

Behind the Shield

Protecting and supporting
survivors of modern slavery



Report on The Salvation Army's Modern Slavery
Victim Care Contract July 2022 to June 2023

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

Foreword

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

This has been a challenging year where the number of vulnerable people referred to us in need of protection and support has continued to grow. The cost-of-living crisis has also placed added pressures on many of the services we rely on to meet survivors' needs. At the same time changes have come into force or been made law which will significantly risk the landscape of protections currently afforded to some survivors of modern slavery.

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Against this backdrop of uncertainty and additional demands, our teams have been unstinting in their efforts to keep survivors safe and direct them to the support and safeguards they need and are entitled to, as they begin to recover and build resilience for the future.

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The Salvation Army and many of our partners have placed increased emphasis on engaging with survivors which has enabled them to influence the way support is delivered, improved its efficacy, and helped demonstrate the huge strides they have made toward independent and fulfilled lives. We have consulted widely with survivors, which has resulted in new or refurbished facilities, opportunities to learn new skills and to demonstrate their creativity, and amazing resilience.

Staff within our services and across our support providers strive to continue improving their knowledge and understanding of a survivor's journey. They will go the extra mile to raise awareness and to ensure the vital connections are made with key agencies and organisations who can continue to protect and work with a survivor to further progress their life.

Another highlight for me was our conference, held this year which brought together all Salvation Army staff working in anti-trafficking and modern slavery roles to share key information and foster a strong team spirit.



Within our teams we have tremendous diversity of people and the roles they perform. It was therefore encouraging to witness how keen everyone was to get to know other people and learn from each other's experiences. It is vital we continue to develop these bonds both within the organisations working under the Modern Slavery Victim Care Contract and beyond.

We must work together to build strong protections so we can continue to find ways to dismantle the criminal networks and avoid vulnerable people being caught up in cycles of exploitation, challenge any threats to their rights as survivors, and offer them the hope of a future free from modern slavery.

Major Kathy Betteridge

A letter from survivors sharing how the support they received through Modern Slavery Victim Care Contract has helped them and advocating for others to continue to receive this protection.

We had an opportunity to recover from the trauma we went through only because of the support we received in different ways, such as being accommodated at the safe houses, had regular meeting from our support workers who treated us with dignity and respect, receiving physical and mental health support and legal support and much more.

Without this support, some of us would not be alive today to talk about the importance of protection for the survivors of modern slavery and human trafficking. Most of us have been taken away from traffickers in a horrendous situation, traumatized, fragile, wounded, without any money, documentation and hungry. We were put in a safe place where we saw humanity for the first time after a very long time.

The safe house we were living in was more than a home for us. It was the only place we felt safe. Today we are contributing within society in different roles such as care workers, chefs, lorry drivers, students, dentists, solicitors, volunteers and many more. We pride ourselves in being empowered, independent and it's all because of the protection this country offered to us to recover from slavery, trauma and to build our future.

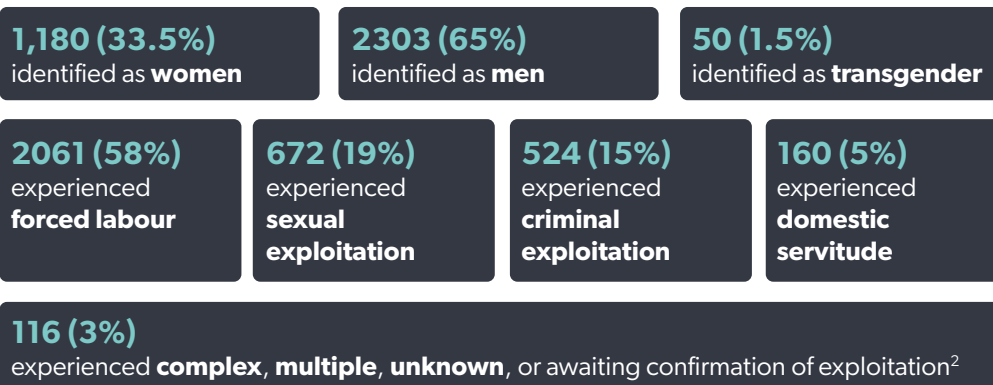
Key data summary

This is the twelfth 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 latest 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 2022 to June 2023, the 12th year that The Salvation Army has delivered these support services.



In Year 12 a total of **3,533 potential victims** entered the service to receive support. This was **465 more people** and a **5% increase** on the previous year.

Of the 3533 people who entered the service:



Taking into account those people already in the service at the start of Year 12, **a total of 10,704 people received support during the year** - once again the largest number of people supported during a contract year to date.



Since 2011 The Salvation Army and its partners have supported a total of **21,824 recovering survivors** of modern slavery. In the past 12 years the total number of people entering support each year has risen by 834.7% from 378 in the first year to 3533 this year.



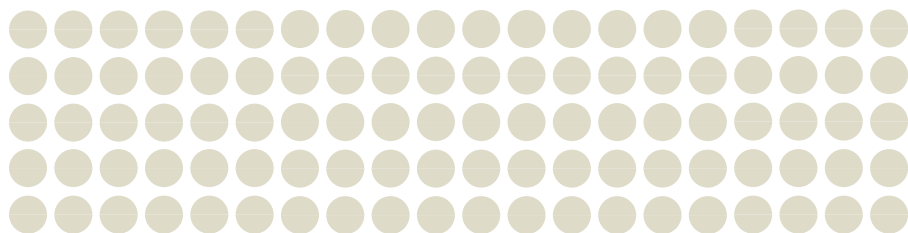
The number of people referred having been primarily exploited in forced labour has increased by 12%. There was a slight decrease in the proportion of those referred following sexual and criminal exploitation and domestic servitude. However, it is important to note that whilst a survivor may be referred due to forced labour, traffickers frequently exploit people in different ways at the same time.

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 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

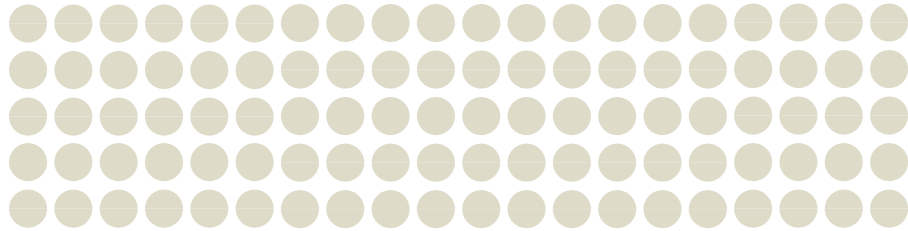


Exploitation type	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
	179	222	375	391	587	606	825	1,072	1,081	1,030	1,404	2,061
	158	235	342	472	626	741	772	881	848	647	715	672
	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	291	470	600	524
	37	68	81	151	184	195	258	274	273	187	241	160
	8	25	91	83	3	11	1	23	99	324	105	116
	1	0	0	0	1	1	0	1	0	1	3	0
	383	550	889	1,097	1,401	1,554	1,856	2,251	2,592	2,662	3,068	3,533

¹This is the 4th 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.

²This covers complex, multiple, unknown or awaiting confirmation.

Gender and exploitation type



Exploitation type	Female	Male	Transgender	Total
	378	1,660	23	2,061
	597	59	16	672
	42	478	4	524
	128	29	3	160
	35	77	4	116
	1180	2303	50	3,533

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²This covers complex, multiple, unknown or awaiting confirmation.

Top 10 nationalities

Nationality		Female	Male	Transgender	Total
1	Albanian	320	709	10	1,039
2	British	112	247	5	364
3	Eritrean	42	184	4	230
4	Sudanese	3	199	3	205
5	Vietnamese	40	139	1	180
6a	Iranian (Persian)	29	87	5	121
6b	Indian	34	85	2	121
7	Filipino	81	5	2	88
8	Nigerian (Nigeria)	60	21	2	83
9	Pakistani	39	34	2	75
10	Romanian	32	29	1	62



Top 10 nationalities by exploitation type

Nationality		Labour	Sexual	Criminal	Domestic Servitude	Unknown*	Total
1	Albanian	518	283	203	3	32	1039
2	British	112	51	187	6	8	364
3	Eritrean	206	13	2	3	6	230
4	Sudanese	196	3	1	2	3	205
5	Vietnamese	116	12	45	1	6	180
6a	Iranian (Persian)	69	40	6	1	5	121
6b	Indian	97	5	2	14	3	121
7	Filipino	47	3		37	1	88
8	Nigerian (Nigeria)	38	25	2	12	6	83
9	Pakistani	40	8		24	3	75
10	Romanian	1	0	39	3	19	62



*This covers complex, multiple, unknown or awaiting confirmation.

