



Fourth Year Report on
The Salvation Army's Adult Human
Trafficking and Modern Slavery Victim
Care & Coordination Contract

October 2015

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



This year The Salvation Army celebrated 150 years since its commencement in the East End of London. The Salvation Army's commitment to fighting the scourge of human trafficking spans every year of our existence and now, in each of the 127 countries in which we work, we continue that fight as the need and our resources allow.

This year the meeting of an International Task Force on Human Trafficking held its first meeting in London with the aim of developing The Salvation Army's strategic response to this issue.

Having held the Government contract to manage the support for all adult victims of human trafficking who require help for nearly four years, it was our privilege in February 2015 to be awarded the new Modern Slavery Support Delivery Contract. This means we can continue to build on the service which we with our partners have been successfully delivering since July 2011. As this report shows the number of victims being referred into this service continues to grow as does our ability to meet the demand.

With our excellent partners we continue to respond to the growing need for accommodation and outreach support so that we are able to ensure that every woman, man or family receives the help they need at the moment they need it.

Over the four years of being responsible for this contract it is also evident that those delivering this service to victims of modern slavery are committed not just to providing the essential support but taking creative initiatives to enhance the service both during and after the contracted Recovery and Reflection period.

It is impossible to say with certainty whether the increase in the numbers of people being supported is because there are more victims or whether there is better identification but what we can be sure of is that the greater the awareness of this issue the more difficult it will become for traffickers to ply their evil trade in human beings.

In the Autumn of 2014 the Government published an estimate of how many people were being held in slave-like conditions in the UK. It is still shocking to think that at this very moment there could be anywhere between 10,000 and 13,000 people trapped in a situation from which they can't escape and being forced to do things over which they have no control.

It is for this reason that we welcomed the Government's public awareness campaign in 2014 and the new measures and publicity generated by the publication of the Modern Slavery Bill at the end of Parliament in March 2015. It is our fervent hope that by using every means possible the day will come when no one will be treated as a commodity to be bought and sold, used and abused, but all people everywhere will know what it is to be free.

Introduction

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 Contract.

This report therefore covers a year of transition and a degree of uncertainty due to the contract retendering which left limited opportunities for long term strategic changes. Data in this report covers work undertaken under both the original and new contract under which The Salvation Army has been 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. Accommodation may be provided to clients prior to a 'reasonable grounds' decision if they are assessed as destitute.

The Salvation Army sub-contracts accommodation and support services for adult victims of modern slavery to 11 partner organisations through a network of safe houses in 19 geographical locations across England and Wales. This includes The Salvation Army's own safe house in England.

The capacity of the service is currently 280 units of accommodation, which comprise a combination of block and spot purchase agreements.

In addition, The Salvation Army has access to a significant number of additional units of accommodation of its own and from existing sub-contractors that can be made available for use at short notice, e.g. in support of police operations or to manage peaks in referral numbers.

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

Typically and where necessary, a client's bespoke Support Plan will consist of a number of support interventions from the wide range that is available under the Victim Care Contract through which clients are entitled to the following:

- a) Initial and detailed needs based assessments
- b) standards of living capable of ensuring their subsistence, through such measures as: appropriate and secure accommodation, psychological and material assistance;
- c) access to emergency medical treatment;
- d) translation and interpretation services, when appropriate;
- e) complaints service
- f) information and signposting
- g) advocacy for specialist services, including counselling
- h) assistance to enable their rights and interests to be presented and considered at appropriate stages of criminal proceedings against offenders
- i) access to education for dependent school-age children
- j) transport service.

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

Overview

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

- A total of **2,914** clients have been supported by The Salvation Army and partner organisations between July 2011 and June 2015

- During the fourth year, **1097** (889; 550; 378) clients were supported. **730** (540; 348; 222) women; **366** (347; 202; 156) men and 1 (2; 0; 0) transgender.

- This represents an increase of **23%** on the number of people supported in the third year of the contract and an increase of **185%** on the number supported in Year 1.

- **43%** (38%; 43%; 42%) of those referred had been trafficked for sexual exploitation.

- **36%** (42%; 40%; 44%) for labour exploitation.

- **14%** (10%; 12.4%; 9.8%) for domestic servitude.

- The service has supported clients from **93** (74; 63; 43) different countries.

- For the second year running the highest number of female clients who entered the service were Albanian **230** (140; 68; 21), followed by Nigerian women at **120** (91; 76; 49).

- The highest number of male clients who entered the service in Year 4 were from Poland **81** (27; 53; 45) followed by Romania 47 (48; 16; 19) and Slovakia **44** (34; 27; 20). In Year 3 the highest number of male clients supported were Hungarian, when we supported **50** compared **17** Hungarian men this year.

- **36** (29; 10; 14) British citizens were supported in Year 4.

- The South and South East regions of England, which includes London, remain the most significant source with **34%** and **29%** of client referrals respectively. West Midlands (15%) and Yorkshire (13%) were the next highest sources with referrals received from all over England and Wales.

- Most clients supported by The Salvation Army, **30%** (37.5%; 29.8%; 32%), were referred by the police. This is a similar figure to the previous three years of the contract.

- Clients were supported for an average of **69** days in safe house accommodation or for 105 days for those clients receiving outreach support.

- The majority of clients reported to have moved on from the service either moved into private accommodation (29%), supported accommodation (14%) or returned to their country of origin (13%) and were supported to do so.

NB: All figures include support provided by The Salvation Army from July 2014 to June 2015. This includes work undertaken under The Adult Human Trafficking Victim Care and Coordination Contract from July 2014 to March 2015 and under the new Adult Victims of Modern Slavery Care & Coordination Services, which superseded in April 2015.

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 to June.



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

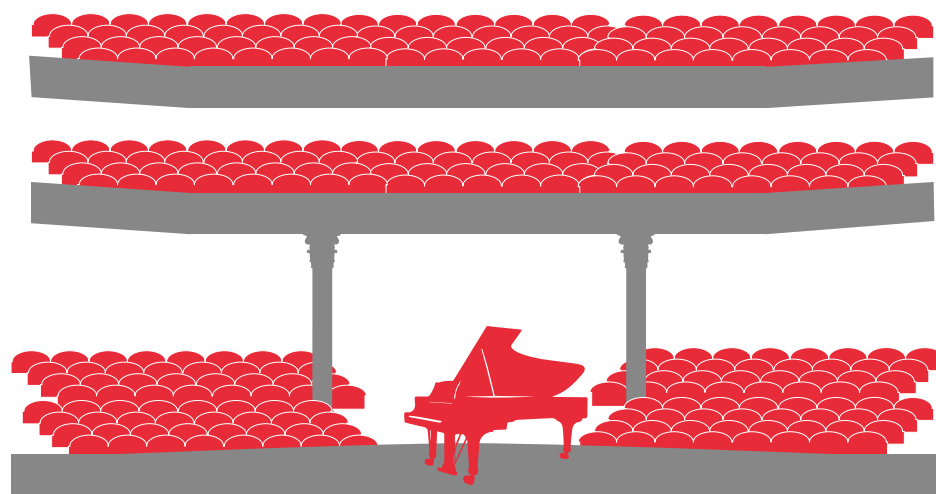
A1. Number of Potential Victims of Human Trafficking and Modern Slavery supported by The Salvation Army through the contracts

Total number of victims who entered the service:

Gender	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4
Male	156	41.7%	202	36.73%	347	39.03%	366	33.36%
Female	222	58.73%	348	63.27%	540	60.74%	730	66.55%
Transgender	0	0.0%	0	0.0%	2	0.22%	1	0.09%
Total	378		550		889		1097	

