
Reported as missing person	45
Supported accommodation - other	33
Homeless Services	30
Supported accommodation – local authority	12
Supported accommodation – NGO in UK	10
Voluntary Return (accommodation category not specified)	4
Mainstream accommodation – local authority	4
Supported accommodation – NGO in EEA country other than UK	4
Private accommodation – Non EEA country	2
Client removed due to incident	1
Street Homeless	1
Hospital in-patient	1
Supported accommodation – NGO in non EEA country	1
Non-UK Govt funded support abroad	1
Prison	1
Chose to return to traffickers	1
<b>Total</b>	<b>934</b>

- The increase in the number of people entering NASS accommodation reflects an increase in the number of non-EEA clients who are also claiming asylum.
- Those living with friends/family now comprise the top designation. This group includes people who have moved abroad to live with family/friends.



# VICTIMS' STORIES

## FEMALE VICTIM OF SEXUAL EXPLOITATION FROM ALBANIA

J was brought up in a Muslim family living and working in Albania. When she started to date a man, who was not Muslim, her family members were not happy about the relationship. J therefore decided to leave for France where she and her fiancé could get married before returning to Albania.

Things didn't go to plan. They travelled across Europe with a group of other people from Albania. Whilst travelling they had to go through Belgium, however at some point, J became separated from her fiancé and her nightmare began.

The people she was with became unfriendly and, alone in a strange place, with no one to look out for her, J found herself being forced by them to work as a prostitute. This continued in France for a further three months.

After this she was brought to the UK on the back of a lorry with several other women. J was then made to stay in a house in London with three other women under the continual watch of two men who also lived there. Every day men came round and paid her traffickers to have sex with J. The traffickers also forced J to travel around the UK to different locations to work unpaid as a prostitute.

One day when she was travelling with the men, J and another woman managed to escape and flagged down a policeman. They told him what had happened to them and discovered they were somewhere in the West Midlands area. The police referred J to The Salvation Army who supported her initially at a safehouse run by subcontractor City Hearts for people with high needs. J arrived at the safehouse ill, pregnant, and in a highly traumatised state. She received support including legal advice and counselling as well as access to healthcare and during her time in the safehouse she gave birth to her daughter.



J is now volunteering for City Hearts and has applied for a social care course at her local college. She befriends other pregnant Albanian ladies in the community who have experienced similar situations to hers.

## MALE VICTIM OF LABOUR EXPLOITATION FROM VIETNAM

T was born in Central Vietnam. His parents were poor and he had no schooling. Both parents died before he was 11 leaving him with debts which had built up from paying for his mother's medical treatment after his father's death which had left the family with no income.

T was initially cared for by a local convent but the money-lenders soon caught up with him, kidnapped him and demanded the church hand over T's family land to repay the debt. They sent a gruesome package containing T's severed finger to threaten the church leaders. Despite the leaders' best efforts to help him, T's abductors put him to work in a

warehouse. He was forced to sleep on the floor, chained up, and fed scraps. Several years later he was sold on to some men from China, transported out of Vietnam and subjected to similar exploitation.

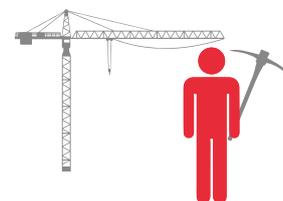
One day he was put in the back of a lorry and set off on what turned out to be a very long journey across Asia and Europe, picking up other people along the way. Eventually he found himself in a house in the UK now working in a cannabis farm. T had no idea where he was or even what the plants were he was tending. One day when overcome by hunger he even attempted to eat some of the cannabis plant before a fellow worker advised him not to.

One night T heard shouting and watched in relief as his traffickers fled the building, pursued by policemen.

Still a minor he was placed in local authority foster care where, for a brief time, T enjoyed normal family life. Things turned sour when he met a man in a shopping centre who spoke his language and persuaded T to come home with him.

Thus began the next stage of T's exploitation. Initially the man and his family were kind and allowed T to work in the house. However after a few months he was again sold on and forced to live and work in another warehouse - beaten and locked up at night.

Having gained his traffickers' trust he used the opportunity of being allowed outside to wash their cars to make his escape to a local police station.



Now aged 18, T was referred to The Salvation Army who took him to a safehouse several hours away from the city in which he had been exploited. Here he made good progress and seemed settled, although still anxious of meeting his traffickers again or of being deported to Vietnam. Despite constant warnings from staff to take care, one day T left the safehouse and didn't return. His whereabouts are still unknown.