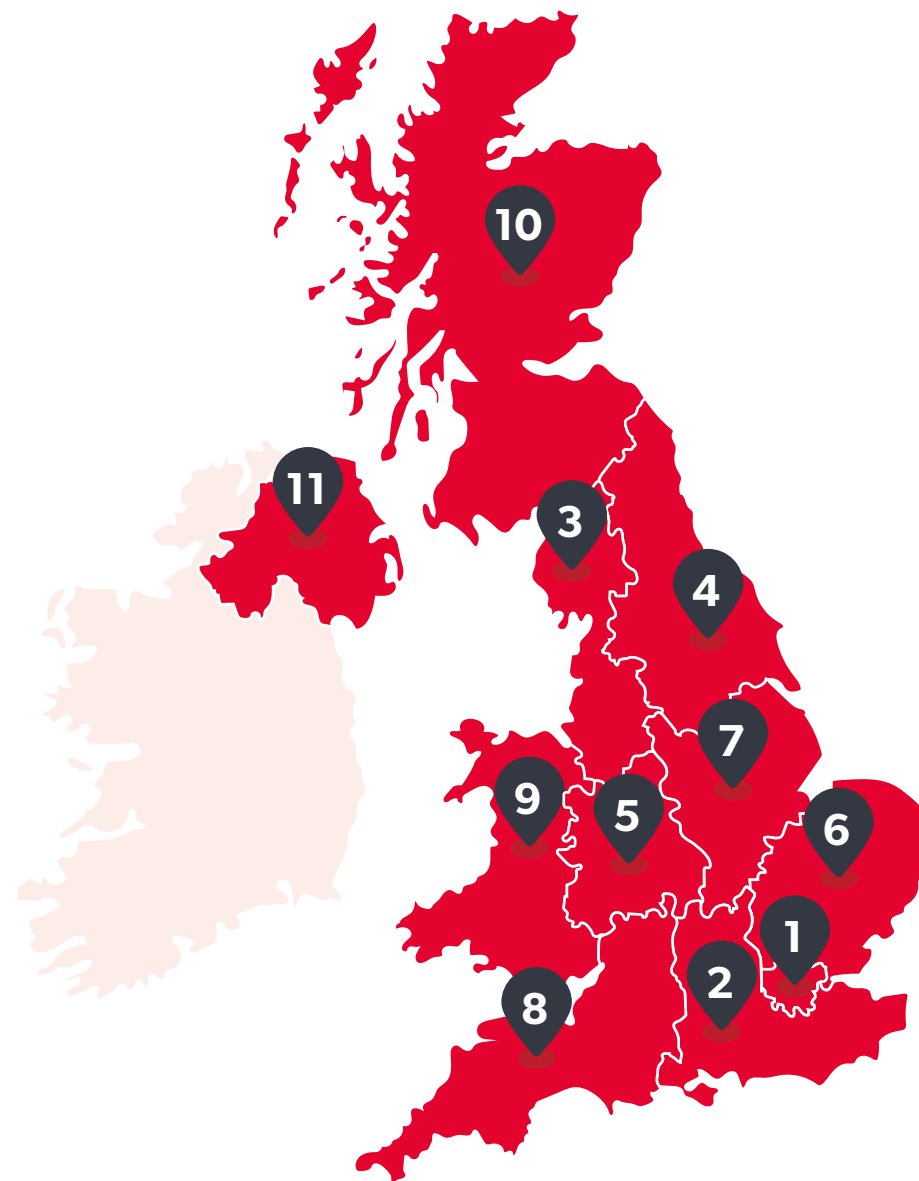
All nationalities

This year survivors from 107 different nationalities entered support. Outside of the top ten, the next most common nationalities were people from Iraq, China, Ethiopia, Bangladesh, Syria, and Ghana.

Referral regions

People who entered support this year were referred from the following regions of England and Wales

Region		Number of referrals	Increase of	%
1	London	1582	121	45%
2	South East	418	100	12%
3	North West	344	46	10%
4	North East	292	62	8%
5	West Midlands	284	18	8%
6	Eastern	187	64	5%
7	East Midlands	184	34	5%
8	South West	152	18	4%
9	Wales	87	9	2%
10	Scotland	5	-	0.14%
11	Northern Ireland	0	-	0%



Referrals by agency

Agencies which referred potential victims in year 12

Home Office including UK Visas and Immigration (UKVI); Immigration Enforcement; UK Border Force; and Single Competent Authority (SCA)	1721
Law Enforcement including Police, National Crime Agency and Gangmasters and Labour Abuse Authority	744
Local Authorities including Social Services; Housing; Adult Safeguarding; Homelessness services	317
The Salvation Army Volunteer First Responder Service	267
Other designated First Responder NGOs	
Migrant Help	97
Medaille Trust	37
Kalayaan	31
Barnardo's	15
BAWSO	13
Unseen (Modern Slavery Helpline)	11
Refugee Council	2
Legal Representatives	176
Self-Referral	71
NHS	4
Other including advocacy and support workers	27

Referrals by age

Age of referral of people who entered support

Region	%
Under 18	0
18-25	34
26-39	47
40-55	16
>55	3

Potential victims not entering the service

Not Eligible	2627
Eligible - No Further Contact	2339
Eligible - Declined	152
On Hold - Awaiting Initial Assessment	18
Total	5136

Compared to the previous year there was an increase of nearly 2000 in the number of people not entering support having been deemed ineligible. The main reasons why some potential victims referred to The Salvation Army do not enter the service are:

- The potential victim was not eligible for support under the terms of the contract. For example, there was no indicators of modern slavery, the person is aged under 18 years so would instead be entitled to local authority support; referred from outside England and Wales.
- The potential victim declined the offer of support, perhaps choosing to receive help from family, friends or another agency or immediately returned to their home country.
- The Salvation Army was unable to contact the potential victim with the information provided by the referrer or the information was incomplete, or the individual did not respond to our or the referrer's repeated attempts to contact them.
- On hold includes where The Salvation Army is awaiting news on reasonable grounds decisions

Length of time in support

Average (mean) days in service per person	
Accommodation (support for people in safe house accommodation)	386
Outreach (support sessions for people living in the community)	664

Move on

The **2787 people who moved on** from the support of The Salvation Army and our partners this year went to the following destinations:

670	Moved to the Asylum Support service whilst awaiting decisions on their asylum claims
747	Living with family, friends, or partners (of whom 79 were outside the UK)
540	Were settled in private accommodation (of whom 21 were outside the UK)
388	Moved into mainstream or supported accommodation with local authorities in the UK
188	Absconded or were deemed missing persons
100	Were identified as hospital in-patients, in prison, or had died during the year
53	Moved into NGO supported accommodation (of which 11 were outside the UK)
56	Had not secured accommodation. The majority of these were placed within statutory homelessness services and the remainder, typically which 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.
42	Accessed either the Government or NGO funded Voluntary Returns Service in order to return to their country of origin
3	Exit data was not yet available at the time of writing

The Salvation Army and our partners help people get the best start possible as and when they move on to begin to live and work independently. This includes forging links with potential employers, housing providers, as well as specialist agencies and NGOs in the UK and overseas. This year the number of people returning to their country of origin through Voluntary Returns Services has doubled.

Essential clothing, items of furniture needed to move into a new home or equipment required to help a person start a new job is often provided through funds such as The Salvation Army's Survivor Support Fund. Programmes such as The Salvation Army's mentoring scheme and links to local Salvation Army community centres contribute to enabling survivors to receive support and stay in touch within the community.

The Reach-In service offers transitional support for those leaving the main service and living in the community.

Top 5 Nationalities Accessing Reach-In Support – Year 12

Nationality	Total
Albanian	147
British	30
Vietnamese	29
Nigerian (Nigeria)	28
Sudanese	20

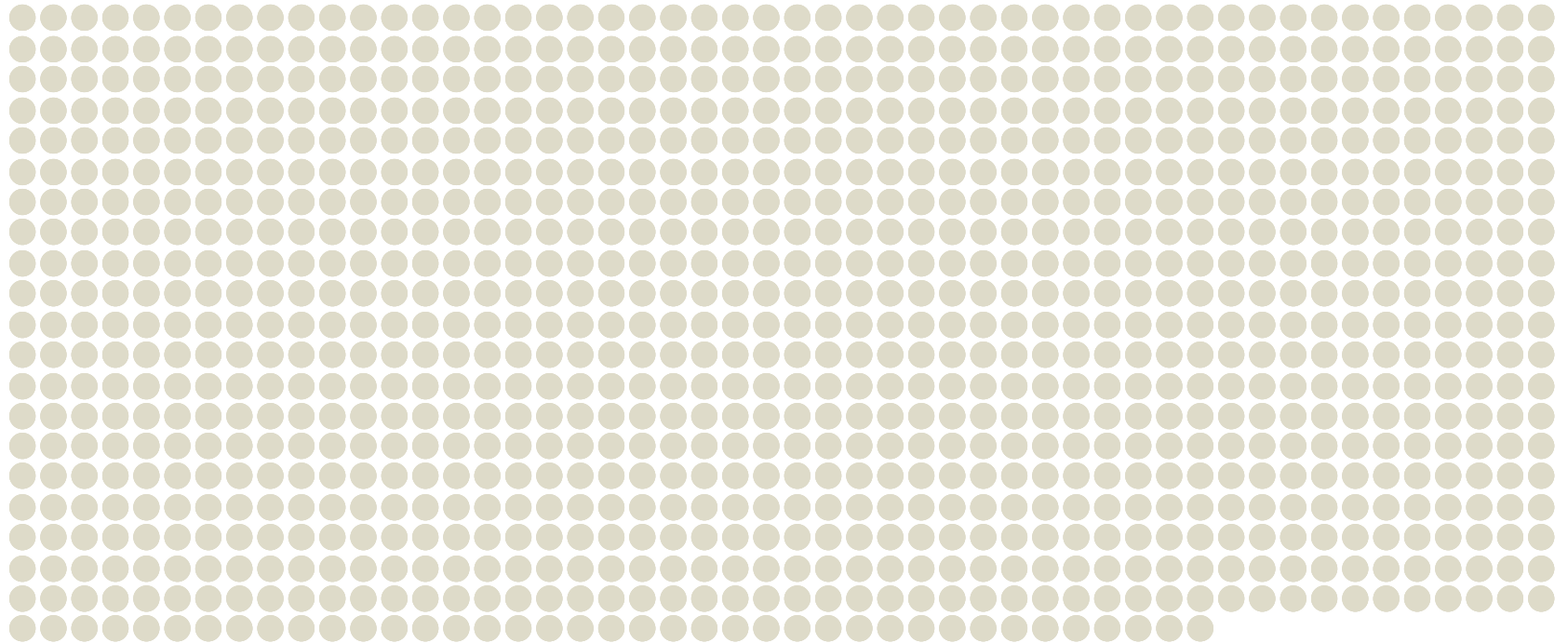
On average, survivors interact with the service for 99 days. Roughly 3 in 10 Reach-In users enter the service within a week of leaving the main service.

