



# Supporting Victims of Modern Slavery

Year nine report on The Salvation Army's  
Victim Care and Co-ordination Contract  
July 2019 to June 2020



# Foreword by Major Kathy Betteridge

For more than 150 years The Salvation Army has been supporting survivors of slavery with activities in the UK and across the world to help people whose lives have been affected and communities most at risk from this scourge on society. Our commitment remains as strong now as it has been throughout our history, as last year we witnessed another increase in victims entering the support services we deliver in England and Wales through the Government's Modern Slavery Victim Care Contract.

In this extraordinary year, The Salvation Army has delivered continuous and amazing support to those who have been in our service. Even with a temporary 53% drop in referrals (from February to April) at the start of lockdown due to the unexpected impact of the coronavirus pandemic, overall 341 more people entered our support services in year 9 than in the previous year. More people than ever have continued to enter our support services throughout the year.

At the same time the people coming to us for help have increasingly complex needs, as many more face problems with mental health, addictions, learning disabilities and severe physical health issues. Our referral officers also report an increase in people who, now adults, were victims of sexual exploitation as a child, and people who continue to need support when they reach adulthood. These, along with the continuing trend of more and more British people being referred for support, are part of the overall picture we see which gives us great cause for concern.

The challenges facing The Salvation Army, our partners and the wider sector, in combatting slavery continue to mount. A report out in July 2020 from the Centre for Social Justice ("It still happens here") suggested there could already be 100,000's more people held in slavery in the UK, many times more than previous estimates. This comes as we face the biggest economic downturn in recent years. It is anticipated the fallout from the global pandemic will leave many more people in poverty and therefore vulnerable to criminals looking to exploit people for gain with a potential rise in demand for cheap labour and illegal trade. This will put many more British nationals, as well as those trafficked across international borders, at risk of being trapped and mistreated.

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**But in spite of this and, as we continue to understand the devastation and suffering caused by slavery, we must find cause for hope, even celebration.**

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First and foremost, I want to highlight the amazing resilience of the people we care for and their achievements great and small as they rebuild their lives shattered by exploitation - Leah's scholarship to study for a PHD, new jobs, homes of their own, the birth of children and family reunions.

# Foreword by Major Kathy Betteridge

I also want to acknowledge and say thank you to everyone working to support survivors of slavery during the Covid-19 pandemic.

**The outstanding commitment and response has been exemplary and I am immensely grateful for the way staff and volunteers from The Salvation Army, our partners and the wider sector, working closely and well supported by the Home Office, pulled together and responded rapidly and with skill and imagination to the challenges of protecting the physical and emotional wellbeing of the people we support during these difficult times.**

You can read examples of how this was achieved in this report. Similarly, the wider Salvation Army stepped up as frontline staff and volunteers who were operating our nationwide foodbank response deployed heightened vigilance in spotting and helping to rescue potential slavery victims. Our Victim Care Fund also responded to new and increased needs during this exceptional time as other sources of support came to an abrupt halt.

We were delighted this year to also receive the news that The Salvation Army had been awarded the Government's 2020 Modern Slavery Victim Care Contract for managing the support of adult victims in England and Wales.

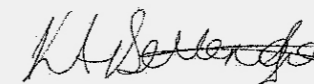
As I write, we, together with our partners, including some new faces, are busy preparing to hit the ground running when this new contract comes into effect at the start of 2021. As we plan for the next five-year period we are preparing to extend the support currently available to survivors of slavery at all the different stages within their journey of recovery.

In addition to delivering the entitlements survivors have now, such as safe accommodation, a support worker and access to the help they need, including financial, legal and medical support, we will be able to introduce some new services. These will include testing the set-up of new services to allow a person more time immediately after rescue to reflect and consider the options available, enabling them to make more informed choices. There will also be the opportunity when a person has left specialised support to access assistance, if this is something they require at a later stage to keep their recovery on track.

We are excited and looking forward to implementing further initiatives. These will include enabling survivors to become involved in the development of support, giving them the opportunity to have a stronger, more influential voice and to working in partnership with the different organisations working in this sector to ensure survivors' needs are properly managed and respected.

As we move into an uncertain future, it is good to reflect on the hard work, the expertise, the dedication and commitment, as well as the many hours of teamwork, which has helped make a difference to the lives of more than 12,500 vulnerable people since 2011. Looking forward as we build on this experience, the developments we have achieved and the partnerships we have built over this time, I believe that together we can continue to make a significant difference in our fight to end slavery.

With warmest regards,



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



# Introduction to our support services

Since 2011, The Salvation Army has managed the delivery of specialist support to all adult victims of modern slavery and their dependents in England and Wales referred through the Government's National Referral Mechanism (NRM).

## This includes providing:

- A network of safe accommodation, where needed, and specialist support workers to facilitate access to vital services such as; financial, medical and legal support, counselling and interpretation services, and access to education for dependent children
- A 'First Responder' service to interview and refer potential victims into the National Referral Mechanism as required
- A 24/7 confidential referral line (0800 808 3733) and referral officer team so that victims can get the right support as soon as they need it
- A transport network to take recently identified victims of modern slavery to places of safety and support

## Support available:

- Each person receives a tailored risk assessment and support plan. This often includes support to access medical help, legal and immigration advice, and counselling services; support to engage in criminal proceedings and to understand their rights including compensation. Financial assistance is provided and the service also supports people, who are eligible, to access benefits, a basic bank account and to search for new employment, or further training or education.
- A key aim is to enable victims to identify the options of where they would like to move on to, depending on their entitlements, needs or wishes. The service prepares people to move into independent housing or supported accommodation or to access support to return to their home country.

## Eligibility:

- Potential victims of modern slavery wishing to access the service must consent to being referred into the NRM and have received a positive 'reasonable grounds' decision, which means there are reasonable grounds to suspect someone is a victim of modern slavery identified in England and Wales.

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**We work in partnership with 11 specialist organisations to ensure that there are always suitable support options available that suit each individual's needs.**

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**Footnote:** Through the Adult Victims of Modern Slavery Care and Co-ordination Services contract, The Salvation Army is responsible for the provision of services to meet victim entitlements under Article 12 of the European Convention on Action against Trafficking in Human Beings, and Article 11 of the European Directive on preventing and combating trafficking in human beings. The contract was first awarded in July 2011 as the Adult Human Trafficking Victim Care and Co-ordination Contract, and was extended to 31 March 2015 when The Salvation Army was successful in its bid to retain its position as Prime Contractor through a new contract.

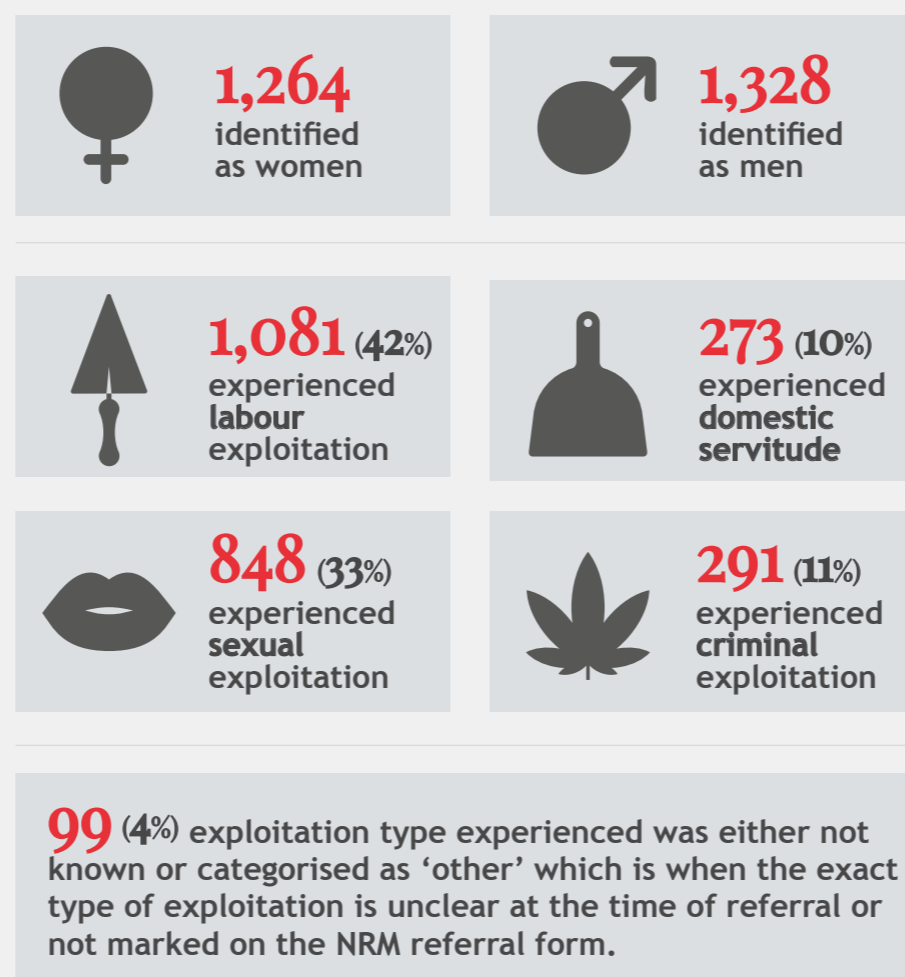
# Key Data

This is the ninth year the Government has contracted The Salvation Army and its partners to deliver support under the Adult Victims of Modern Slavery Care and Co-ordination Services Contract. This section provides an overview of the number and profile of potential\* victims of modern slavery who entered the support services in Year 9, July 2019 to June 2020.

In Year 9 a total of **2,592** potential victims entered the service to receive support through the contract, a **15%** increase on the previous year.

\*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 (the decision making body in the Home Office) that they confirm they are a victim of trafficking and modern slavery as part of the National Referral Mechanism process.

Of the 2,592 potential victims:



Taking into account those people already in the service at the start of Year 9, a total of **5,880** people received support during Year 9, the largest number of people supported during a contract year to date. Since 2011 The Salvation Army and its partners have supported **12,568** recovering victims of modern slavery.

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 clients only as the contract is for over 18's only. Also, some adults referred into the NRM do not consent to receiving support from The Salvation Army. 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 original Victim Care and Co-ordination year, July to June.

# Key Data: Exploitation

For the first year we have been able to separate incidents of criminal exploitation from labour exploitation. Criminal exploitation occurs when victims are forced to take part in illegal activities. Examples include: gang-related criminality such as ‘county lines’ drug distribution, cannabis cultivation, begging, financial fraud (including benefit fraud), shoplifting and pickpocketing.

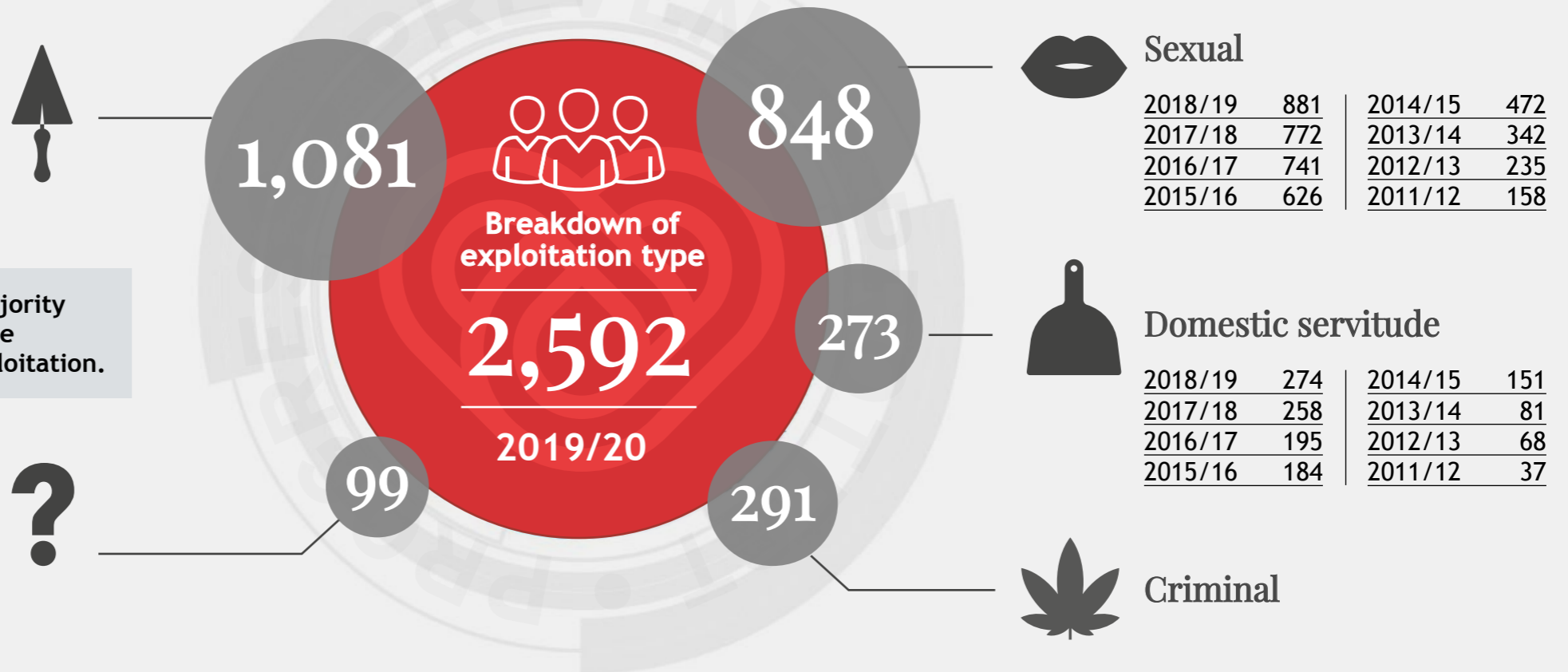
## Labour

2018/19	1072	2014/15	391
2017/18	825	2013/14	375
2016/17	606	2012/13	222
2015/16	587	2011/12	179

For the third year running the majority of victims who entered the service primarily experienced labour exploitation.

