



**Stronger Futures:
Helping survivors thrive
through trusted,
expert support**

Report on The Salvation Army's
Modern Slavery Victim Care Contract
July 2024 to June 2025

Spot the signs: salvationarmy.org.uk/modern-slavery

Foreword

At the heart of our work is a powerful vision: helping survivors of modern slavery build stronger futures – futures shaped by trust, expert support, and the freedom to thrive. Every day, we witness the incredible strength and resilience of those we support, and how, with the right care, compassion and guidance, recovery becomes not only possible, but transformative.

This year's data presents a complex picture. Fewer people are entering our services, whilst more are able to move on – stronger, more confident, and increasingly independent – after receiving vital decisions from the government and tailored support. While we celebrate these outcomes, we remain deeply concerned that fewer new referrals are receiving positive reasonable grounds decisions. We must ensure that every survivor who needs help is able to access it. We continue to respond to meet changing needs by adapting our services with skill, professionalism and compassion.

This report amplifies the voices of survivors who have trusted us with their stories and views, alongside the dedication of our staff, volunteers and reflections from the CEOs of our valued partner organisations. Examples shared show how frontline staff – and those who support them – consistently go the extra mile. I am struck by their shared joy in celebrating every step forward survivors take, however small, on their journey to recovery.

It truly takes an Army to combat modern slavery. The Salvation Army is not just a reliable partner, delivering quality services to enable the government to meet its commitments but brings together everything we have to offer – specialist care, skilled people, practical resources, national and international networks, excellent partnerships and a deep commitment to ensure the best outcomes. To every person who plays a part – thank you. Your efforts are making a lasting difference.

“

Above all, this report honours the bravery of survivors.

Many tell us we are like family to them. We are proud to walk with them – and, like supportive family, prouder still to see them step out to the futures they choose.

”

Major Kathy Betteridge
Director of Anti Trafficking
and Modern Slavery
for The Salvation Army.



Key data summary

2,409 total survivors

This is the fourteenth year the Government has contracted The Salvation Army and its partners to deliver support under a contract to provide specialist support for adult victims of Modern Slavery referred from England and Wales. The current Modern Slavery Victim Care Contract came into effect in January 2021. This section provides an overview of the number and profile of potential victims¹ of Modern Slavery who entered the support services between July 2024 to June 2025.

Of the 2,409 people who entered the service:		
identified as male	1,369	(57%)
identified as female	1,031	(43%)
identified as transgender	9	(>1%)
Exploitation experienced ² :		
experienced forced labour	1,557	(65%)
experienced sexual exploitation	482	(20%)
experienced criminal exploitation	198	(8%)
experienced domestic servitude	158	(7%)
experienced complex, unknown or awaiting confirmation of exploitation ³	10	(>1%)
experienced organ removal	4	(>1%)

Taking into account those people already in the service at the start of Year 14, **a total of 4,826 people received support during the year**. This 51% decrease may be due to fewer individuals being issued positive reasonable grounds decisions, which are required to enter the service.



Since 2011, The Salvation Army and its partners have supported **26,974 recovering survivors** of modern slavery.



In year 14, a total of **2,409 potential victims** entered the service to receive support.



This year, was **332 fewer people, a 13% decrease**, on the previous year

Footnote: Please note that data in this report differs from the National Referral Mechanism data for the following reasons: NRM data relates to referrals into the NRM for the whole of the UK, whilst the contract run by The Salvation Army and consequently its data refers to potential victims referred from England and Wales only. NRM data includes referrals for children and adults. The data in this report reflects adult only as the contract is for over 18's. Also, some adults referred into the NRM do not consent to receiving support. This may be because they are receiving support from family, friends, or another agency. Finally, the reference period for NRM reporting differs from this report. The NRM report covers a calendar year, January to December, whilst The Salvation Army reporting year is aligned to the year of the original 2011 Victim Care and Co-ordination, July to June.

¹ 'Potential victim' is the term given to an individual where there is evidence that reasonably indicates they are a victim of modern slavery, but they are yet to receive a conclusive decision from the Single Competent Authority (SCA) or Immigration Enforcement Competent Authority (IECA) (decision-making bodies in the Home Office) that they confirm they are a victim of human trafficking and modern slavery as part of the National Referral Mechanism process.

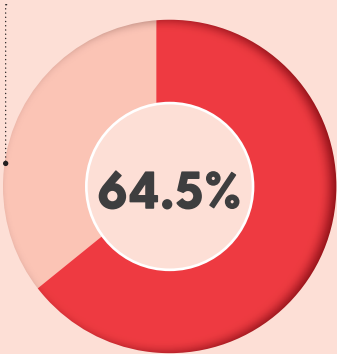
² These are primary form of exploitation experienced by the individual.

³ Experience of these survivors was either not known or categorised as 'other' which is when the exact type of exploitation is unclear at the time of referral or not marked on the NRM referral form.

Exploitation types 2024-25

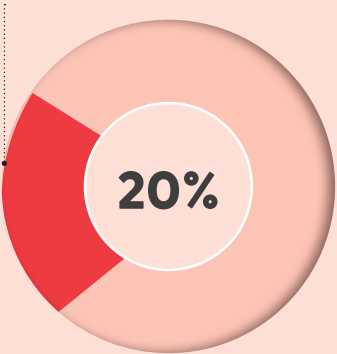
2,409 total survivors

Forced labour
1,557 survivors

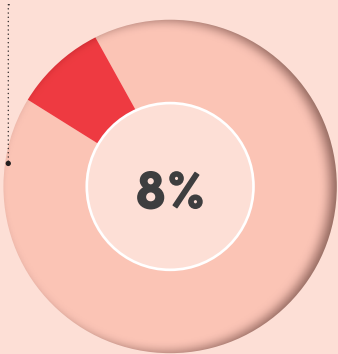


Forced labour exploitation was once again the most common type of exploitation experienced by survivors entering support. At least 65% of those referred to the service this year experienced some form of labour exploitation

Sexual exploitation
482 survivors

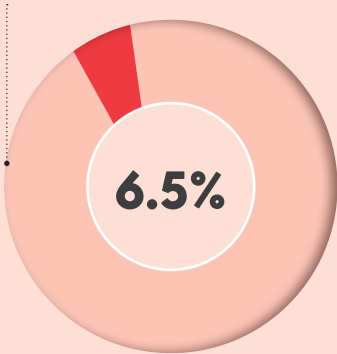


Criminal⁴
198 survivors



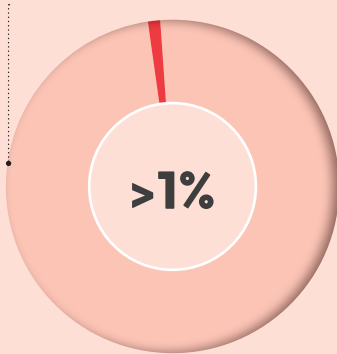
Criminal exploitation has decreased again this year, which may be partly due to guidance on Public Order Disqualifications. This guidance means some individuals who have committed certain types of public order offences are excluded from support, which may discourage referrals.

Domestic servitude
158 survivors

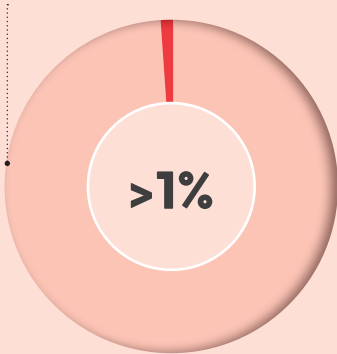


The overall number of people referred as victims of domestic servitude has again remained consistent against a general trend of decline.

Complex/Unknown
10 survivors



Organ Removal
4 survivors



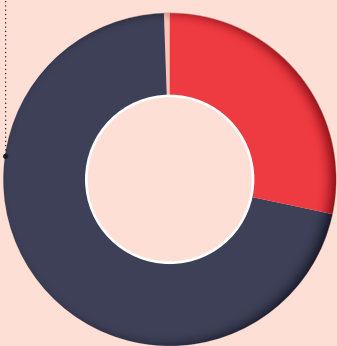
4 This is the 6th year that criminal exploitation has been recorded as a separate category which typically includes people forced to commit criminal activities such as gang-related 'county lines' drug distribution, cannabis cultivation, begging, financial fraud and theft.

Gender 2024-25

● female
● male
○ transgender

2,409 total survivors

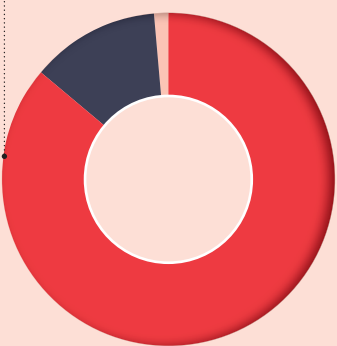
Forced labour
1,557 survivors



445 female
1,110 male
2 transgender

71% of forced labour survivors
were men

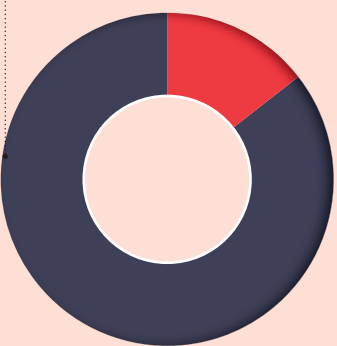
Sexual exploitation
482 survivors



416 female
60 male
6 transgender

86% of sexual exploitation
were women

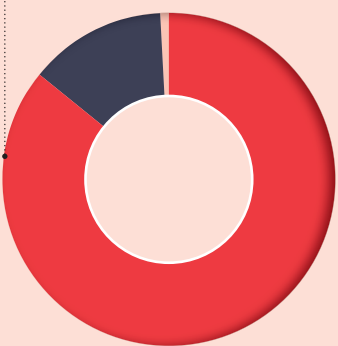
Criminal
198 survivors



29 female
169 male
0 transgender

85% of criminal survivors
were men

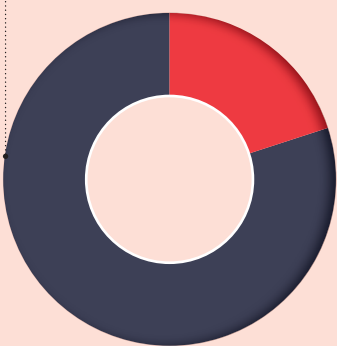
Domestic servitude
158 survivors



136 female
21 male
1 transgender

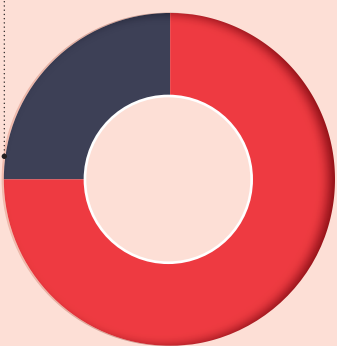
86% of domestic servitude
were women

Complex/Unknown
10 survivors



2 female
8 male
0 transgender

Organ Removal
4 survivors



3 female
1 male
0 transgender

These breakdowns remain similar to previous years, including the number of survivors who identified as transgender.

