



Supporting Survivors of Modern Slavery

Year 10

Report on The Salvation Army's
Modern Slavery Victim Care Contract
July 2020 to June 2021

Foreword

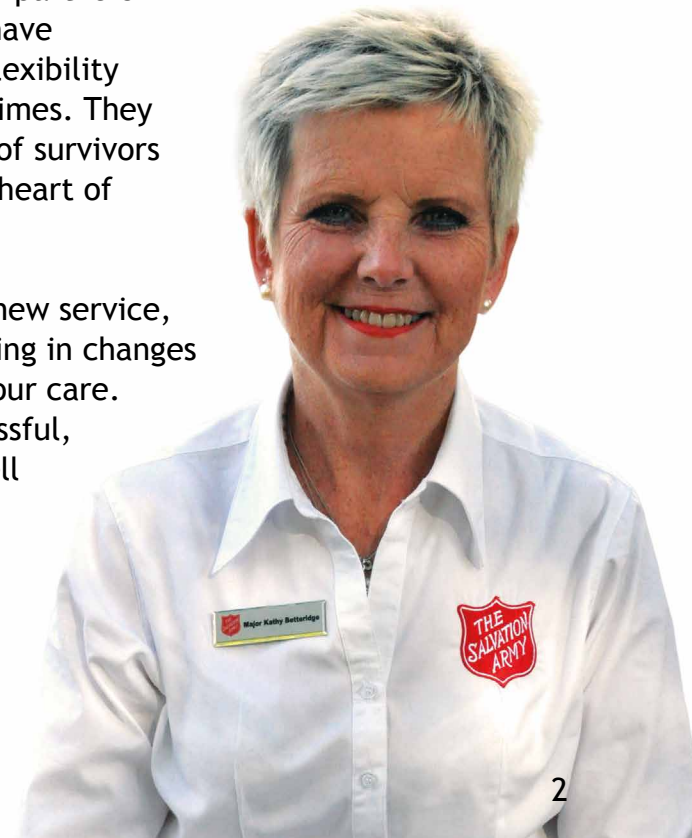
By Major Kathy Betteridge, Director of Anti Trafficking and Modern Slavery for The Salvation Army.

Around the world The Salvation Army has expanded our coordinated approach to helping communities at risk of exploitation as they develop resilience against the ever-changing tactics of human traffickers. At the same time, we're working to support survivors of modern slavery and human trafficking to rebuild their lives when they are rescued from their captors.

Here in the UK, we have been privileged this year to implement extended support for survivors as prime contractor for the Government's new Modern Slavery Victim Care Contract (MSVCC) which supports adult survivors referred from England and Wales. The new contract went live in January 2021. As well as allowing us to expand support available to survivors, the new contract formalises processes and systems which we have worked hard to establish in recent years. This will help us continue to improve performance, maintain standards and deliver best practice. It also provides reassurance of a high-quality service delivered by all our partners.

Throughout the past twelve months our partners together with all staff and volunteers have demonstrated outstanding resilience, flexibility and commitment during very difficult times. They have continued to prioritise the needs of survivors and this has been the focus and at the heart of everything they do.

As we moved to the new contract and new service, it was a remarkable achievement to bring in changes without disruption to those already in our care. Everyone stepped up to ensure a successful, uninterrupted delivery of service as well as maintaining high standards of care, particularly in the light of pre-existing challenges and understandable fatigue from months of sustaining support for survivors all through the pandemic.