Top 5 countries: 1. Albanian survivors

Exploitation type

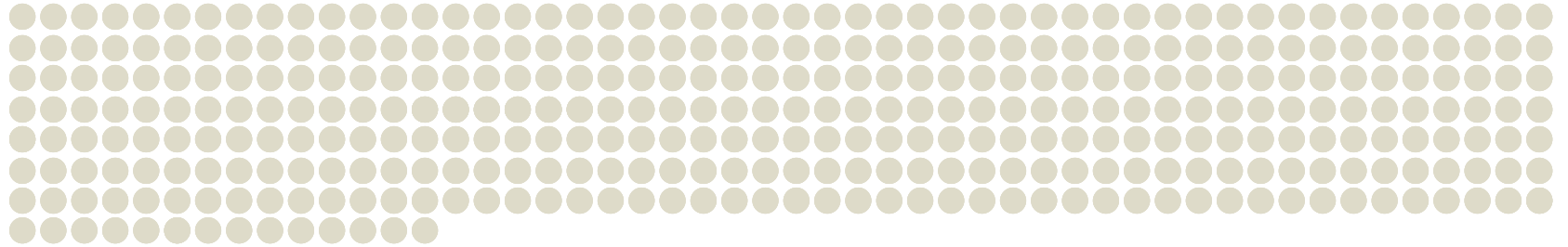
Age group

Referral region



Top 5 countries: 2. British survivors

Exploitation type



Age group

Referral region

Case study: James

James* is a British man who was exploited through county lines and cuckooing. He is now living in a Salvation Army safe house and getting help to manage his addictions.

James was homeless when Covid-19 struck and was found temporary accommodation as part of the government's response to the pandemic. Shortly afterwards he lost both his parents which left him even more vulnerable. James explains how he was tricked, trapped, and exploited living nearby:

"I was hit really hard when first my mum and then my dad died. There was a man there, called Tom, who was really supportive to me. At the time I didn't realise what was going on but even though I'd only just met him, he was coming round, being my mate, giving me a hug, telling me I'll be alright. He even said: "I've been through it myself." Much later on I found out his parents were still alive and it was all part of the story he was giving me, the lies he was telling.

"He even helped me out with the funeral arrangements which makes me so angry now. He knew what he was doing all along and I feel so naïve when I think back. First he started coming round and staying and then he began to deal drugs from my place, giving me some for myself for free. But then it got to a stage where I started owing him for them and the freebies stopped. He said I'd have to go out and graft for him.

“

So that's how it started. He brought in two more people who gradually, bag by bag, moved in to live in my place as well. By this stage I was so out of control with the drugs that I didn't realise what was going on around me. Before I knew it there was prostitution and drug dealing all happening in my one-bedroomed flat. It just crept up on me.

”



*Name changed to protect identity

“Tom and the others were never physical with me but they played with my mind. They threatened to stop the drugs and I was too weak and dependent to fight it. They didn’t hit me because they didn’t need to. They knew they had me because to pay my debt, I was handing over my giro each week and out running drugs for them. I had to do it because they’d given me a drug habit.

“The worst time was when the prostitution was going on and they locked me in my bedroom with a bucket for a toilet, which got emptied on a Tuesday and a Thursday, and food shoved in and the door locked again. When I was allowed out there was always someone, a scout they called it, a few yards behind keeping watch on me, to make sure I didn’t run off with the money or go to the police. It was even more frustrating because I could see the police station from my flat window. I was so close but I couldn’t get to them. It felt like it went on forever.

“It all came to end because the police raided the flat. They must have got suspicious because there were sex workers in and out 24/7. That was the best move thing ever. It was like my guardian angels coming through the door. As they bashed down the door, I just collapsed on the floor and thought...

“

...Thank God it’s over.
I’m safe now.

”

“The police officer knew immediately what had been going on. For my safety he took me off like I was one of the others. I said to him ‘I’ve been waiting for you to knock that door down for months’. Then he separated us and then I was taken to The Salvation Army safe house for my protection. If the police hadn’t knocked on the door that day I’d have been dead from the drugs by now.

“I can’t explain the anger and frustration. I used to watch people being tricked on TV before it happened to me and think ‘How didn’t they notice? I’d have spotted that something was up’ famous last words because they had me hook line and sinker. When I thought about what they’d done to me that made things worse because I just turned to drinking.

“At first it was a shock to find myself in a safe house in another town where I didn’t know anyone. For days after I got here I was physically sick with relief as the tension gradually released. The other people here have helped me so much and the staff are brilliant. I’ve had a lot of ups and downs over the months but I’ve been able to lean on them and they’ve given me support. There’s one support worker who really calms me down just by being here, it’s like he’s got a ‘Ready Brek’ glow. Without this place I’d have been another statistic and I’m not going out like that.”

James is looking to the future while his perpetrators, Tom and the others have all been convicted and wait to be sentenced. James is trying to put his experiences behind him, and enjoying being back in regular contact with his children.

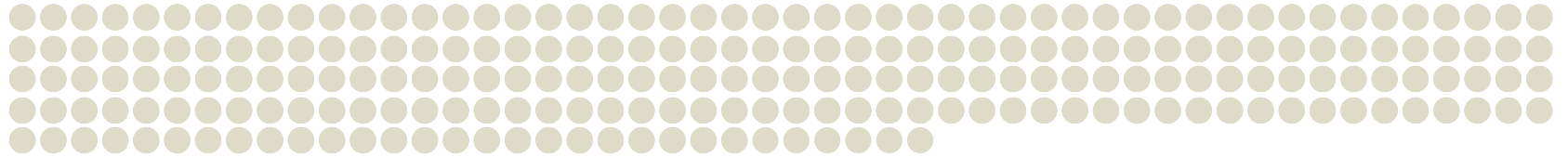
“

I keep myself busy with walks with my mates and growing plants. I’ve gone from two cactus to 22. It’s like ‘The Day of the Triffids’ in here now. I want a little flat with a bit of grass and a dog. That’s me done. Simple life. I want to buckle down and make roots. Anything else is a bonus.

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Top 5 countries: 3. Eritrean survivors

Exploitation type

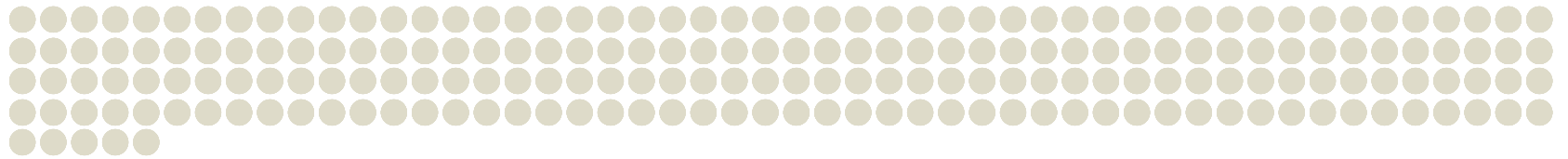


Age group

Referral region

Top 5 countries: 4. Sudanese survivors

Exploitation type

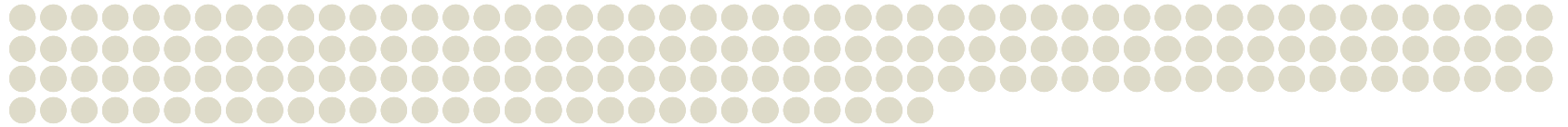


Age group

Referral region

Top 5 countries: 5. Vietnamese survivors

Exploitation type



Age group

Referral region



Behind the protective shield built around each survivor by specialist support services, The Salvation Army seeks every opportunity to meet individual's needs and involve and empower them in their recovery.

Behind the Shield



When survivors of modern slavery come to The Salvation Army and its partners for help, they bear the emotional and often physical scars of being tricked, coerced, and victimised for other people's profit. Many live in the shadow of fear as their perpetrators remain at large. Most remain highly vulnerable throughout their time receiving intensive support, while staff and volunteers work with them to rebuild the confidence, skills and resilience needed for an independent life.

Much of this support comes from programmes which sit outside but complement services provided by the Modern Slavery Victim Care Contract (MSVCC) and which are funded and operated through The Salvation Army's charitable resources and nationwide network of churches, community centres and volunteers.



Here are some highlights from this important work...

MSVCC developments

Accessing legal entitlements

This year Sam Cronin joined the contract management team as Public Law and Human Rights solicitor.

His role focuses on providing advice and assistance to the team on the legal entitlements of service users. While the Modern Slavery and Victim Care contract itself provides access to emergency support, this is temporary and focused on addressing immediate needs. Most survivors need additional, sustainable, long term forms of support to help them rebuild their lives with increased resilience against future exploitation. Sadly, many people experience difficulties accessing their legal entitlements to support in areas such as housing and social care.

Sam is working to understand these difficulties and develop approaches which help to overcome these problems. Sam joins from a leading Human Rights law firm and brings

experience of working on behalf of a range of clients across various areas of social welfare law, including most recently supporting those directly affected by the Grenfell Tower fire.



Care Quality Commission

In January this year the Care Quality Commission (CQC) **published a report** of services provided to recovering survivors of modern slavery by The Salvation Army and partners through the Modern Slavery Victim Care Contract.



This additional layer of scrutiny was welcomed as it built on the existing monitoring systems in place to ensure the best support possible for survivors. The CQC report provided welcome confirmation of good practice within the services, meeting and often exceeding contractual standards and the quality of services and commitment of staff going above and beyond to provide tailored support based on each individual's needs. The areas identified for improvement and recommendations covered issues which had already been identified by The Salvation Army and partners and where action has been taken to address them. More recent CQC inspections, not included in the published report, have identified that partners have taken on board and implemented learnings arising from these inspections which are now embedded in their practice.

Trusted assessor status

As part of our work to improve survivors' access to support they are entitled to under the law, The Salvation Army and partners continued to develop links with agencies such as local authorities.

Initiatives this year have included a conference which brought together support providers under the Modern Slavery Victim Care contract (MSVCC) with key people from local authorities to explore the best ways of working together.