## FEMALE VICTIM OF DOMESTIC SERVITUDE FROM NIGERIA

B remembers that her family fell apart when at the age of four her mother died. She was sent to stay at her uncle's house where family members subjected her to sexual abuse for several years. Many years later she plucked up courage to tell her father what was happening. He removed her from the situation by sending her to stay with friends in the UK to study.

At Heathrow she was met by a so-called family friend who took her to her home but kept her locked up most of the time. B was forced to work in the house cleaning and looking after the children, and survived on leftover food. She was only allowed to leave the home to go to church or to work as a cleaner for a family friend. She was never paid for the work she did in other homes and was denied access to a phone to contact her family.

When B overheard her trafficker discussing plans to send her to Germany she became dreadfully fearful, as she had heard about another girl who had been sent to Germany for prostitution.

B was so frightened that she accepted an offer of a place to stay from someone she barely knew, as she felt this was her only chance to escape her trafficker. At this house B was raped and soon fled without reporting the offence to the police, as she believed that she had no rights in the UK. Alone, penniless and afraid of the authorities, B tried to support herself with cleaning work. Without documents she was soon homeless again, and so desperate that she accepted a job in a brothel. This meant she was daily compelled to relive her experiences of rape and sexual abuse.



Just when B was reaching breaking point she came across a charity, which provided her somewhere to live and directed her to The Salvation Army. Now she is receiving outreach support from its subcontractor, Hestia, which provides her with financial and practical help including access to medical treatment for serious health problems. They support her access to college to pursue her dream to study childcare. She is still very anxious about her future but feels safe at last.

## MALE VICTIM OF LABOUR EXPLOITATION FROM POLAND

After years of working abroad, and following a relationship breakdown, M was struggling to make a living back in his home country of Poland. When some men approached him and his friends and said they could provide work in warehouses with good wages in the UK, M was interested.

M is in his 50's and felt that this might be his last chance to earn money that could help him give his daughter a better future. He was told that the men would arrange travel and accommodation free of charge until he had found employment.

Once in the UK he was taken to a four-bedroomed house where dozens of men were already living.

The traffickers provided little and poor quality food, and the house had only basic facilities.

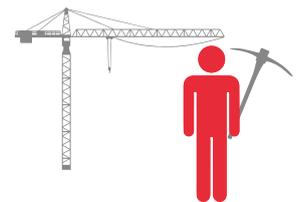
His traffickers took him and others to sign on at employment agencies and to open bank accounts. He never saw his bank account details or agency contracts. Soon he was working on a farm, picking and sorting vegetables. The work was really tough and not what had been promised. His payment was brought in cash by the trafficker each Friday. It never tallied with the number of hours worked, or came close to the sums promised that evening in Poland.

After a few months they were moved with no warning or explanation to another house where the living conditions were appalling, with no hot water or heating.

The atmosphere in the house was awful. There was a lot of drinking and drug taking. M decided to try to get a job independently but his traffickers must have learned of his plans. The small sum of money he'd saved and his documents disappeared and he was now regularly beaten.

Then one day two policemen appeared at the house and spoke to the men about the possibility that they were victims of modern slavery.

They left behind leaflets with a number to call The Salvation Army if they were concerned. M was feeling homesick for his family as it was approaching Christmas, and so rang The Salvation Army's number.



He felt immediately relieved to hear a kind and patient voice at the end of the line. He followed the advice given on how to escape safely and soon after reporting to the police station was driven some distance from where he had been trafficked, to a safehouse run by a Salvation Army subcontractor, City Hearts.

M was helped to get much-needed medical care and independent accommodation, and is hoping to find legitimate work soon.

## FEMALE VICTIM OF LABOUR EXPLOITATION FROM INDIA

Y is around 30 years old and comes from Mumbai where her parents saved up for years to give her the opportunity to come to the UK to study. She arrived just before term started and looked for friends in London from her home community.

Amongst the connections she made was a lady who ran a coffee shop in a London Underground station. Initially this lady was friendly, kind and warm, so when she offered Y some work as a cashier in her coffee shop she accepted

gladly. Over time they became closer and Y also accepted a place to stay with her new friend. She even agreed to help her out by working extra hours for a couple of weeks just as term was starting, while the lady went to have a major heart operation abroad. Y then discovered that there had been no operation, just a holiday.

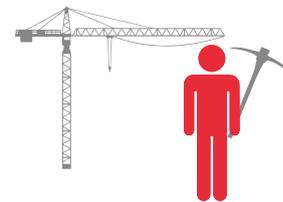
When the lady returned she told Y that, having missed the start of term, her visa to study was now invalid, and she was living in the UK illegally. Y had limited English and no knowledge of UK law so assumed this was true.

She continued working long hours, seven days a week, as she felt it was her only option, even

though the pay was limited.