A total of 1097 clients were supported by The Salvation Army and its sub-contractors this year, an increase of 23% on the previous year and an increase of 185% on the first year of the Contract. Although the number of male victims entering the service continued to grow from 347 in 2013/14 to 366 in 2014/15, this year

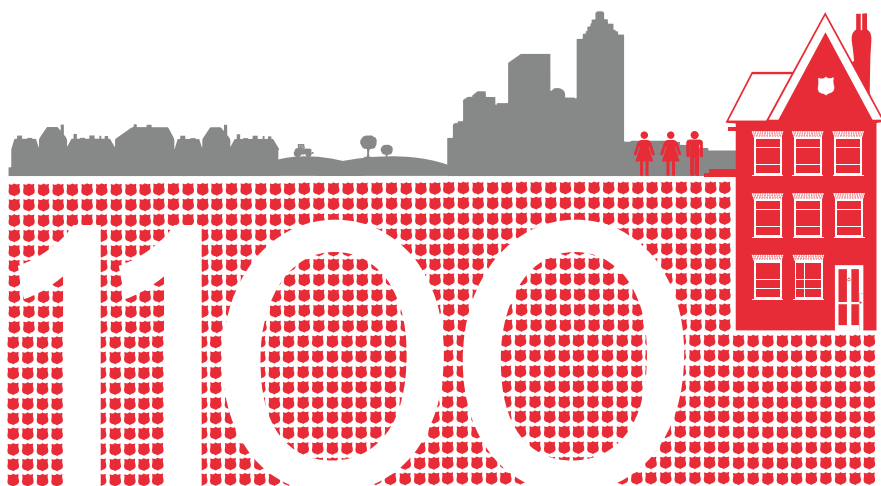
there was the greatest decline in the percentage of male victims in the service which dropped from 41.27% in the first year to 33.36% last year. This is linked to the relative drop in labour exploitation relative to sexual exploitation over the past twelve months.



The number of victims of modern slavery which The Salvation Army has supported from July '11 to June '15 is nearly

3,000

which is more people than could fit into New York's Carnegie Hall.



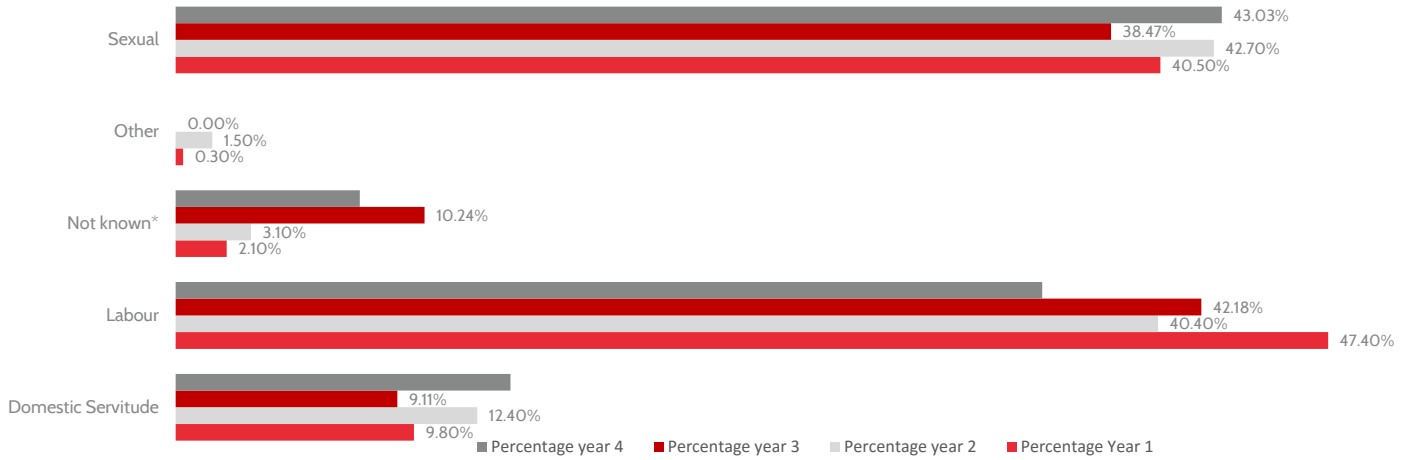
PEOPLE WERE SUPPORTED BY THE SALVATION ARMY
 in 2014/15 which is the equivalent of more than three new victims referred for help every day.

A2. Types of Exploitation for Clients Supported by the Service

Type of Exploitation	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4
Domestic Servitude	37	9.80%	68	12.40%	81	9.11%	151	13.76%
Labour	179	47.40%	222	40.40%	375	42.18%	391	35.64%
Not known*	8	2.10%	17	3.10%	91	10.24%	83	7.57%
Other	1	0.30%	8	1.50%	0	0.00%	0	0.00%
Sexual	158	40.50%	235	42.70%	342	38.47%	472	43.03%
Total	378		550		889		1097	

This year has seen a significant increase in the percentage of victims who were subject to sexual exploitation relative to those who were subject to labour exploitation. This may be accounted for by the sharp increase in the number of victims entering the service from Albania as these victims are characteristically female victims of sexual exploitation.

Year 4 Victims Supported by Exploitation Type.



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



MORE THAN
4 OUT OF 10
VICTIMS WERE
SEXUALLY
EXPLOITED;
MORE THAN
1 IN 3 WERE IN
FORCED
LABOUR
AND MORE THAN
1 IN 10 WERE
DOMESTIC
SLAVES

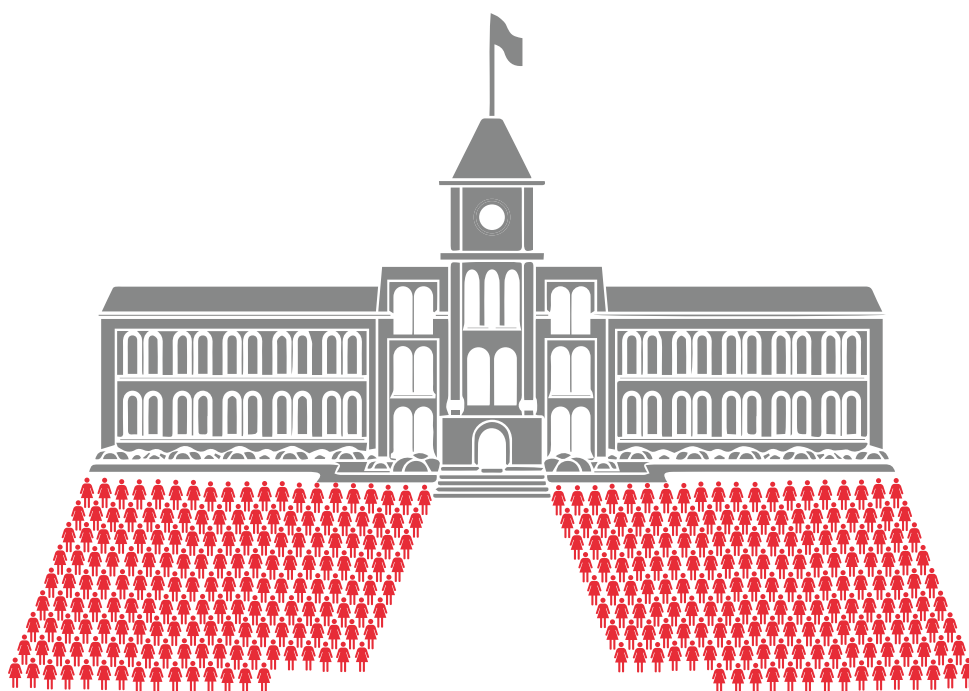
A3. Top Ten Nationalities of Clients Supported by the Contract