All nationalities

Asia	959	Africa	813	Europe	519	South America	60	North America	44	Oceania	1
Vietnamese	264	Eritrean	240	British	246	Brazilian	34	American	9	Papua New Guinean	1
Bangladeshi	108	Sudanese	162	Albanian	178	Colombian	6	Jamaican	9		
Filipino	96	Nigerian (Nigeria)	80	Romanian	32	Argentine	5	Trinidadian	8		
Pakistani	89	Egyptian	41	Czech	9	Bolivian	3	Grenadian	6		
Indian	86	Somali	39	Hungarian	9	Peruvian	3	Honduran	3		
Iranian (Persian)	61	Ethiopian	37	Polish	8	Mexican	3	St Lucian	3		
Syrian	46	Ghanaian	27	Bulgarian	6	Paraguan	2	Canadian	2		
Chinese	39	Namibian	17	Portuguese	5	Ecuadorian	2	Barbadian	2		
Afghan	30	Sierra Leonean	17	Italian	5	Chilean	1	Dominican (Republic)	2		
Sri Lankan	25	Moroccan	17	Georgian	4	Guyanese	1				
Iraqi	24	Zimbabwean	12	Lithuanian	3						
Jordanian	14	Botswana	12	Spaniard	3						
Kuwaiti	12	Gambian	12	Latvian	3						
Saudi	12	Kenyan	11	Slovak	2						
Thai	10	Ugandan	11	Dutch	1						
Yemeni	6	Cameroonian	9	Guianese (French)	1						
Turk	5	Mauritian	8	Belgian	1						
Kurd	4	Libyan	7	Serb	1						
Kazaks	4	Chadian	6	Swiss	1						
Palestinian	3	Algerian	6	German	1						
Russian	3	Congolese	6								
Indonesian	2	South African	6								
Nepalese	2	Guinean	5								
Turkish Cypriot	2	Tunisian	4								
Uzbek	2	Tanzanian	3								
Azeri	2	Senegalese	3								
Kyrgyz	2	Zambian	3								
Malaysian	1	Nigerien (Niger)	2								
Burmese	1	Angolan	2								
Mongolian	1	Malian	2								
Hong Kong	1	Ivorian	1								
Bahraini	1	Beninese	1								
Armenian	1	Liberian	1								
		Burkinab� (Burkina Faso)	1								
		Rwandan	1								
		Guinea-Bissau	1								

This year, **survivors from 111 different nationalities entered support**. Outside of the top ten, the next most common nationalities were Iranian (Persian), Syrian, Egyptian, Somali and Chinese.



Top 10 nationalities

	Nationalities	Female	Male	Transgender	Total
1	Vietnamese	101	163	–	264
2	British	95	151	–	246
3	Eritrean	54	186	–	240
4	Albanian	115	63	–	178
5	Sudanese	6	156	–	162
6	Bangladeshi	60	48	–	108
7	Filipino	91	4	1	96
8	Pakistani	47	42	–	89
9	Indian	39	47	–	86
10	Nigerian (Nigeria)	56	24	–	80



64% of all survivors that entered support were accounted for in the ten most common nationalities.

Bangladeshi nationals are sixth this year and Nigerian tenth – **neither appeared in the top ten last year.**

Vietnamese nationals have become the most common entrants into the Modern Slavery Victim Care Contract (MSVCC) this year, with Albanian nationals dropping to fourth. Vietnamese nationals have had an increase of 82% and Albanian nationals have had a decrease of 60%.

The number of British survivors has dropped by 17% but still remains the second most common nationality, with Eritrean just below which has also seen a slight percentage decrease of 15%.

UK referral regions 2024-25

People who entered support in Y14 were referred from the following regions of the United Kingdom:

	Region	Total		Percentage
1	London	999	(decrease of 218)	41%
2	South East	311	(decrease of 3)	13%
3	North West	310	(increase of 21)	13%
4	North East	229	(increase of 7)	10%
5	West Midlands	197	(decrease of 32)	8%
6	East Midlands	114	(decrease of 31)	5%
7	South West	107	(increase of 6)	4%
8	Eastern	81	(decrease of 66)	3%
9	Wales	52	(increase of 1)	2%
10	Not Known	6	(decrease of 18)	>1%
11	Scotland	2		>1%
12	Northern Ireland	1	(increase of 1)	>1%



London remained the most common referral region for survivors entering support in Y14. Just under half of all referrals (41%) came from London. Trends are similar to last year.



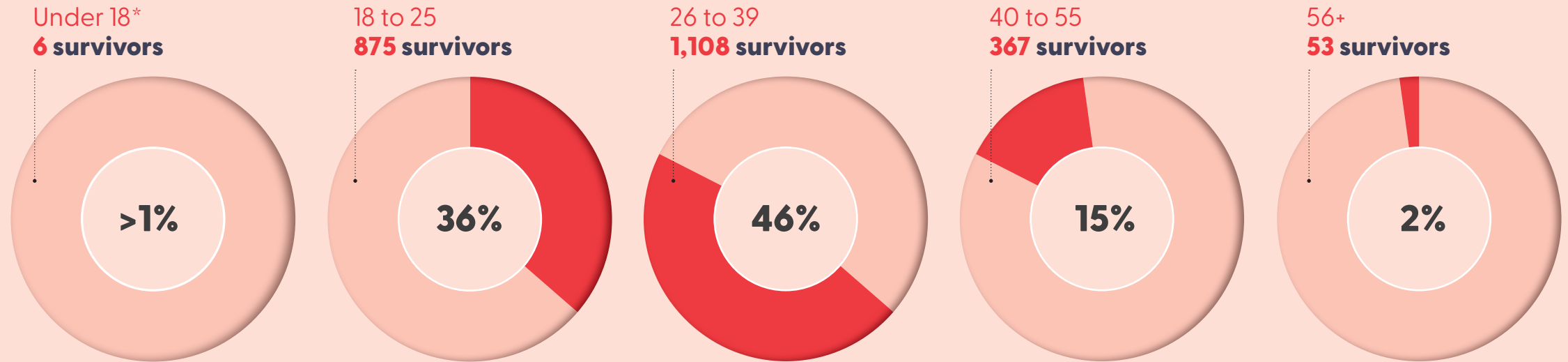
Referrals by agency 2024-25

2,409 total survivors

Agencies which referred potential victims in Y14

	Agency	Total
1	Home Office including UK Visas and Immigration (UKVI); Immigration Enforcement; UK Border Force; and Single Competent Authority (SCA)	1,111
2	Law Enforcement including Police, National Crime Agency and Gangmasters and Labour Abuse Authority	537
3	Local Authorities including Social Services; Housing; Adult Safeguarding; Homelessness Services	258
4	Other designated First Responder NGOs including Migrant Help (142), Medaille Trust (28), BAWSO (18), Kalayaan (13), Unseen (11), Refugee Council (4), Barnardo's (3), New Pathways (1), Trafficking Awareness Raising Alliance (1)	221
5	The Salvation Army Volunteer First Responder Service	202
6	Self-Referral	36
7	Legal Representatives	28
8	Other including advocacy and support workers	16

Age on referral



Survivors under 18

***Support for victims under 18 is provided by local authorities and designated partner organisations.** Occasionally a referral may have been made to the MSVCC where the age of the individual was unknown, inaccurately recorded at the time of referral or approaching 18 and due to transition into adult services.

Supporting survivors with dependent children

For survivors to feel safe and begin their recovery, it's vital they know their dependants – such as their children – are also being cared for. **This year, among the survivors we supported, there were 792 children accompanying their parent.**

Potential victims who did not enter support

Reason didn't enter	Total
Not Eligible	4,599
Eligible – No Further Contact	1,631
On Hold	147
Eligible – Declined	85
Total	6462

Compared to Y13, there was an increase of 1,125 people not entering support. The biggest increase was seen in those not eligible for support (23%).

The main reasons why some people referred to The Salvation Army do not enter the service are:

The Salvation Army was unable to contact the potential victim with the information provided by the First Responder, or the individual did not respond to repeated attempts over time to contact them.

On hold includes where The Salvation Army is awaiting news on reasonable grounds decisions.

The potential victim received a negative reasonable grounds decision from the authorities and was not eligible for support under the terms of the contract. People referred from outside England and Wales or those under 18 years may be entitled to alternative support. For example those aged under 18, may instead be entitled to local authority support.

The potential victim declined the offer of support, perhaps choosing to receive help from family, friends or another agency or immediately returned to another country.

Split between survivors supported in safe house accommodation and those receiving outreach support during Y14

Survivors receiving support	Percentage
Outreach only	85%
Accommodation only	10%
Accommodation and outreach	5%

Length of time in support

Survivors exiting the support services in Y14 had received support for the following amount of time:

	Accommodation (support for people in safe house accommodation)	Outreach (support for people living in the community)
2024 – 2025 Average (mean) days in service per person	131	814

Move on exit destinations

There were 4825 survivors who moved on from the support of The Salvation Army and our partners in Y14 (32% increase from last year).

They went to the following destinations:

Exit Destination	Total
Living with family, friends, or partners (of whom 73 were outside the UK)	1365
Secured private accommodation (of whom 32 were outside the UK)	1046
Moved into mainstream or supported accommodation with local authorities in the UK	1039
Moved to the Asylum Support service	965
Had not secured accommodation. The majority of these were placed within statutory homelessness services and the remainder, typically with no recourse to public funds or access to formal housing support, were signposted to support services such as homelessness shelters, other charities, and food banks in the community	119
Absconded or were deemed missing persons	96
Were identified as hospital in-patients, in prison, or had died during the year	79
Moved into NGO supported accommodation (of whom 2 were outside the UK)	65
Accessed either the Government or NGO funded Voluntary Returns Service in order to return to their country of origin	44
Non UK Govt funded support abroad	7

The Salvation Army and our partners support people to make a strong start as they move on to live and work independently. This includes building links with employers, housing providers, and specialist agencies both in the UK and overseas. Exit destinations remained broadly in line with the previous year, though the overall number of survivors leaving the service increased.