The lady controlled everyone there through threats, making their working conditions difficult and monitoring their interactions via CCTV.

Y lived for two years like this until one day she was spotted silently crying at her till because she had hurt her leg but was not allowed to stop working or go to the doctors. Members of the British Transport Police and London Underground staff had become concerned about Y and eventually won her trust and helped her to escape. She was referred to The Salvation Army who transferred her for support at a safehouse in London run by its subcontractor, Hestia.



Here Y is flourishing in the supportive environment and with the specialist counselling, legal, and medical help she is receiving.



# SERVICE IMPROVEMENTS

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## CASE MANAGEMENT SYSTEM

In the course of managing the original Victims Care Contract, The Salvation Army was able to identify ways of addressing the many security issues, which were barriers to acquiring a bespoke case management system to assist in delivering the service.

In the course of last year we were able to make the investment to realise our original goal of working with a supplier to develop a people-centric case management system. This superseded the previous system of recording client data in Excel spread sheets.

Our chosen solution is hosted on a cloud-based platform by a supplier with strong security credentials and is designed for organisations like ours who work with vulnerable people, referral agencies and suppliers to undertake various functions such as assessments, matching, referring and placing/signposting clients as well as allocating tasks, recording case notes, highlighting risks and managing outcomes. The case management system, established last year, has been customised to meet the needs of The Salvation Army and our subcontractors, and has transformed the way in which we manage the contract and has delivered numerous advantages.

These include:

- Secure external cloud based storage
- Specific user profiles by job role thereby restricting access to data on a 'need to know' basis
- Password protected access
- Audit trail of each actual/attempted access and action
- Real time visibility of service capacity and client records reduces telephone and email correspondence and enhances management capability
- Functionality to match client support needs to service provider
- Ability to track expenditure at client level and obtain more granular financial data

The case management system has also enabled us to improve our capability in reporting and analysing data; delivered improvements to governance and service delivery, as well as greater performance efficiency and accountability.

## SERVICE CAPACITY

We continue to work closely with our subcontractors to increase and adapt service provision to meet increasing demand on the service. Over the past year, 75% of our subcontractors have increased their capacity in order to contribute towards the 318 beds we now provide across England and Wales.

## ASSISTED VOLUNTARY RETURNS

When they have completed the government funded reflection and recovery period, many of the people we support return to their home country.

We work with a number of agencies to facilitate safe return of those people who choose to return to their home country, and this year have made particular progress in Poland, a high source country for clients to our service. We have signed a Memorandum of Understanding with one organisation in Poland, La Strada Foundation, to facilitate the exchange of information and cooperation to support the

safe return of Polish survivors and, when appropriate, their dependents from the UK to Poland. This will help both organisations to communicate better and work together more effectively on behalf of these survivors.

The Salvation Army is also working closely with the Home Office Voluntary Returns Service to ensure that when people return through this

route, account is taken of the particular needs of survivors and the process is managed collaboratively with our subcontractors to secure the best reintegration package available to each individual.



## CLIENT FEEDBACK

This year we have piloted a client feedback survey. This survey helps in providing quality information from survivors using our services indicating how it has suited them and their needs.

The pilot surveyed a representative sample of people in our care based on factors such as gender, types of exploitation, country of origin, and level of support needed. It has been invaluable in refining and determining a process which was rolled out more widely to gain feedback from clients.

The responses received were encouraging and were used to inform and influence how we deliver support to people in the future.

Responses received included the following:

- 100% of clients surveyed reported feeling safe where they are currently residing.
- 93% believe they are receiving the healthcare they need.
- 70% of clients have been supported to access legal advice
- Almost 70% of clients surveyed require an interpreter to understand English. However less than 5% have struggled to understand written or spoken information whilst in service.
- 90% are confident they know where to go to access support with their needs.
- Of outreach clients surveyed, 92% believed that they received enough support sessions and were able to contact their support worker when needed.

## ADDED VALUE

The involvement of the Salvation Army in supporting victims of modern slavery within England and Wales continues to increase. Several Salvation Army churches and centres now act as 'Drop-In' centres where clients can meet with caseworkers and befrienders. This has led to some of the clients choosing to become actively involved in the life of this community. There has been good cooperation between safehouses and community projects in some areas to make facilities and community programmes available to clients.

This has included computer skills training, and other assistance as people seek to move on into independent living and employment. Practical help continues to be given, including the provision of welcome packs to safehouses, donations of clothing and other goods from Salvation Army charity shops and food parcels when funding failed for some clients after they had moved on out of the service. Salvation Army volunteers continue to provide safe transport for clients moving from the point of rescue into a place of safety.