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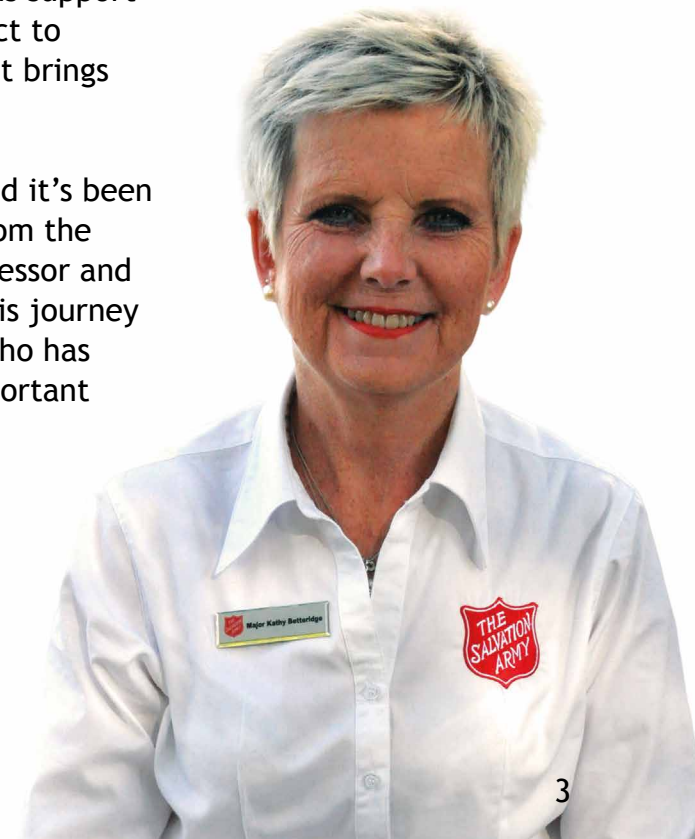
In all areas of support there has been a growing demand so that all staff and volunteers within our First Responder service, our drivers and chaperones, and the Connect Pilot programme have been required to intensify efforts, adapt and increase capacity in order to meet the needs of the service.

Throughout this year there have been many extraordinary demands placed upon everyone and I want to thank them all for their exceptional efforts.

We've been pleased to welcome partners, some for the first time and others we have worked with now for more than a decade since The Salvation Army was awarded the government's innovative first victim care contract in 2011. All bring important expertise and a shared passion to change the lives of some of the most vulnerable people in our society. Together we are committed to building on the successes of the past ten years and the huge progress in improving outcomes for survivors of slavery in the UK and beyond.

As we reach this milestone, I and others have been reflecting on how the landscape for supporting survivors has changed during these ten years. You can read some of these reflections in this report, as well as reading stories we want to celebrate. These include examples of what survivors have achieved this year and updates from the MSVCC and the various support programmes we run outside the contract to complement and build on the benefits it brings to survivors.

I joined this team part way through, and it's been a privilege to take the work forward from the amazing foundations laid by my predecessor and others, many of whom have been on this journey since 2011. I want to thank everyone who has given their time and talents to this important mission and, in particular, highlight the notable contribution of Ann-Marie Douglas, our Contract Director, who has shared some thoughts on the past decade later in this report.



Foreword

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Achievements over this time include our work with the financial sector to develop bank accounts for survivors and the Department of Works and Pensions to improve access to their entitlements. We have also been providing expert training and guidance to agencies and organisations across the criminal justice and border enforcement services, local authorities, foreign embassies, prison and immigration services, and commissioners of specialist addictions and mental health services.

Building on work undertaken through the government contracts, The Salvation Army has developed support programmes through our own charitable funds, established a team of highly trained volunteers and extended our global reach. The Salvation Army's Survivor Support Fund changed its name from Victim Care Fund this year but continues to provide survivors with grants to help them transition to living independently such as furniture for a new home or equipment for a new job. Since it was established in 2012 it has processed just over 3,000 applications at a value of nearly £800,000 to meet needs where no other funding was available.

The new MSVCC runs for an initial five-year period. During this time The Salvation Army will review our services and forge new partnerships so that its services can respond to demand in a fair and dynamic way. We will increasingly involve survivors in shaping and developing the service they receive.

We look forward to working together to meet the increasing needs and number of people being referred to us and to fight for their voices to be heard.



Major Kathy Betteridge
Director of Anti Trafficking and
Modern Slavery for The Salvation Army
United Kingdom and Ireland Territory



Key data: Summary

This is the **tenth 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. This section provides an overview of the number and profile of potential victims*¹ of modern slavery who entered the support services in Year 10, July 2020 to June 2021. During this period the latest Modern Slavery Victim Care Contract came into effect in January 2021.

In Year 10 a total of 2662 potential victims entered the service to receive support through the contract, slightly more than the previous year despite the potential impact of restrictions to businesses, travel and opportunities to spot signs of slavery in the light of COVID-19.



Taking into account those people already in the service at the start of Year 10, a total of 7,212 people received support during the year, the largest number of people supported during a contract year to date.

Since 2011 The Salvation Army and its partners have supported **15,230** recovering survivors of modern slavery. In the past 10 years the total number of people entering support each year has risen by **595%** from 378 in the first year to 2662 this year.