Essential clothing, furniture, or equipment to help someone settle into a new home or begin work is often funded through schemes such as The Salvation Army's Survivor Support Fund. Initiatives like our mentoring programme and connections with local Salvation Army community centres help survivors continue receiving support and stay connected locally.

This year, 850 people (35% of all those supported in Year 14) accessed Reach-In support after receiving a positive conclusive grounds decision. The Reach-In service provides transitional help for those leaving the main service and living in the community.

Top five nationalities accessing reach-in support within Y14

	Nationality	Number of SU's supported
1	Albanian	185
2	Vietnamese	59
3	British	50
4	Sudanese	42
5	Eritrean	40

1. Vietnamese survivors – 264 survivors

Exploitation types



Forced labour – 186 survivors



Sexual exploitation – 56 survivors



Criminal – 20 survivors



Domestic servitude – 2 survivors

Age



<18 – n/a



18-25 – 110 survivors



26-39 – 129 survivors

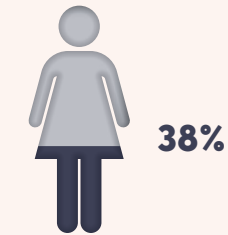


40-55 – 25 survivors

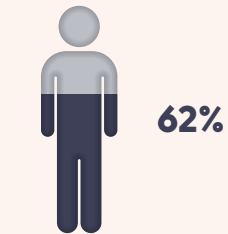


55 – n/a

Gender



Female
101 survivors



Male
163 survivors

82% increase of survivors from last year

Increase in those experiencing sexual exploitation

Xuan's* story

Xuan, born in 1967, was trafficked to the UK in 2015 after falling into debt with Vietnamese gangsters. What began as an attempt to repay money he owed became a terrifying ordeal of exploitation, abuse, and forced labour. It was only with the support of The Salvation Army that Xuan was finally able to recover and begin rebuilding his life.

While living in Vietnam, Xuan worked in office equipment sales and later ventured into real estate. Unfortunately, poor investments led him to borrow money from a criminal gang – an amount he estimates at between 4.5 and 45 million Vietnamese long. He was told he could repay the debt by going to the UK to work, but the journey would cost 300 million đồng – roughly \$13,000. His sister paid this sum, believing it was Xuan's way out.

His journey to the UK in early 2015 was harrowing. He travelled from Vietnam through Russia, the Netherlands, and France, before being smuggled into the UK in what he described as "a kind of coffin" with about ten other people.

"I could not move, breathe or do anything," he recalled. "I was very scared but had to stay still."

Upon arrival, police discovered the container and brought the group to a refugee camp, where Xuan stayed for three months before moving in with his niece in Hackney. For a short time, life improved. However, in April or May 2016, after signing in at a police station, two men abducted him. A voice on a phone told him in Vietnamese, ***"Do what you're told, or you'll be shot."***

Xuan was transported to a house and forced to carry plastic boxes – likely related to illicit activities. The men guarding him spoke no Vietnamese, and communication was through gestures. ***"We just used sign language,"*** he said. Over the next two to three years, he was moved between houses, constantly monitored, beaten, and unable to escape.

Eventually, Xuan was forced to work on a cannabis farm, locked alone in a house and sleeping in the kitchen. ***"It was very, very bad,"*** he said. ***"It was difficult to breathe... I could only rest for two or three hours a day."*** With barely any food or sleep, he suffered physical and psychological torment. He was never paid.

In 2021, he caught COVID-19 and became too weak to tend to the plants. Fearing violent retribution, Xuan broke a window and escaped. He managed to get a bus, and with help from a kind Vietnamese stranger, reached London – only to collapse from exhaustion in Stratford.

Hospitalised and protected by police, Xuan was then referred to The Salvation Army.

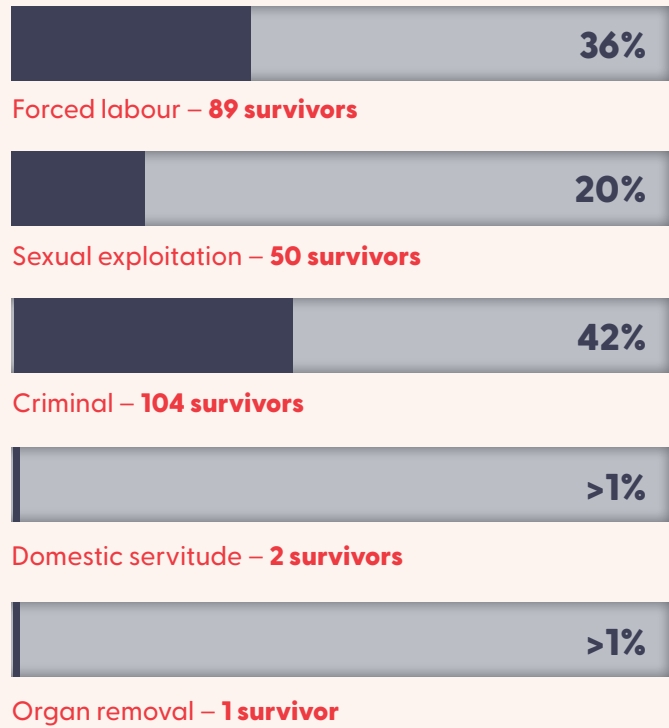
"They gave me everything," he said. ***"They care for me. I am so grateful... I don't feel as scared now, but sometimes the bad memories come back."***

With access to shelter, meals, medical care, and emotional support, Xuan has finally found safety. His greatest hope now is to remain in the UK and be reunited with his children. He fears returning to Vietnam would endanger both himself and his family.

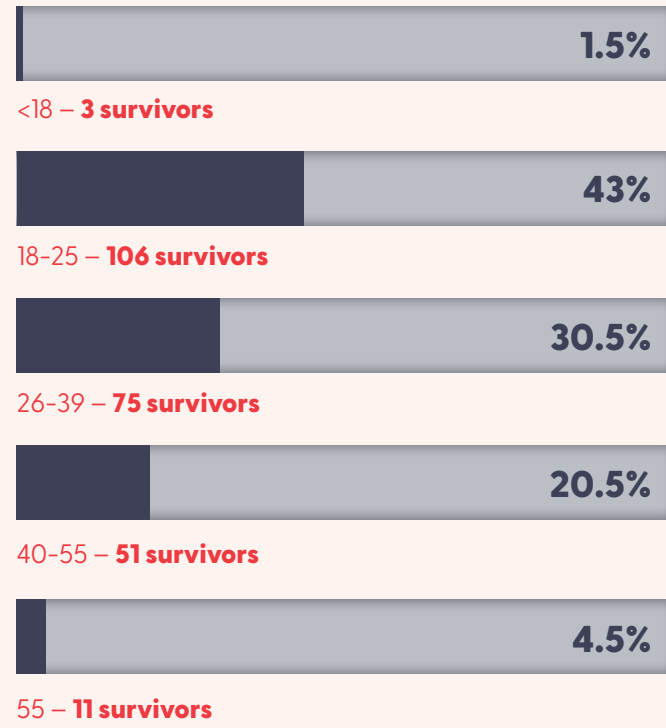
The Salvation Army's support has been life-changing for Xuan, offering him dignity, protection, and hope after enduring the horrors of modern slavery.

2. British survivors – 246 survivors

Exploitation types



Age



Gender



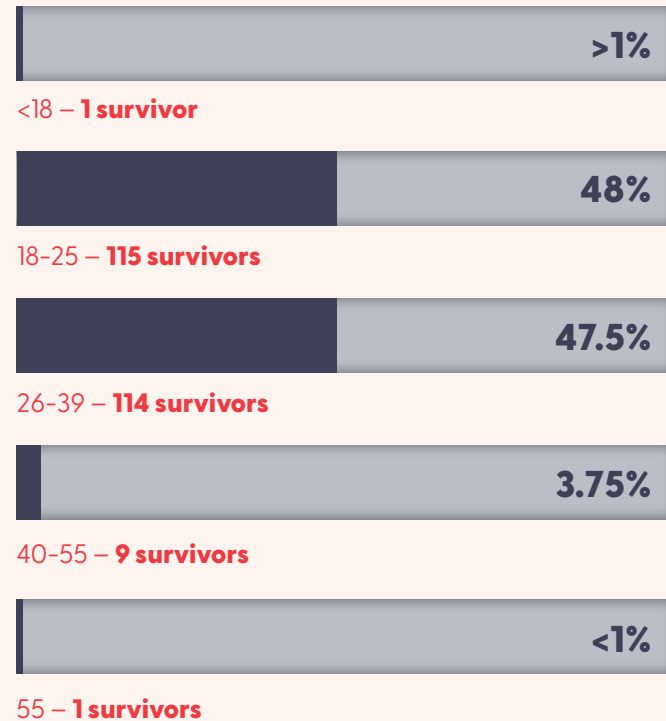
Exploitation trend is similar to last year with a **slight decrease across all different types of exploitation**

3. Eritrean survivors – 240 survivors

Exploitation types



Age



Gender



A decline seen in those experiencing forced labour and in the number of male survivors

4. Albanian survivors – 178 survivors

Exploitation types



Forced labour – 57 survivors



Sexual exploitation – 100 survivors



Criminal – 20 survivors



Complex/unknown – 1 survivor

Age



<18 – n/a



18-25 – 72 survivors



26-39 – 88 survivors

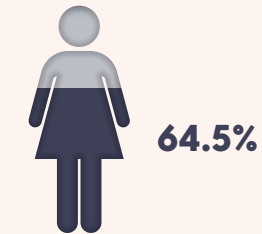


40-55 – 18 survivors

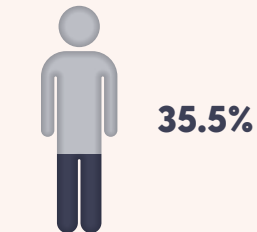


55 – n/a

Gender



Female
115 survivors



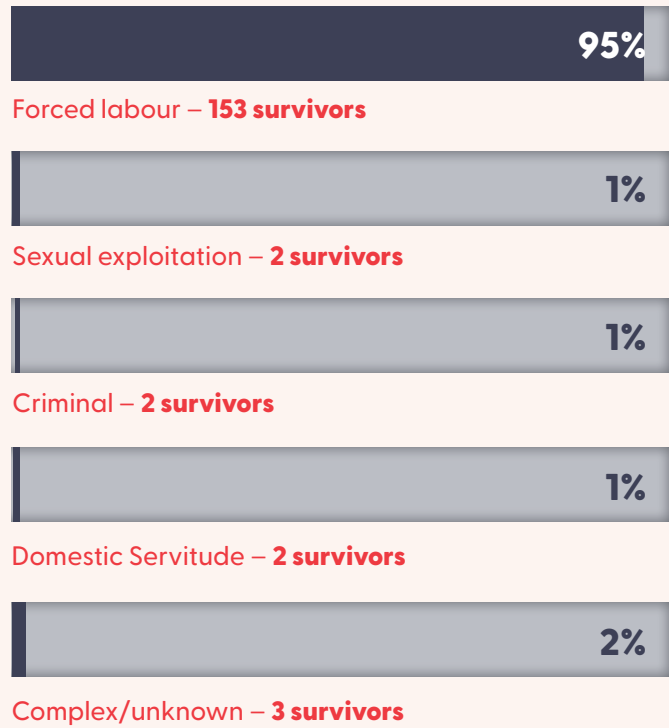
Male
63 survivors

Significant drop in Albanian people entering support both **female (52%)** and **male (70%)**