## Not known / Other

2018/19	24	2014/15	83
2017/18	1	2013/14	91
2016/17	12	2012/13	25
2015/16	4	2011/12	9



This is the first year that numbers have decreased of people who entered the service who had primarily experienced sexual exploitation or domestic servitude.

“There is a much higher volume of ‘county lines’ cases, with the victims having high complex needs such a substance addictions and mental health issues. We are also seeing high volume of cannabis cultivation cases and people forced into criminal activity.” Salvation Army Referral Officer

# Key Data: Gender and exploitation type

Data below shows victims entering the service broken down by gender and exploitation type.



As with previous years, men mostly reported experiencing labour exploitation, and women sexual exploitation. For the new category of criminal exploitation 85% of victims were men and 15% were women.

This year 49% of potential victims identified as female and 51% identified as male. This was the first year more men entered support than women.

# Key Data: Top 10 nationalities

This year potential victims who entered support were of 96 different nationalities. 70% of all victims who entered support were of the ten nationalities in the map below:

	Female	Male		Female	Male
1. Albanian	434	176	6. Indian	30	103
2. British	97	146	7. Nigerian	74	39
3. Vietnamese	47	131	8. Pakistani	36	61
4. Chinese	98	78	9. Eritrean	21	54
5. Romanian	42	92	10. Iranian	9	52



This year we recorded year-on-year increases in people entering support of British (+79%), Indian (+51%), Pakistani (+45%), Chinese (+19%) and Albanian (+14%) nationality. However, compared to last year, there were fewer people entering support of Nigerian (-15%), Vietnamese (-15%) and Romanian (-9%) nationalities.

People entering support of Sudanese or Polish nationalities also decreased and both dropped out of the top 10 nationalities. The number of potential victims of Sudanese nationality dropped from 66 last year to 37. The number of potential victims of Polish nationality dropped from 63 last year to 53.

Instead Eritrean and Iranian have entered the top 10 nationalities. People entering support of Eritrean nationality increased by 21%.

There was a large rise in the number of Iranians entering the support service. Numbers increased up to 61 this year from 22 last year, a rise of 177%.



# Key Data: Top 10 nationalities by exploitation

Nationality	domestic servitude		labour exploitation		sexual exploitation		criminal exploitation		other / not known		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	
Albanian	6	1%	106	17%	416	68%	69	11%	13	2%	610
British	9	4%	70	29%	46	19%	111	46%	7	3%	243
Vietnamese	6	3%	88	49%	28	16%	45	25%	11	6%	178
Chinese	4	2%	84	48%	78	44%	2	1%	8	4%	176
Romanian	4	3%	103	77%	18	13%	7	5%	2	1%	134
Indian	15	11%	107	80%	5	4%	0	0%	6	4%	133
Nigerian	34	30%	25	22%	48	43%	1	1%	5	4%	113
Pakistani	27	28%	52	54%	13	13%	3	3%	2	2%	97
Eritrean	6	8%	56	75%	6	8%	0	0%	7	9%	75
Iranian	7	11%	28	46%	13	21%	9	15%	4	7%	61

For seven consecutive years, Albanian has been the number one most common nationality of people entering support. This year the total number of Albanians entering support rose again. This was due to a spike in the number of Albanian men entering support, up from 67 last year to 176. However, the number of Albanian women entering support decreased to 434, from 468 last year.

Furthermore, we recorded a 38% increase in the number of Albanians entering support who had experienced labour exploitation. 69 Albanians were criminally exploited, the second largest nationality after British. However, there was a 7% decrease in the number of Albanians entering support who had been sexually exploited.

**Reporting on where victims are frequently exploited for labour The Salvation Army's Referral Team responded: "Warehouses, barbers, restaurants, carwashes, farms, beauty salons, hotels."**

# Key Data: All nationalities

North America 38

Europe 1177

Asia 845

Africa 507

South America 12

Australia 1

## Europe

Albanian	610
British	243
Romanian	134
Polish	53
Lithuanian	26
Slovak	21
Czech	17
Portuguese	13
Bulgarian	10
Latvian	6
Italian	5
Spaniard	4
Dutch	3
Ukrainian	3
German	3
Irish	2
Belgian	2
French	1
Macedonian Bulgarian	1

## Asia

Vietnamese	178
Chinese	176
Indian	133
Pakistani	97
Iranian	61
Bangladeshi	50
Filipino	46
Afghan	27
Iraqi	14
Sri Lankan	10
Thai	9
Malaysian	6
Syrian	5
Turk	4
Nepalese	3
Indonesian	3
Yemeni	3
Burmese	3
Turkish Cypriot	3

Russian	2
Singaporean	2
Kurd	2
Mongolian	2
Kazak	1
Lao	1
Kuwaiti	1
Emirati	1
Korean	1
Taiwanese	1

## Africa

Nigerian	113
Eritrean	75
Ethiopian	44
Sudanese	37
Ghanaian	31
Kenyan	21
Somali	1
Zimbabwean	18
Mauritian	16
Namibian	15
Sierra Leonean	15
Congolese	15
Ugandan	8
Gambian	11
Cameroonian	10
Egyptian	6
Guinean	6
Angolan	6
Moroccan	5
South African	4
Ivorian	4
Batswana	4
Malawian	3
Nigerian (Niger)	2
Liberian	2
Tanzanian	2
Algerian	2
Beninese	2
Chadian	2
Malian	2
Zambian	1
Burkinabe (Burknio Faso)	1
Equatorial Guinean	1
Togolese	1
Senegalese	1

## North America

Jamaican	16
Trinidadian	7
Grenadian	5
St Lucian	3
Salvadorian	3
American	2
Hondurans	2

## South America

Brazilian	8
Ecuadorian	2
Colombian	1
Bolivian	1

## Not known

Not Known	12
<b>Australia and Oceania</b>	
Australian	1

# Key Data: Referral regions

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

Region	Number	%
1. London	1284	49.5
2. West Midlands	247	9.5
3. North West	233	8.9
4. South East	212	8.1
5. North East	193	7.4
6. East Midlands	116	4.4
7. South West	111	4.2
8. Wales	106	4.1
9. Eastern	83	3.2
Not known	7	0.2
<b>Total</b>	<b>2592</b>	<b>(100%)</b>

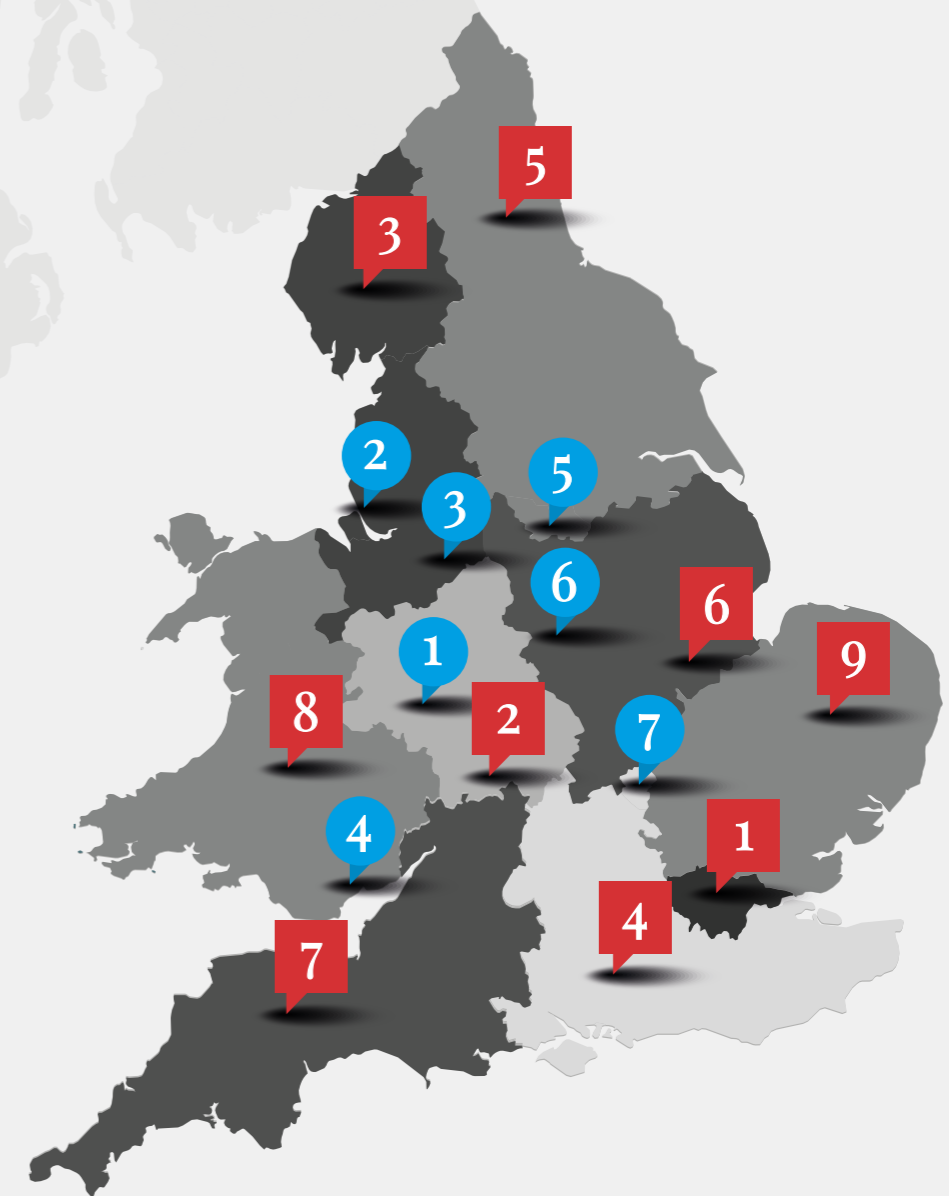
In line with previous years, London continued to be overwhelmingly the number one referral region. People are often moved from one region to another by their traffickers. Not all people referred from London were exploited in the region, having perhaps been exploited overseas or in another part of the UK before being identified as a victim of slavery. This is also the case for other regions.