Of the 2,662 people who entered the service:

- **1,046** identified as women (39%)
- **1,616** identified as men (61%)
Of whom 1 identified as transgender
- **1,030 (39%)** experienced labour exploitation
- **647 (24%)** experienced sexual exploitation
- **470 (18%)** experienced criminal exploitation
- **328 (12%)** experienced complex, multiple or unknown exploitation²
- **187 (7%)** experienced domestic servitude

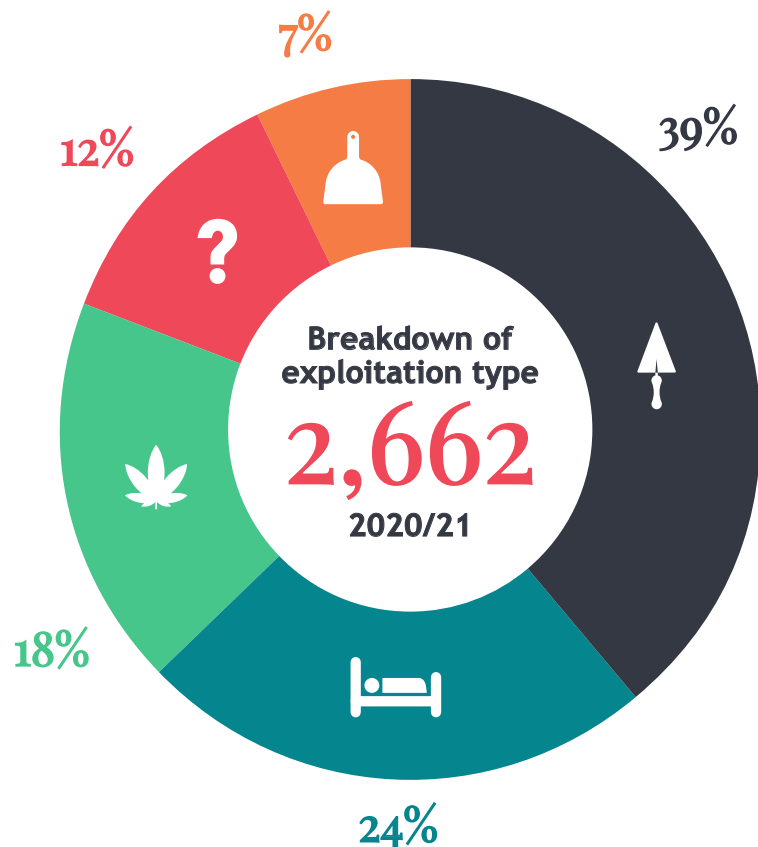
Footnote: Please note that data in this report differs from the National Referral Mechanism data for the following reasons: NRM data relates to referrals into the NRM for the whole of the UK, whilst the contract run by The Salvation Army and consequently its data refers to potential victims referred 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.

**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 (the decision-making body 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.*

Key data: Exploitation types

Last year was the first time in which criminal exploitation was recorded as a separate category. In the past twelve months the number of people forced to commit criminal activities such as gang-related ‘county lines’ drug distribution, cannabis cultivation, begging, financial fraud and theft has increased by 62%.