Nationality	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4
Albanian	21	5.6%	68	12.4%	144	16.20%	231	21.06%
Nigerian	52	13.8%	76	13.8%	96	10.80%	129	11.76%
Polish	53	14.0%	67	12.2%	35	3.94%	96	8.75%
Romanian	42	11.1%	41	7.5%	77	8.66%	75	6.84%
Slovakian	28	7.4%	44	8.0%	54	6.07%	62	5.65%
Vietnamese	10	2.6%	17	3.1%	36	4.05%	60	5.47%
British	4	1.1%	9	1.6%	29	3.26%	36	3.28%
Lithuanian	19	5.0%	58	10.5%	64	7.20%	34	3.10%
Hungarian	25	6.6%	20	3.6%	65	7.31%	29	2.64%
Pakistani	1	0.3%	17	3.1%	7	0.79%	26	2.37%

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

As in previous years in 2014/15 female victims from Albania continue to be the large group of victims supported by the service. 'In the first two years of the Contract, we had more female victims from Nigeria than from anywhere else. This year, there are over 100 more victims from Albania than from Nigeria.

Also in 2014/15 there has been a continuing increase in the number of British victims supported by The Salvation Army. 37% of British victims were women and 63% men. Of these, 53% were aged between 21 and 40, and two victims were older than 71 years old, 62% were exploited for labour and 30% exploited for sex exploitation and less than five for domestic servitude.



THE LARGEST
NUMBER OF FEMALE
VICTIMS WERE THE

230

from **Albania** which is the
equivalent of two year groups
at Cheltenham Ladies College.

In total, The Salvation Army has supported individuals from 93 different countries.

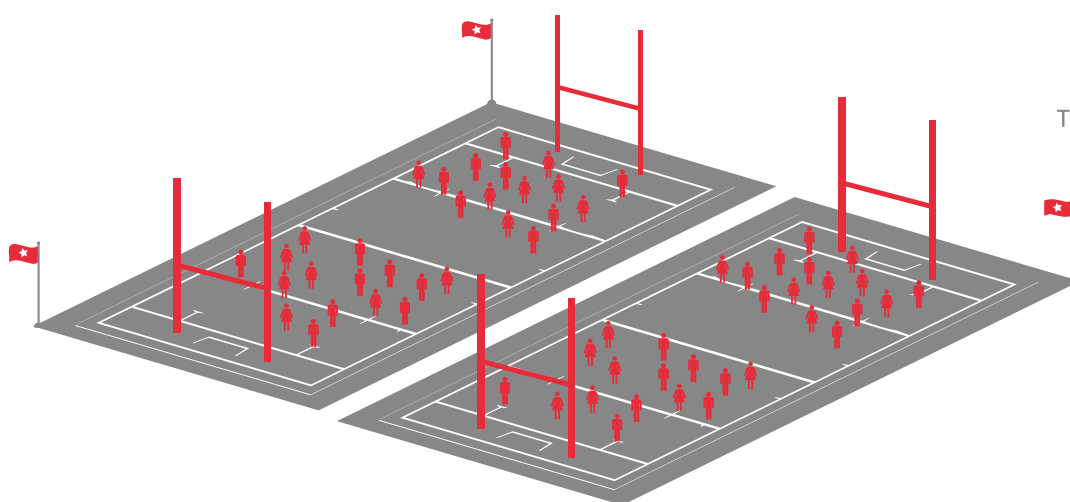
Nationality	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4	Total	Percentage of Total
Afghan	0	0.0%	1	0.2%	1	0.11%	3	0.27%	5	0.17%
Albanian	21	5.6%	68	12.4%	144	16.20%	231	21.06%	464	15.92%
Algerian	0	0.0%	1	0.2%	0	0.00%	0	0.00%	1	0.03%
Angolan	0	0.0%	2	0.4%	0	0.00%	3	0.27%	5	0.17%
Australian	0	0.0%	0	0.0%	0	0.00%	1	0.09%	1	0.03%
Bangladeshi	5	1.3%	4	0.7%	4	0.45%	12	1.09%	25	0.86%
Benin	1	0.3%	0	0.0%	1	0.11%	0	0.00%	2	0.07%
Bolivian	0	0.0%	0	0.0%	2	0.22%	1	0.09%	3	0.10%
Botswana	0	0.0%	0	0.0%	1	0.11%	2	0.18%	3	0.10%
Brazilian	0	0.0%	0	0.0%	1	0.11%	0	0.00%	1	0.03%
British	13	3.4%	10	1.8%	29	3.26%	36	3.28%	88	3.02%
Bulgarian	5	1.3%	3	0.5%	6	0.67%	11	1.00%	25	0.86%
Burkina Faso	0	0.0%	0	0.0%	1	0.11%	1	0.09%	2	0.07%
Burmese	0	0.0%	0	0.0%	1	0.11%	1	0.09%	2	0.07%
Cameroonian	1	0.3%	4	0.7%	9	1.01%	17	1.55%	31	1.06%
Canadian	0	0.0%	1	0.2%	0	0.00%	0	0.00%	1	0.03%
Chile	1	0.3%	0	0.0%	0	0.00%	0	0.00%	1	0.03%
Chinese	14	3.7%	7	1.3%	18	2.02%	24	2.19%	63	2.16%
Congolese	1	0.3%	4	0.7%	1	0.11%	3	0.27%	9	0.31%
Croatian	0	0.0%	0	0.0%	0	0.00%	1	0.09%	1	0.03%
Czech	19	5.0%	12	2.2%	36	4.05%	25	2.28%	92	3.16%
Democratic Republic of Congo	0	0.0%	2	0.4%	1	0.11%	4	0.36%	7	0.24%
Dutch	0	0.0%	0	0.0%	1	0.11%	2	0.18%	3	0.10%
Egyptian	1	0.3%	0	0.0%	0	0.00%	1	0.09%	2	0.07%
Equatorial Guinean	1	0.3%	0	0.0%	0	0.00%	0	0.00%	1	0.03%
Eritrean	1	0.3%	3	0.5%	7	0.79%	19	1.73%	30	1.03%
Estonian	0	0.0%	0	0.0%	0	0.00%	1	0.09%	1	0.03%
Ethiopian	0	0.0%	4	0.7%	4	0.45%	16	1.46%	24	0.82%
Filipino	1	0.3%	2	0.4%	3	0.34%	6	0.55%	12	0.41%
Gambian	2	0.5%	5	0.9%	6	0.67%	2	0.18%	15	0.51%
Georgian	0	0.0%	0	0.0%	0	0.00%	1	0.09%	1	0.03%
Ghanaian	8	2.1%	8	1.5%	17	1.91%	13	1.19%	46	1.58%
Guinean	2	0.5%	0	0.0%	3	0.34%	5	0.46%	10	0.34%
Guyanian	0	0.0%	0	0.0%	1	0.11%	0	0.00%	1	0.03%
Hungarian	25	6.6%	20	3.6%	65	7.31%	29	2.64%	139	4.77%
Indian	5	1.3%	6	1.1%	8	0.90%	25	2.28%	44	1.51%
Indonesian	2	1.3%	1	0.2%	3	0.34%	0	0.00%	6	0.21%
Iranian	0	0.5%	4	0.7%	1	0.11%	4	0.36%	9	0.31%