Top referral towns and cities (outside of London)

Town/City	Number
1. Birmingham	104
2. Liverpool	64
3. Manchester	60
4. Cardiff	48
5. Derby	44
6. Leicester	40
7. Bedford	40

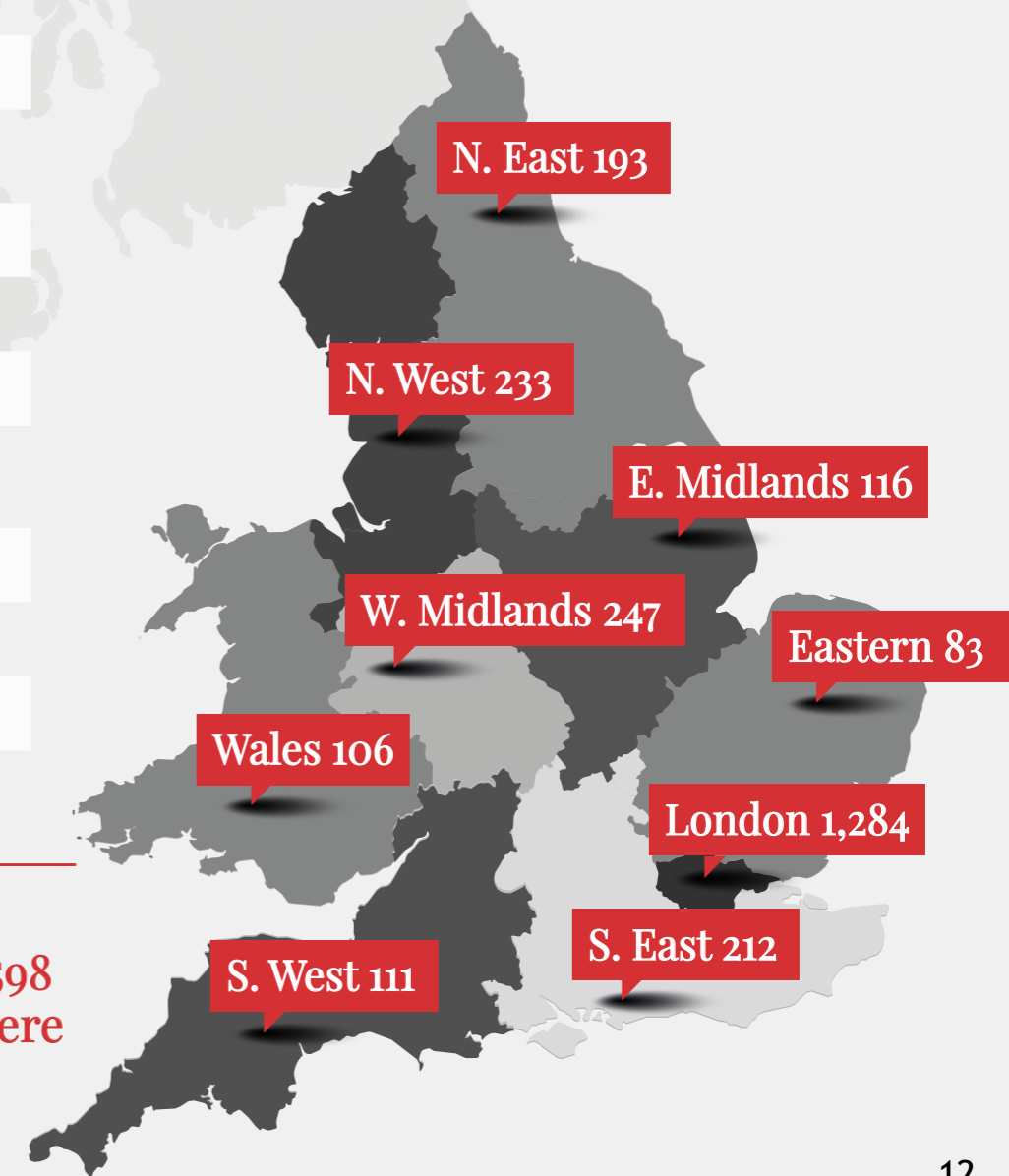
Outside of London significant increases were recorded in referrals from Wales which rose by 43% from last year.

Referrals from the West Midlands also rose by 31%.



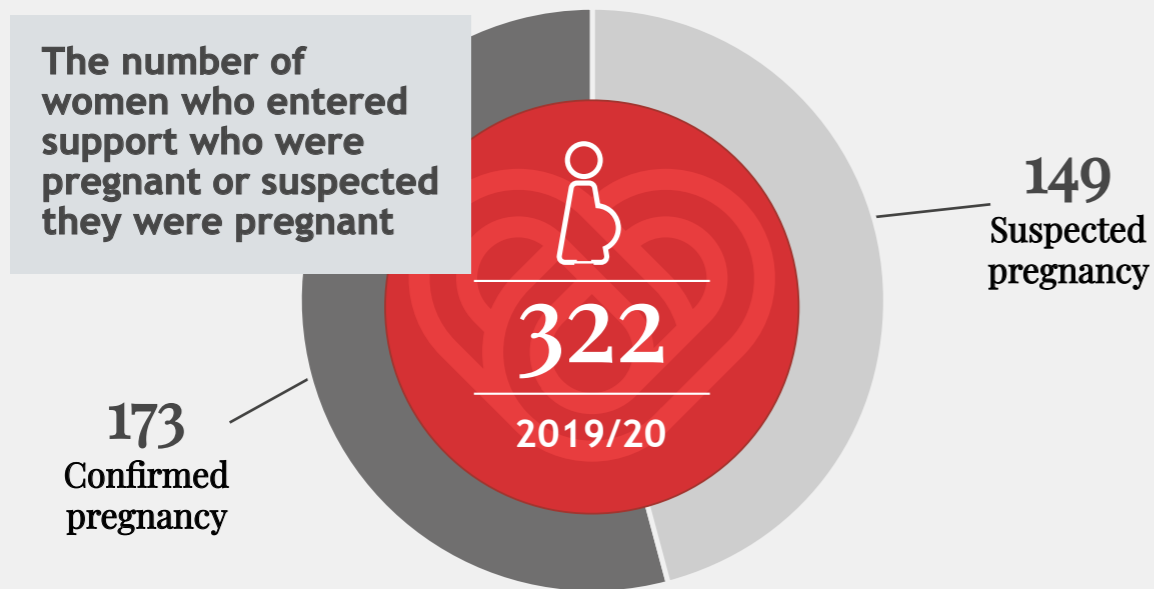
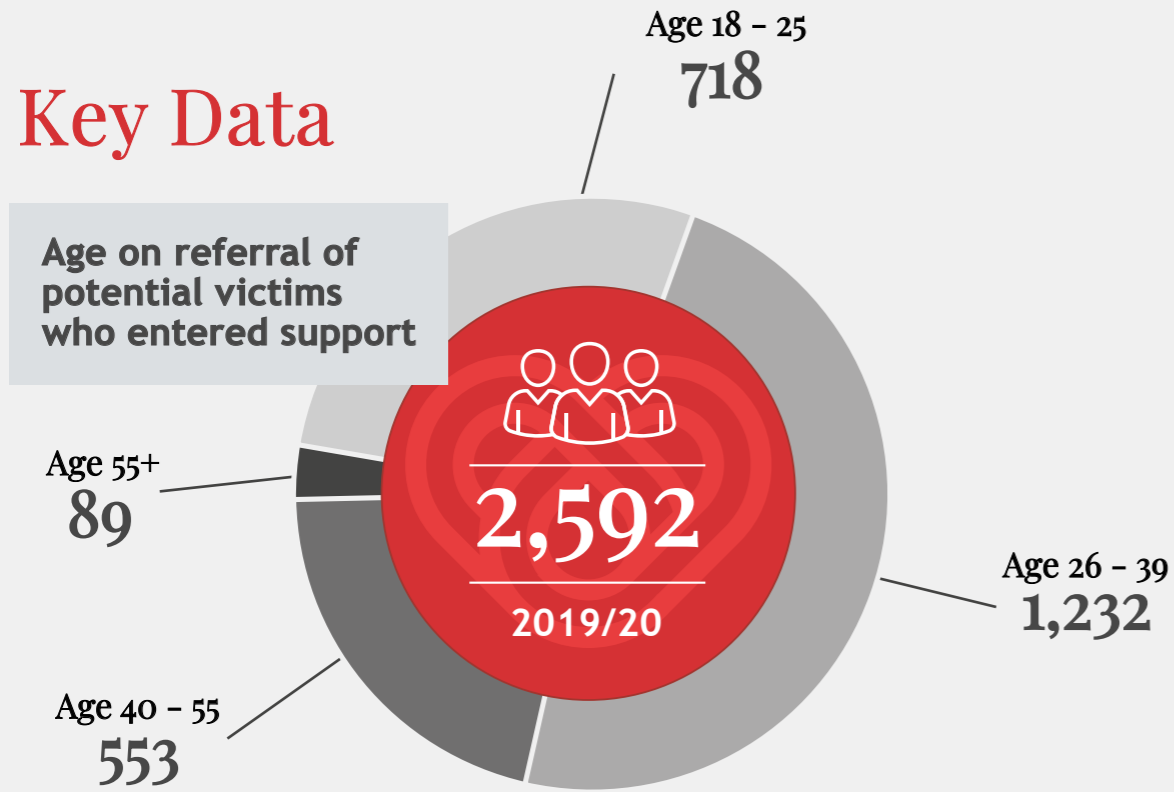
## Key Data: Referral regions by exploitation type

Region	domestic servitude	labour	sexual	criminal	other/not known	Total
London	156	518	452	105	53	1284
West Midlands	18	118	74	27	10	247
North West	22	96	78	25	12	233
South East	19	75	64	47	7	212
North East	21	83	63	20	6	193
East Midlands	12	52	26	24	2	116
South West	7	52	30	18	4	111
Wales	11	52	28	13	2	106
Eastern	6	32	32	12	1	83
Not known	1	3	1	0	2	7

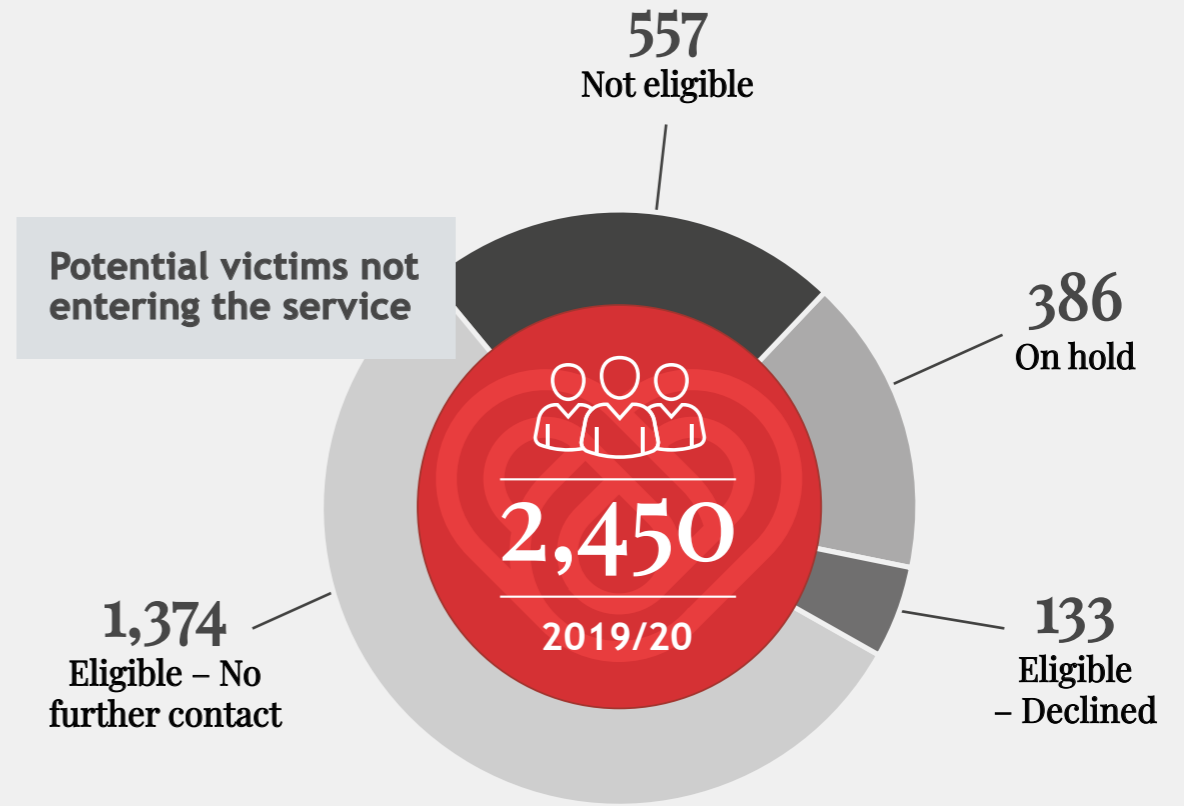


Our transport team, assisted by nearly 400 trained volunteer drivers and chaperones across England and Wales, managed 598 journeys transporting potential victims from the place they were rescued or identified to a place of safety such as a safe house. There were on average 50 journeys undertaken each month.

# Key Data



**25% of women entering the service indicated a suspected or confirmed pregnancy during their initial needs assessment.**



## 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 were 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 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.

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.

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

# Key Data: Length of time in support

Victims exiting the support services this year had received support for the following amounts of time:

Type of Support	Average (mean) days in support
Accommodation (support for victims in safe house accommodation)	170
Outreach (support sessions for victims living in the community)	625

Following a change in Government policy, this year the Home Office worked with The Salvation Army to introduce Recovery Needs Assessments into a victim’s journey through the support service. This means that confirmed victims of modern slavery can now receive support from the service that is tailored to meet their needs for longer if they require it.