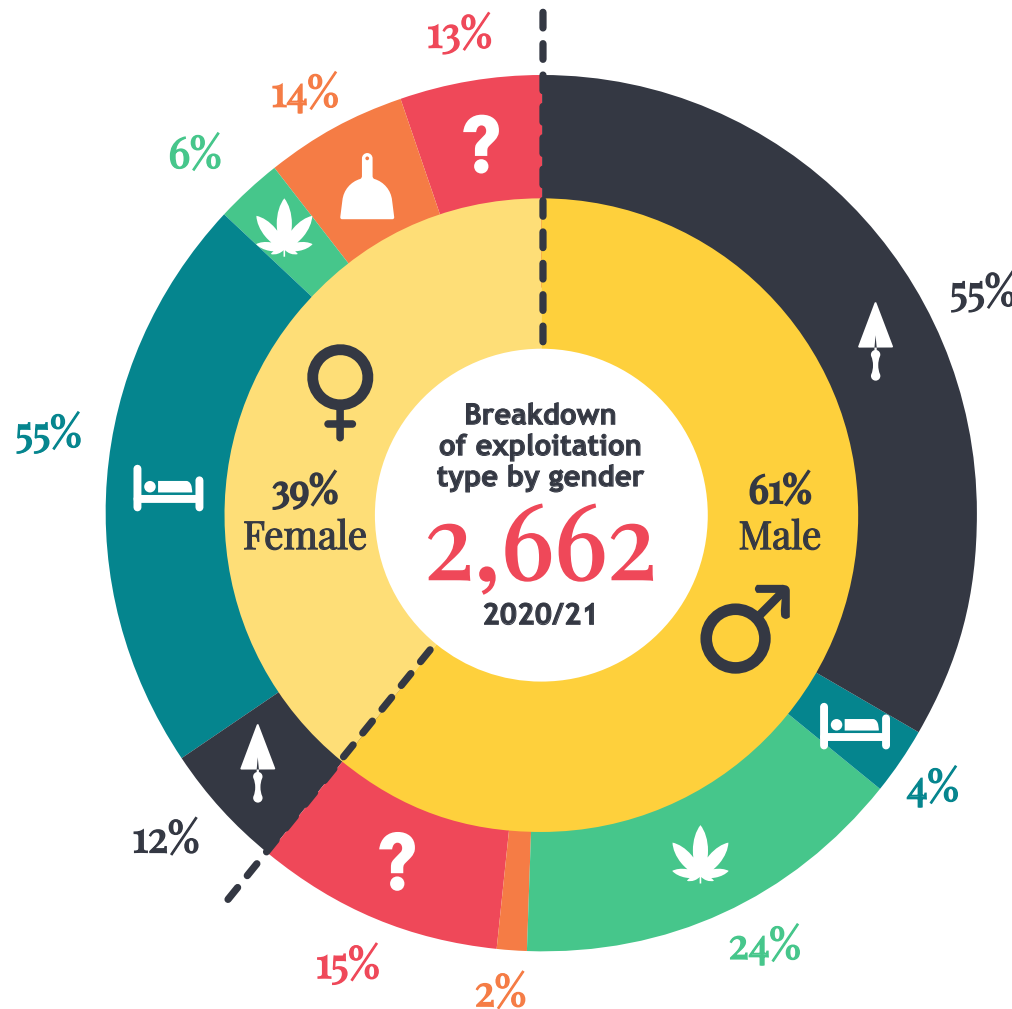
	Yr 1 11/12	Yr 2 12/13	Yr 3 13/14	Yr 4 14/15	Yr 5 15/16	Yr 6 16/17	Yr 7 17/18	Yr 8 18/19	Yr 9 19/20	Yr 10 2020 /21
Labour ↑	179	222	375	391	587	606	825	1072	1081	1030
Sexual 🛏	158	235	342	472	626	741	772	881	848	647
Criminal 🌿	N/A	N/aA	N/A	N/A	N/A	N/A	N/A	N/A	291	470
Not known / Other* ?	9	25	91	83	4	12	1	24	99	328
Domestic servitude 🍷	37	68	81	151	184	195	258	274	273	187
TOTAL	383	550	889	1,097	1,401	1,554	1,856	2,251	2,592	2,662

For the fourth year running, the most common exploitation type experienced by survivors entering the service was labour exploitation. 179 more people were referred following criminal exploitation than last year.

*See footnote reference *2 on page 5 for further explanation

Key data: Gender and exploitation type

1046 (39%)
of survivors
entering
support this
year identified
as women, a
17% decrease
on last year.



1616 (61%)
of survivors
entering the
service this
year identified
as men, a
22% increase
on last year.

As with previous years, **men mostly reported experiencing labour exploitation (55%), and women sexual exploitation (55%)**. Criminal exploitation was the next highest type experienced by men and the least likely for women.