Nationality	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4	Total	Percentage of Total
Iraqi	0	0.0%	0	0.0%	1	0.11%	2	0.18%	3	0.10%
Irish	0	0.0%	0	0.0%	1	0.11%	0	0.00%	1	0.03%
Ivory Coast	0	0.0%	1	0.2%	4	0.45%	5	0.46%	10	0.34%
Jamaican	1	0.3%	0	0.0%	2	0.22%	4	0.36%	7	0.24%
Kenyan	4	1.1%	4	0.7%	5	0.56%	11	1.00%	24	0.82%
Korean	0	0.0%	0	0.0%	1	0.11%	1	0.09%	2	0.07%
Kosovan	0	0.0%	0	0.0%	4	0.45%	1	0.09%	5	0.17%
Loas	0	0.0%	1	0.2%	1	0.11%	0	0.00%	2	0.07%
Latvian	6	1.6%	5	0.9%	41	4.61%	4	0.36%	56	1.92%
Lebanon	0	0.0%	0	0.0%	0	0.0%	1	0.09%	1	0.03%
Liberian	0	0.0%	1	0.2%	1	0.11%	1	0.09%	3	0.10%
Lithuanian	19	5.0%	58	10.5	64	7.20%	34	3.10%	175	6.01%
Madagascar	0	0.0%	0	0.0%	0	0.0%	1	0.09%	1	0.03%
Malawian	0	0.0%	3	0.5%	3	0.34%	7	0.64%	13	0.45%
Malaysian	0	0.0%	0	0.0%	1	0.11%	3	0.27%	4	0.14%
Malian	1	0.3%	1	0.2%	1	0.11%	0	0.00%	3	0.10%
Mauritian	1	0.3%	5	0.9%	0	0.00%	0	0.00%	6	0.21%
Moldavian	2	0.5%	0	0.0%	1	0.11%	1	0.09%	4	0.14%
Mongolian	0	0.0%	1	0.2%	0	0.00%	0	0.00%	1	0.03%
Moroccan	0	0.0%	0	0.0%	1	0.11%	1	0.09%	2	0.07%
Namibian	1	0.3%	1	0.2%	1	0.11%	2	0.18%	5	0.17%
Nepali	0	0.0%	0	0.0%	1	0.11%	2	0.18%	3	0.10%
Nigerian	52	13.8%	76	13.8%	96	10.80%	129	11.76%	353	12.11%
Nigerian/Liberian	0	0.0%	1	0.2%	0	0.00%	0	0.00%	1	0.03%
Not known	1	0.3%	0	0.0%	1	0.11%	1	6.84%	3	0.10%
Pakistani	1	3.1%	17	3.1%	7	0.79%	26	0.09%	51	1.75%
Papa New Guinean	0	0.0%	0	0.0%	1	0.11%	0	0.00%	1	0.03%
Polish	53	14.0%	67	12.2	35	3.94%	96	0.09%	251	8.61%
Portuguese	2	0.5%	0	0.0%	3	0.34%	5	0.00%	10	0.34%
Romanian	42	11.1%	41	7.5%	77	8.66%	75	0.00%	235	8.06%
Russian	0	0.0%	1	0.2%	1	0.11%	1	0.09%	3	0.10%
Rwandan/Ugandan	1	0.3%	1	0.2%	1	0.11%	0	0.00%	3	0.10%
Saudi Arabia	0	0.0%	0	0.0%	1	0.11%	0	0.00%	1	0.03%
Senegalese	1	0.3%	0	0.0%	2	0.22%	1	0.09%	5	0.17%
Serbian	0	0.0%	1	0.2%	0	0.00%	0	0.00%	1	0.03%
Sierra Leone	3	0.8%	6	1.1%	11	1.24%	13	1.19%	33	1.13%
Slovakian	28	7.4%	44	8.0%	54	6.07%	62	5.65%	188	6.45%
Somali	2	0.5%	0	0.0%	0	0.00%	0	0.00%	2	0.07%
South African	0	0.0%	0	0.0%	1	0.11%	2	0.18%	3	0.10%



Nationality	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4	Total	Percentage of Total
Spanish	0	0.0%	0	0.0%	1	0.11%	1	0.09%	2	0.07%
Sri Lankan	0	0.0%	2	0.4%	4	0.45%	6	0.55%	12	0.41%
St Lucian	1	0.3%	0	0.0%	0	0.0%	0	0.00%	1	0.03%
St Vincent and the Grenadines	0	0.0%	0	0.0%	1	0.11%	0	0.00%	1	0.03%
Sudanese	0	0.0%	0	0.0%	1	0.11%	6	0.55%	7	0.24%
Syrian	0	0.0%	1	0.2%	0	0.0%	1	0.09%	2	0.07%
Tanzanian	1	0.3%	0	0.0%	1	0.11%	0	0.00%	2	0.07%
Thai	1	0.3%	3	0.5%	3	0.34%	4	0.36%	11	0.38%
Tibetan	0	0.0%	1	0.2%	0	0.0%	0	0.00%	1	0.03%
Togolese	0	0.0%	1	0.2%	1	0.11%	0	0.00%	2	0.07%
Trinidad & Tobago	0	0.0%	0	0.0%	1	0.11%	1	0.09%	2	0.07%
Turkish	0	0.0%	0	2.0%	2	0.22%	0	0.00%	2	0.07%
Ugandan	12	3.2%	11	2.0%	32	3.60%	14	1.28%	69	2.37%
Ukrainian	0	0.0%	0	0.0%	0	0.0%	3	0.27%	3	0.10%
USA	0	0.0%	2	0.4%	1	0.11%	0	0.00%	3	0.10%
Vietnamese	10	2.6%	17	3.1%	36	4.05%	60	5.47%	123	4.22%
Zambian	2	0.5%	3	0.5%	2	0.22%	0	0.00%	7	0.24%
Zimbabwean	0	0.0%	1	0.2%	3	0.34%	9	0.82%	13	0.45%
Total	378		550		889		1097		2914	



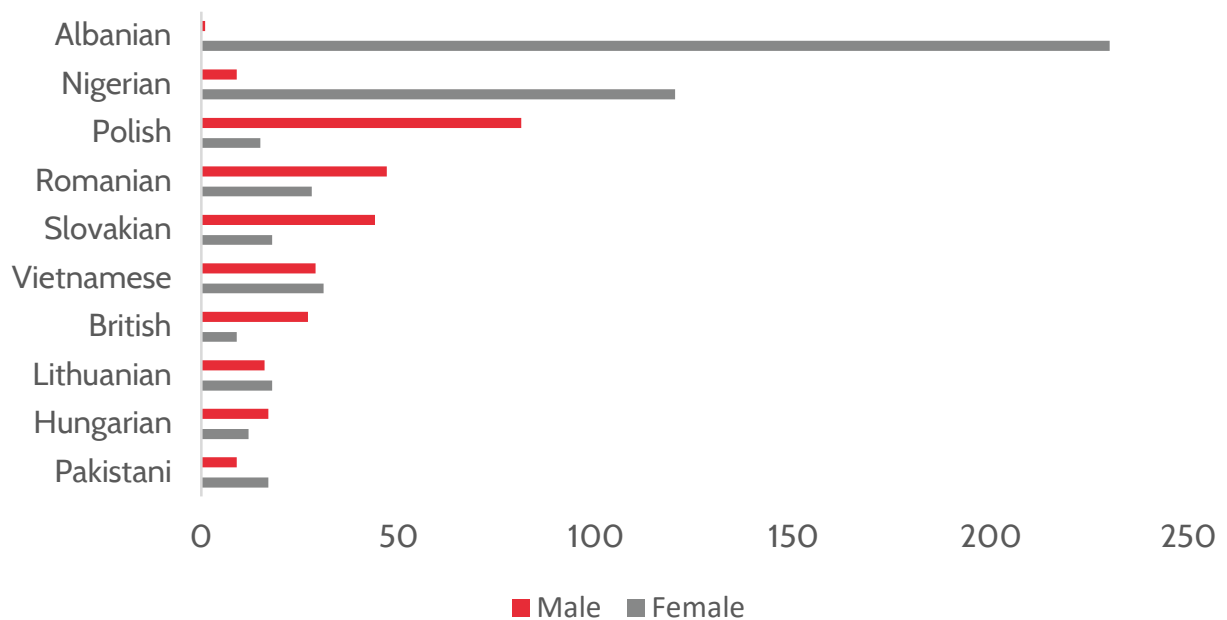
The number of victims of modern slavery from Vietnam supported by The Salvation Army almost doubled last year.