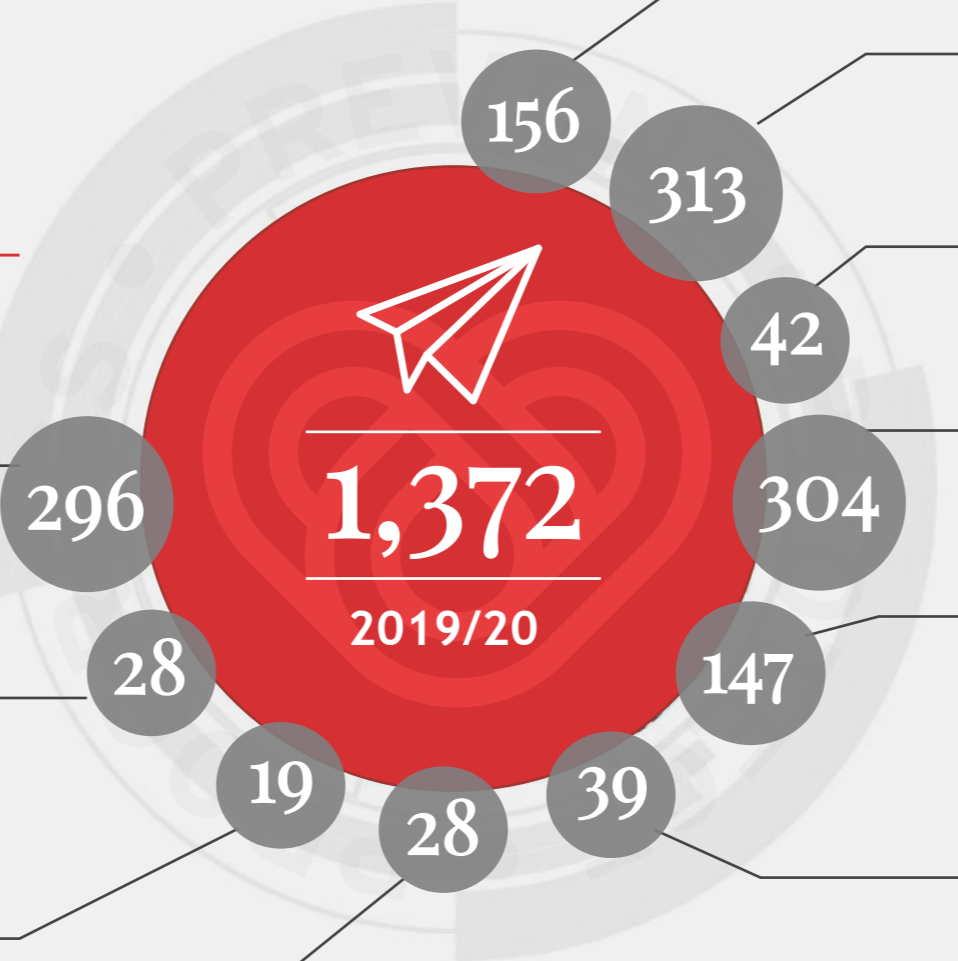
During the Covid-19 restrictions, many people remained in safe houses and received support longer than would otherwise have been the case. This was due to temporary measures put in place enabling people to remain in safe house accommodation in order to help them and others from the spread of the virus. As Covid-19 restrictions eased The Salvation Army and our partners have continued to 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. 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 Victim Care Fund. A range of drop-in services and mentoring support services are available for those who are no longer supported through the NRM but who are seeking further advice and support as they continue to recover.

## Bank accounts

The Salvation Army’s partnership with HSBC to develop the ‘Survivor Bank Account’ - designed to overcome the difficulties victims of modern slavery can have in meeting the standard evidence threshold for opening a bank account - continued to roll out with **838** accounts applied for this year.

# Key Data: Move on

The 1,372 people who moved on from the support of The Salvation Army and our partners this year went to the following destinations:



Moved into mainstream or supported accommodation with local authorities in the UK

Were awaiting decisions on their asylum claims in the Asylum Support service

Exit data was not yet available at the time of this report

Decided to live with family, friends or partners (of which 55 were outside the UK)

Absconded or were deemed missing persons

Had not secured accommodation. The majority of these were placed within statutory homelessness services and the remainder, typically with no recourse to public funds or access to formal housing support, were signposted to support services such as homelessness shelters, other charities and food banks in the community.

Were settled in private accommodation (of which 16 were outside the UK)

Accessed either the Government (16) or NGO (12) funded Voluntary Returns Service in order to return to their country of origin

People were identified as hospital in-patients, were in prison, had died during the year of the report

Moved into NGO supported accommodation (of which 6 were outside the UK in an EEA country)

Read about Daniel who was supported to return to his home country, Romania, through the Government's Voluntary Returns Service. (Page 20)

# Key Data: Spotlight on British victims

This year there was a 79% increase in the number of British victims entering support. At 243, British victims moved to the 2nd highest nationality for new referrals for the first time, up from 136 people last year.

Exploitation types for British victims

Gender	domestic servitude	labour	sexual	criminal	other/not known	Total
Female	4	19	44	28	2	97
Male	5	51	2	83	5	146
<b>Total</b>	<b>9</b>	<b>70</b>	<b>46</b>	<b>111</b>	<b>7</b>	<b>243</b>

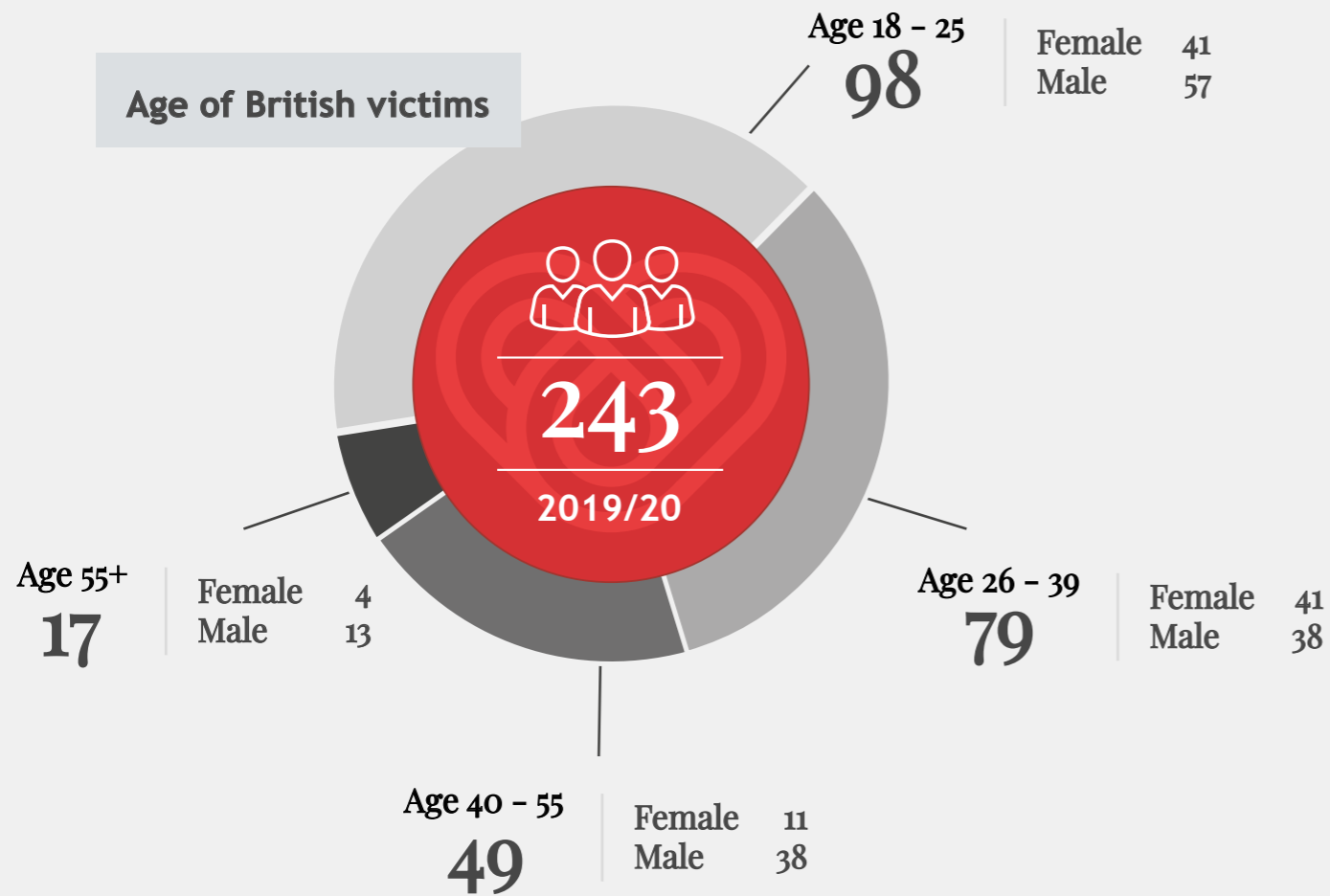


Read about Nicole, a young British woman, forced to carry drugs by criminal gangs. (Page 21)

“Over the last year we have had a higher volume of referrals of British nationals where they have been forced into criminal activity. There has been an increase in county lines referrals and cuckooing.” *Salvation Army Referral Officer*



# Key Data: Spotlight on British victims



**Map of Referral regions for British victims**

Region	Number
1. London	61
2. South East	37
3. South West	34
4. Wales	26
5. East Midlands	22
6. West Midlands	21
7. North East	19
8. North West	17
9. Eastern	6
<b>Total</b>	<b>243</b>