↑ Labour
🛏 Sexual
🌿 Criminal
👤 Domestic servitude
❓ Not known*

*See footnote reference *2 on page 5 for further explanation

Key data: Top 10 nationalities

This year people who entered support were of 96 different nationalities. 69% of all survivors who entered support were of the ten nationalities in the table below:

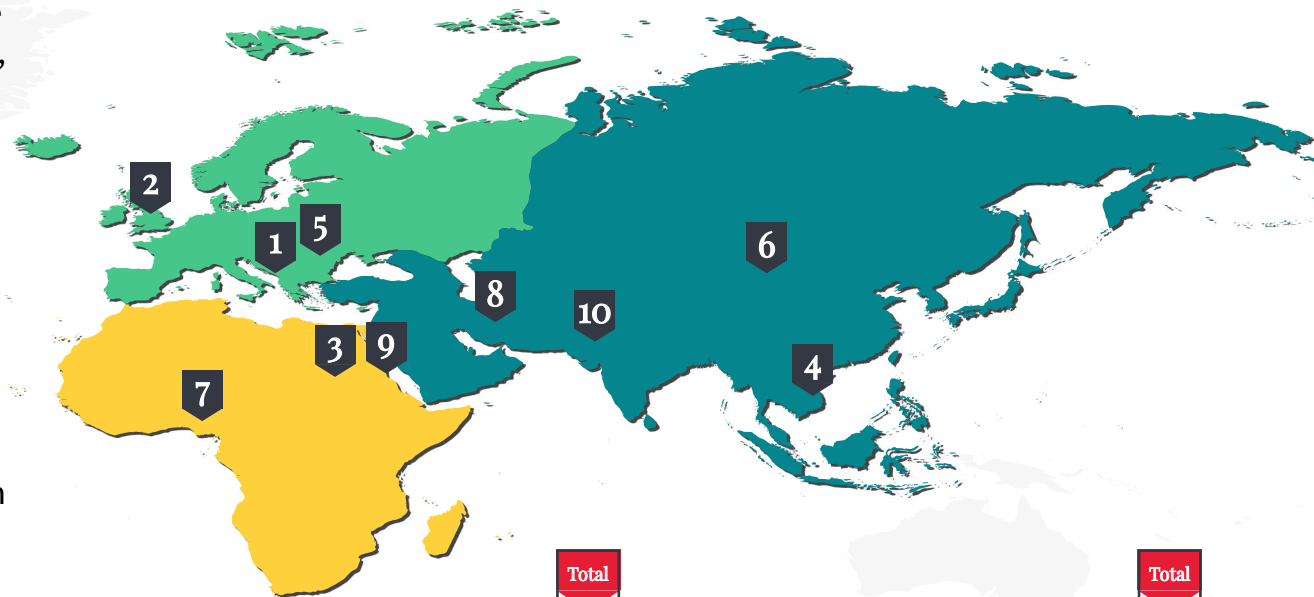
This year we recorded year on year increases in the number of people of British (40%), Sudanese (446%), Iranian (56%), Eritrean (27%) and Pakistani (20%) nationality entering The Salvation Army's support.

Whilst Albanian remains the most common nationality for the eighth consecutive year, there was a fall in the number of Albanian people (-14%) from last year. The number of female Albanians fell by 151 from the previous year, whilst the number of male Albanians rose by 64.

British survivors remained the second most common nationality with a rise of 98 people from last year.

There was a fall in those of Vietnamese (-10%), Romanian (-13%), Chinese (-35%) and Nigerian (-0.88%) nationality and India dropped out of the top 10 nationalities despite a slight increase from 133 people in year 9 to 143 in year 10.

The most prominent rise was in Sudanese nationals with 165 more people entering The Salvation Army's support, an increase of 446%.



		F	M	T	Total			F	M	T	Total
1	Albanian	283	240	0	523	6	Chinese	66	48	0	114
2	British	120	221	0	341	7	Nigerian	67	45	0	112
3	Sudanese	1	201	0	202	8	Iranian	13	82	0	95
4	Vietnamese	44	115	1	160	9	Eritrean	19	76	0	95
5	Romanian	41	75	0	116	10	Pakistani	33	40	0	73

F: Female M: Male T: Transgender

Key data: Top 10 nationalities by exploitation type

The most common type of exploitation experienced by Albanians was sexual exploitation with 252 people of those supported being subjected to sexual exploitation.

	Albanian	British	Sudanese	Vietnamese	Romanian	Chinese	Nigerian (Nigeria)	Iranian (Persian)	Eritrean	Pakistani	TOTAL
Labour	92	42	176	56	63	45	23	47	65	32	641
Sexual	252	37	2	18	21	45	51	19	12	11	468
Criminal	128	172	1	62	8	9	7	7	1	1	396
Not known / Other*	45	88	21	22	20	12	17	12	12	9	258
Domestic servitude	6	2	2	2	4	3	14	10	5	20	68
TOTAL	523	341	202	160	116	114	112	95	95	73	1,831

The overwhelming majority of Sudanese men (87%) were subject to labour exploitation.