60
people
were supported
which is the equivalent
of four rugby teams.

Total number of victims supported by nationality

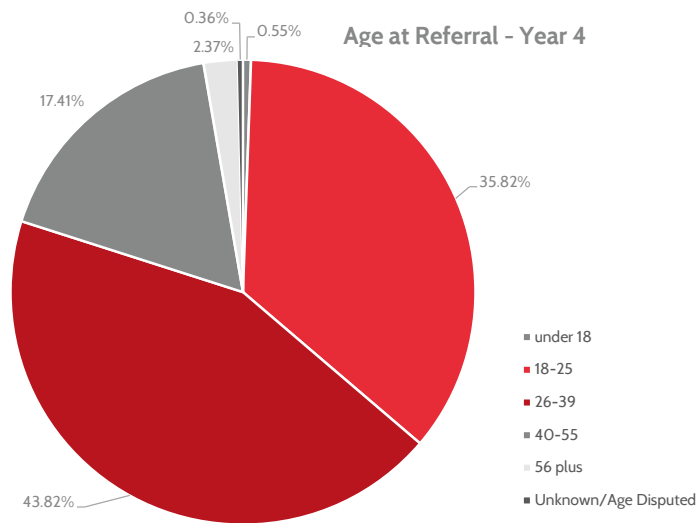
Nationality	Female	Male	Total Year 4
Albanian	230	1	231
Nigerian	120	9	129
Polish	15	81	96
Romanian	28	47	75
Slovakian	18	44	62
Vietnamese	31	29	60
British	9	27	36
Lithuanian	18	16	34
Hungarian	12	17	29
Pakistani	17	9	26

Total number of victims supported by nationality



A4. Age at Date of Referral for Clients Supported

Age	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4
Under 18	9	2.38%	3	0.55%	4	0.45%	6	0.55%
18-25	146	38.62%	199	38.62%	293	32.96%	393	35.82%
26-39	149	39.42%	250	39.62%	411	46.23%	477	43.82%
40-55	56	14.81%	76	14.81%	137	15.41%	191	17.41%
56 plus	8	2.12%	19	2.12%	34	3.82%	26	2.37%
Unknown/ Age distributed'	10	2.65%	3	0.55%	10	1.12%	4	0.36%
Total	378		550		889		1097	



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



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

Region	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4
East	19	5.03%	11	2.00%	56	6.30%	30	3.37%
East Midlands	4	1.06%	14	2.55%	48	5.40%	55	6.19%
North East	13	3.44%	16	2.91%	19	2.14%	32	3.60%
North West	24	6.35%	46	8.36%	52	5.85%	84	9.45%
Not Known	0	0.00%	2	0.36%	16	1.80%	27	3.04%
South	5	1.32%	30	5.45%	192	21.60%	301	33.86%
South East	173	1.32%	233	42.36%	216	24.30%	256	28.80%
South West	8	45.77%	15	2.73%	48	5.40%	17	1.91%
Wales	7	2.12%	20	3.64%	35	3.94%	39	4.39%
West Midlands	40	1.85%	79	14.86%	62	6.97%	137	15.41%
Yorkshire	54	10.58%	84	15.27%	145	16.31%	119	13.39%
Transfer	31	8.20%	0	0.00%	0	0.00%	0	0.00%
Total	378		550		899		1097	

Region at Referral- Year 4



The trend continues that most referrals come to The Salvation Army from the South and South East of England. Whilst Yorkshire remains a significant source of referrals it was overtaken by the West Midlands this year as the third highest region for referrals in the the service. The Salvation Army assisted in supporting victims rescued from a high number of police operations targeting traffickers in the West Midlands in 2014/15.



A6. Referral Agencies for Clients Supported by the Service

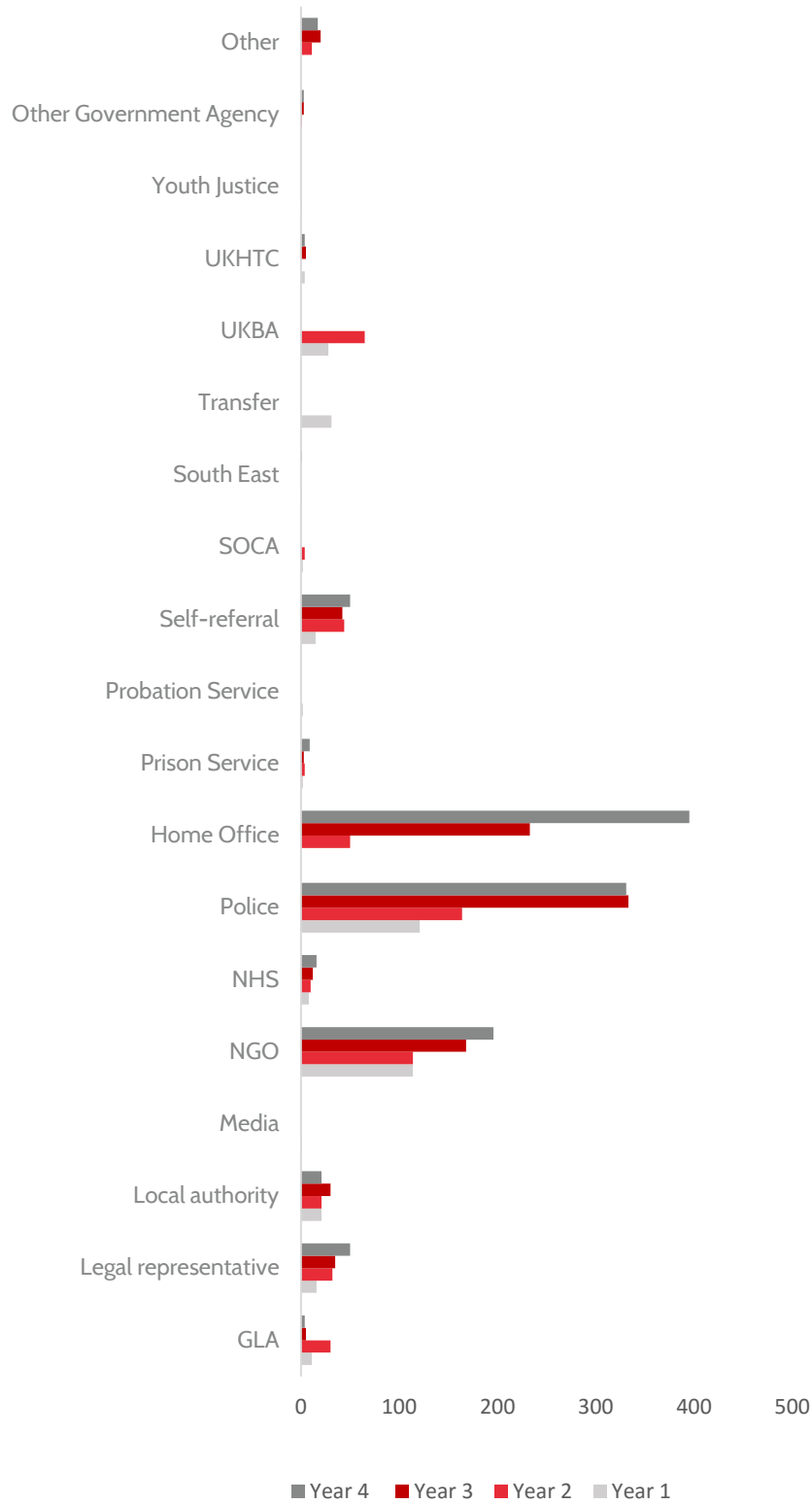
The Salvation Army operates a confidential 24 hour referral helpline 0300 303 8151 available 365 days of the year. Referrals are received from individuals who regard themselves as potential victims of trafficking in need of assistance, nominated First Responders and other agencies who come into contact with someone they suspect may be a victim of trafficking. This process is currently under review with a number of pilots operating to test alternative systems. The chart below illustrates a consistent trend in terms of the highest referrals coming from the police, the Home Office, primarily those departments dealing with asylum claims, and NGOs.