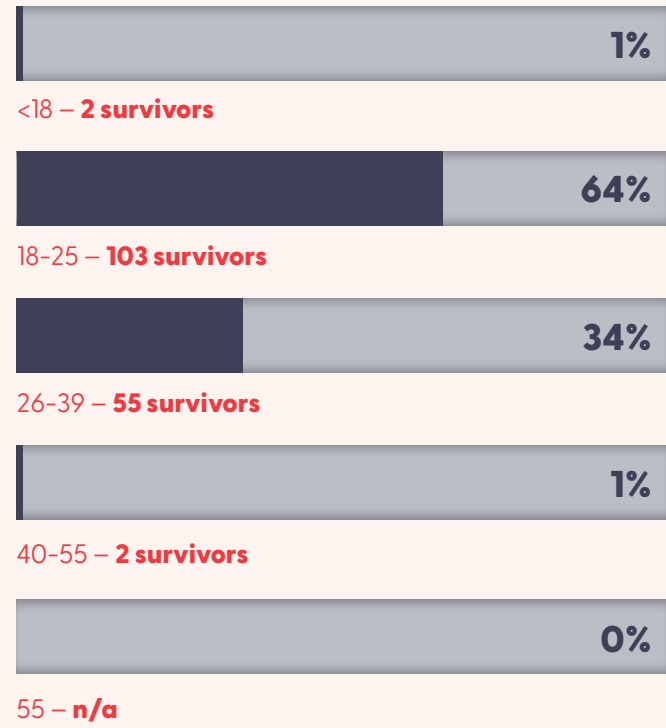
Large drop in those experiencing **forced labour (71%)** and **sexual exploitation (48%)**

5. Sudanese survivors – 162 survivors

Exploitation types



Age



Gender



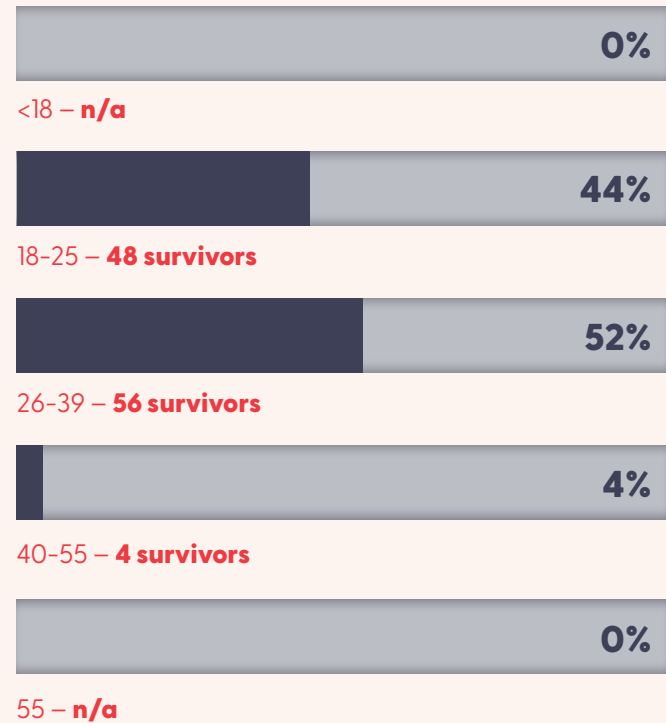
Similar trends to last year with a slight **decrease in overall number of survivors entering support (34%)**

6. Bangladeshi survivors – 108 survivors

Exploitation types



Age



Gender



An **increase of 69 people** from last year to this year.

Survivors front and centre

Survivors are central to all we do. Their rehabilitation and a stronger future are what we aspire to achieve.

We've been tackling modern slavery since our earliest days and have a track record of meeting survivor needs with respect, dignity and a deep understanding of trauma.

That's because we listen to survivors, work with them to shape our service, involve them in any decisions that affect their lives – and regularly check with them that we're getting things right.

We have a dedicated advisor for survivor engagement and inclusion. They make sure authentic inclusion runs throughout our work, that it is sensitive to background, cultures and faiths, and genuine survivor input happens in a safe environment.

Survivors overwhelmingly trust us, according to a survey by the Care Quality Commission, which is an essential part of their journey to recovery and independence.

Survivors are involved in:

- Staff recruitment – this year, for example, survivors were part of the selection process for a member of staff at our south west safehouse, helping to shortlist and interview candidates
- Lived experience panels who are consulted on all aspects of the support we provide, from medical care to counselling, legal aid advice to a safe place to live.
- Designing and decorating where they live. In one of our homes, for example, we created a craft room and a gym following recommendations from resident survivors
- Research projects that help to shape our policy and improve the fight against exploitation
- Regular surveys about the quality of our care, and wellbeing audits to check how people are feeling

Tailored to individual needs

With the near **25,000 survivors** we've supported over the past **14 years** we know that no one size fits all, and our support is tailored to the needs of the individual.

We are experts in taking people's trauma into account when we work with them and create culturally sensitive services where survivors feel supported to get the help they need.

That can be anything from psychological support to learning life skills such as budgeting and cookery.



77% Survivors we worked with described our care as very good*

*Care Quality Commission survey

What survivors said this year

We undertake a survey with survivors shortly after they move into our service and then regularly during their time with us. We also ask survivors to fill in a questionnaire when they leave Salvation Army care. And it doesn't stop there. Feedback is collated and reviewed in monthly quality meetings.

This year, survivors told us:



95% have
access to
a GP



73.5% either
agreed or
strongly
agreed that
they felt more
independent



71% either
agreed or
strongly agreed
that they felt
more able to
solve problems

Lived experience conference

A highlight of the year was our March 2025 conference, The Future of Lived Experience, Inclusion & Survivor Support. The event brought together survivors supported by The Salvation Army and our partners from across the Modern Slavery Victim Care Contract (MSVCC). It included powerful contributions from survivors already involved with lived experience groups, including the Human Trafficking Foundation, our partners Hestia and Unseen. Our own Survivor Inclusion and Engagement Specialist also shared insights. Attended by survivors, support workers, and staff from our wider Anti Trafficking and Modern Slavery teams, the conference offered a unique space for collaboration, learning, and exchanging ideas to drive meaningful change.

Safeguarding minister Jess Phillips MP shared a keynote address, recognising the bravery of survivors in using their voices to strengthen our collective response to modern slavery. Following this 50 survivors and other experts explored new ways to integrate lived experience expertise into support services and anti-trafficking strategies. Survivors welcomed the opportunity to share their ideas and praised the safe, supportive environment provided. Many, who had previously hesitated to engage, were inspired to participate more actively in the future.

“

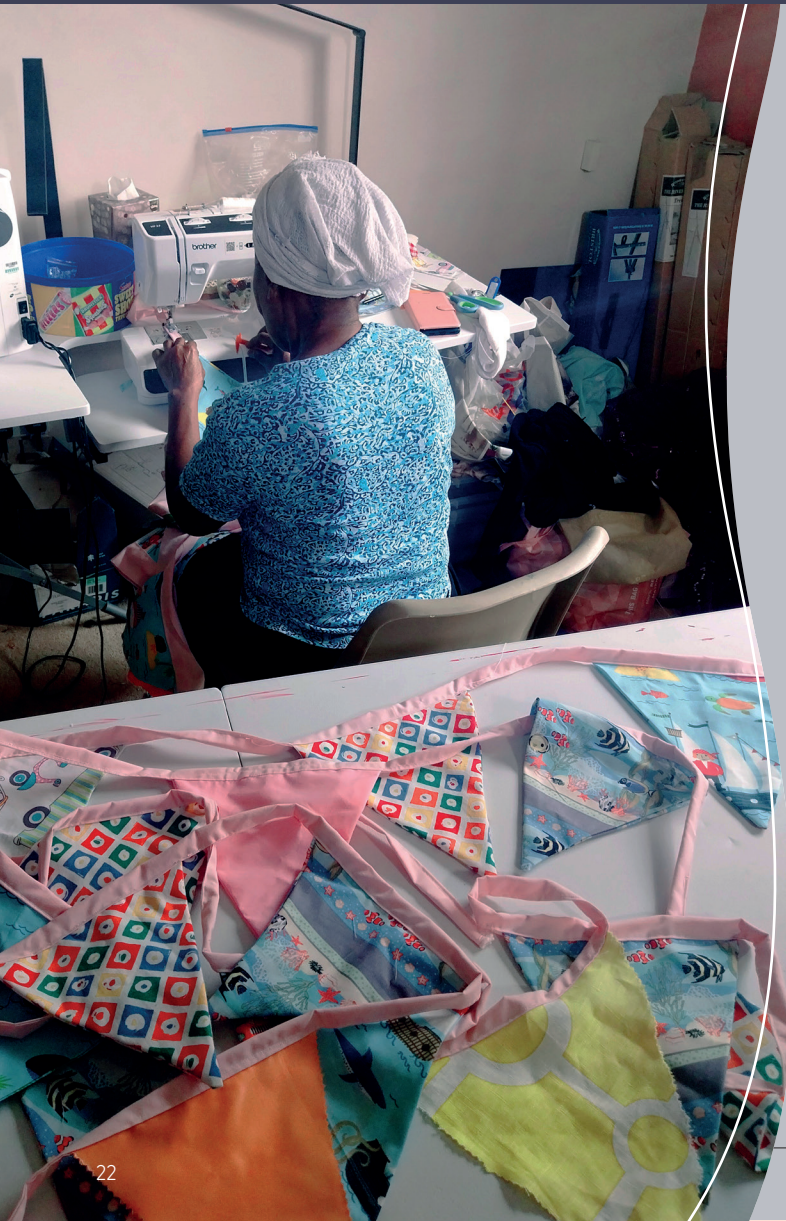
It was incredible, a great opportunity for me join to the event. I really appreciate The Salvation Army for their support and encouragement at the event.