Just over half of all British people who entered our service this year were subject to a form of criminal exploitation.

*See footnote reference *2 on page 5 for further explanation

Key data: All nationalities

Europe

1,163

Albanian	523	Ukrainian	4
British	341	Dutch	4
Romanian	116	French	3
Polish	46	Italian	3
Bulgarian	28	Estonian	3
Lithuanian	20	Kosovo Albanian	3
Hungarian	15	Georgian	2
Slovak	14	Greek	2
Latvian	9	German	2
Czech	9	Austrian	1
Portuguese	8	Irish	1
Spaniard	5	Armenian	1

Asia

771

Vietnamese	160	Thai	11
Chinese	114	Malaysian	8
Iranian (Persian)	95	Sri Lankan	7
Pakistani	73	Turk	4
Indian	66	Palestinian	4
Iraqi	49	Saudi	2
Yemeni	37	Indonesian	2
Filipino	33	Nepalese	1
Afghan	31	Russian	1
Bangladeshi	26	Burmese	1
Kuwaiti	26		
Syrian	20		

Africa

664

Sudanese	202	Angolan	6
Nigerian	112	Mauritian	5
Eritrean	95	Botswana	5
Ethiopian	26	Senegalese	5
Ghanaian	17	Ugandan	5
Somali	16	Egyptian	5
Sierra Leonian	15	Tanzanian	4
Namibian	15	Guinean	3
Chadian	13	Malawian	3
Cameroonian	11	Tunisian	3
Congolese	11	Jordanian	3
Moroccan	10	Togolese	2
Gambian	10	Rwandan	2
Ivorian	10	Libyan	2
Zimbabwean	9	Beninese	2
Nigerien	9	Zambian	2
Kenyan	9	Malian	2
South African	8	Liberian	1
Algerian	6		

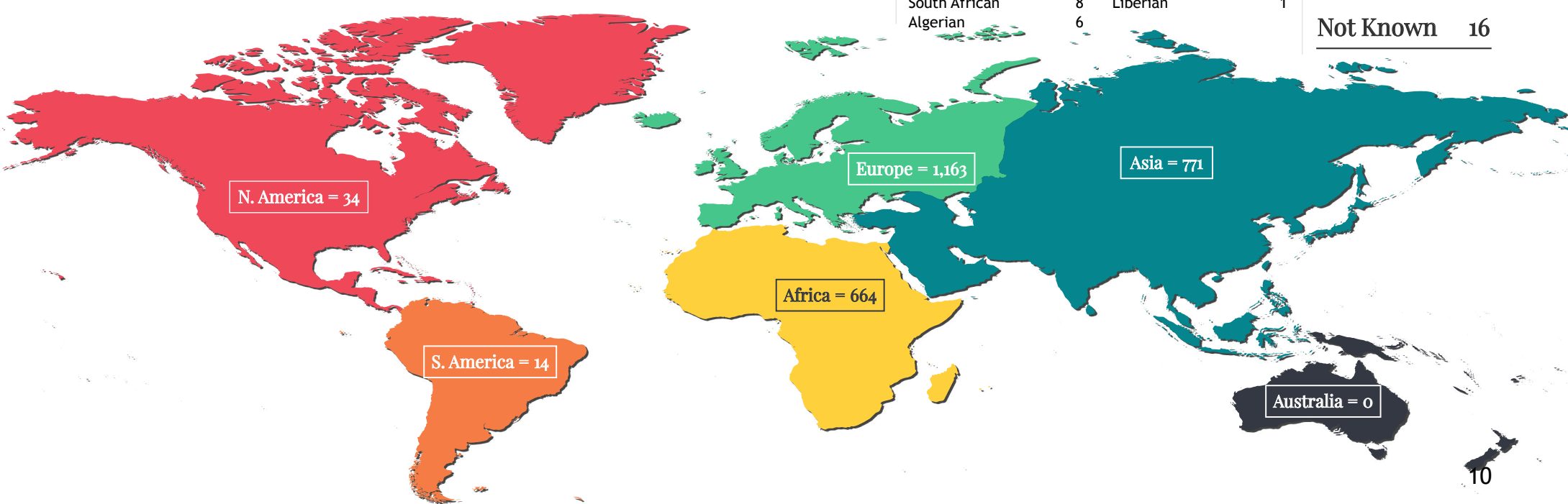
N. America 34

Jamaican	14
Barbadian	4
Trinidadian	4
Grenadian	3
St Lucian	2
Mexican	2
American	2
Canadian	2
Honduras	1

S. America 14

Brazilian	10
Colombian	2
Chilean	1
Ecuadorian	1

Not Known 16



Key data: Referral regions

People who entered support this year were referred from the following regions of the UK.