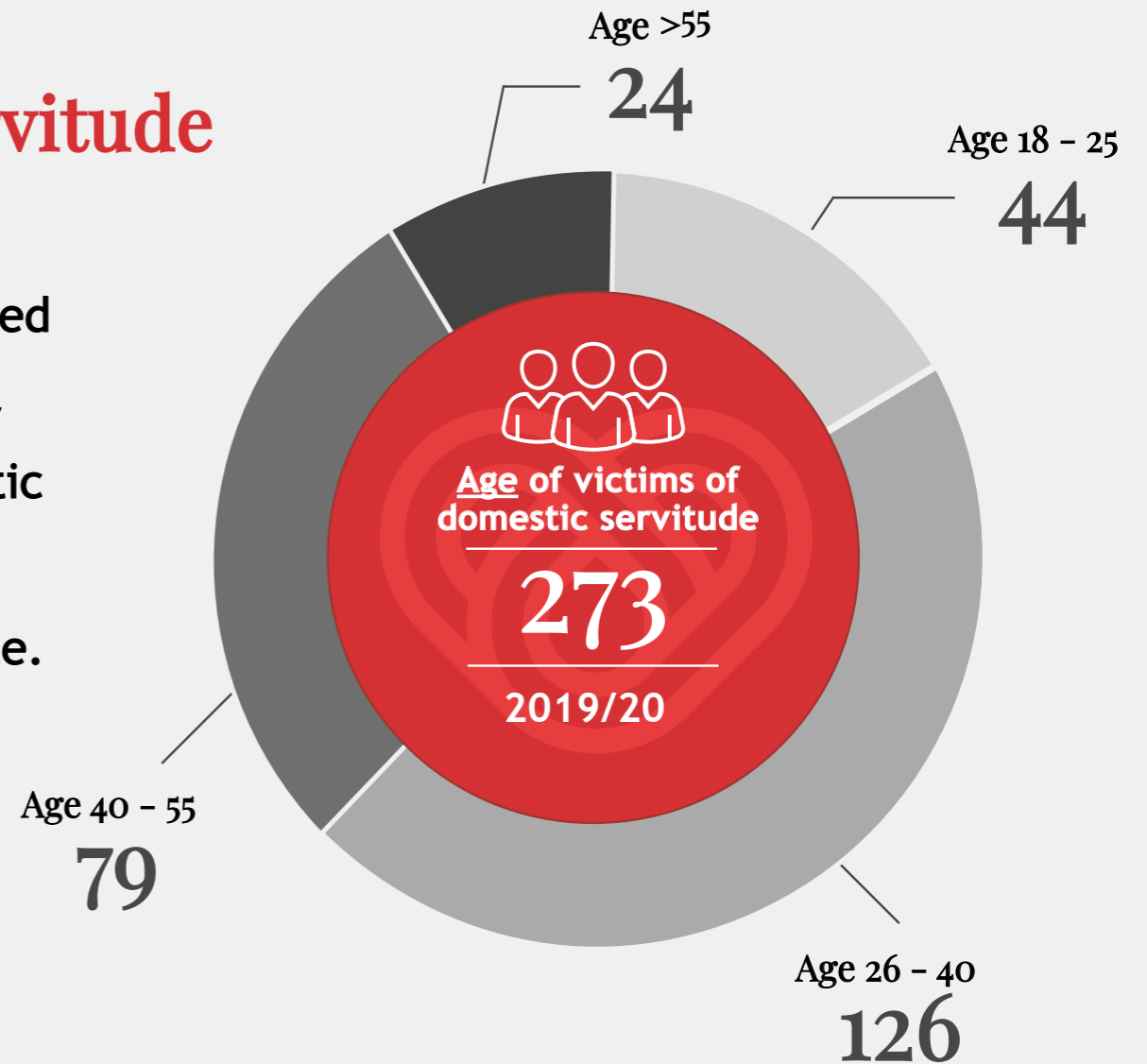
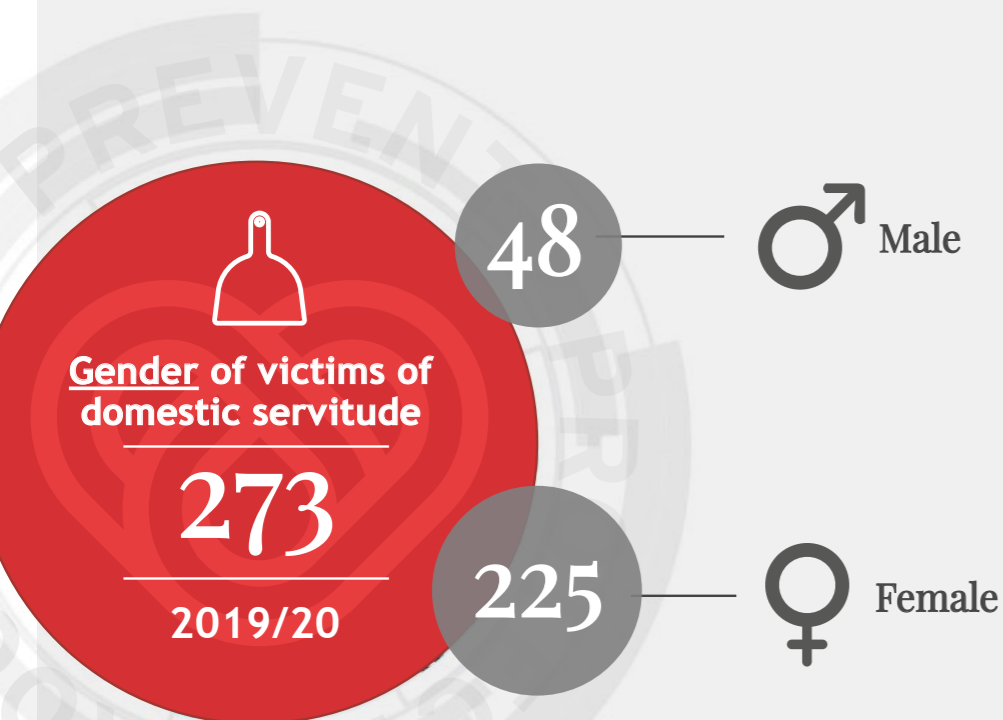


“County lines is a national issue where many exploiters groom and recruit younger victims who are teenagers. They are then referred to us when they are in their adult life.”

Salvation Army Referral Officer

## Key Data: Spotlight on domestic servitude

This year 237 victims of domestic servitude entered the support services. But for the first time, there was not a year-on-year increase in the number of people entering support who experienced domestic servitude. There are concerns that lockdown measures may have made it harder for victims of domestic servitude to access the support available.



“When I was in the middle of being exploited it seemed it couldn’t be worse than being without food or shelter. But now looking back I am shocked at the thought that I was a slave to these people. I find it hard to trust anyone now but when I think about the future I feel quietly confident that slowly but surely I will get there.” Timi\* was supported by The Salvation Army and City Hearts

# Key Data: Spotlight on domestic servitude

## Top 15 nationalities of victims of domestic servitude

1. Nigerian	34	9. Sierra Leonean	7
2. Filipino	34	10. Iranian	7
3. Pakistani	27	11. Vietnamese	6
4. Indian	15	12. Albanian	6
5. Bangladeshi	11	13. Eritrean	6
6. Ethiopian	11	14. Kenyan	6
7. Ghanaian	10	15. Zimbabwean	5
8. British	9		



Read about Gloria and her baby, now recovering after years as a domestic slave. (Page 22)

## Case studies: Daniel's\* story

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**Daniel had a low paid job in Romania and was struggling to provide for his family and pay off a serious debt.**

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One day Daniel saw a job advert online for a construction worker in the UK promising a monthly salary of £3,000 with travel, accommodation and paperwork arranged for him. Daniel applied and travelled the same week to London via coach from Bucharest.


When he arrived they took his ID and bank cards from him, saying they would return them once he started working.

He was taken to a small house where 18 people slept between three bedrooms and shared one bathroom. Everything was cramped and very dirty.

Every day, the traffickers took Daniel and the other men to work, where they painted the exterior of tall buildings for between 12-14 hours a day without protective equipment.

Daniel began to fear for his life. He was only paid £10 every three days and had very little food to eat. He began to feel unwell.

Another man in the house managed to contact the Romanian embassy for advice and they notified the police. The police rescued the men and arrested their trafficker.



Daniel was referred to The Salvation Army for support who arranged for Daniel to stay at a safehouse run by the Medaille Trust. Here Daniel was supported to speak to the police about his experience, to get his documents back and to find new employment with the support of the Bright Futures scheme.

After working for a few months Daniel decided he would like to return to Romania. Support staff arranged this for him through the Government's Voluntary Returns Scheme. Daniel was put in touch with an NGO in Romania who on arrival helped him to renew his ID and find new accommodation.

## Case studies: Nicole's\* story

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**Nicole is a British woman who worked at Marks & Spencer and had an independent life before being made homeless after a breakdown in relations with her family.**

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While she was in temporary accommodation secured by her local authority, Nicole was approached by a group of men asking her to carry drugs around the local area for them.

Nicole felt unable to refuse, particularly after one man grabbed her by the neck and threatened to hurt her family, including her younger sister, if she didn't comply.

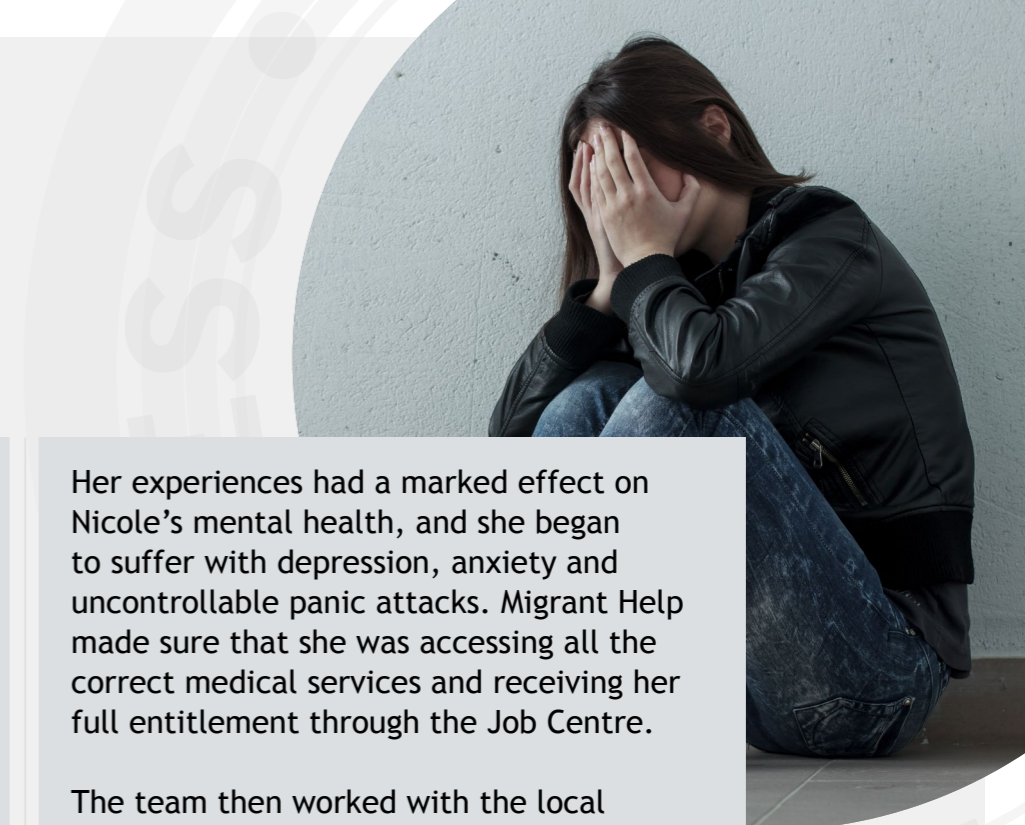
She started to drop bags off around the town for them without knowing what she was carrying. Even then her family were targeted with bricks through their windows.

Eventually a police investigation broke up the gang and identified Nicole's exploitation and she was referred to The Salvation Army who found her support with Migrant Help.

Her experiences had a marked effect on Nicole's mental health, and she began to suffer with depression, anxiety and uncontrollable panic attacks. Migrant Help made sure that she was accessing all the correct medical services and receiving her full entitlement through the Job Centre.

The team then worked with the local authorities and statutory bodies to make sure that Nicole could move into a safe and secure home of her own.

**Nicole has a long way to go with her recovery, but she is making good progress and looking to get back into full employment.**



## Case studies: Gloria's\* story

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**Gloria's life was difficult from the start as her father died when she was very young, leaving the family struggling to make ends meet.**

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**When she was 20, Gloria's mother took her to live and work for another family. After this she lost contact with her mother and her life became controlled by others.**

For the next six years the family treated Gloria badly, forcing her to look after the home, cook, and help with the children but giving her very little food and no private space of her own. She had to sleep on the floor in a corridor. When the family's son returned from university, he was kind to Gloria and they began a relationship in secret until Gloria fell pregnant with his child. His parents beat her and eventually drove her out of the house.

She was sent to a woman who was known for organising work in the UK. She arranged for Gloria to travel from Nigeria to the UK to work as a domestic help in south London.



**Despite being heavily pregnant Gloria was expected to do housework for the family. Eventually too tired to be able to work, Gloria was kicked onto the streets and forced to sleep at the station.**

Gloria sought help at a nearby Nigerian church where a member supported her for a while before a local charity recognised that her experience sounded like slavery and referred her to The Salvation Army. It was at this point Gloria and her baby were looked after by specialist support staff and she has been helped to attend medical appointments, receive the legal advice and other support she needed.

## Case studies: Abu's\* story

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**Abu\* came from a middle class working family in Pakistan. At college he met a girl whose well-connected, politically powerful family did not approve and forced the couple to separate, beating and torturing Abu and drumming up false accusations of crimes he didn't commit.**

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He fled to the UK to try to work to pay his way through college. When friends who had helped him moved away, he accepted the offer of a construction job with accommodation in the North West of England. Here he was controlled every minute of the day, working long hours, with no privacy, no pay and living in a damp and dirty house with seven other people.

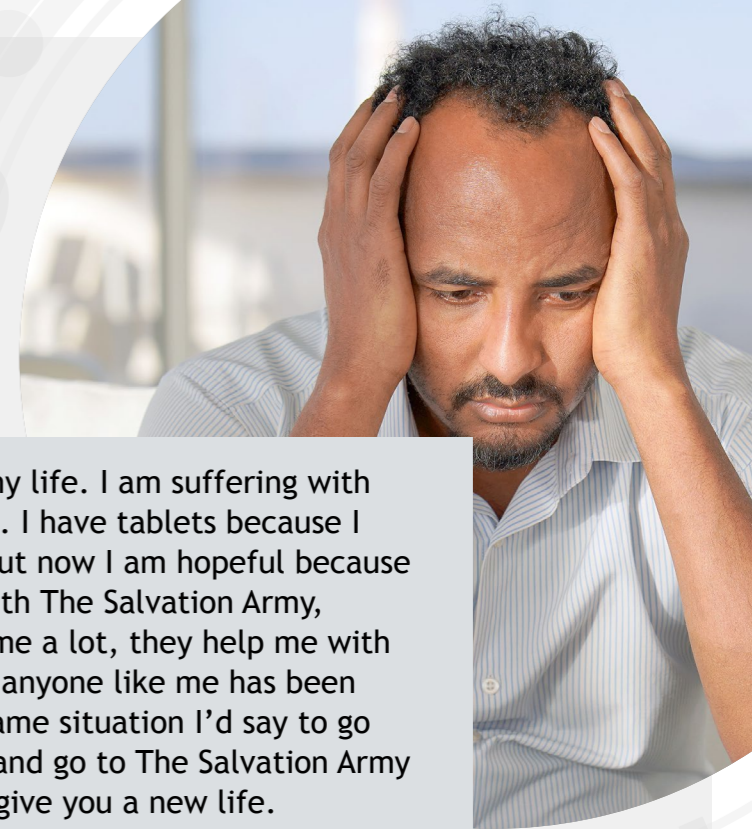
“I just ate bread and water. Over six months I lost a lot of weight. That sort of life is a slave life. If I said I don't want to work there he locked me in the room and he beat me...