Another key development has been the introduction of new pilot schemes with local authorities to coordinate and implement adopting 'trusted assessor' status for support workers in the MSVCC. Trusted assessor status, initially introduced by the NHS to reduce the number of delayed discharges, has been successfully implemented by The Snowdrop Project, who worked with Sheffield City Council to develop this approach

for survivors of modern slavery. The result has been a smoother and improved process for survivors in the Sheffield area to access local authority accommodation.

Building on this a 12-month pilot project was launched in the London area with three local authorities (London Boroughs of Westminster, Hillingdon, and Islington) who are working with Hestia and the Human Trafficking Foundation alongside The Salvation Army to coordinate and implement the trusted assessor status. Scheduled to run for 12 months, collating feedback from the local authority, service users and Hestia on the ease of application, suitability of accommodation and time saved via the process. Feedback from the pilot will lead to service improvement and assist with rolling out the scheme within other local authority areas in England and Wales, such as Derbyshire, Royal Borough of Kensington and Chelsea who are already in discussions with The Salvation Army's direct delivery team.

Specialist Training

Training initiatives, driven by both contractual requirements and the personal and professional development needs of staff, have been rolled out this year to upskill predominantly Referrals Officers, but also the wider Contract Management Team and front-line support staff where possible.



of survey respondents reported a **'Good'**, **'Very Good'** or **'Excellent'** understanding of Opiate Substitution Treatment following the training.

They aim to ensure that staff have the knowledge base and skillset to deliver effective and sensitive support to survivors, whilst also protecting their own wellbeing.

A training programme has been running since January 2022 co-ordinated by the Quality Manager and delivered by the Addictions Team in recognition of the increasingly complex challenges survivors are presenting with. To date 44 training sessions have been delivered, covering the following course topics:

- Vicarious Trauma
- Ethnic Diversity and Cultural Awareness
- Suicide and Self-Harm Prevention
- Gender-Based Violence
- Emotional Wellbeing and Resilience
- Substance Use Workshop and Functional Analysis
- Effective Communication and Therapeutic Relationships
- Understanding Grief
- Introduction to County Lines
- Child Sexual Exploitation



There is an ongoing evaluation and improvement programme for this training programme alongside bespoke additional sessions to address gaps in knowledge as they are identified which have included 'understanding the Methadone prescription process.' The training has so far reached 65% of Senior Referrals Officers and Referrals Officers and

been incredibly well received. the Quality Manager collated feedback following the training, and 100% of survey respondents reported a 'Good', 'Very Good' or 'Excellent' understanding Opiate Substitution Treatment following the training, with 93% reporting that the training would 'Moderately', 'Considerably' or 'Definitely' influence their practice.

“

When I arrived at the safe house, I had become so safe with volunteers that I wanted to go back home with them. They stayed with me for half an hour, helped me settle with safe house. I am so thankful for volunteers.

”

A survivor we supported



160

This year we have brought onboard around **160 new volunteers.**

Volunteering

Volunteering plays an important part in preparing survivors for the future by providing opportunities to gain work-based skills. It also gives the public the chance to contribute to the important work of protecting people from exploitation or keeping them safe while they recover. This year we have brought onboard around 160 new volunteers to roles which reinforce The Salvation Army’s support services for survivors of modern slavery.



Volunteer opportunities with The Salvation Army include:



First Responders who help victims of modern slavery explain to the authorities what has happened to them so they can help.



Transport volunteers who deliver and accompany rescued people to safe houses.



Mentoring volunteers who provide practical assistance and play a key role, over and above the available statutory support, in helping survivors recover and realise their goals.

Promoting volunteering

We embarked on a series of free workshops running throughout the year in cities across England. These workshops educate the public about modern slavery, encourage new people to volunteer and recognise and celebrate our existing volunteers.

Sarah du Heume is a First Responder based in London who attended a workshop in May this year. Her role involves interviewing potential victims of modern slavery.

Sarah said: "I've been volunteering as a First Responder at The Salvation Army for over a year now. It's demanding but fascinating work that brings me into contact with people from many different backgrounds. Almost all of them have been through highly traumatic experiences and it's a genuine privilege to talk to them and offer support.

“

Before I started volunteering I had only a dim understanding of what modern slavery entails; it's been very eye-opening. I'm struck by how easy it is for lives to be derailed by war, debt, or by smooth talking exploiters. It could so easily happen to any of us.

”

Other initiatives exploring new ways to promote volunteering opportunities include partnerships with organisations like the Rotary Club and several universities. A group of 12 people from the London Collective of the Soroptimists, a global volunteering organisation who work to transform the lives of women and girls, have started training this year as First Responders.



First Responders

Our First Responder team deserve commendation for their unfailing efforts to meet unprecedented demand this year. They have also had to cope with the impact of legislative changes which have placed greater uncertainty and burden on first responders when referring potential victims to the National Referral Mechanism.

Here is an example of how our First Responders take every precaution to protect the people they help.

A young woman who came to the UK as a child had experienced a chaotic, unstable childhood. She and her mother were living in the country illegally having overstayed their tourist visas. Without the right documents the young woman was very vulnerable and accepted work as a housekeeper for a wealthy ex-pat family. She

suffered appalling verbal, emotional and physical abuse at their hands. Her employers used her immigration status to manipulate and control her. She couldn't get enough food or rest, was made to work inhumane hours under constant surveillance from cameras in the house. She reported her experience to a charity that supported refugees and Josefiina, a Salvation Army first responder spoke to her while she was in their offices. Josefiina said:

"I remember her being such a sweet young woman with so many hopes and dreams, which she felt were unattainable due to her situation. She said sometimes she felt that there was no point in living."

Josefiina submitted information to the authorities for them to make a decision about the young woman's case. At the same time, she contacted The Salvation Army's contract team to explain that this woman needed urgent help but must be contacted discreetly, using only text messages to avoid alerting her employer. Shortly afterwards the woman was taken to a safe house.

Transport Volunteers

Our transport team organised 977 journeys to move survivors to safety this year.



“

Each driver was very kind... they did not ask me personal question and made me feel comfortable. It was a very good trip; people were very engaging.

”



Digital and physical flashcards in more than 20 languages are now available to ease communication between transport volunteers and survivors as they travel together.

Mentors

Jennifer from Nigeria was tricked into leaving her family travelling illegally to Europe where she was sexually exploited until her health was ruined. The Salvation Army's support services and mentoring team have helped her to live independently and be reunited with the daughter she hadn't seen for 20 years.

Jennifer* remembers her childhood in rural Nigeria, Edo State, as full of struggles because her father, a farmer, was often too ill to support the family and needed money for medication. Jennifer's brother, Wale, went to work for a rich man from the village but there was a dispute when he wasn't paid. When he was 16 and Jennifer just 15, his bloodied body was found by the side of a field. Days later when the family were still grieving, a rich lady called Elizabeth arrived in the compound. Jennifer said: "I talked to her, and she said I should not worry; that she would take care of me."

Elizabeth returned regularly from the city with gifts of money and clothes for her. She talked of opportunities for Jennifer in the big city and promised to help her go to school. "I was really happy. My mother was happy too."

Then Jennifer fell pregnant and, despite the baby's father opposition, decided to keep the baby. Elizabeth was also angry, but arrangements were made for Jennifer's mother to look after the baby girl while she went to the city and took up work that Elizabeth was offering to find. Something she soon regretted.

“

Don't trust people who use gifts of food and clothes to twist your brain. I was supposed to be at school with other girls my age or working on my family farm, but they changed my dreams.

”

Next two men came to drive Jennifer to Lagos. She arrived at a flat where lots of other young people were living. That night one of the man raped Jennifer and when Elizabeth arrived the next day, she promised to deal with him. Instead, Jennifer was given new clothes and a passport which had her photo

but a different name. Before being taken to the airport she was introduced to a man and told to pretend was her husband. "The airport was so beautiful and there were so many people there. I didn't know what to do or say, so I did what they told me."



*Name changed to protect identity

Jennifer was taken first to Hungary and then to Italy. In both places she was forced into sex work. However, she was ill and still bleeding from the assault in Lagos which made it hard to work. Jennifer overheard the people in Europe arguing on the phone with Elizabeth because they were refusing to pay the agreed sum of money for her. Jennifer's health didn't improve but still they made her work to pay for accommodation, food and the debts run up to bring her from Nigeria.

"After she'd beaten me, she would force me onto the freezing streets in the dead of winter wearing nothing but my underwear. One day when I was sick and sleeping, she woke me up by placing a hot iron on my leg. She was like a vampire, sucking the life out of me."

Eventually Jennifer met a man who promised to help her escape and he arranged for her to come to the UK. Having entered the UK without the right permissions, she was frightened to come forward for help and lived for year off the kindness of people

she met. Still unwell, Jennifer turned to alcohol to deaden the physical and emotional pain.

“

I was scared but I just didn't know what to do anymore.

”

Finally, a friend encouraged her to go to the authorities. Once in a Salvation Army safe house, Jennifer was given medical help and assistance to deal with her drinking problem. By the time Jennifer was formally recognised as a victim of modern slavery, she was living in a new city. She contacted The Salvation Army's Anti Trafficking and Modern Slavery Mentoring team. These trained volunteers offer practical guidance and support to survivors at any stage in their recovery, including while they are in Government-funded outreach or safe house support or after they have left.

"They did a lot. My dream was always to go to school, and they helped me to do that and supported me when I faced big challenges, especially during the pandemic. They have helped me learn so many useful skills like how to book appointments. I don't blame myself for what has happened to me. I like to learn every day. That is my goal."

With her health finally improved Jennifer was still sad as couldn't return to Nigeria for her own safety. Years ago, she heard that her mother had died but had received no word of her daughter, Isabel. Jennifer was tormented by the thought she might also have been exploited, so The Salvation Army helped her to keep searching. This year agencies put Jennifer in touch with Isabel for the first time in 20 years.