Almost half (49.6%) of all referrals came from London, with an increase of 36 more people referred than last year. Outside London the South East saw referrals rise by 64 people and the East Midlands with an increase of 31 more people than last year.

Our team of trained volunteer drivers and chaperones undertook 320 journeys this year to transport survivors from the place they were rescued or identified to a place of safety such as a safe house or to move survivors from one safe house to another to meet changing needs or circumstances. The average number of journeys undertaken by volunteers each month was 26 with a peak of 36 and 38 in July and August respectively. A further 443 journeys were undertaken by police, safe house staff, ambulances and specialist taxi firms.



1	2	3	4	5	6	7	8	9	10	11	TOTAL
London	S. East	N. West	W. Midlands	N. East	E. Midlands	S. West	Wales	Eastern	Scotland	N. Ireland	
1,320	276	240	221	188	147	106	87	73	3	1	2,662

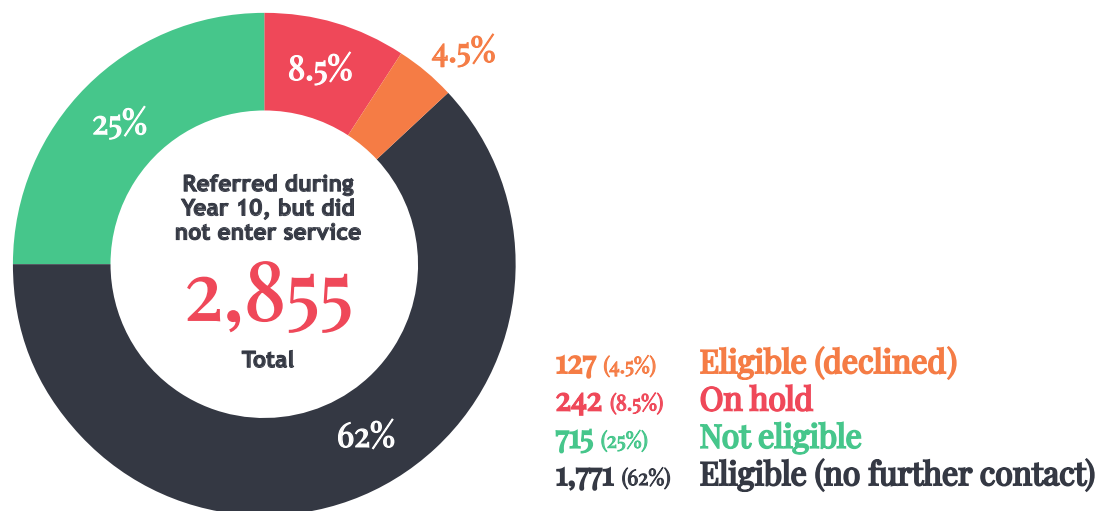
Key data: Referrals by agency

		TOTAL
1	Home Office including UK Visas and Immigration (UKVI); Immigration Enforcement; UK Border Force; Single Competent Authority	940
2	Law Enforcement	655
3	Legal Representatives	281
4	Local Authorities including Social Services; Housing; Adult Safeguarding; Homelessness services	221
5	Combined designated First Responder NGOs (excluding The Salvation Army*)	157
6	Self-Referral	147
7	The Salvation Army*	120
8	Advocacy/Support Worker	71
9	Combined non designated First Responder NGOs including Modern Slavery Helpline	47
10	Health Services	15
11	Gangmaster & Labour Abuse Authority (GLAA)	5
12	Prison	3
TOTAL		2,662

*The Salvation Army is a designated First Responder organisation providing this service through its Volunteer First Responder Service which operates outside of the Modern Slavery Victim Care Contract.