## VICTIM CARE FUND

The Salvation Army was able to establish the Victim Care Fund in 2012, following an initial grant from the Garfield Weston Foundation. This enabled us to increase the level of support available to victims of modern slavery. This was in addition to the main support provided under the Victim Care & Coordination Contract, in a form, which would make a powerful impact.

Following this initial grant the future of the Victim Care Fund has been secured with contributions from The Salvation Army's charitable funds. The Victim Care Fund is able to help victims where no other funding is available. It helps make the transition to independent living a little easier for people who have been through exceptionally traumatic circumstances.

During a recent twelve month period\*, the range of grants awarded included, but was not limited to applications for:

- **Clothing** – 116 with a further 8 for school clothing in particular
- **Maternity and baby items**, such as cots, prams and clothing – 90
- **Travel costs** to enable clients to reach things like outreach support, taking children to and from school, volunteering for a local cause, attending hospital and counselling sessions – 40
- **Activities and projects** – 28
- **Education and training** – 20
- **Assistance** with the cost of obtaining essential household furniture and equipment, where items are not available for donation from the local Salvation Army or other charity shops – 19
- **Leisure** activities for therapeutic effect such as exercise classes, outings to the cinema, zoo, seaside and theatre – 18
- **Financial support for moving into independent accommodation** – 17
- **Counselling** – 3

45 other grants were made to meet a range of different needs.

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. The assistance also provided additional bespoke training for support workers.

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

\*Successful Applications made to VCF during the year 1 April 2015 – 31 March 2016

## RAISING AWARENESS & INFLUENCING

The Salvation Army is passionate about making best use of the wide and varied opportunities we receive to raise awareness about the issues surrounding modern slavery and human trafficking. We have continued to work closely with our subcontractors and other agencies to increase understanding of the realities of this scourge on our society.

We have also utilised media opportunities to broadcast messages about what can be done to diminish its hold and impact, particularly on the lives of the people we support through the Victim Care & Coordination Contract. We have worked throughout the year with a range of news media and documentary filmmakers as well as exploiting our own social media channels to achieve wide-ranging coverage around our work in this field.

Some of the highlights have been:

- 'Slave Sale' - a dramatic representation of a market stall selling 'people' as commodities based on real life stories of victims of modern slavery supported by The Salvation Army - on Oxford Street which was featured widely on social media and Sky News
- Facilitating Al Jazeera's Investigative Unit to ensure the victims' voice was clearly heard in their 2016 documentary 'Britain's Modern Slave Trade.'
- Working with BBC Three on innovative films - 'Making a Slave' - aimed at youth audiences where volunteers experience simulated situations of being a modern slave, based on experiences of an individual supported by The Salvation Army, and including comments from him.



One notable partnership this year was with the organizers of the Modern Slavery Garden at the Chelsea Flower Show. We arranged for some oak saplings, which were to feature in the show garden, to be nurtured by survivors of modern slavery who were living in safehouses supported by our partner, the Medaille Trust. This was at an allotment which provides therapeutic activity for survivors to aid their recovery. The Salvation Army worked with the garden team on media and social media opportunities, including showcasing our 'Slave Sale' drama at the launch event of the Modern Slavery Garden, and again to visitors of the Chelsea Flower Show Fringe event.

Throughout the year The Salvation Army has given interviews on national and regional television and radio as well as participating as conference speakers and taking part on panels at events large and small.

We also continue to participate in training events for front line workers from the UK and abroad, ensuring that people know about the service, which is available to victims of modern slavery here in England and Wales.

## INFLUENCING

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 Public Affairs Unit has continued to inform parliamentarians with an interest in human trafficking and modern slavery about the work of the contract.

A briefing sheet for use with parliamentarians is available and is regularly updated. In September 2015 The Salvation Army facilitated a visit by Kevin Hyland, the Independent Anti-Slavery Commissioner to a safehouse in Birmingham. During his visit the Commissioner was able to tour the accommodation and meet with survivors of modern slavery. The visit also included a meeting with staff from The Salvation Army's contract office.

In the past year the Public Affairs Unit has submitted written responses to the Home Affairs Select Committee's Inquiry into Prostitution, a Department of Health consultation on extending NHS charges to overseas and migrant visitors, and a Ministry of Justice consultation on proposals to increase fees in the First and Upper tier (Immigration and Asylum chamber) tribunal.

OUR SINCERE GRATITUDE TO OUR COMMITTED AND PROFESSIONAL SERVICE PROVIDERS WHO HELP US TO DELIVER THIS WORK. THEY ARE:

ASHIANA  
BAWSO  
BCHA  
CITY HEARTS  
HESTIA  
THE MEDAILLE TRUST  
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MIGRANT HELP  
PALM COVE SOCIETY  
REBECCA HOUSE  
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