”

“ I want to attend these types of events in the future. ”

Safeguarding
Minister Jess Phillips
MP meets survivors
of modern slavery





Our survivor inclusion advisor ensures authentic inclusion runs through everything we do.

“ I would like to sincerely thank you for everything you did for me during my time at the safehouse. **You treated me with kindness, consideration and respect.** ”

” Celia*, Modern slavery survivor

“ Lived experience is powerful not because of the suffering itself, **but because of the wisdom and perspective it brings.** ”

”

“ Being a victim does not make you timid. **Be bold!** ”

“ We have all walked through fire and we know where the escape routes are. They carry the lessons that can guide the change we need. ”

” Mustafa*, Modern slavery survivor



Mark's* story

Mark's journey into exploitation began at one of the lowest points in his life. Struggling with addiction, severe health issues, and homelessness, he was approached by a group of men offering what seemed like a lifeline – money in exchange for work.

But the work turned out to be selling drugs. ***"At first, I thought they were my friends. I was so desperate, I believed they were helping me by giving me this job."***

In reality, they were predators who saw Mark's vulnerability as an opportunity. They ensured he was evicted from his home and controlled him by keeping him in addiction – paying him mostly in drugs and forcing him to work long, dangerous hours on the streets ***"They made me work from 8am to 2am every day. They stopped me getting methadone or medical help for ulcers on my legs. I was in a really bad way."***

Exhausted and isolated, Mark didn't realise he was a victim of modern slavery. ***"I didn't want to admit that I'd been tricked and abused."***

“ If sharing my story can save someone, then I want to tell it. ”

Eventually, Mark sensed he was being watched. ***"I could see eyes behind curtains and cameras trained on me. I tried to warn the gang, but they thought I was hallucinating."***

When police finally stopped him, Mark was relieved. Local agencies had been monitoring him for months, suspecting he was being exploited. While his traffickers were prosecuted and jailed, Mark was taken to a Salvation Army safe house far from his abusers. There, his life began to change.

From the moment he arrived, the care he received was personal and compassionate. ***"The manager was waiting for me on a Friday evening. He showed me to my room where there was a table full of essentials – toiletries, a payment card, and a voucher for clothes. It meant everything."***

The support Mark received didn't end with safe accommodation. Over the following months, The Salvation Army team helped him access the healthcare he urgently needed and supported him through addiction recovery. Today, Mark has been free from hard drugs for more than three years.

"They are like family to me. I can ask them anything and not be judged. They know how I'm feeling before I say a word. They are amazing."

For Mark, understanding that he had been a victim of modern slavery was a powerful turning point.

"My support worker brought me to tears when she explained what had really happened to me."

Now, Mark is looking ahead. He's searching for a home of his own and, once his health allows, is eager to return to work – ideally in a role where he can support others who've been through trauma.

Thanks to The Salvation Army's dedicated, ongoing support, Mark has rebuilt his confidence, broken free from exploitation, and is determined to use his experience to bring hope to others.

A safe system in our hands

The Salvation Army is responsible for overseeing the delivery of the Modern Slavery Victim Care Contract (MSVCC) through our own services and those of 12 long-established subcontractors and partners – making sure we all keep to the same excellent standards.

Holding ourselves to account is vital – the survivors we work with should expect nothing less. We do this through internal monitoring that covers areas such as safeguarding and finance, and are proud of our outstanding record of KPI compliance. Inspections by agencies like the Care Quality Commission (CQC) provide an additional layer of scrutiny.

Last year 42 CQC inspections covered safehouse and outreach services across the contract. We achieved 100% in supporting these inspections to take place which included ensuring survivors were informed and properly prepared to share their experiences, such as providing interpreters and other help. Hearing directly from survivors is an important part of the process.

“

I am really grateful for the help and support I’m receiving and taught me how to become an independent person and improving myself for a better future. Thank you to the team.

”

Mohammed*, Modern slavery survivor

Here’s a flavour of what survivors told inspectors:



94% said they were **receiving the support** they need from the services



93% were **happy with the support** they are receiving



96% felt they were **treated with dignity and respect**



97% said they **felt safe within the service**

A sum greater than the parts

The Salvation Army advocates for survivors' rights and entitlements and is always looking for new ways to address challenges in securing this support. So as well as and alongside our subcontractors, we work with other organisations who can affect survivor welfare. These include the police, local authorities, healthcare providers, law firms, other charities and faith organisations.

When facing difficulties accessing bespoke counselling and life-skills courses, for example, these can be sourced from local charities and often take place in our safehouses, recognising that some individuals would engage better in this environment.

In one safehouse in the south west, for example, such an experience for one woman was transformative, building her confidence and kick starting her engaging with other available support.

Trusted housing assessor pilot

This year we completed our trusted housing assessor pilot scheme, working with the Human Trafficking Foundation, our subcontractor, Hestia, and the London boroughs of Islington, Hillingdon and City of Westminster.

The project was designed to improve the transition for survivors between MSVCC support and local authority housing. Survivors often face a lack of understanding from housing teams and will often have to repeat their traumatic experiences when applying for somewhere to live. To help avoid this, the pilot explored using support workers from the MSVCC as intermediaries. The evaluation of the pilot showed this has significant potential to make the housing application process more supportive and less traumatic for survivors, particularly by improving the way local authorities work with our teams.

Research partners

Through partnerships with research institutions who share our goals, such as the University of Hull's Wilberforce Institute, we connect academics, policymakers and practitioners to understand how we can improve:

- Immediate and long-term support for survivors
- Preventing re-trafficking
- Survivors reintegrating and moving forward with their lives

This year we continued working with the ChildsSide research project – New Home, New Country programme – which helps survivors with children overcome parenting challenges linked to trauma. Following the tailored parenting workshops, the project has now entered its evaluation phase, led by a clinical psychologist.

In another collaboration alongside the University of Nottingham's Rights Lab and our subcontractor, Causeway, we are working with the University of Nottingham's Maternal Health and Wellbeing Research group which is exploring maternity services, and the best way to support women affected by modern slavery and their babies.



98%+

The number of survivors who have a 'journey plan' within five days of coming into the MSVCC. This tracks their recovery and details how they will move towards independence and a stronger future outside the MSVCC



95%

The number of survivors in accommodation within eight hours of the need being identified



95%

The number of people moving on from our services who have their own place to live

Keeping up standards

One of many ways we ensure survivors receive only the best care is to achieve the relevant ISO certifications for services provided and assist our subcontractors to do the same. We have worked with these organisations for the past 14 years, so there is a high level of respect and trust for our support.

We lead by example and have five ISO certifications ourselves, covering quality management, environmental management, business continuity, information security and occupational health and safety. These help us to run consistent, secure, compliant and efficient systems which continuously evolve to meet changing needs and demands.

As part of our culture of always looking to improve, we are currently working towards an ISO in collaborative business systems.

Sharing best practice among our partners is also vital if we are to pursue excellence in the MSVCC. Initiatives we introduced in the past year include:

- A comprehensive training programme for all staff
- A quarterly training forum for partners to share best practice
- Monthly drop-ins for MSVCC support workers to keep up to date with new guidance, and to create a wider network of support

All hands to the pump

Other Salvation Army departments outside our modern slavery services also work to enhance survivor support. Our specialist addiction services, for example, train support workers to improve the help they give to survivors with substance misuse problems.

And our Employment Plus service provides tailored support to help people find and stay in work. **“The Salvation Army has helped me on so many levels,”** says Danillo, a modern slavery survivor.

“They’ve helped me mentally, financially, they’ve supported me with getting a job and they’ve rebuilt my confidence whilst giving me friendship. If it wasn’t for The Salvation Army I’d be lost; lost in the system; lost in so many ways.”

“They’ve gone **above and beyond** for me.

” Luca*, Modern slavery survivor

“I am very happy with how staff look after me and my son. I also enjoy all the trips they provide and how they do lots of things for the children.

” Thea*, Modern slavery survivor

“Every staff member here is **exceptionally friendly**, making the safehouse feel like home.

” Sylvie*, Modern slavery survivor

Tales from the frontline

As well as managing the Modern Slavery Victim Care Contract, our network of safehouses and outreach teams directly supports survivors. Beyond the vital basic support, we routinely organise extra regular activities such as music therapy, crafts and cookery, and help survivors reintegrate to society through local community or faith groups and activities with other charities.



Survivors from a safehouse seaside day trip

However there are so many other examples of creative thinking from our support workers, or of our staff going above and beyond expectations to ensure the best possible experience for survivors – and that they are on a pathway to a stronger future. Here is a flavour of our frontline work this year:

Simon's story

Simon was referred to our north west team from hospital, when he was recovering from two strokes. Although the discharge paperwork said he could use a kitchen, and manage stairs and personal care independently, it soon became clear he was unable to do any of this safely. We applied for additional support and benefits, but were initially unsuccessful. We didn't give up, however, and spent two years advocating for Simon. Eventually, by June 2025, we were successful and were able to move him into his own property with a bespoke care package and personal independence payments. He now volunteers at the mosque and is thriving in his new community.

Leroy's story

One of our London support workers recently helped Leroy, a highly vulnerable person, through a complex and emotionally challenging appeal for support through the asylum system. Leroy was initially refused benefits but one of our team spent months drafting statements, and coordinating with our partner Migrant Help, the Home Office and other services to submit a formal appeal. She also secured free legal representation at Leroy's hearing through an organisation called the Asylum Support Appeals Project (ASAP). Leroy, whose mental health had been deteriorating throughout the whole process, won his appeal. On hearing the result, he said he felt "heard for the first time".

Friendly face

Some of our safehouses operate a buddy system where we ask residents to support new arrivals. This might simply be having a coffee with them or showing them where the local shops are – and, if possible, welcoming them on the day they arrive. Such small gestures, we have found, help new people settle in while giving residents an important sense of purpose and worth.