“

Life is beautiful now

”

“

They did a lot. My dream was always to go to school, and they helped me to do that and supported me when I faced big challenges, especially during the pandemic. They have helped me learn so many useful skills like how to book appointments. I don't blame myself for what has happened to me. I like to learn every day. That is my goal."

”

“

The lady who spoke with me was very calm and patient, I didn't want to talk about what happened to me. I am ashamed. She made me feel comfortable and gave me a winter coat to keep me warm.

”

A survivor we supported

Survivor Voice

We continue to strive to make sure that survivors' voices inform and guide our work.

Our Survivor Engagement and Inclusion Specialist, appointed last year, has travelled to meet and speak with survivors and support workers from across the service. To make it easier for survivors to engage, these meetings take place alongside social activities, such as group meals, BBQs, art and craft activities.

These activities are the backdrops for the conversations that allow people to speak freely about the issues and challenges they are facing as part of the recovery process and where they believe positive changes could be made. Importantly, these dialogues look to focus on the future as well as the past. People are encouraged to talk about their hopes and goals, to plan further social activities and share information about their culture.



Alongside this programme, we have been working to give survivors more opportunities to campaign and advocate around issues of importance to them. For example, survivors supported by The Salvation Army and our partners asked us to pass on a letter to the Prime Minister during the final stages of the passage of the Illegal Migration Act.

“

We were put in a safe place where we saw humanity for the first time after a very long time.

”

“

Without this support, some of us would not be alive today to talk about the importance of protection for the survivors of modern slavery and human trafficking.

”

As well as this letter, survivors made contributions to The Salvation Army's weekly newspaper, The War Cry and are producing a magazine to commemorate this year's Anti-Slavery Day.

“

I have been going to the gym and it is helping me to think about other things rather than all the stress I have.

”

A survivor we supported



£213,212.25

From July 2022 to June 2023 The Salvation Army Survivor Support Fund supported a total of **501 applications valued at £213,212.25**.

Survivor Support Fund

Our Survivor Support Fund (SSF) comes from donations generously given by our supporters and is used by our teams and our partners to provide essential items outside of the support survivors are entitled to through the Government contract. Where no other funding is available to meet their immediate needs, survivors of modern slavery can access funds to help them thrive and live independently.

These grants, often small in monetary value, have been shown to have a huge effect on survivors' wellbeing and ability to realise their dreams.

A wide range of applications and funds awarded include:

- Clothing – including school uniforms, workwear, leisure clothing and footwear
- Essential technology to help with learning and job hunting

- Household items, including carpets, bed and bedding, white goods, and furniture
- Gym membership or leisure activities
- Support for people to access education and training including higher education courses, certificate validation and translation, ESOL books and equipment for practical courses such as sewing
- Travel and transport costs to enable people to attend medical appointments, college courses, take children to school and to attend other important appointments which fall outside of their ECAT (European Convention on Action against Trafficking) entitlements
- Baby items including pushchairs and maternity items.
- Bicycles and accessories
- Dental treatment or eyecare including the purchase of glasses.
- Childcare costs
- Rent deposits and rent in advance

The Survivor Support Fund also supported initiatives to help with mental and physical wellbeing, these include:

- Resources for healthy eating cooking sessions
- Christmas 2022 celebrations
- Outings to the theatre; bowling; the seaside
- Resources for gardening project
- Group activities such as skincare sessions or six-week therapeutic art programme

The Survivor Support Fund has supported the cost of:

- The interpreting service for the Salvation Army First Responder Service
- A Survivor Inclusion & Engagement Specialist
- Delivery for donations such as clothing, toiletries, baby, and household items
- Supplying bicycles from The Salvation Army Recycles Project to survivors supported through the MSVCC

A survivor has used a laptop provided by the SSF to study to apply for benefits and correspond with support agencies and to socialise which means she feels less isolated. She is looking forward to using it to apply for work and more online courses once she has completed her studies.

“

Having my own laptop has meant I can work on my studies anywhere and has made me more independent in so many ways. I am very grateful to you for making me an award enabling me to have a laptop. Thank you.

”

A survivor we supported



“I want to say thank you to all staff for helping me when I move out. Thank you to the Salvation Army for giving me the table, chairs, bed items, shelves, and toaster. This is very helpful for me and my new baby. I like my new house very much, and the new items make me feel more at home and has made me happy to be in my new house...”

A survivor we supported

“

This means that my children will not stand out when it comes to uniform. They will fit in with their peers which is even more important to them when they already stand out for sounding different to everyone else. They have already been through so much this makes their lives a little bit easier.

”

Quote from a survivor we supported who received support to purchase essential uniform

Feedback from survivors attending Coronation celebrations at a safehouse:

“

The food was great, gave me a chance to meet new people, enjoyed the company of the clients and visitors.

The quiz was fun and being part of the team.

”

A survivor we supported



In our southwest safe house funding from the Survivor Support Fund enabled residents to enjoy horse riding sessions. Feedback from some of the 15 survivors who attended, many of whom had never ridden before or even touched a horse:

“

Being out here in nature, in the sunshine, with the horses, is so good for me, I feel lighter.

”

A survivor we supported

“

It was wonderful to see them push themselves out of their comfort zones and try something new, a real privilege to be part of.

”

Quote from Safehouse manager

Improving safe houses

Move in packs

SSF funding has enabled some services to ensure that Essential Move in / Home starter packs are the best we can provide for people who often arrive with little or no possessions. Survivor packs included better quality bedding, toiletries and food as well as ensuring individual's cultural needs were met by providing, for example, prayer mats and a copy of the Koran for Muslim residents and halal food.

Psychologically Informed Environments

SSF funding enables safehouses to give residents accountability, choice, and a voice in what their accommodation looks and feels like in a way which embraces their cultures, heritage, and family life. This involves not just interior décor for communal and private spaces but also making the most of outdoor spaces with BBQs and sympathetic planting, giving residents a place to cook, socialise or just relax in nature.

Helping Survivors Secure Work

SSF funding has opened many doors for Toni. She was given a grant to pay for her college course book, professional knife set, chef uniform and footwear, without which she would not have been able to complete her qualification or found a placement at a Michelin restaurant. She has gone on to find work at a top London hotel. Here are some of her award-winning creations while at college:

Toni* from Jamaica is a survivor of domestic servitude who has been supported by The Salvation Army's London Outreach service for the past two years and is now back able to use her culinary talents with a job in a 5-star hotel kitchen.

Toni was brought up in Jamaica with her three siblings. She went to school and qualified from college in culinary arts. She found work in hotels managed to earn enough to build her own home and buy a car. She played basketball at a high level which allowed her to travel around the Caribbean.

*Name changed to protect identity

However, Toni was keeping a dangerous secret. Homosexuality was not tolerated by her community or even her family who held very extreme views. Toni had no option but to hide her true identity as a gay woman. "I always knew that I was different, but I had to live by their rules. They

expected me to get an education, a job, a house, a husband, and kids. I had to pretend I was someone I wasn't. To keep people from suspecting, I would dress in feminine clothes, even though it wasn't me at all. I found it hard adapting to society and had to manoeuvre around my sexuality."



Despite her precautions, people began to speculate, and suspicions grew that Toni was gay. She was subjected to verbal and then physical abuse. She was chased and assaulted with a broken bottle one night. Then she suffered a knife attack and had to run for her life through the cane fields, only returning to her home under cover of darkness. "I don't know where I found the strength, but I knew if I didn't escape, he would kill me."

The police in Jamaica weren't interested in her story and Toni was tired of living in fear. When visiting England for a family funeral, Toni met and fell in love with a woman who sold her the dream of escaping to a country where she could live without prejudice. "She told me that in England I could be myself and not have to hide my sexuality. She made me feel comfortable. I thought I was falling in love with her. I wanted the life she was describing. I wanted to be allowed to be me."

The woman visited Toni in Jamaica and, shocked to see how she was living, kept trying to persuade her to move to England to live with her.

“

She sold me this dream of life in England. Somewhere we could hold hands openly in the street. She got in my head.

”

Secretly Toni started to put things in place to leave. She sold her house and her car, resigned from her job, and bought an air ticket. When everything was ready, she went to a hotel near the airport and, on the woman's advice, called her family to tell them she was leaving and that she was gay. She knew that coming out to her family would mean cutting all ties with them but was horrified by the threats and abuse she received. "When I told [my father] he went mad and shouted 'You bring shame to this family. I will kill you. I will chop you up and feed your body to the sharks so no one will know you have gone.' I believed him."

Toni cried for hours on the flight to London but tried to keep the niggling doubts about her decision at bay. She soon settled into her new life. She used the money from selling up in Jamaica to live while her friend took all her documents and promised to sort permissions for Toni to work and be independent. "I believed every single word. I trusted her."

When her money began to run low, the woman's attitude changed. Toni was made to sleep on the floor and forced to do housework for hours on end. She even cooked all the food but wasn't allowed to eat more than the odd mouthful. Locked in the house Toni began to realise that she had been controlled from the moment she arrived. The woman had never allowed her to go out on her own and told her not to speak in public, supposedly for her own safety. Then the threats began. "She said she would send me back to Jamaica, but I can't ever go back there now. ...she told me that the authorities would send me home, that the police wouldn't help me because I was black."

Eventually Toni confronted the woman and they argued badly. Toni was thrown out of the house with just the clothes she was wearing and two small bags. Toni endured two years of being homeless; surviving from food handouts given by passer-by; sleeping in parks; running from threats and propositions from drunk men. She slept in a park where a woman, called Sharon would regularly come to exercise or play with her daughter. When Sharon showed her kindness and offered her food and even the chance of a bath, Toni remained suspicious. "I wondered 'Could this be another trap?' But then when I'd had enough of starving and being cold and dirty and was even thinking about ending my life, I gave in and accepted her help."

Sharon linked Toni to a local agency and a solicitor started the process of explaining her situation to the authorities – something Toni thought her abuser had done years earlier. "When I was first told I'd been a victim of modern slavery I was so shocked and overwhelmed I just broke down and went off to be by myself for a while."