Then I was too ill to work and so they put me in the van, take me to the park and throw me out there. They said to me 'If you tell anyone we will find you and we will kill you.' I walked around for a bit and when I found a mosque I asked for help.

They ruined my life. I am suffering with mental health. I have tablets because I can't sleep. But now I am hopeful because where I am with The Salvation Army, they all help me a lot, they help me with everything. If anyone like me has been through the same situation I'd say to go to the police and go to The Salvation Army and they will give you a new life.

They didn't see me as a human. Even if you see an animal, you have a heart you help it. These people have hearts of stone. If anyone is in the same situation I was then I say, 'Go to the police and to charities like The Salvation Army and they will help you.

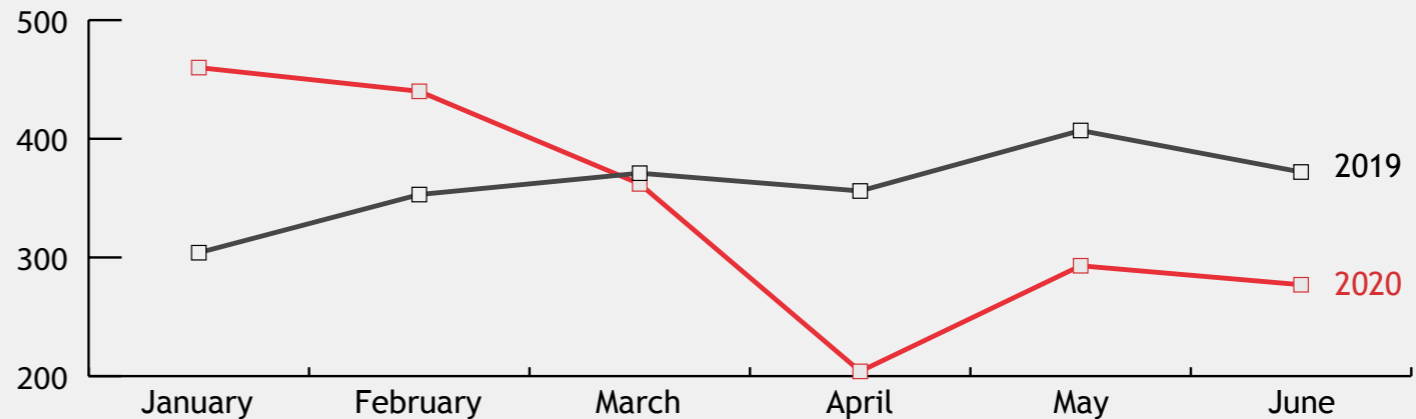
...My hope is that I want to live with my wife and have a happy life and to do hard work. I would like to work for charities who help homeless people.”



# Responding to Covid-19

As the Covid-19 lockdown took hold of England and Wales in March 2020, referral and support staff and key volunteering teams joined the ranks of key workers as they worked to ensure that people already in safe houses or receiving outreach support continued to access the support they needed throughout the lockdown and ongoing pandemic.

Following months of growing referrals, we saw a temporary drop from March 2020, showing it was harder for victims to be identified by frontline agencies, particularly at the start of the pandemic.



The graph shows that referrals dropped from 440 in February to 362 in March and reached their lowest level of 204 in April, a decrease of 53% on pre-lockdown referral figures.

In the six months before lockdown, the average (mean) referral rate was 453 referrals per month. Based on this average, in total, between March and June 2020, The Salvation Army received around 676 fewer referrals than might previously have been expected. The Salvation Army continued to raise awareness of how to access support throughout the pandemic using all available channels such as media and social media and including partnerships with other agencies. For example, we contributed to Crimestoppers

#slaveryonyourdoorstep campaign and worked with the Home Office on materials to increase awareness amongst frontline staff of how to spot potential victims. Thanks to the vigilance of staff and volunteers at food banks and those working with former rough sleepers in homelessness services, we received referrals during lockdown. This included six men who, having been exploited for labour and left destitute by their trafficker when work dried up, appeared at a Salvation Army foodbank. Thanks to the sensitive handling and quick action of the Salvation Army officer in charge, they were identified as victims and taken to a safe house for support while police made arrests and charged their perpetrators.



# Responding to Covid-19

Throughout the pandemic The Salvation Army continued to support survivors of slavery to access the support they needed. By adapting operations, moving some support online and introducing new services, such as electronic payments cards to deliver financial support in a socially-distanced way, the network of safe houses and outreach workers supported by trained volunteers providing transport and First Responder services has carried on operating within Government guidelines.

Enhanced cleaning regimes and other measures were put in place in line with guidance from Public Health England. Plans for additional accommodation were accelerated with new safe house beds coming on stream regularly, as well as securing other solutions so that there was a reserve supply and contingencies to ensure people displaying COVID-19 symptoms were safely accommodated. The Salvation Army provided regular updates to staff, volunteers and other agencies as well as bespoke information in 44 languages to help survivors understand what the situation meant for them and how to keep themselves and others safe in the face of the pandemic.

Extra provision was made by the Home Office to help put measures in place rapidly. This included funding additional computer and other IT equipment and internet connection so that survivors could continue to access support such as counselling, ESOL lessons and other training and therapies and their children could engage with their schools. Many of the new ways of working which have proven so successful will be incorporated into the future.

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**“Having escaped slavery, these people are now being asked to impose restrictions on their own freedom to help protect themselves and others from coronavirus. With our partners, we developed extensive plans to keep their recovery on track.”**

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Ann-Marie Douglas, Project Director of Adult Victims of Modern Slavery Care and Coordination Services for The Salvation Army

The Salvation Army's Victim Care Fund provided a great deal of support (See page 29) including a donation of £20,000 to enable the rapid introduction of the new cashless payment support for survivors. Similarly volunteers undertook shopping for safe houses and individuals and provided donations of food and toiletries to others trying to minimise contact with the outside world.

# Responding to Covid-19

**The Salvation Army's CONNECT programme, which it developed to complement the specialist support available to slavery survivors through the Government contract, offers practical and holistic help along this journey through a weekly drop-in, a mentoring scheme and social activities to help survivors integrate into their local community and benefit from the support available where they live.**

As with other services, during the pandemic staff and their teams of trained volunteers, moved their support service to telephone and online to minimise the risk of infection to their clients during the coronavirus pandemic.

This continued contact was vital for one lady who was particularly distressed, fearing for the safety and well-being of her elderly family back in her home country who were at risk of destitution because of the coronavirus restrictions. A request was sent across The Salvation Army's global network, and officers near to her family delivered food and support to them and sent messages and photos back to the UK.

She was quickly reassured, and her Local Programme Coordinator said:

**'This news has made such a huge difference to my client's emotional wellbeing.'**

The CONNECT team's efforts before and during lockdown from help with benefits and housing concerns to accessing ESOL classes, received overwhelmingly positive feedback.

**'To all the CONNECT volunteers and my mentors Malcolm & Ab - you have all been so wonderful even with the lockdown- you have been a great help. I want to say a very big thank you to the wonderful team. I am very grateful.'** LB

**'I am so happy and joyful when I speak to you. Everything is good. Before I did not have anyone to speak to. I also love the parcels I have received with the colouring pages and pencil. Thank you for your help.'** STT

# Responding to Covid-19

For many survivors of slavery, the restrictions on personal movement and closure of activities and external services during lockdown had the potential to be particularly traumatic. Therefore staff endeavoured to devise and implement innovative ways to keep in touch and provide meaningful activities to keep survivors supported and engaged whilst required to remain in their homes and safe houses. Staff and survivors came together, in socially distanced and virtual ways, to enjoy and experience sharing of skills and culture.

Highlights included;

- Arts and crafts; including creating beautiful Kintsugi pots rebuilt from broken fragments, making slime and constructing garden furniture out of old pallets
- Board games and quizzes
- BBQ's in the garden
- Dance videos, yoga and cookery classes via Zoom

**Sanu\* from Bangladesh was physically and mentally broken by months of being forced to work long days, and seven day weeks without pay. Before lockdown he kept busy volunteering and studying while receiving support at a Salvation Army safe house.**

He said:

“Before the lockdown my life was good. I was busy going out, meeting people, doing cooking for people, volunteering at The Salvation Army church and my local mosque. It was a very good time.

Now it is different but some things I still do. I help other survivors with translations and I am always making cakes for everyone in our house. I still study hard the online courses which The Salvation Army set up for me with the British Council. This helps me keep my mind fresh.

In the safe house I remind the other men about washing your hands when you go out and they are very good now. I miss going out as much but I am working in the garden here to keep me active and busy.

**I am coping OK because I am guided by the staff and they ask how I am and every week they give me three different types of quizzes to do. I like this.”**

## Still working despite Covid-19

- ✓ Support staff key workers
- ✓ Online support services
- ✓ IT equipment
- ✓ Electronic payment cards
- ✓ Enhanced cleaning
- Extra accommodation
- Regular updates
- Social activities
- Arts & crafts and DIY
- Games & quizzes
- BBQs in the garden
- Zoom classes (dance, yoga, etc)

# Responding to Covid-19

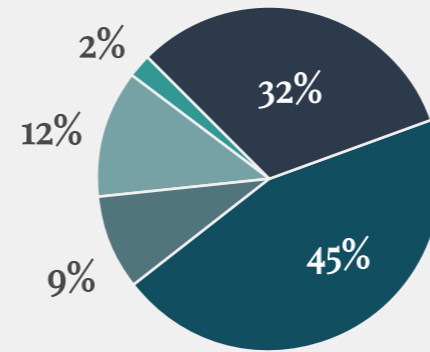
In June 2020 our Salvation Army contract management team checked in with survivors and sought feedback on the service they had received during this time.

In June 2020, 168 survivors (132 in outreach support and 36 in safe houses) took part in a survey.

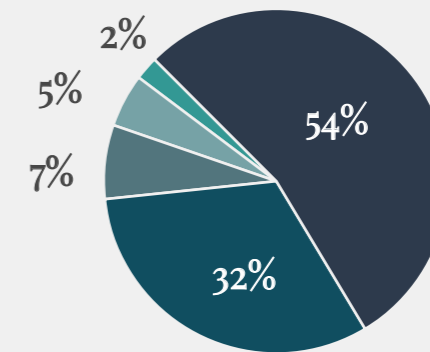
**91%** agreed that they understood what Covid-19 was and how to protect against it

**71%** said they knew where to access more information about Covid-19 if they needed it

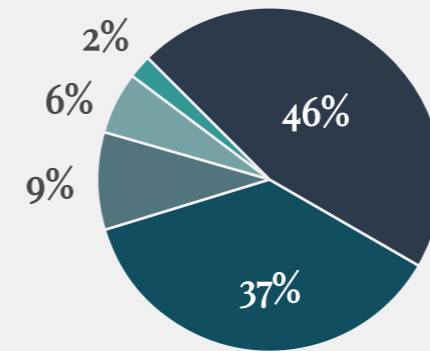
**88%** said they understood the consequences of breaching Covid-19 guidelines



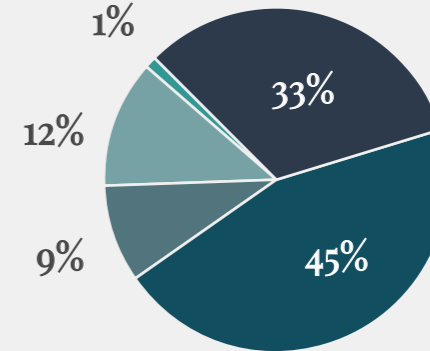
Feel less isolated



Satisfied with support received



Feel listened to



Looking forward the future

Strongly agree
  Agree
  No response
  Disagree
  Strongly disagree

# Victim Care Fund

The Victim Care Fund (VCF) continues to provide additional funds to people who are supported through the Government contract. It aims to help potential victims of modern slavery to meet their immediate needs and to ease their transition to independent living where no other funding is available.