Pop-up clinic

In the south west we used existing relationships with local healthcare providers to set up a pop-up dentist clinic for 12 survivors. These women were facing the all too common challenges of dental treatment on the NHS, struggling to get registered with a dentist, let alone secure an appointment. We found a local dentist who recognised the survivors as a priority and understood their particular needs. A one-off clinic was set up in a Salvation Army church. As a result of this initiative, the dentist has offered to register all new survivors who come in to our service with their practice. Already several women are overjoyed to have had long standing dental problems resolved.

Band leader

One of our support workers recalls how they recently helped a survivor join a brass band, first with The Salvation Army, and then with another group, with whom he played several Christmas concerts. However there was still a problem finding somewhere for the survivor to practise his tuba – not the quietest of instruments. Eventually, after casting round possible venues, the local Salvation Army chaplain stepped in, giving him permission for the survivor to practise in the church buildings.

Cultural awareness

As an organisation we like to support people we work with by ensuring they feel culturally and spiritually connected. We accompany survivors initially too anxious to go alone to their places of worship, such as the local mosque, or other religious gatherings. This also helps foster a sense of belonging in the community. Some staff in the north west regularly travel over 20 miles to take survivors they work with, to specialist food markets that offer ingredients reminding them of home.

A room of their own

The impact we have can be a two-way street. For example, when one of the survivors we work with saved up and found himself his own flat, it had a hugely positive effect on the whole team. His excitement was infectious as he prepared to leave, and now he still remains in touch with staff at the safehouse to thank them for getting him to this point. It has also inspired other residents to consider such a move for themselves.

Cookery sessions or safehouse residents cooking together are helpful in building community and important life skills



Celebrations

Marking special moments can make a big difference for survivors as they rebuild their lives. Staff decorate noticeboards with balloons and posters for birthdays, and buy cards for special occasions, such as Eid and Christmas, to share with survivors – sparking conversations about each other’s culture and traditions. One man who was struggling with his birthday, as it reminded him of his past problems and lack of family support, was surprised with a cake and a card signed by the whole team. What had once been a painful day became one filled with warmth and connection, reminding him he had reasons to celebrate.

Working with partners

Partnerships are central to ensuring survivors get the very best support and opportunities to rebuild their lives. This year we have strengthened the way we collaborate, both locally and nationally, to raise awareness and widen access to vital services. One example is a service manager, drawing on a background in policing, who is working with the Human Trafficking Foundation to update the Police and Criminal Justice sections of the Slavery & Trafficking Survivor Care Standards to reflect the latest legislation. In another, our team has built a reciprocal learning partnership with the Modern Slavery and Organised Immigration Crime Unit – sharing knowledge and training to strengthen responses across both organisations.

“

Sometimes going above and beyond is staying just that little bit longer after your shift has finished, just to talk to a survivor with a cup of tea. So long as they go to bed that night knowing at least one person cares, and did everything in their power to help them, then I think my job is done.

”

Support worker, The Salvation Army



Anamika's* story

Anamika, a professional and mother of three from India, endured years of domestic servitude in the UK after being trafficked by her abusive husband.

"Back in India I was a professional woman with qualifications," Anamika explains. Pressured into an arranged marriage, she quickly found herself trapped in an abusive and controlling relationship. Her husband isolated her, withheld basic needs, and eventually coerced her into travelling to the UK under the guise of visiting relatives.

What started as a short stay turned into a nightmare. Working nearly non-stop for a British family, Anamika was later sent again with two of her children under a six-month visa. But when she arrived, she discovered her children were enrolled in school and that this time, they would not be returning to India.

"I was made to do all the housework and look after the garden from 6.30am until 11pm at night," she recalls. ***"We shared one mattress between the three of us. It felt like being homeless, even though we had a roof over our heads."***

Anamika suffered sexual abuse by the man of the house and verbal assaults by his wife. When her daughter became a target of inappropriate behaviour, Anamika found the courage to seek help. A stranger passing their driveway handed her a phone number. ***"Maybe God can help me,"*** she thought.

After another violent assault, Anamika packed a small bag and fled with her children to the police. They were placed in temporary accommodation but remained fearful and traumatised.

“

We barely left our room. I had already lost nearly 8kg. My daughter wouldn't even let me hug her.

”



Anamika's* story (continued)

Relief came when The Salvation Army stepped in through the Modern Slavery Victim Care Contract.

“

A tiny light of hope came into our lives when, by God's grace, I first spoke to someone from The Salvation Army. We were moved to another city and I felt such relief. Then the help just kept coming. Even once the Home Office confirmed that there were conclusive grounds that I was a victim of modern slavery and I could move on from specialist support, I was surrounded by help – The Salvation Army was the best help I got!

”

Crucially, she was introduced to The Salvation Army's Modern Slavery mentoring team. ***“It was amazing. We would meet up regularly for coffee and they would give me guidance and support. For the first time in my adult life, I got friends.”***

They encouraged her to pursue poetry and art as ways to heal, and she now attends an art group that helps her manage her health and trauma. She was supported with essentials, connected to a foodbank, and welcomed into a church community. Her children thrived in Sunday School, building confidence and friendships.

Anamika has since qualified as a bookkeeper, volunteers at a foodbank, and has even been nominated for an award. ***“With my mentors' help I realised that what happened to me doesn't change who I am. I want to be a positive role model for my children and others like me.”***

Her children are thriving – one has a scholarship in engineering, another dreams of becoming an astronaut. Anamika worships at her local Hindu temple but continues to be supported by her local Salvation Army church community ***“People ask me if The Salvation Army has asked me to change my religion but I explain – The Salvation Army just help without expecting anything from you. They are just good people. They are all God's angels.”***

Anamika's journey is one of unimaginable hardship, but thanks to The Salvation Army's compassionate and ongoing support, it is also one of courage, resilience, and transformation.

Additional services at every level

There are many things that make The Salvation Army unique, and one of them is the unparalleled additional services we provide. We don't content ourselves with simply meeting the expectations of the government's modern slavery victim care contract (MSVCC). We bring together everything that the wider organisation has to offer, giving survivors the best possible chance to recover and build a positive, independent future.

“One of the **most meaningful experiences** of my life.

” Volunteer mentor

Anti-Slavery Day at London City Airport in conjunction with Border Force

Volunteers

Our highly trained, highly motivated and well-supported army of volunteers add tremendous value, too. They make it possible for us to provide:

- Safe, responsive and supportive environments for transporting survivors to safety
- Expert first responder support which results in high-quality referrals to the NRM ([see page 33](#))
- Innovative survivor engagement such as mentoring. This pairs each survivor with two volunteers who help with a range of activities, from engaging with the local community and learning technology, to getting into education, volunteering and finding work. This year 24 people took part in our mentoring programme, working with a team of over 30 mentors

Extensive training was delivered both online and in person, supported by professional guidance and peer support. Among the many sessions run this year were tailored workshops to help volunteers understand the impact of trauma and develop effective strategies for supporting survivors, as well as training to strengthen sensitive communication with people from diverse cultural backgrounds.



First responders

First responders are responsible for identifying potential victims, gathering information and referring them to the National Referral Mechanism (NRM), the government's system for identifying and supporting victims of modern slavery.

First responders in the UK include statutory organisations such as the police and social services, plus non-governmental organisations such as The Salvation Army.

Our service is in high demand, and referrals made by our First Responder team consistently receive around double the national average of positive decisions from the authorities, entitling survivors to access support. While the overall rate for First Responder organisations is typically 40-48%, The Salvation Army regularly secures over 80%, with the most recent quarter reaching 84%. This demonstrates the exceptional quality and commitment of the care and support we provide at that important first point of contact.



Over 80%

The percentage of referrals made by Salvation Army First Responders that result in **survivors gaining access to support.**

On top of their work with potential victims, this year our first responder team ran talks and training sessions with many statutory first responders in the UK as well as groups from overseas, including a Salvation Army team from Sweden. These have been described as transformative, significantly improving the ability of other first responders to identify and advocate effectively for victims of modern slavery who might otherwise have been missed.

"Thank you for conducting such a detailed NRM interview and providing such a high-quality referral form," was a typical of feedback from Home Office, police, local authority and other staff. **"This goes really far in helping us make sure victims get the support they need."**

And following extensive awareness-raising work from our first responder team with the prison service, all prisons now have a dedicated person to assist with assessing potential victims of modern slavery and ensure all staff get modern slavery training.



First responder training for Swedish delegation

"I've learned that change is possible through the right support. I like to think I can give people hope, and then the modern slavery support team at The Salvation Army can grow that hope into a vibrant, healthy and safe life."

" Volunteer First Responder

National networks

More added value comes through our nationwide network of charity shops, church buildings and people in local communities who support our work. This network provides such things as free spaces in buildings for one-to-one support work sessions and activities for survivors, and volunteering opportunities for survivors to gain workplace skills.

Chaplaincy

Our chaplains offer an additional layer of support for survivors, volunteers and staff – be it personal, spiritual or practical.

The team includes people with more than 20 years' experience of working to tackle modern slavery, and chaplains regularly visit all safehouses, and offices.

They organise activities for survivors, too – at a south west safehouse, for example, the local chaplain coordinates work on the garden and arranges social activities as well as arranging for volunteering opportunities at the local Salvation Army centre.

In 2024-25 chaplains also conducted a series of workshops for staff on supporting wellbeing.



Across the country, our charity shops support survivors with vouchers to purchase clothing, furniture and other important items. **Between 2022 and March 2025, we processed 1,552 vouchers worth a total of £14,909.89.**

“

They were like friends and gave me the confidence to make new friends. **I've seen growth, the person I was before and the person I became is different after mentoring.**

”

Modern Slavery Survivor



1,216

The number of hours contributed by our **volunteer drivers in 2024-25.**



£118,000+

Spent through the Survivor Support Fund **on helping survivors.**



2,755

The number of hours contributed by our **volunteer first responders in 2024-25.**



£1,000,000+

Spent in added value on **supporting survivors and protecting victims** through the variety of resources and expertise we offer

Survivors Support Fund

The Survivor Support Fund (SSF) is the result of generous donations from our supporters. It provides goods and services that are not covered by the government's contract, providing for survivors' immediate needs and helping them thrive, live independently and build a stronger future.

In 2024-25, 263 awards were made through the fund, with a value of £118,382.07. This paid for a wide range of services, from extra assistance to essential items that many of us take for granted, to initiatives designed to help with survivors' mental and physical wellbeing.