Toni was told that The Salvation Army would help her rebuild her life. "At first, I was hesitant to accept help from anyone, and frightened that a Christian organisation might judge me because of my sexuality. I couldn't have been more wrong. From the moment The Salvation Army came into my life everything started to get better and better."

“

From the moment The Salvation Army came into my life everything started to get better and better.

”

Toni's support workers spent time with her, playing basketball together to put Toni at ease and supporting her to gradually become more independent. "My lovely, lovely support workers. Every time I spoke to them, I got a sense of reassurance and comfort. I could tell they were genuinely trying to help me and not just because it was a job but because they wanted to. They made me feel like there's hope. Always

there for me when I need them and checking in with me. They have been my rock and went above and beyond in the support they give to me"

They linked her up LGBT groups and accompanied her to important appointments like interviews at the Home Office about her refugee status. They helped her enrol in college for culinary skills courses where she excelled. Within weeks of receiving her refugee status which allowed her to work, Toni was snapped up by a 5-star hotel to work in its Michelin starred restaurant. "I couldn't even have afforded to do the course if The Salvation Army hadn't funded my course books; chef's uniform and knife set. And now I've got the chance for a new future with this job."

Toni has her own flat and is still in touch with the lady who helped her when she was living in the park.

“

I'm 100% myself now I'm over the moon happy.

”



“

The Chaplain is a listening ear, a constant, calm, respected influence... The survivors here know he can be trusted, confidentially and slowly build relationships... The barriers of language, age, cultures, and beliefs are lessened over a cup of coffee and of course, the occasional biscuit. We celebrate all cultures, faiths, and beliefs here... sometimes, when a survivor arrives, that is all they have left of themselves. We embrace that... and having a Chaplain here has enabled us to do this so much better.

”

A quote from one of our Service Managers

Chaplaincy

The Salvation Army's expanding chaplaincy service is particularly important to its work with survivors of modern slavery.

Chaplains support staff, survivors, and volunteers wherever they are. Reports from a safe house manager where a chaplain has recently started visiting are that there is a palpable positive difference in the atmosphere with staff and residents since a chaplain started visiting recently.

In other places chaplains have helped with a craft group, trips to the seaside; sourced a Bible in a little-known language for a resident and provided pastoral support to a team when there was uncertainty and a death in service.

A Service Manager in the Northeast reports that the addition of a part time chaplain has reinforced important principles of relationships, engagement, and trust.



Staff feel able to speak to the chaplain when difficulties arise, and survivors have an additional source of **comfort and community.**



Research

Proactive research is fundamental to our continued development of the services and support we offer to survivors across the MSVCC. A scoping study conducted in 2020 highlighted the issues faced by parents with dependent children within the NRM.

We support many parents, who due to the trauma caused by their exploitation can face additional difficulties with parenting within the NRM. Upon the completion of the research, The Salvation Army committed itself to alleviating the problems experienced by parents in the NRM. In 2022, The Salvation Army ran a pilot project with Childside to deliver the New Home, New Country programme – these workshops covered various aspects of parenthood and provided resources to help survivors develop stronger relationships with their families in a new environment and country.

Following noticeable improvements in participants' confidence and their positive feedback in relation to the course, The Salvation Army committed to expanding the programme alongside our partners. In Spring 2023, Childside began to train support workers from across England and Wales to facilitate the New Home, New Country programme and to further utilise their close relationships with the survivors they work alongside.

Throughout the duration of the programme The Salvation Army will be conducting research and evaluation to compliment New Home, New Country and ensure it is as effective as possible in enabling The Salvation Army and survivors to better support their families within the NRM and beyond.

Modern slavery and human trafficking are often international crimes, with networks and trafficking routes spanning many countries and continents. The Salvation Army is committed to tackling exploitation across borders.



Over the course of the Beyond Project Pilot our team received **60 referrals**.

International Protections

Between February and June 2023 we ran a pilot for The Beyond Project – a project that utilises The Salvation Army’s global network of National Contact Persons (NCPs) to provide support to survivors of trafficking where needs go beyond borders. Over the course of the pilot our team received 60 referrals. The Beyond Project consisted of four different services:

1. Country Specific Information on processes, services and culture.

The Beyond Project team has been able to provide lifesaving support and information to people who were unaware of their rights and entitlements. By receiving information from international networks, the team were able to reach out to people isolated within the UK and help them

get to safety and enter support through the National Referral Mechanism. Our cross-border contacts can coordinate and provide information in accessible

ways that allow survivors to make informed decisions about entering safety and support.



2. Return and reintegration support.

Salvation Army NCPs supported 17 survivors of trafficking with return and or reintegration. This included a reintegration grant provided through the Beyond Project for simple startup businesses to generate income. Business start-ups have included catering, tailoring, and selling drinks. Training courses have been funded in sewing and baking courses alongside items for a business start-up kit. Available funding also covered the cost of medical check-ups and counselling sessions.

3. Support for families separated by borders.

We received 17 referrals for family members in need of support in other parts of the world who were linked to survivors of modern slavery in the UK. The majority of those seeking support were asylum seekers whose family members remained at risk in other countries.

Using the local knowledge of Salvation Army NCPs and Child Protection teams in other countries, we provide options for a survivor in the UK to think through. This could be referral to another NGO, or reporting to the police, or to a government department who may be able to respond. In each referral we received we were able to provide some information, signposting, or referral.

4. Cultural exchange and cross border learning.

During the programme we ran a cultural exchange between China and the UK. Eight UK based support workers and support managers, working with survivors through the MSVCC, were linked with a Chinese project officer and other Salvation Army specialists in modern slavery from the South Pacific and East Asia.



Adwoa* left home following a job opportunity which turned out to be false and found herself in an exploitative situation living in a room with no access to water, food or light. Adwoa met someone from The Salvation Army who supported her to return home by coordinating with another charity. Through our global network we connected her to an NCP in her home country so that she could be supported when arrived back to navigate life back home, penniless having spent everything, she had to pay the agent who tricked her into leaving. Funds from the Beyond Project and the local team of specialists supported Adwoa to develop a plan so she could realise her dream of running a shop.

Our NCP checks in with her regularly and remains a supportive point of contact as Adwoa continues her journey of reintegration.

“

I just thank God for The Salvation Army, ... they brought me back ...they never left me alone. They help me, they give me everything on the shop.

”

*Name changed to protect identity

“

Working gave me more independence ...and helped me to build up my confidence to get back into the community, to be myself. I don't want to think about where I would be if it wasn't for The Salvation Army.

”



85%

Anti-Slavery Day posts of individuals wearing the tattoos increased by 85 per cent compared to 2021

Amplifying and Advocating for survivor voices

Amplifying

A key element in our care for survivors of modern slavery is to provide opportunities and support them as they share their stories and concerns. Working with them in this way helps us to advocate for access to the protection and help they need to go on to live life to the full. Survivors are often grateful for the chance to protect other people potentially at risk of modern slavery by sharing how they were coerced, tricked, or made vulnerable by the criminals who exploited them.

Here are some highlights of where we've been able to amplify survivor's voices and views to raise awareness of modern slavery and the needs of all people who have been tricked, trapped, and traded.

Freedom Walk in Edinburgh

In August we ran unique guided family-friendly walking tours at the Edinburgh Festival Fringe to explore the city's dark history and how slavery is not just a thing of the past.

“

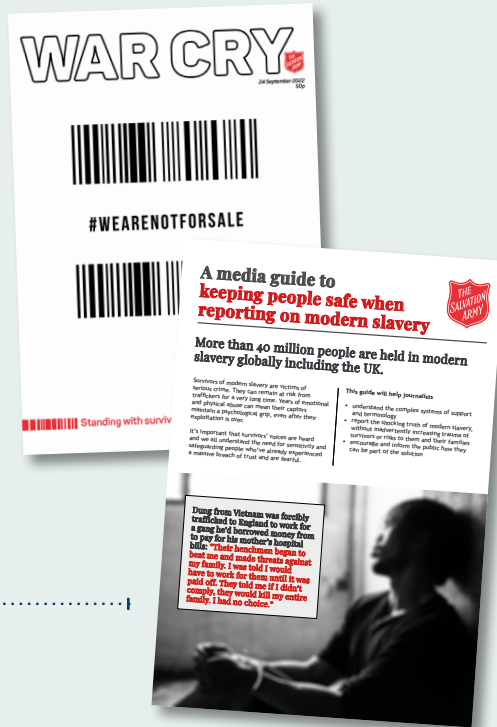
When people think of slavery, they usually think of it in a historical sense. But it's just as much of an issue today, if not more, to the point that the number of victims in Scotland is double what it was five years ago.

”



Major Alison Raybould, The Salvation Army's Anti-Trafficking and Modern Slavery Coordinator for Scotland who had the idea for the Freedom Walk.

The Salvation Army's weekly newspaper, **The War Cry**, provided the first ever edition entirely dedicated to the topic of modern slavery which featured contributions from survivors of modern slavery and valuable information about the issue.



Media Guide

We have developed a guide to help journalists understand the complex systems of support and terminology as they report the shocking truth of modern slavery, without inadvertently increasing trauma of survivors or risks to them and their families.

Coalition to Stop Slavery

This year the Salvation Army joined other leading charities in the newly formed Coalition to Stop Slavery to bring about a vital increase in public awareness of modern slavery. This was the first-time anti-slavery charities in the UK had come together for such a major campaign. This centred around digital assets developed by the Creative Director behind the award-winning John Lewis Christmas adverts. Hard-hitting, cinematic films on the theme of 'It's not That Obvious' were released around anti-slavery day.



Anti-Slavery Day

We built on the momentum of previous years with our fifth consecutive #WeAreNotNotForSale temporary tattoo campaign. This is designed to give the public opportunities to show their support for survivors of modern slavery and contribute to The Salvation Army's Survivor Support Fund. By using bar code imagery, it focuses attention on the fact that people are still being bought and sold as commodities through modern slavery. This received lots of support and



engagement with the public and other organisations including a dramatic increase in support on Facebook - posts of individuals wearing the tattoos increased by 85 per cent compared to 2021 and other #WeAreNotForSale content increased by 65 per cent. The launch of our annual report to coincide with Anti-Slavery Day was supported with publicity at national and regional levels. We focused on the highest ever number of victims referred for support who had been victims of criminal gangs with publicity at national and regional levels.