Referral Agencies for Clients Supported	Year One	Year Two	Year Three	Year Four
GLA	11	30	5	4
Legal representative	16	32	35	50
Local authority	21	21	30	21
Media	1	0	0	0
NGO	114	114	168	196
NHS	8	10	12	16
Police	121	164	333	331
Home Office	0	50	233	395
Prison Service	2	4	3	9
Probation Service	2	0	0	0
Self-referral	15	44	42	50
SOCA	2	4	0	0
South East	1	0	0	1
Transfer	31	0	0	0
UKBA*	28	65	0	0
UKHTC	4	0	5	4
Youth Justice	1	0	0	0
Other Government Agency	0	1	3	3
Other	0	11	20	17
Total	378	550	889	1097

*Figures since year three incorporated into Home Office.



Referring Agency for Supported Victims



The chart above illustrates a consistent trend in terms of the highest referrals coming from the police, the Home Office, primarily those departments dealing with asylum claims, and NGO's.



A7. Clients Referred who did not enter Service

Reasons individuals referred do not enter Service	Number
Did not meet eligibility criteria	170
Declined offer support	117
No Further Contact	276
Grand Total	563

Gender	Year 1	Percentage Year 1	Year 2	Percentage Year 2	Year 3	Percentage Year 3	Year 4	Percentage Year 4
Female	101	75.9%	133	71.9%	215	67.6%	370	66.4%
Male	32	24.1%	52	28.1%	101	31.8%	186	33.4%
Transgender	0	0.0%	0	0.0%	2	0.6%	1	0.2%
Total	133		185		318		557	

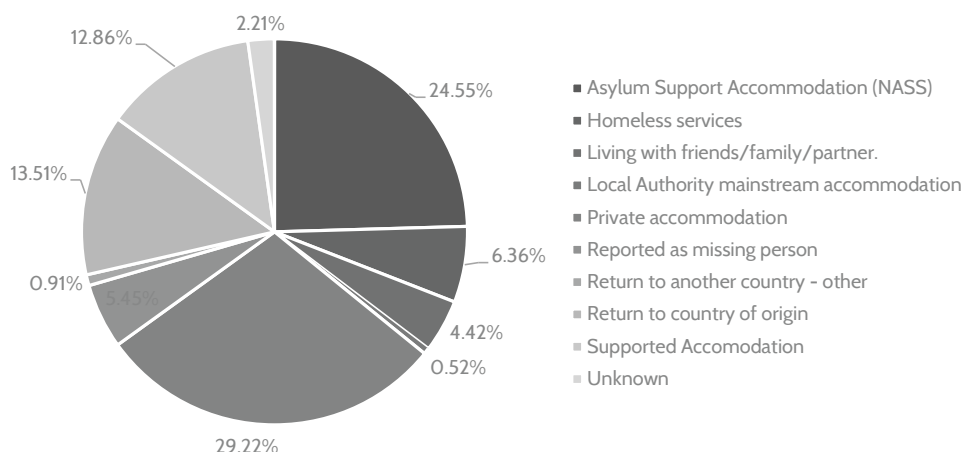


A8. Exit Destinations for Clients who have 'Moved On' from the Service

When clients are ready to leave the service they move on to a variety of destinations. All clients are requested to inform us of their intended destination but not all choose to do so. The majority of people move out of The Salvation Army's service to return to their country of origin, into supported accommodation, asylum seeker or private rented accommodation in the UK.

Move on Destination	Count of Exit destination	Percentage Year 4
Asylum Support Accommodation (NASS)	189	24.55%
Homeless services	49	6.36%
Living with friends/family/partner	34	4.42%
Local Authority mainstream accommodation	4	0.52%
Private accommodation	225	29.22%
Reported as missing person	42	5.45%
Return to another country - other	7	0.91%
Return to country of origin	104	13.51%
Supported Accommodation	99	12.38%
Unknown	17	2.21%
Total	770	

Destination - Year 4



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

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

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

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

B. The Victims' Story

Female Victim of Sexual Exploitation from Albania

Elona was living in Albania with her daughter, Sara, when she met and fell in love with a man who asked her to marry him. He promised that he would care for her and her daughter and give them a better life if they would travel to the UK with him. Elona agreed and the man provided transport to the UK where he met them and took them by taxi to a large house with many rooms, one of which was allocated to her and Sara.

Elona had no idea of the location of the house where she found lots of other women living too. Their identity documents were immediately seized and Elona was provided with sexually explicit clothing. She now realised that her boyfriend had tricked her and that she was expected to work as a prostitute. They were locked in their room by day and Sara was taken away at night when Elona was forced to work. She was told that if she refused, her daughter would be murdered. On one occasion when Elona refused to have sex with a man, he tortured her in front of Sara. Over the following months Elona was repeatedly raped and forced to continue in prostitution even when she became pregnant. Eventually she found one man at the brothel who was more sympathetic and persuaded him to leave a door unlocked. She and Sara ran into the street and found their way to a nearby

park. Here a member of the public took them to her house and on to a legal centre after seeing how distressed they were.

From there they were referred to The Salvation Army. When they arrived at the safe house both Elona and Sara were confused and frightened, uneasy around strangers, and terrified of being separated from each other. By this time Elona was heavily pregnant but had received no medical care whilst she was being exploited. Staff arranged for both Elona and Sara to receive medical attention and supported them until they gradually gained some confidence and started to enjoy their newfound freedom together.



Elona remained anxious that she wouldn't be able to afford what she needed for her new baby but through the generosity of The Salvation Army's Victim Care Fund, this has been provided. Elona says she is very grateful for all the kindness and support she has received. She is looking forward to building a new life for her, her daughter, Sara, now eight years old, and new baby. She says that now she feels safe and does not need to worry.

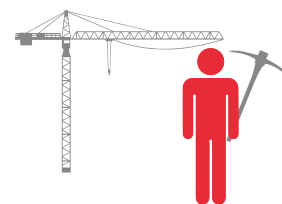
Male Survivor of Labour Exploitation from Hungary

Adam, who is now in his forties, had lived and worked in different European countries in various jobs from horticulture to recycling work.

When he was back in his home country of Hungary he learned of someone recruiting factory workers in the UK who promised better pay than he was currently earning. He decided to take up the offer but soon discovered that the promises were false. He was paid a pittance – often £10 a week for working 12 hours a day, seven days a week. He was put up in a room with eight other men and moved around the country to work in different factories. Adam was

also made to open several bank accounts but never received any money.