We are grateful for all donations to this important resource – this year runners in the London Marathon raised more than £90,000 to support survivors through this fund.

In 2024-25 the fund paid for:

- Household items such as beds and bedding, baby items and bicycles
- Rent deposits and rent in advance
- Interpreting services for First Responder Services
- Education and training
- Gym memberships
- Mobile phones and laptops
- Events to improve wellbeing, such as day trips, therapeutic arts sessions and Christmas celebrations
- Activities and resources in safehouses such as boxing, cooking, and knitting and sewing classes

Survivors Support Fund in action

To mark Anti-Slavery Day on 18 October, survivors from support services across the contract took part in a sports and wellbeing event at the University of Nottingham. The day included a five-a-side football tournament, climbing, an outdoor gym circuit and yoga and pilates sessions.

Dreams is a choir made up of modern slavery survivors who are enjoying the therapeutic power of music and singing. In its three-year history the choir has sung for the likes of Ed Sheeran, Idris Elba and Princess Eugenie. Performances this year included a Christmas concert attended by safeguarding minister Jess Phillips MP. Says Wendy, a member of choir: "This group gives me a chance to process my emotions. I cry a lot and I'm scared to face new things in my life, so when I came to this group, it gave me courage and inspiration."

“

**I'm so glad to be here today.
I feel relaxed with no stress.**

I enjoyed it 100% and I'm already looking forward to the next one.”

”

Modern Slavery Survivor at Sports and Wellbeing Day



Marie's* story

Marie is in her late fifties, and while many might be thinking of retirement, she is only now beginning to live. Just three years ago, she gained her freedom after a lifetime of unimaginable abuse and exploitation. Today, thanks to The Salvation Army, Marie is thriving.

Her story begins in childhood. After her parents divorced, her mother remarried a man who subjected Marie to years of violence and sexual abuse. **"He told me he would nail my mother to a cross if I told her,"** Marie recalls. As she grew, the abuse escalated, and other men were brought into the home to exploit her. Despite this, she tried to continue her education and care for the children her abusers had fathered.

Eventually, a couple she met through a church promised her a new life in the UK. But when she arrived in Scotland, Marie was enslaved once again – forced into domestic servitude and later sexually exploited. **"I cleaned and cleaned and they kept promising me that soon I would start my education,"** she says. Instead, she was subjected to horrific abuse. **"Sometimes they would make me see 20 men in one day... I don't think I was the first person they had done this to."**

Marie lived for years without a passport, unable to leave the house, and completely isolated. **They wouldn't let me watch TV or listen to the radio... The only good thing was the books they gave me. I learned so much about politics, health and nutrition."**

Her nightmare continued as she was trafficked to cities and into forced prostitution, finally 'selling' her to a customer who promised her freedom and marriage. This was yet another false promise and the abuse continued. Her new husband and abuser threatened her with heroin injections at drug-fuelled parties if she didn't join in so he could make money from selling films of what went on. **"I knew from Trainspotting what heroin could do to someone's life. I couldn't let this happen."**

Desperate, she fled to her sister's house – but her sister, persuaded by her husband that all was fine, sent her back. Eventually, as she sat in tears by the side of the road,

a stranger offered her shelter – only to exploit her again. It wasn't until the COVID pandemic that change finally came. When her abuser became ill, his wife learned the truth. **"His wife was sympathetic and it was she who first explained to me that I had been trafficked."**

She helped Marie contact authorities, and from there, Marie was referred to The Salvation Army.

“The man I spoke to on the phone was so lovely. I told them all I wanted was to finally be safe.”

Marie's* story (continued)

Marie was placed in a safehouse where, for the first time, she felt secure. ***"At first I didn't believe anything they told me... I even considered going back. I couldn't understand the kindness."***

Her recovery was slow but profound. Support workers helped her access medical care, remove breast implants that had been forced on her, and regain confidence. ***"I was given my first bank card... I found myself walking upright, going out by myself, even asking a policeman for directions."***

She describes the safehouse as a haven. ***"This house is amazing – I'm so blessed to wake up each morning here."*** Her health has improved, she volunteers locally, and is undertaking academic studies including a master's degree in health and nutrition.

“

These people saved my life... They've given me the freedom to grow into the person I wanted to be. They are so kind, so patient, so empathetic. I've been treated with respect. For the first time in my life I felt normal. They never tell me what I can and can't do. They've changed my life.

”

Marie is no longer just surviving – she is living, learning, and giving back, all thanks to the compassion and unwavering support of The Salvation Army.



Beyond borders – our international response

Modern slavery is a global problem and requires a global and connected response. To address this, The Salvation Army engages its network of specialists across the 134 countries in which we are present, working together to combat human trafficking and support communities

We do this through:

- Strengthening resilience in at-risk communities, investing in projects that protect people against human trafficking
- Promoting best practice worldwide, including training local “contact persons” wherever we work
- Supporting survivors to recover holistically
- Our Beyond international support scheme, which helps survivors to return to their home countries and reintegrate into their communities (see page 39)

Survivor support overseas

Through country projects and international reintegration programmes, we work with our specialist internal and external networks to provide survivor support around the world. In this way we have supported 14,552 survivors of trafficking in 2024-25, while work within our specific projects includes the following:

Mozambique

We are working with The Salvation Army in Mozambique to respond to human trafficking in 15 communities, building on our existing response, established in 2020. Alongside survivor support, we are partnering with local authorities to promote awareness of child trafficking in schools, with a view to incorporating this into the national curriculum.



Working with our local partners, **we intercepted 698 potential victims of trafficking** at the Mozambique-Malawi borders in the province of Tete.

Bangladesh

In a border town in Bangladesh, where child marriage is common, we have supported Salvation Army colleagues in Bangladesh to reduce its prevalence. This has been achieved by working with local government to revoke licences of religious leaders who perform child marriage ceremonies.



In the same town, through our outreach programme, **we supported 125 women and 85 children** this year who had been exploited in brothels.

Uganda

We worked with colleagues in Uganda to build resilience against the risk of trafficking through community partners and structures. Using sport as a platform, we organised a football tournament, to help empower young people, to promote awareness of human trafficking and safe migration and to help strengthen partnerships between local government, the police and community leaders.



The community have also been pivotal in welcoming survivors of trafficking, **enabling 26 survivors to receive direct support.**

Our Beyond programme

Our Beyond programme of international collaboration, supports the coordination of return and reintegration of survivors. This includes helping survivors to access shelter, healthcare, employment, psychosocial and other reintegration support needs when they return home. We have also provided grants so survivors can set up their own business.

The wellbeing of the whole family is vital to support recovering survivors. Recognising this, Beyond also provides in-country connections to support at-risk family members overseas, including those who might also be at risk of trafficking.



The front of Lea's hair salon



We have assisted more than **170 survivors since the programme started. In 2024-25**, Beyond helped 70 survivors to return home and reintegrate into their communities. We also supported 20 survivor families.

Lea's return

When Lea returned to Kenya after experiencing sexual exploitation in the UK, our Beyond team not only supported her with basic needs but helped her achieve her ambition to start a hair salon. Our local contact person even helped with installing mirrors and arranging hairdressing items on shelves. Lea is now making enough from the business to support herself and her children.



The Salvation Army organised a football tournament in Uganda

June's* story

June left her home in Uganda on the promise of a job in Saudi Arabia. "I remember feeling both hopeful and scared at the same time," she says of the adventure she was about to embark on.

"But when I arrived, everything changed," she says. "I was forced to work under harsh conditions and was physically tortured. The people who brought me there denied me my salary and treated me as though I didn't matter. My body became sick from the work, and my spirit was broken by the mistreatment. I had no way to get out and the weight of the debt I owed for the travel kept me trapped."

When The Salvation Army heard of June's situation, they worked with two partners, the Rain Collective and Willow International, to get her home to Uganda. But it wasn't just a case of paying for her airfare. When June returned, she had nothing and, she recalls, also had trouble reintegrating.

"My community wasn't welcoming. They looked at me as though I was unwanted, a failure, and they didn't understand what I had been through. The isolation I felt was overwhelming, and I thought I would never find a way out of this darkness."

But The Salvation Army was there for her. *"They've helped me create a small business of selling second hand clothes,"* says June. *"It's not easy, but I have hope now. The Salvation Army gave me more than just physical help, they gave me the emotional and spiritual support to heal and rebuild. I'm no longer trapped by my past, I'm moving forward, stronger and more hopeful."*

Global work in numbers 2024-25



12,718
Community awareness events we organised



14,552
Trafficking survivors received our support



165,580
People **vulnerable to modern slavery** received our support

Raising Voices

Amplifying

The Salvation Army's communications and public affairs work continues to ensure that survivors of modern slavery are heard, understood, and represented. By sharing their experiences and ideas, survivors are helping shape services, influence public opinion, and, through increased awareness potentially prevent others from being exploited. Our campaigns, media work, and events focus on creating safe, supported opportunities for survivors to speak out, while raising awareness of modern slavery to help identify victims and inspire change.

Princess Eugenie participated in a craft activity during her visit to a safehouse.

Here are some highlights from this year...

Anti-Slavery Day

Our social media campaign approach this year, combined our well-known #WeAreNotForSale temporary tattoos with a digital toolkit encouraging people to spread awareness of modern slavery amongst their networks or write to their MPs to encourage better protection of survivors' rights. New graphics, an animated Spot the Signs video, and strong social media engagement – including collaborations with high-profile accounts such as the Home Office, the Anti-Slavery Collective and its co-founder, HRH Princess Eugenie reached wide audiences and drove meaningful conversations.





Safeguarding Minister Jess Phillips MP and Major Kathy Betteridge Director of Anti Trafficking and Modern Slavery for The Salvation Army.

Survivor Conference

Nearly 50 people attended The Future of Lived Experience Inclusion and Survivor Support conference. Survivors supported through the Modern Slavery Victim Care Contract shared their insights on improving services, with a keynote video from Jess Phillips MP providing helpful social media content to reinforce the importance of lived experience in shaping policy and practice.

Creative Wellbeing Support

We shared survivor stories from arts and crafts sessions at one London centre, highlighting how activities boost wellbeing, confidence, and social connection. A video for social media and our website was also helpful in promoting our Survivor Support Fund to help sustain such initiatives in the future.

Media Coverage

Survivor voices were central to our media presence, from national features in The Sun and The Big Issue to detailed TV reports on BBC News and regional outlets such as ITV Tyne Tees, which included survivor interviews, footage from inside safehouses and other support facilities, and expert commentary from our teams. Some of this coverage was timed around the release of our annual Modern Slavery report to maximise public awareness.