BBC Radio 4 You and Yours

Throughout the year we worked in partnership with media outlets to raise awareness of modern slavery and support our calls to protect survivors' rights and entitlements. In broadcast media we made it possible for survivors to share and provided expert commentary on local and

regional TV and radio stations, as well as national programmes such as BBC Radio 4's You and Yours programme. Their examination of the impact of the UK shortage occupation list included compelling testimonies from survivors who have benefited from being able to work in exempted areas such as the care sector.

Danillo, originally from Mauritius, suffered years of mental and physical abuse, enslaved by his uncle into a life of working every day on his family farm without pay. When he tried to escape his uncle threatened to track him down and drag him back. Danillo fled to the UK where he was recognised as a victim of modern slavery. While he awaits a decision on his asylum claim, his Salvation Army support worker helped him secure a job as a care worker through the occupation shortage scheme. She

describes him as transformed since he started work and his employers and clients are really impressed with him. Danillo said: "Working gave me more independence ...and helped me to build up my confidence to get back into the community, to be myself. I don't want to think about where I would be if it wasn't for The Salvation Army. They've given me a new purpose in life, they've rebuilt my life and I finally see hope for the future thanks to them and I will be forever grateful..."



Royal guest shares music therapy

The visit Her Royal Highness Princess Eugenie of York and Julia de Boinville, Co-Founders of The Anti-Slavery Collective, to a music therapy session run by Salvation Army support team provoked wide interest in the media and social media. The guest joined

in with a fun warm-up and breathing exercises and enjoyed an informal performance by the group who have been sharing together through music every week. Survivors and support workers then explained how the sessions were improving survivors' wellbeing.



Jenny Thompson who oversees The Salvation Army's London Outreach service said: "Local Salvation Army churches and community centres provide a key safe space for the survivors we work with. Having our special guests come to listen to them singing and chat to them has been a tremendous boost. These sessions are about so much more than music and singing skills."

“

These sessions are about so much more than music and singing skills. They are about building confidence and giving survivors space to have fun and share with each other, at the same time as getting support from our team of specialist support workers.

”

Advocating

The Salvation Army is committed to standing alongside survivors in our efforts to improve the protections available to those who have been exploited and trafficked. Advocacy is a crucial tool that allows us to speak to those in positions of power and to enact change. We work with colleagues from across the sector and parliamentarians from all political parties to protect and push improve the systems in place.

Some of our key areas of work this year have been:

Home Affairs Select Committee & Joint Committee on Human Rights

We submitted evidence to both the Home Affairs Select Committee's Inquiry into Human Trafficking and the Joint Committee on Human Rights' inquiry into Human Rights of Asylum Seekers in the UK. Following our written contributions Major Kathy Betteridge was invited to give oral evidence in front of both committees in Parliament.

Illegal Migration Act

The Salvation Army actively campaigned for changes to the Illegal Migration Act following its introduction to Parliament in March 2023. We worked tirelessly to mitigate some of the most detrimental impacts of this new law on survivors of modern slavery. While we are saddened by the passing of this law, we are encouraged that people from across the UK came together to stand with survivors of modern slavery and amplified our calls to protect their rights. It is vital these efforts do not end with the passing of the Illegal Migration Act.

STAND WITH SURVIVORS

STOP TRAFFICKERS



**DON'T CLOSE THE
DOOR ON VICTIMS.**



Monitoring of Nationality and Borders Act

In January 2023 the Modern Slavery provisions of the Nationality and Borders Act came into effect. The Salvation Army meticulously monitored the impacts of this legislation and campaigned to reverse the negative impacts experienced by survivors. We ensured that the issues picked up by our first responder team were fed back to the relevant authorities in order to make clear the situation on the ground.

Celebrating Successes

The Salvation Army



In The Salvation Army's southwest safe house two residents have successfully moved to social housing locally. One is now working for the NHS while the other prepares to set up her own business with training she was helped to access whilst in the safe house.

Many survivors are benefiting from English for Speakers of Other Languages (ESOL) classes.

Two women in a safe house have progressed this year from no English at the start to being able to apply for work. Others have been helped to find voluntary roles to give them work experience with many opportunities coming via Salvation Army centres.

Cooking classes and art workshops have helped survivors express themselves and enjoy therapeutic and social times together.

One survivor who arrived at a Salvation Army safe house in the Northeast suffering from post-traumatic stress disorder and drug addictions has written about the impact of the support he received. He is now managing his addiction and has achieved high level qualifications and work driving forklift trucks which he really enjoys.



"First, I must say that without Salvation Army's help probably I'll be dead or worse now and this is not any exaggeration, it's only the pure ugly truth... Staff helped me, encouraged and supported me every single time when I needed it. They were supporting and helping me even when I relapsed in drugs.

“

It wasn't an easy journey, but with the Salvation Army's support workers help I started to get better and get my life back on track step by step. None of these would have been possible without Salvation Army's help. I want to say thanks to every single member of staff for helping and supporting me...

”

Another resident in this safe house who had an entrenched alcohol addiction was supported to attend online Alcoholic Anonymous meetings and work with a mentor both from his home country of Poland. He has turned his life around demonstrating the importance of the right cultural services. "I feel very safe, I am very happy you help me straighten from alcohol."



These men have been developing their growing and nurturing skills through a gardening programme at the safehouse which provides an escape in a peaceful, calm environment amid the chaos of recovery. The produce is used when the residents share recipes and cook together.

Survivors supported by BAWSO said:

“

I cannot put in words the support I received from my case worker. The most important one is the emotional support which I have received from him, that made me strong.

”

“

I was so happy when I was able to open a bank account that I cried. I felt normal and independent. Thank you.

”

A woman referred to BAWSO for Outreach Support was struggling with significant physical and mental health challenges. When she first met the team, she struggled to engage or complete everyday activities and would often miss phone calls or appointments. The abuse she had suffered at the hands of her perpetrators had left her with a damaged ear drum and she was battling an eating disorder.

BAWSO staff helped her access support for both these issues with her GP for the first time. She was given a laptop, taught how to use it, and supported onto training courses as well as being linked to the benefits she was entitled to and found suitable accommodation. Through this process her confidence and self-esteem grew, and she now has her own home; goes to the gym regularly; is making friends at a beauty course and able to live independently. She is happy and enjoying life and unrecognisable from the person who entered the service. She has repeatedly told BAWSO staff that without their support she does not believe she would have survived.

Another woman came to BAWSO from hospital where she had been receiving treatment for a near fatal accidental overdose after being subjected to ‘cuckooing.’ Her flat was targeted by criminals who used her flat as a base to deal drugs, exploiting her vulnerability as someone struggling with substance and alcohol addiction as well as physical and mental health problems. She had been evicted, run up huge debts and tried and failed to escape the area to be free of her exploiters.

One by one BAWSO staff addressed each of her needs; referring her to substance misuse support and finding temporary accommodation in another area through local authority homeless prevention services. She has been in recovery for more than seven months, with much improved health and wellbeing and is now training to become a peer mentor, where she will help others experiencing similar problems. She testifies that her support worker was the “only person who believed” in her and is grateful for her constant support throughout her journey into recovery.

“

I have received a big support from BAWSO. Now I have secured a full-time job. I received financial help which is very important. I have a befriender who is very good to me, and she showed me lots of places in the area. I am lost for words to express my feeling.

”

“

It has been very difficult and no hope, but with receiving support from BAWSO I am now safe and very happy.

”



BCHA

This year BCHA's Liberty Project has been focusing on psychologically informed environments (PIE) and Trauma Informed Care (TIC) to improve the service they provide for survivors. The five elements of the PIE framework are relationships (partnering with other professionals who can support survivors and working on collaborative projects with survivors who have chosen to focus mainly on gardening and cookery); training and support (delivering awareness training around the local area and staff receiving training on trauma informed care; safeguarding; immigration; The Child Side Project; domestic abuse; among many other topics); their psychological framework, evaluation and the physical environment.

Survivors were engaged in planning the redecoration of a family safe house to make the property more appealing to children.



Poppy Blundell has progressed from BCHA's Young People's Services to Operational Manager for the Liberty Project. Her thoughts on the work she and her team do in supporting survivors to rebuild their lives: "I'd say the best part of my job is hearing support workers tell me about a recent success with a customer. We understand and appreciate small wins at Liberty, and nothing makes me happier than hearing a customer succeed as a result of a support worker's efforts."



Poppy said one individual sticks in her mind who, when they first met, was nervous and terrified as a result of their trauma. Fast-forward a year and they had been granted asylum; received a positive conclusive grounds decision; divorced and supported the prosecution of their perpetrator; became a qualified carer and was always smiling.

“

Each day I'm shown how strong survivors are and how a little bit of support can go a long way. I am extremely proud to be helping people live a life free from abuse and making a change to society, with everyone at BCHA being part of that change.

”



BCWA (Black Country Women's Aid)

A British woman arrived at a BCWA safehouse having been referred into the NRM (National Referral Mechanism) from a police station. She was traumatised after years of domestic servitude and financial exploitation which went back to her childhood. BCWA worked closely with many agencies, including legal and financial support, and provided access to counselling to improve her mental health and enable her to move out of her exploiter's home and care for and protect herself and her new-born baby.

She said of BCWA's support:

“

There is always time for me when I need it.

”

Causeway

Causeway celebrated a year since opening a safe house designed for Vietnamese people. This culturally specific accommodation has proved very successful and has been recommissioned for the next 12 months. The number of people choosing to stay and receive support is much higher than before and residents have given positive feedback about how safe they feel and the strong sense of community they have built. One resident who faced many obstacles in getting the documents he needed to return to Vietnam was helped by the persistence and support of staff. A year later he is home and reunited with his family.