The Victim Care Fund is now secured from within The Salvation Army's charitable funds. It is actively supported by thousands of generous donors through fundraising activities or regular giving initiatives.

Through the Victim Care Fund, The Salvation Army has also provided financial assistance for some of our partners to pilot innovative schemes which benefit a number of survivors.

In 2019/20 the VCF supported more than 629 applications valued at over £151,941.50. The wide range of applications and funds awarded included:

- **272 applications** for clothing for people and their children in our service including funds for school uniforms and work clothes
- **66 applications** for household items including furniture, carpets and items needed to enable a person to set up their new home as they move on to living independently
- **55 applications** for maternity and baby items including funds to purchase pushchairs
- **46 applications** for people to access therapeutic leisure activities including gym memberships and equipment and kit for boxing, football, cricket, cycling and yoga.
- **39 applications** for travel costs to enable people to attend important appointments which fall outside of their ECAT entitlements
- **24 applications** to pay for educational course fees, for example an Accounting level 1 course, British Sign Language, First Aid, and an English GCSE course.
- **12 applications** for funds to pay rent deposits and rent in advance for people who are moving on from the service into their own home
- **7 applications** for funds to pay for childcare costs to enable people to access education and training
- A range of other applications to support, for example, orthodontist treatment, purchase of spectacles and a mobility scooter.

**“I am very happy to have some new clothing that I can change into, so I don't have to wash my few items almost every day. It makes me feel better about myself going outside and meeting people. I feel comfortable thinking about going back to college, because I will have clean clothing to change into.”** survivor

# Victim Care Fund: Group activities

The Victim Care Fund supported several projects and activities which aimed to lessen isolation and provide opportunities for survivors and their children to relax and enjoy themselves. This included:

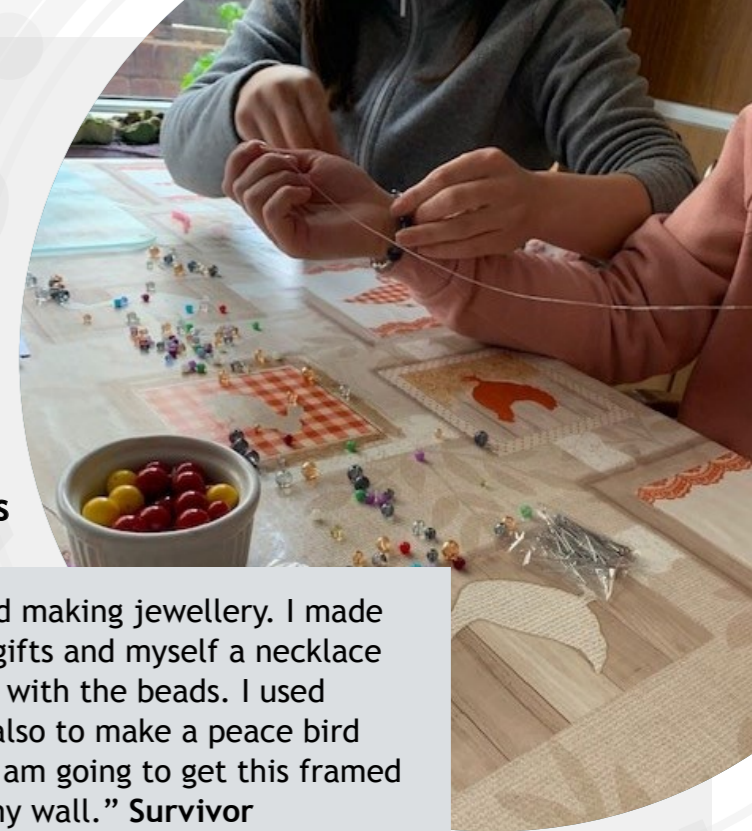
- A trip to the beach for survivors living in a safehouse
- Summer activities for clients and their children to do together, such as a sports day, cinema trip and walk in the countryside
- Workshops on cooking, independent living/house skills, gardening projects, time management and self esteem
- Golf activities
- Creative arts projects
- Baking classes

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“David was funded by the VCF to attend an online teaching training course. When he finished, he was able to gain the right to work from the Home Office because some teaching jobs are on the skills shortage list. David began work as a teaching assistant, a role that he still fulfils today. The training provided David with the skills to progress and move on from his exploitation.” Support worker

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## Arts and Crafts groups



“I really liked making jewellery. I made earrings for gifts and myself a necklace and bracelet with the beads. I used embroidery also to make a peace bird and flower. I am going to get this framed and put on my wall.” Survivor

“I did a small embroidery of a handful of stars. I found this relaxing to do during lockdown. Thank you for give us something to do in lockdown.” Survivor

“Art classes have been an amazing opportunity to help people handle the difficult time of self-isolation and a fantastic chance for survivors to engage with each other, teach each other as well as learn from each other.” Support worker

# Victim Care Fund: Response to Covid-19

The Victim Care Fund responded quickly to many individual circumstances that were made more acute due to the restrictions and pressures of the lockdown period.

“One survivor I support, gave birth during lockdown and the Victim Care Fund supported her to buy baby clothes. She had extremely limited resources during the lockdown period and the support from the VCF made a huge difference to her and her new born. It reduced her level of stress and made her smile. She no longer felt like they had been left alone.” **Support Worker**

“A survivor told me she was struggling to entertain her son during lockdown. They had very few toys at all, so the Victim Care Fund supported the mother to buy a play tent and balls. This has helped her, as a single mother, to cope better with lockdown as she was able to have some time to herself whilst he played. This has also helped her son’s development.” **Support Worker**

“Living in temporary accommodation was quite challenging for us, it was mentally straining spending our days in a single room, especially since we couldn’t leave it due to lockdown. It was miraculous when we got the letter stating that we were being offered a property. However, desperation set in when we saw the state of the house and thinking about how we would ever fix it with Covid-19 lockdown in place and because of monetary issues. The help given by The Salvation Army and the Victim Care Fund [to furnish the house] has been unparalleled. It has given us hope that we could have a good, strong fresh start, and we wouldn’t remain at a disadvantage yet again. It is something that neither of us will ever forget and we hope we can someday share that generosity with someone else in need.” - **Survivor supported by CONNECT programme**

Many survivors who would regularly take part in local community groups and activities found themselves having to remain at home and unable to socialise with friends as these groups had to close due to Covid-19. In response and to minimise the potential for people to feel isolated and anxious at the peak of the pandemic, the Victim Care Fund helped to pay for activities that aimed to help survivors during lockdown and enabled them to find new ways to cope.

The Victim Care Fund responded to the pandemic by supporting the purchase of 4,000 electronic payment cards, costing £20,000, to enable clients within the Victim Care Contract to receive their subsistence safely during the coronavirus lockdown period.

# Celebrating Survivor Successes

Here our partners share some key moments of celebration for some of the survivors they've supported this year.



Having helped a man from the EU to get the documents he needed and register for pre-settled status as well as working on his confidence and English language skills, the team supported him to get work in the hospitality industry and his own flat, despite a delayed start due to Covid-19.

A survivor from outside the EU arrived at The Salvation Army's safe house needing medical support for severe physical injuries he suffered during his exploitation. Whilst helping him with this, the team also secured good legal support for him. During his time at the safe house, he met his partner and was helped to secure leave to remain in the UK and his own social housing flat. He now lives there with his partner and they recently celebrated the birth of a son.



Unseen organised barista training at Manumit for a survivor they supported in the community who said: "It was a good opportunity for me to know all different types of coffee beans. This has given me a chance to find a job more easily in a coffee shop in the future."



City Hearts have been celebrating three wonderful family reunions for two current and one former client. Family members able to meet again, including two parents reunited with children; one together with her son after being separated for five years.



Kim\* completed an online Nail Technician course during lockdown and has just received her certificate. She was thrilled to have completed the course and improved her English along the way. She hopes to open up a nail salon in future and has been practicing on other women in the house with great success!

Leah\* was forced into drug trafficking following persecution for her sexuality in South Africa. Being a lesbian was taboo in her community and resulted in her girlfriend being killed. Leah had a son and hid her sexuality. Her husband was her trafficker who controlled her with violence and torture. Leah fled South Africa and came to the UK where she is being supported by Medaille Trust. She is fully engaged in her recovery and has additional support from counselling and LGBTQ groups. With determination and persistence, she has gone on to win a scholarship to study for a PhD at a London University. She begins her course in September 2020 and is feeling very positive about her future.



# Celebrating Survivor Successes

Here our partners share some key moments of celebration for some of the survivors they've supported this year.



A British man still stays away from his family to protect them following threats from the gang who forced him into delivering drugs at the warehouse where he worked. Now living and working independently he said: "Throughout my time with St John of God on occasion I felt down and sad and instantly one of the team would cheer me up and make me think positively. Every day you help innocent people rebuild their lives.. Amazing people. Amazing service. I will forever be in your debt."

Two years ago, Mr X\* arrived at one SJOG service. He was very shaken, withdrawn, suspicious of everyone and tearful. He did not say much for many days... he spoke very little English. They welcomed him in and let him get settled... mental health services started to work with him and slowly he started to open up to his experiences and began to trust staff. He wanted to move on from the brutal physical attacks and emotional abuse he had suffered and gradually grew in confidence as staff accompanied him to appointments regarding his asylum case and an English for Speakers of Other Languages (ESOL) course. He became more independent, moved into a safe house with others, volunteered and learned a trade so that when he received good news about his immigration status, he was offered a paid job at the place he was volunteering. He found somewhere to live and said a happy goodbye, showing that optimism, motivation, passion, dedication and a reliable support network can overcome even the largest obstacles.



While being supported by Hestia, Asti\*, an Albanian client, became involved with the Happy Baby Community, a community for women with young children who have experienced exploitation. She stayed in touch and during the Covid-19 pandemic began volunteering with them from home, supporting other women with similar experiences to her own, through weekly welfare calls, assessing their needs and helping them to access essential items for their children. Asti says the volunteering role gives her a great sense of purpose and accomplishment.



# Celebrating Survivor Successes

Here our partners share some key moments of celebration for some of the survivors they've supported this year.



Brought to the UK as a child but left to fend for herself by her family at the age of 18 with no legal status, B\* accepted a job offer with accommodation. This turned out to be a trick as she received no pay and on top of working for the family's business, she had domestic chores from 8am until midnight every day. After more than two years she was fired for asking for her wages and whilst homeless was identified as a victim of slavery and supported by Palm Cove Society. She has just received a full university scholarship to study nursing and is looking forward to caring for other people.



Fleeing from a forced marriage Angela\* was sexually exploited and tortured by traffickers who even threatened to take her baby. Petrified she escaped and was supported by Migrant Help as she dealt with the impact of her experiences. Thanks to this support and her resilient spirit, Angela's self-confidence and positivity grew and she was able to continue her studies. She has now been offered a place and scholarship to study Law at a London University. "Angela's story is a success story of empowerment which highlights the importance of supporting survivors through their development to a new life. Angela is a brilliant insightful individual and I am positive that she will provide a remarkable addition to our institutions and society." Migrant Help support worker.



One survivor came to Black Country Women's Aid with mental health issues. Her support worker helped her regain her self-confidence and build her wellbeing which meant she could start to study again. She achieved exceptional qualifications including a distinction in a level 3 Diploma in Health and Social Care which puts her on course to realise her dream of becoming a support worker herself, having witnessed first-hand the positive impact of this work. Staff witnessed an amazing difference between the first time they met this woman and the independent person with self-belief and hope for the future who moved on.

Withdrawn and speaking no English, one young man initially relied on his support worker to advocate for him, particularly when speaking to his GP about medication. Over a few months he was supported to improve his English skills and learn the process of requesting his own medication to the point where he now feels confident arranging this for himself with the GP and pharmacy.



# A Global Approach

**The Salvation Army is present in 131 countries across the world and committed to build our global response and to prepare The Salvation Army in every part of the world to prevent trafficking and support victims returning home.**

In the UK and Ireland, The Salvation Army has a specialist international team which supports the implementation of the international response strategy across the world. Working closely with The Salvation Army's International Headquarters, they support the work to build and resource the dedicated staff in each country, organising them into 'Communities of Practice' in each region, which share best practices, knowledge and lessons learned.

The UK international team also supports the work of Salvation Army colleagues in other countries to deliver anti-trafficking specific project responses. They currently partner with 11 countries across Africa, Europe, South Pacific and East Asia providing projects with financial and technical support.

## Bangladesh

The Anti Trafficking and Modern Slavery Department in the UK and Ireland partners with a Salvation Army project in south west Bangladesh where the local team run a support programme for vulnerable and exploited women in the red-light district of the city Jessore.