Survivors taking part in arts and crafts sessions to boost wellbeing



Raising Voices

Advocating

Our advocacy is rooted in the lived experience of survivors, using their stories to drive systemic change. By working with parliamentarians, government officials, and partner organisations, we press for policies that uphold rights, improve protections, and deliver long-term support for those who have been exploited.



Some of this year's key activities include:

Parliamentary Engagement

Our Director of Anti Trafficking and Modern Slavery, Major Kathy Betteridge, gave evidence to the Home Affairs Select Committee's ten-year review of the Modern Slavery Act, calling for reforms to the National Referral Mechanism, improved housing access for survivors, and a cross-departmental government strategy. The Committee Chair subsequently wrote to the Safeguarding Minister to address these concerns.

Legislative Action

We mobilised public support through a Call to Action urging MPs to repeal harmful sections of the Illegal Migration Act. We also joined sector partners in letters to government ministers highlighting the impact of legal aid shortages on survivors' access to justice.

Modern Slavery Engagement Forums

We played a key role in Home Office-led forums developing a long-term strategy for survivor support, ensuring the framework is informed by lived experience and robust data.



Sector Collaboration

At the Making Legislation Work for Survivors of Modern Slavery in 2025 roundtable, we joined with CEOs from all our partner organisations to present together a refreshed joint manifesto, leading to a parliamentary question tabled by Lord Alton pressing the government to act. Active involvement from survivor representatives in the event made a significant impact on invited guests and parliamentarians.

By combining survivor-led storytelling with strategic advocacy, The Salvation Army continues to amplify voices, raise awareness, and influence lasting change for people rebuilding their lives after exploitation.

Reflections from our partners

Ashiana

"Ashiana Sheffield has continued to demonstrate the transformative power of compassion, commitment, and collaboration. One of the most significant achievements this year has been the showcasing of survivor experience with the new political landscape with both Ministers and Commissioners. The significance of this is that they were survivors of modern day slavery across different areas. This will now be used as part of a campaign to support those survivors to move in to housing and employability. This has provided life-changing support to survivors and strengthened our ability to deliver lasting impact in the community."



"I am particularly proud of the dedication shown by our staff and volunteers, whose tireless efforts have enabled us not only to expand our reach but also to deepen the quality of the services we provide. Their unwavering commitment is a testament to the heart of our mission, and the progress we have made this year stands as a powerful reminder of what is possible when we work together in service of others."

"The most supportive and engaging process has been that of the senior management team, namely, Kathy Betteridge and Ann-Marie Douglas who have been supportive throughout strategically in guiding Ashiana in supporting staff guidance for volunteers, and most importantly, empowering the service users. As a BAMER organization, we value the support and role The Salvation Army has played in showcasing diversity and inclusion in this way."

Daljit Kaur,
Non-Executive Chief Officer,
Ashiana Sheffield

BCHA

"BCHA is privileged to play our part in tackling modern slavery. We have worked with many survivors over the last year and supported them with their personal journeys. One particular highlight for the last year was the creation of a new survivor-led cookbook, coproduced by our residents, which honours the resilience of survivors of modern-day slavery. The 'A Flavour of Liberty' book was launched on Modern Slavery Awareness Day last year and features a heartfelt collection of recipes. The idea for the cookbook came from survivors in our safehouses and each recipe means something to them. Funds raised are used directly to further support survivors. Our dedicated staff team makes a very real difference, each and every day, with the support and accommodation we have available."

Lorraine Mealings,
Chief Executive Officer,
BCHA



Reflections from our partners

BAWSO

"At Bawso, we are extremely proud to support victims of Modern Slavery throughout Wales. We provide safe accommodation, outreach, and reach-in support to both male and female survivors. We are also the most recognised First Responder in Wales. Our commitment to delivering high-quality services is consistently recognised through regular audits and inspections by The Salvation Army and the Care Quality Commission."

"Since the inception of the MSVCC Contract in Wales, Bawso has been at the forefront of delivering specialist support. This past year has been our most challenging to date. We have seen a record number of Conclusive Grounds decisions; however, we are also seeing an increase in negative decisions, leaving many survivors vulnerable and without legal status."

"Despite these challenges, we continue to work collaboratively with our partners across Wales to provide holistic support. We maintain strong partnerships with Social Services, Police, Housing Departments, Mental Health Support, DWP and local employers offering employment opportunities to survivors once they exit our service."

"We extend our sincere thanks to the MSVCC team for their ongoing support and to our dedicated staff whose commitment ensures we continue to deliver a high standard of care during these difficult times."

Samsunear Ali
Chief Executive,
Bawso



Black Country Women's Aid

"Modern slavery referrals hit a record high in 2024, yet the true scale remains hidden. While the Modern Slavery Act marked its 10th anniversary, recent laws have made it harder for victims to access the support they need."

"Since 2011, Black Country Women's Aid has delivered life-changing support to victims entering the NRM, working alongside The Salvation Army and other committed partners. We know no single agency can tackle this alone – but together, we've built national expertise. Still, systems often fail victims, leaving them vulnerable to further exploitation."

"We provide safe housing, outreach, and wraparound care, and advocate fiercely for those whose voices go unheard. We see every day how trust, compassion, and skilled support can help survivors rebuild their lives."

"In 2025, we stand with the provider network to call for urgent change. Victims deserve more than hope – they deserve dignity, justice, and a future free from exploitation."

Sara Ward, Chief Executive Officer,
Black Country Women's Aid



Reflections from our partners

Causeway

"I am incredibly proud of how many Service Users continue to move into formal volunteering or where possible employment whilst either still in our support or at the end of their support journey. In just the last six months we have had seven service users successfully transition into these kinds of opportunities, including one into a Bright Future placement which is a brilliant example of onward intervention we can facilitate."

"Given the trauma our service users have experienced before coming to us, this really demonstrates the difference having the support makes and the incredible efforts of our front line staff in supporting and enabling their recovery journey."

Helen Ball,
Chief Executive Officer,
Causeway



Hestia

"At Hestia we are especially proud at the ways in which the voice and aspirations of survivors, continue to shape everything we do, especially in the development of our manifesto."

"We continue to celebrate the contribution and talents of survivors through initiatives such as Art is Freedom which also raises public awareness reaching more than 7 million people in 2024."

Patrick Ryan,
Chief Executive Officer,
Hestia



Medaille Trust

"This year, Medaille Trust has supported a record number of individuals through our safehouses, community outreach, and partnership work. In close collaboration with The Salvation Army, we relocated one of our safehouses to a new site – ensuring greater dignity, safety, and care for those we serve. This move reflects our shared commitment to providing refuge and hope for people affected by modern slavery."

"That same spirit of collaboration was central to our involvement in Operation Fearless and numerous other police-led initiatives. These operations have powerfully demonstrated the life-changing impact of coordinated action in tackling trafficking and protecting victims. These achievements are a testament to what can be accomplished when we work in partnership. Together, we can change lives, restore dignity, and offer hope where it's needed most."

Dani Wardman,
Chief Executive Officer,
Medaille Trust



Reflections from our partners

Migrant Help

"This has been a challenging year for victims of Modern Slavery. Changes in legislation, funding and policy have created a climate of uncertainty for victims to come forward and engage with services."

"Earlier this year Migrant Help collaborated with The Salvation Army and other delivery partners to create a Manifesto for Long Term Improvements in the government's response to Modern Slavery in the UK. This has only been possible with the involvement of those with lived and learned experience working positively and collaboratively within the MSVCC partnership towards ending the horrific crime of modern slavery once and for all."

Caroline O'Connor,
Chief Executive Officer,
Migrant Help



Palm Cove

"This past year, our amazing staff have been the unsung heroes. Their significant contributions ensure survivors are safeguarded, protected and supported by having all their needs identified, addressed and met."

"I applaud and commend the effort of everyone who strives to provide exceptional support that ultimately empower survivors. To all those working proactively and collaboratively providing support, whilst also contributing to the longstanding fight against modern slavery – Thank you. #I See You".

Yvonne Stocks DL,
Founder, Director & Chairperson,
Palm Cove Society



Saint John of God Hospitaller Services

"SJOG is a national charity and the largest provider of safe houses to people subject to modern day slavery. We have a mission to be of help to those in need, and working with The Salvation Army has helped us be of more help to more people. In 2024, we supported over 1,000 people who were subject to modern day slavery."

"With support from our knowledgeable, and skilled colleagues 302 people moved on successfully to the next part of their life. Like Ida, who, with trauma informed support, was able to start to plan for a brighter future. Her dedicated project worker helped Ida navigate university applications and student finance, so that she could move on from this part of her life and start a new chapter."*

Paul Bott,
Chief Executive,
Saint John of God
Hospitaller Services



Reflections from our partners

Snowdrop

"We are very proud of the work we are doing with Reach-In at Snowdrop, both the outcome and impact our work is having aiding survivor's recovery journey."

In the past year we have seen 54% of service users who came into service with insecure immigration status, receive secure status, 45% with insecure housing status securely housed and 36% of service users who were looking for work achieve full or part time employment."

It shows the tangible difference that the availability of long-term advocacy makes for survivors. In addition to this work we have seen survivors improve their English language skills, attend parenting classes in partnership with Causeway, improve their mental wellbeing and crucially feel safer and more connected to their community."

Rachel Medina,
Chief Executive Officer,
Snowdrop Project



Unseen

"This year we saw a 95% turn over within our safehouses, with many long-term residents finally moving into private self-sufficient accommodation and obtaining permanent work positions after wating in limbo for NRM decisions for years."

"This movement is bittersweet, the residents have built strong connections with our staff, guiding us with lived experience insights on how we can improve the house environment and support for future residents, and they will be sorely missed, however the independence they have been waiting for and deserve is finally theirs and that is how it should be."

Andrew Wallis,
Chief Executive Officer,
Unseen





Spot the signs for someone today

If you suspect that you or someone you have come into contact with may be a victim of modern slavery, please call:

The Salvation Army confidential 24/7 referral helpline: **0800 808 3733**

Crimestoppers: **0800 555 111**

Modern Slavery Helpline: **0800 012 1700**

Bringing an end to slavery.

Fighting for social justice.

Responding with compassionate care.

The Salvation Army is a Christian Church and registered charity in England and Wales (215174, 214779) Scotland (SC037691, SC009359) and the Republic of Ireland (CHY6399).

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*Names have been changed throughout to protect identities.