Other successes include:

A man who, two years after arriving having been homeless and with no income, was found a work placement in a warehouse through Causeway and the Bright Futures programme. He has impressed his employer and is delighted to have been given this opportunity which he believes will change his and his family's lives.

Two people who took part in Causeway's Ingredients for Life cooking courses were able to address 50 people at an online launch event and express their pride and gratitude at being able to take part in the course.

A woman who had been exploited by her ex-husband and family and lived in fear of their threats to send her to prison if she reported them, has started counselling, garden therapy, ESOL and literacy classes since coming to Causeway. With support she now feels sufficiently empowered and confident to engage with police in bringing her perpetrators to justice.

A British man who had been a victim of 'cuckooing' came to Causeway with extreme anxiety, difficulty trusting others and substance misuse problems. He was encouraged and supported to connect to the mental health services he needed, has learned to trust staff through the kindness and care he has been shown and is now much more stable and volunteering in his community:

“

I am more independent now and even feel ready to do stuff like camping again.

”



MEDAILLE TRUST
REFUGEE AND FREEDOM FROM MODERN SLAVERY

Medaille Trust

Medaille Trust recently significantly expanded safe housing support for survivors of modern slavery with the opening of a new safe house in the Southwest in April and a new safe house wing in the Northwest in May. A survivor described his experience of living in this safe house: “I was really nervous when I arrived, but I was given a warm welcome, and from that day to this, my life has changed for the better. I have been shown kindness by every member of staff, and they helped me regain my confidence. I have been given access to various local services so I can build a promising future in front of me. I would like to thank all members of staff for the help and support they have given me.”

Medaille Trust is now fundraising for further improvements to this safe house to provide a counselling room, a sports and recreation room, a multi-faith prayer room, and a training room, among other facilities.



Hestia

A survivor supported by Hestia was treated like a housekeeper by her husband’s family, who threatened to return her to Morocco if she did not comply with their demands. She started to have panic attacks and struggled to bond with her daughters due to all the time she spent cooking and cleaning.



With the support of Hestia and my advocate, everything just fell into place. It was my daughters that were my priority. I didn’t want them to live in this toxic atmosphere. I was lucky that after a long time I found the courage to stand up for myself.



Since receiving support, she has gained new confidence, managed to secure a job, and her relationship with her daughters has greatly improved now my daughters come to me and say,



Mummy I love you, you are the best mother in the world.



In October 2022, Hestia’s annual Art Is Freedom exhibition was displayed at iconic London locations including Trafalgar Square and London Bridge Station. The exhibition, which celebrated its fifth year, features artwork and photography by survivors of modern slavery which are created through a series of summer workshops. It was curated by two survivors who have been supported by Hestia, alongside HRH Princess Eugenie and Julia de Boinville from the Anti-Slavery Collective.

Hestia’s annual Underground Lives research report revealed that allowing all adults to work while they wait for a decision about their survivor status could generate a net economic benefit to UK society of between £10 to £41m per year. A survey of 228 modern slavery survivors found that almost all (96%) wanted to work, but many were prevented from doing so. One in four (23%) were educated to university graduate level or above, and half had experience of paid work including in industries such as health and social work, accommodation and food services, and construction.

One Albanian survivor of sex trafficking was so terrified of being found by her traffickers, she wouldn’t speak to anyone. A chance meeting in a park with a woman who spoke Albanian helped her to find a lawyer and inform the Home Office. Now thanks to the support of Hestia, she is working part time, studying and dreams of one day becoming a police officer.

“Without Hestia, I wouldn’t be where I am today. I wouldn’t have the strength I have. They encouraged me to learn English. I have refugee status for five years, which means I can work. Now I have a part time job waitressing in a restaurant, and I’m starting college. I’m also speaking with a psychologist to help me move forward and stay motivated. My dream is to one day be a police officer. Hestia has been like a family to me.”





Migrant Help

Migrant Help has developed a Lived Experience Advisory Panel which involves current and previous service users in projects aimed at improving the service.

The panel, who receive support such as travel expenses and equipment so they can meet regularly, worked with staff on a model to improve tracking of 'success' within survivors' lives and understanding of whether services are effective in helping them develop and achieve their goals.

Members have presented at external meetings including to a Brookes University Migration and Refugees Research Network and to the Lord Mayor of Oxford.



Survivors have been helped to become more independent and to access a range of support from ESOL classes to counselling, with help from Migrant Help's Digital Inclusion Team which has sourced laptops, tablets and phones.

- By providing a pen reader which reads out texts and letter and establishing frequent telephone and face to face meetings, support workers were able to overcome some of the challenges faced by a survivor who was illiterate and struggling to take in guidance and information in writing. She and her child are now settled in the UK, and she has legal support to help with other entitlements. English lessons, supported by additional learning materials through Migrant Help Welfare funding, have improved her English to the point where she no longer needs help from interpreters.
- Equipment has helped survivors studying colleges courses in areas such as teaching, healthcare and business while others have moved to high education with university places including Quantity Surveying at Reading University and a master's degree in criminology at Oxford University for another.

Through partnerships with other agencies, survivors and their children have been able to go on day trips; attend yoga sessions; receive food donations and Christmas gifts; choose items of clothing; and gain valuable work experience. For example

One survivor, who has been volunteering full time with the local Salvation Army charity shop, has become a role model and mentor to younger people volunteering through community service. He shares an understanding of how easy it is to be put into situations beyond your control.

The lack of independence in National Asylum Support Service accommodation has been an issue, particularly when it comes to diet. One person was struggling with the lack of nutritious food provided by the hotel received funding from The Salvation Army's Survivor Support Fund for a blender which she now uses to make healthy juices for herself.

She said: 'Migrant Help has given me a new life with a great beginning, just when I thought all hope was lost!

Other comments from survivors:

“

Migrant Help did not only provide a roof over my head but also gave me free meals, hospital, counselling support for my mental health, financial support and ... such an amazing person to help me as I go through my new phase of life ... I really appreciate what you did.

”

“

Everything is good, I feel very comfortable with my advisor...she's very helpful always encouraging me... She is brilliant.

”



Palm Cove

Support workers helped one survivor to move from a refuge into their own accommodation and to speak up for their rights and set boundaries with their family and friends, strangers, and their employer. They now have a fulfilling job and lead an independent life.

Palm Cove continue to develop partnerships with other organisations to help survivors with needs such as housing. Safe Haven Homes provides properties for survivors for two to three years which come with a grant for making the property their home and at the end of the period all rent and service charges are returned to the survivor to use as a deposit on their own home.

Palm Cove have provided training this year on Witchcraft and Spiritual Abuse which is an under recognized form of abuse used to coerce people into slavery and trafficking.

Caption: Survivor and her support workers created artwork together from their palm prints



A survivor their 60's arrived last year, having been in domestic servitude for decades and with limited knowledge of the outside world. She has made lots of friends, joined ESOL classes and regularly cooks for others and enjoys our walks in the countryside. She has her independence for the very first time.

“

I am happy with everything, and I really am thankful for everyone. I am very glad and appreciative of the support that Palm Cove Society gives me.

”



St John of God

St John of God continue to celebrate diversity within their services with a particular focus on marking festivals that are close to survivors' heart such as Diwali, Eid, and Christmas.



Survivors have informed the wide range of activities run which includes a football team in the West Midlands and using the power of sport to bring people together lead them to run their second annual sports day this summer.

Many survivors recently thoroughly enjoyed a more sedate activity of learning to crochet.





Snowdrop Project

Snowdrop has expanded the community activities offered to survivors. These include weekly community activities and one-off workshops including peer mentor and craft group, sewing; bath bomb making; circus skills day and toddler group. These groups give survivors an opportunity to come together with others, feel safe in a community, make friends, and learn new skills.

Commenting on a group started by Snowdrop, one survivor said:

“

...because of this we, as a group, have learned to find our own voice. Snowdrop has helped me not only find my voice but is teaching me how to use it.

”

“

You get to learn new things... You meet people who are like you, and you feel comfortable, and they can signpost you to other help if you need it.

”

The Snowdrop Project’s therapeutic service is proving incredibly beneficial for survivors. Before starting counselling one woman gave heartbreaking feedback on how she didn’t feel safe anywhere; was unable to trust anyone and avoided people for fear they might hurt her. Through the counselling she learnt about trauma, how it might impact her and how to respond when feeling overwhelmed. She also took part in group wellbeing activities, relaxation yoga and shiatsu massage. After this she showed significant improvement in levels of fear for her safety; ability to trust and ease at being with other people.



Unseen

A new version of the Unseen app was issued this year to help frontline workers identify and report potential modern slavery – it includes a reporting function in 28 languages to ease interaction with potential victims.

A Survivor Consultants Group was launched so Unseen can learn from those with lived experience, as well as providing survivors with work experience and training to help them move into permanent employment when they are ready.

“

The project changed my life. I understand how to work in a team. I’ve gained confidence and I have built my knowledge on interviews. Wellbeing is very important for my situation, and by taking part I have started to feel better.

”

Survivor Consultant

In September, one survivor gave a speech at the London launch of the Survivor Financial Empowerment Hub, organised by fellow anti-slavery charity The Tribe Freedom Foundation.

Lewi was working as a delivery driver when a seemingly kind neighbour asked him to help collect and deliver parcels for him. Then the collections became more frequent, and Lewis realised they often contained cash, cocaine, and weapons. The man began to make threats to Lewis and his family, to force him to continue making deliveries. “I was too scared to do anything, and that was the point of no return.”

After a year Lewis plucked up courage to go to the Police who swiftly referred him to the National Referral Mechanism and placed him and his family in emergency accommodation. Staff at Unseen helped him rebuild his life, piece by piece, including getting him into drug and alcohol services. Lewis is now free from drugs and sober.

“Without my caseworkers, I wouldn’t have managed. In the early days, the solution for me when I first came here was to end it, which seemed very appealing because I couldn’t sleep, I couldn’t eat. But my caseworker was there, and they really helped.”

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.

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*Names have been changed throughout to protect identities.