Then a chance meeting with another Hungarian man led Adam and three others to new work renovating a property, which they were allowed to stay in while the work was completed. They were put in touch with the police by a charity and from here transported to a safe house by The Salvation Army.



Here they received support with English language classes, and somewhere safe to stay while they accessed benefits and were supported to begin the search for legitimate work.

Female Victim of Domestic Servitude from Nigeria

Now in her mid-thirties, Olivia comes from a very loving family and is a well-educated woman. After her parents died, Olivia married a man who helped her open a small restaurant. After only two years of marriage, Olivia's husband died and, as his family couldn't contribute, she found that the cost of the burial took all her money and she was forced to shut down her business and move in with a church friend.

In 2013 another of Olivia's friends introduced her to a woman called Beth, who lived in the UK. She told Olivia that she needed someone to come and work for her to help with childcare and household duties. Because of her financial situation, Olivia accepted the job. As soon as she arrived in the UK Olivia was transferred to Beth's house where she was locked inside and was forced to work extremely long hours, doing the cooking and cleaning for the whole family. Both Beth and her husband constantly hit Olivia, gave her nowhere to sleep in the house, and only allowed her to eat fruit and water.

After six months, Olivia found an opportunity to escape when Beth dropped her at the hairdresser's, and told her to walk home. The hairdresser took pity on her and let her stay with her for a while before introducing Olivia to another family wanting domestic support. Olivia hoped things would be different this time but once again she was forced to work long hours with little food or rest. This time the family abandoned Olivia when they moved to America, leaving her destitute on the streets of London.



Olivia turned to her church for help and outlined her situation. She was taken to a charity for support and then referred to The Salvation Army who moved her into a safe house. Here she received food and accommodation as well as access to legal support and help with training and education so she could start to support herself.

Female survivor of sexual exploitation from Vietnam

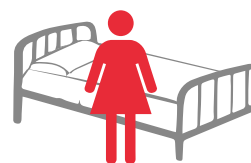
Kim was working alongside her mother as a childcarer for the Vietnamese government looking after pre-school children, when they both joined a group of activists campaigning for better human rights. Shortly after this Kim was arrested and beaten, along with her mother, from whom she was then separated.

When a prison officer tried to assault her, Kim knocked the officer unconscious in self-defense. She then panicked and escaped to her father's house where a friend of his offered Kim work as a child-minder and false documents to flee out of the country. Kim was led to believe that she would work for five years to repay the money needed to make this happen and would then be free.

After a horrific journey through Europe, mostly held in storage containers, Kim arrived in the UK and was taken to a house in a city where two men were waiting for her. She was locked in a room, given some food and expected to work as a prostitute for no money. She was raped every day by different men

and left weeping in her room, wishing she was dead. Kim was told if she refused to work, they would arrange for her father to be killed.

After a while she was moved to a different house and from here she managed to escape when the cleaner left a window open. Kim tied all her clothes together like a rope and climbed out of the window grabbing the money her customers had given her that day. She ran for over an hour, took a bus to get as far away as possible, and initially slept on the street. She then found a sympathetic Vietnamese family who took her in and she decided to seek legal advice as she didn't want this family to get into trouble with the traffickers.



The solicitor referred her to The Salvation Army where she was placed in a safe house and received emotional support, access to counselling, and help with the asylum process. She also received help to link with other Vietnamese people in the community. Kim is now in her mid-twenties and beginning to come to terms with what has happened to her.

Male Survivor of Labour Exploitation from Poland

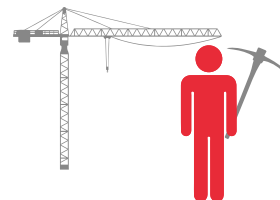
Bartek is 38 years old and from Poland. He spent time in prison in Poland for fraud. On his release he was offered accommodation and work on a building site in England by a traveller he had met whilst in prison.

When he arrived at the site in the UK all his documents were taken from him and he was then told he needed to pay £350 for a specific work permit. He was unable to do this and so was sent to work in a car wash. His day would start at 5am and not finish until 9pm. He was given just £10 a week and the travellers kept the rest of his wages. He was also forced to open bank accounts and into criminal activity.

Twice Bartek tried to run away but each time he was found, beaten and locked up. He felt intimidated by the traveller community and believed that their network would find him wherever he went. After his escape attempts his traffickers no longer trusted him and kept him under constant watch.

He felt totally controlled and trapped.

Whilst in Poland, Bartek had been diagnosed with mental health issues and had been taking medication. His traffickers had removed this from him, and so he had not been on treatment for two years, leaving him vulnerable to depression and suicidal tendencies. He also drank heavily to try to cope. One day, a friend of Bartek told him where he might get help at a nearby centre for people experiencing homelessness. He managed to trick his traffickers into believing he wanted to go to the Job Centre and so they returned his passport.



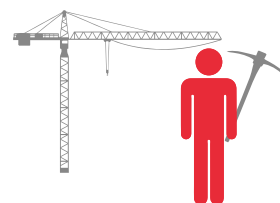
Instead he went to the homelessness centre from where he was referred to a safe house for victims of modern slavery through The Salvation Army. Bartek says he feels safer in the house, and he now appears more relaxed. He has been provided with new clothing and is now receiving medical attention. He is keen to work and staff are supporting him to make this possible through a legitimate recruitment agency.

Male Survivor of Labour Exploitation from Romania

Andrei had worked in his home country of Romania and in Italy as both a hairdresser and in restaurants. When a Turkish man offered him well-paid work in the UK, he accepted the offer, and soon transport was arranged to take him to a town in the Midlands.

Andrei was housed in insanitary and cramped conditions in a caravan with many other men. He was paid a small amount in cash but had his passport and other documents taken from him when he arrived. After a while he argued with his employer about the lack of pay and decided to leave, along with several other men, even though they had no documentation or a place to stay.

They reported to a police station and were then referred to The Salvation Army who found them accommodation and support in a safe house. Staff here worked with Andrei to help him realise his plan to return to his home country of Romania. They supported him in budgeting for the return journey and liaised with the Romanian Embassy so that he could receive duplicate identity documents.



He also received help with preparing to seek employment in Romania and was supported to work with the police on the investigation into his traffickers. Andrei was successfully repatriated in 2015.

B1: What the survivors say:

“ I am so grateful for the help I received.... prior to this...I would think about ending my life as I had nobody to live for. My family disowned me and the guy who I loved betrayed me. But then my worker supported me to regain my life and showed me value to my life and manage to overcome my ordeal. They helped me to register with my GP, met me weekly to provide me with clothes and items for myself and my unborn baby. This made me feel overwhelmed. They supported me to attend my trafficking interview and liaise with my solicitor. ”

“ I am now the happiest I have ever been, achieving my aims and goals, I feel blessed with all the support I have and knowing what I have achieved, from where I was to where I am now is a blessing for me. I am grateful for being able to escape the abusive and torture situation. Thank you to all the agencies that played a part in helping me. ”

The journey of a survivor of trafficking following her move on from a safe house

6 weeks following move on from a safe house

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

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

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

“ I am so grateful I have a future now. ”

12 weeks following move on from a safe house

“ I am doing good thank you. Restoring Hope makes me feel safe and I love it here. As I said before if it wasn't for The Salvation Army I wouldn't be here and would probably be dead or still being used. I am so happy and free. ”

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

12 months on from leaving the safe house the survivor has completed surgery needed to deal with injuries inflicted during her exploitation; has completed work experience at The Salvation Army and is applying for work in her chosen career. Reflecting on her experiences she says:

“ You can try to run away but trafficking steals your identity so you become what they've made you become and that's all you feel worth. Within two hours of my calling The Salvation Army there were two people at my door who took me to safety. If it wasn't for that phone call I think I would be dead now. They didn't ask questions. They didn't judge me or put pressure on me. I just felt free and safe. ”

C: Service Improvements

Awareness Raising and Training

As contract holders The Salvation Army is given wide and varied opportunities to raise awareness about the issue of modern slavery and human trafficking as part of a joint effort with key stakeholders to bring an end to these horrific crimes.