The current programme has three key aims:

- To increase the awareness amongst women and girls living in brothels of the available options to leave the brothel and situations of exploitation
- To provide them with opportunities for sustainable alternative income through training courses leading to safe and fair jobs
- To prevent women and girls from being trafficked to the brothels in the first place by reducing vulnerability and increasing community protection structures in the four key communities from which many of the girls come

**Since June 2017, 2,879 women and girls have benefitted from the programme.**

**“About 9 years I live in this brothel. In this time representative of The Salvation Army come to me...one day they proposed me to take tailoring training. I agree and take training, now I can make many items including dress, and think about working independently. Thank a lot to The Salvation Army who has given me counselling for changing my life. I received many learnings.”**

**Aadya\***

# A Global Approach

## Tanzania

Last year, The Salvation Army recommitted to another three years' support to a project in Tanzania which has been supporting survivors of trafficking and running prevention programmes in this community for more than seven years. It provides young girls, such as Sarah\*, with a short-term residential recovery programme and comprehensive reintegration with their communities.

14 year old Sarah grew up about four hours outside of the capital of Tanzania, Dar Es Salaam. Her father withdrew her from primary school when a trafficker came to the village promising to pay him for work done by Sarah in the capital. Sarah was sent to a family to do domestic work. Forced to work long hours, beaten and often threatened, finally the family forced her out onto the street.

The police referred Sarah to the social welfare team who contacted the short-term residential safe house, supported by The Salvation Army, where Sarah would receive six months accommodation, support and care, whilst the team investigated her family connections. The aim was to find a safe guardian for Sarah amongst her extended family and to support her to reintegrate with her community.

The team visited the village where Sarah's father lived and met him, a local leader and other family members to learn more about the family circumstances, provide counselling and advice to support her return. It was agreed Sarah would return to her grandmother's house.

Meanwhile at the centre, Sarah began to recover and transformed into a smiling happy girl, unrecognisable to how she arrived. She received a basic education, can read and write, and has learnt how to run a small business, caring for chickens and selling eggs.

Overseen by local government officials and with visits from the residential centre Sarah's return to her grandmother's house is going well. Her chickens are strong; she makes money from selling eggs and her family relationships have improved.

Sarah said:

**“Before, my father saw me as a way to make money and he was making all the decisions for me. Now he sees that I make my own decisions and I am a person of value.”**



# A Global Approach

## Response to Covid-19

We have been working hard to adapt to Covid-19 and to assess the potential impacts on survivors and potential victims of trafficking.

### Our snapshot survey of seven Salvation Army international anti-trafficking projects in May 2020 identified:

**100% of respondents reported they had begun new ways of working in order to continue to deliver support.**

Projects have used more remote communication methods or social media. In Kenya, anti-trafficking prevention workers hope to reach many people by using social media and billboards.

In Bangladesh, staff supported women working in brothels which then closed, prioritised sourcing extra phone credit to be able to continue to communicate with and support the women on a regular basis.

Some projects have needed to commit extra resources to alleviate poverty. The Salvation Army project in Tanzania worked with partners to distribute emergency income generation activity packs for families in crisis.

**71% of respondents had seen changes in ways people are being exploited as a result of Covid-19 lockdowns.**

Staff are concerned about increases in online exploitation and where schools have been closed, increases in child labour.

**57% of respondents reported an increase in number of people seeking services.**

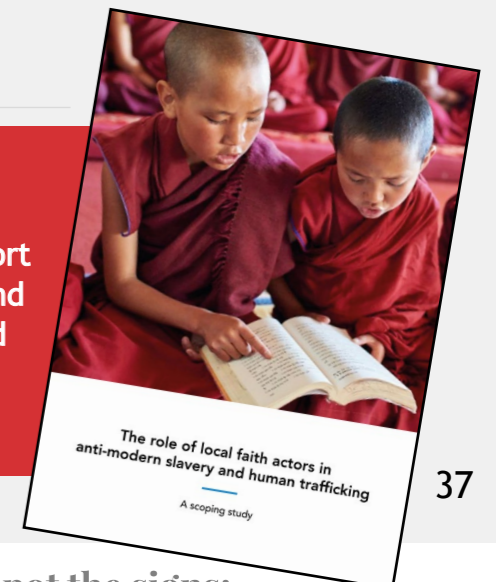
Many respondents had been asked to give out more emergency parcels of food, hygiene and medical supplies.

The Salvation Army also contributed evidence on the impact of Covid-19 to a survey by the International Anti-Human Trafficking Network

## Sharing best practice

Our Anti-Human Trafficking International Project Advisers also work to develop and share best practice. The team provided support to a new study by the Joint Learning Initiative called 'Faith and Freedom. The role of local faith actors in anti-modern slavery and human trafficking, a scoping study.' The study found that people of faith, with their unique community presence, connection and ability to respond to needs, are critical to effectively and sustainably responding to human trafficking around the world.

<https://jliflc.com/resources/ams-ht-scoping-study/>



# Awareness and Influence

**As expected the highpoint of a full 12 months of awareness raising activities fell in the autumn around Anti Slavery Day, 18th October 2019.**

Shortly after this the world was shocked with the news that 39 Vietnamese people had lost their lives whilst being illegally transported into England in a refrigerated lorry container in Essex. The Salvation Army responded to renewed interest by the public in the experiences of people who have been caught in situations similar to this.

We worked with partners and survivors to raise awareness of how many of the people we support have been involved in criminal exploitation and who entered the UK in this way. An estimated audience of 44,929,005 people heard the concerns of survivors and our spokespeople through widespread national and regional coverage including BBC Radio 4's Today programme and regional news channels, The Guardian, ITN and CNN.

## Van's\* story

Van had worked to pay for his transport to the UK on the promise that he would be able to support his family better back home. Instead he was bought and sold by criminal gangs across Europe, shoved into container lorries with other people and on reaching the UK beaten and forced to work in cannabis farms to pay back debts his traffickers said he owed. Rescued by police, Van is now recovering in a safe house. When he heard of the deaths of his fellow countrymen he wanted to speak out and share his story through the British media.

He said: "In Vietnam I was told that going abroad, it would be easy to earn better money. The traffickers who organised my journey made me work to pay at each stage. I was taken to the border and, with several others, I was put into a container lorry. I was happy to survive the journey but then people like me are in a very vulnerable position the moment we set foot in this country. The gangs take our passports and we become a non-citizen. We were all sent to different houses in different towns. I worked and worked because I had to pay back the debt and if I didn't work, they would beat me. They kept moving me from place to place. Each new house was like a prison. There was no natural light. We were locked in and brought food every few weeks. When the crops were ready to be harvested then the gang would come along.

I was under the control of these people because I didn't have anyone else to go to. Also, they know about my wife and children and I am scared what they would do to them. I think they believe I'm in prison somewhere now. They don't realise I am sitting here free.

After the police arrested me, two ladies from The Salvation Army came and they talked to me and I was brought to the place I am now where they support me. I was very happy when I was arrested.

Before I heard of the people in Essex who died in a lorry, I hadn't imagined what might have happened to me. It made me shake with fear when I heard. It could have happened to me if I was unlucky like they were.

I would like the Vietnamese community to know about this and not to risk their lives. It is so risky, and life is not what you were promised."

# Awareness and Influence: Anti Slavery Day

The Salvation Army released findings and data from its work through the Adult Victim Care Contract, linked to the #WeAreNotForSale tattoo campaign. The general public and influencers were encouraged to buy (profits going to the Victim Care Fund), wear and share (via social media) special edition #WeAreNotForSale temporary tattoos featuring a barcode to highlight the buying and selling of people as commodities through modern slavery. This resulted in widespread coverage publicising key messages around the need for public awareness and action to combat modern slavery and the impact of specialist support services in transforming the lives of survivors.

The campaigns featured in more than 214 outlets from national news channels, local radio and national newspapers, including a lead story in The Sunday Times, to specialist media, such as Waitrose Weekend, and outlets targeting police officers and Polish nationals. Testimony from a survivor of slavery and a Salvation Army First Responder featured on a special BBC Radio 4 service broadcast from a Salvation Army church to highlight modern slavery.

Social media posts based on key statistics and the tattoo campaign were enthusiastically and widely shared with highlights from Instagram influencers in retail and beauty, parliamentarians, actors Ruxandra Porojnicu and Catherine Ayers, Her Royal Highness Princess Eugenie and financial and corporate groups, including HSBC and Anglo American.



# Awareness and Influence: Other highlights

The Salvation Army launched a multi-year pan-European awareness campaign around modern slavery and human trafficking. In the UK the promotion of tailored social media posts were timed to coincide with the broadcast of a major plotline around slavery on ITV's Coronation Street, produced in consultation with The Salvation Army. The highly effective campaign uses 'fake' adverts to show that human tragedy often lurks behind cheap products and services.



In April The Salvation Army's 'Hidden in Plain Sight' film, gifted by Fat Lemon production company, won the People's Choice Award in its category at the 2020 Charity Film Awards - well-deserved recognition for a compelling and cinematic film which has been incredibly successful in getting the public to engage with awareness around slavery.



During the Covid-19 pandemic, awareness-raising focused on equipping frontline staff to spot the signs of slavery as well as reminding the public to remain alert. We were pleased to join the Anti-Slavery Collective to speak to its founders Her Royal Highness Princess Eugenie and Julia de Boinville, to raise awareness of modern slavery and what we were doing to support survivors during the pandemic.



# Awareness and Influence: Other highlights

## Raising the issues with Prime Ministers



Major Kathy Betteridge attended a reception hosted by Prime Minister Theresa May in July 2019 at Number 10 Downing Street on modern slavery which brought together leaders in the field including Cindy McCain, Chair of the McCain Institute for International Leadership, which works to combat modern slavery. Minister for Crime, Safeguarding and Vulnerability, Victoria Atkins, was also in attendance at the reception where Theresa May initiated discussions on how the UK should strengthen its response to modern slavery. Kathy spoke on the need for decision makers to listen to the voices of survivors.

In 2020 Major Kathy Betteridge also took part in the 'Hidden Harms' summit, attended by Boris Johnson, speaking about the support needed to help modern slavery survivor survivors to rebuild their lives and to protect vulnerable people in the future. Kathy emphasised the need to work together across international borders to limit poverty and debt bondage driving modern slavery in developing countries as the economic impact of coronavirus hits.

## Speaking up on access to housing

The Salvation Army provided feedback to the Ministry of Housing, Communities and Local Government's consultation on the Homelessness Reduction Act from the perspective of modern slavery survivors. We emphasised the regional variations and problems modern slavery survivors experience when trying to access stable and suitable housing, often when they are ready to move-on from safehouses. We recommended the Government grant survivors of modern slavery 'priority need' status for housing, so they can access the accommodation they need.

## Advocacy

This year we have continued to champion the needs of survivors to decision makers on a day to day basis, continually providing robust feedback to those who make policies that affect the every day lives of victims.

# Awareness and Influence: Looking forward

Over the next year we will be asking the UK Government to:

## Pass the Modern Slavery (Victim Support) Bill 2019–21

We are asking the Government to enshrine survivor rights in law by passing the Victim Support Bill. The Bill would give victims in England and Wales a guaranteed right to support during the period when the decision is made on their trafficking case, and for a further minimum of 12 months afterwards.

## Ensure that victims and people at risk of modern slavery are not disadvantaged as the UK establishes a new relationship with the European Union.

We are asking the Government to set out if, beyond 30th June 2021, the EU Settlement Scheme will be open to eligible modern slavery survivors who were unable to take part in the scheme previously because of circumstances linked to their experience of exploitation.

We will also be working with the Home Office on their new ‘NRM Transformation Programme’ looking at further embedding an end-to-end needs-based approach to support.

Maintain their commitment to tackling modern slavery internationally.

“The Salvation Army has done everything for me. They take me to hospital to get me cured and support me with everything I need. If it wasn’t for them, I’d be on the streets. When I am in the safe house, I don’t feel fear but if I leave here to go back to Albania I fear for my life.”

Albanian man who sustained major injuries when he was beaten by his traffickers with a metal rod



Trafficker  
Trader  
Abuser  
Invader  
Rich man  
Poor man  
Anyone  
Thief.



### *Spot the signs for someone today*

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

- The Salvation Army confidential 24/7 referral helpline: 0800 808 3733
- Crimestoppers: 0800 555 111
- Modern Slavery Helpline: 0800 012 1700

Bringing an end to slavery.  
Fighting for social justice.  
Responding with compassionate care.

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

\*Names have been changed throughout to protect identities