We welcome these opportunities as awareness is key not only to preventing the crime taking place, but most significantly that any individual could be the means by which victims might be identified and rescued from their situation.

As part of our continuing programme of awareness raising we organised activities around Anti-Slavery Day 2014, including a stunt involving a group of actors who engaged people in Sheffield Train Station. There was 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 and our partners. To see how this worked please go to the link below.

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

These events have taken place in the UK and overseas, often arranged by NGOs, faith groups or local authority and government agencies. We also 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.

<https://www.youtube.com/watch?v=xBeMUiL66Qk>



Face to Face Interviews

Over the past year there has been an increase in requests to conduct face to face interviews with potential victims in support of our office-based contract team.

These interviews are conducted by a team of specially trained Salvation Army First Responders and often take place in prisons, immigration centres, or hospitals.

Of the 88 interviews which have been conducted by this team in the past year, 43 of them have taken place in locations in which the potential victim is being detained.

These interviews might be to complete a National Referral Mechanism or an Initial Assessment to identify the risks and the needs of the victim before being released and placed in the most appropriate accommodation for them following their Reasonable Grounds decision.

Arranging and conducting these interviews can often be complex as we deal with the challenges of arranging appointments in places of limited access and with people who are highly traumatised. A volunteer first responder coordinator monitors and supports our first responders located around the country.

Transport

During the fourth year of managing the support for victims of trafficking The Salvation Army has continued to provide transport for individuals, families and small groups from their place of identification to safe accommodation. A nationwide network of volunteers is ready to respond to a call at any time to meet and support the victim at the very start of their journey to recovery. In the last year 533 journeys have been completed by drivers and chaperones spanning the length and breadth of England and Wales.

“ Sometimes people are so frightened and they often have only the clothes they stand up in and a carrier bag of belongings. My wife and I try to help people feel as relaxed as possible, often getting them food on the journey. We are happy to know that at the end of sometimes a long journey our passengers are safe. ”

Feedback from a volunteer

It is evident that this is more than a “taxi service”. For many victims the sense is that this is not just the provision of transport but a service built on care and compassion for them as a person of dignity and worth.

It is recognised that this is a crucial aspect of our service and as we move in to year five of the contract a significant investment of resources is being put into making the system even more efficient and effective with dedicated personnel and an enhanced new data base being put in place.

Local Support for Victims

There is a growing network of local Salvation Army support for victims and for safe houses. Some safe houses are working with our charity shops to provide much needed assistance for victims who arrived at their accommodation with very little by way of clothes and personal items. A growing number of Salvation Army church communities are creating gift packs for individuals arriving or leaving the service. These contain essential items but often also non-essential items which help to engender a sense that people care and want to help and support in a very practical way as the victims begin their long journey to recovery.

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 October 2014 The Salvation Army facilitated a visit by Karen

Bradley MP, Minister for Modern Slavery and Organised Crime to City Hearts safehouse, Liverpool. During the visit the minister was able to tour the accommodation and meet with survivors of modern slavery. She also visited The Salvation Army’s Contract Management Team in the autumn of 2014.

Since being re-awarded the Modern Slavery Adult Victim Care and Coordination Services contract in April 2015, discussions are taking place with the office of the Independent Anti-Slavery Commissioner to a host a visit by him in the near future to a safehouse under the contract.

In May 2015 the Public Affairs Unit prepared a written response for the review into Overseas Domestic Workers’ Visas currently being undertaken by an independent barrister.

Victim Care Fund

The Salvation Army was able to establish the Victim Care Fund in 2012. This enabled it to increase the level of support available to victims in addition to the main support service in a form, which would make a powerful impact.

- 80 applications for clothing
- 39 applications for maternity and baby items, such as cots, prams and clothing
- 20 applications for financial support for moving into independent accommodation
- 19 applications for assisting 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
- 10 applications for leisure activities for therapeutic effect such as exercise classes, outings to the cinema, zoo, seaside and theatre
- 11 applications for bus passes to enable clients to reach outreach support. This has included taking children to and from school, volunteering for a local cause, attending hospital and counselling sessions
- Education and training. Recently there has been a noticeable increase in the number of applications for vocational courses – such as accounting, health and social care, and construction – to enhance social integration and job prospects.

The Victim Care Fund was also used to fund a bespoke Skills Development Programme for Support Workers engaged on the Victim Care and Coordination Contract. The content of the Programme was informed by a Training Needs Analysis to which all our partner organisations had the opportunity to contribute. The first training workshop dealt with “Managing Challenging Behavior” and will be followed by a further three workshops on topics identified by those working most closely with our clients. Additionally, our partner organisations have between them made 73 applications for projects.

Following an initial grant from the Garfield Weston Foundation in 2012, further donations were received from charitable funds to secure the future of this valuable Fund. There was also a phenomenal contribution in 2013 from pensioner, Andy Peddle, who completed an 8,000 mile walk linking hundreds of Salvation Army centres, charity shops, and churches to raise awareness and money for The Salvation Army’s work with homeless people and victims of human trafficking.

Since the Victim Care Fund was introduced more than 700 grants have been awarded to survivors of human trafficking. As from June 2014 to July 2015, since Garfield Weston Funding ceased, the total amount of grant funding applied for and approved is £74,297.85. The Victim Care Fund has been there to help victims in many different ways, where no other funding is available. During this year, the range of grants awarded included, but was not limited to:

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



At a safehouse run by the Medaille Trust, staff worked on a very popular gardening project with some of their male clients, made possible by a grant from the Victim Care Fund.

People helped by the Victim Care Fund

Michael*, a young man from Vietnam, was trafficked as a child. After being abandoned by his traffickers and left street homeless, he arrived at The Salvation Army in a traumatised and malnourished state.

Throughout his ordeal, he carried a badminton racquet with him. As a part of his recovery, the Victim Care Fund acted on this attachment and paid for membership to a gym and badminton club. This made a huge contribution to his development into a strong and social individual.

After a positive decision on her trafficking case, Rachel* was given 28 days' notice to leave her asylum (NASS) accommodation. Determined to distance herself from her previous life, she sought a home in a peaceful area away from support services.

She found a room that suited her needs – however she was informed her benefit claim would take two to three months to process. Nervous she would not be able to start her new life Rachel quickly applied for and secured Victim Care Funding. She moved in that same week, enabling her to have stable accommodation whilst planning her future.

Christian*, a Romanian client, was referred to The Salvation Army after a life of orphanages, trafficking, and begging on the streets. Due to serious learning difficulties and language barriers, he relied heavily on support staff for almost every aspect of his everyday life.

The Victim Care Fund ensured Christian had access to emergency clothing and enjoyed a huge range of activities, including trips to the seaside and leisure centres. These pastimes provided respite for support staff and were instrumental in enhancing Christian's recovery. He now lives in a one-bedroom flat with 24/7 in-house support.

*Names changed to protect identities



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

**ASHIANA
BAWSO
BHCA
CITY HEARTS
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