Key data

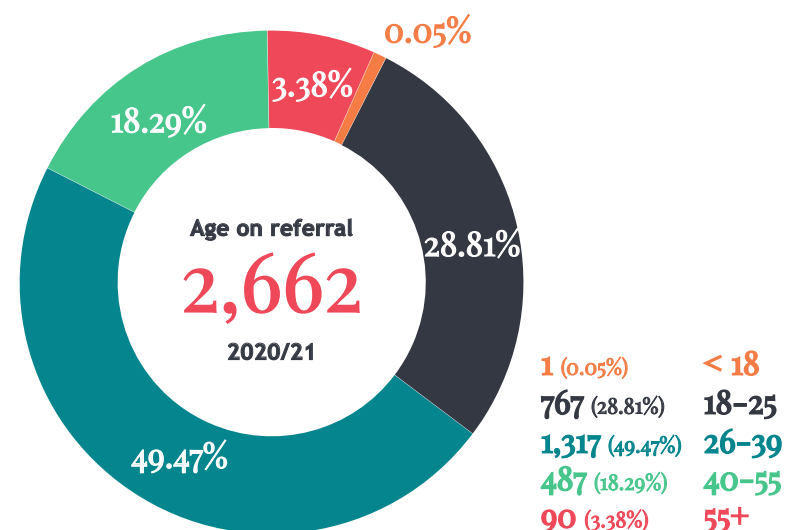
Potential victims not entering the service



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 waiting for news on reasonable grounds decisions.

Age on referral of people who entered support



Length of time in support

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

Average (mean) days in service per person	
Accommodation (support for people in safe house accommodation)	282
Outreach (support sessions for people living in the community)	682

Key data: **Move on**

The **1476 people** who moved on from the support of The Salvation Army and our partners this year went to the following destinations:

	TOTAL	
1	Moved to the Asylum Support service whilst awaiting decisions on their asylum claims.	455
2	Were settled in private accommodation (of which 15 were outside the UK).	292
3	Living with family, friends or partners (of which 38 were outside the UK).	280
4	Absconded or were deemed missing persons.	173
5	Moved into mainstream or supported accommodation with local authorities in the UK.	128
6	Accessed either the Government or NGO funded Voluntary Returns Service in order to return to their country of origin.	50
7	Were identified as hospital in-patients, in prison, or had died during the year.	41
8	Moved into NGO supported accommodation (of which 5 were outside the UK).	28
9	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.	18
10	Exit data was not yet available at the time of writing.	11
TOTAL		1476



Key data: **Move on**

As Covid-19 restrictions remained in place for much of this year, 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 accommodation in order to protect them and others from the spread of the virus.

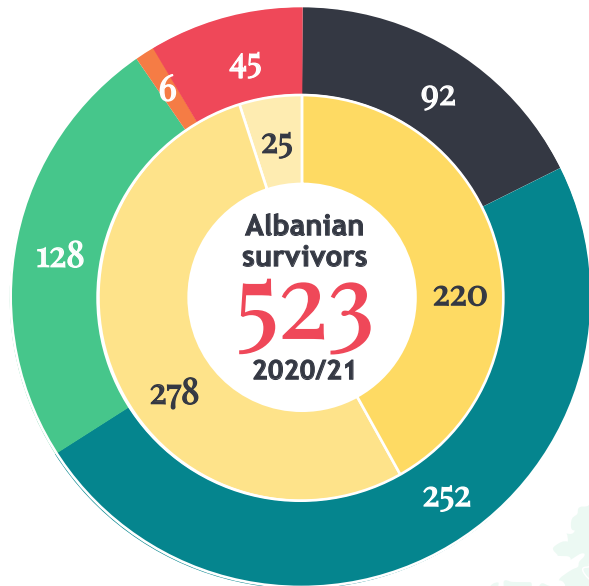
Where restrictions eased The Salvation Army and our partners continued to help people get the best start possible as and when they moved on to begin to live and work independently. This includes forging links with potential employers, housing providers, as well as specialist agencies and NGOs in the UK and overseas. Essential clothing, items of furniture 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 pilot CONNECT Programme have adapted with the changes in the NRM to enable survivors to receive support and stay in touch in the community.

The new MSVCC offers transitional support for people moving on from the main service and living in the community through the Reach-In service which was rolled out from the start of 2021.

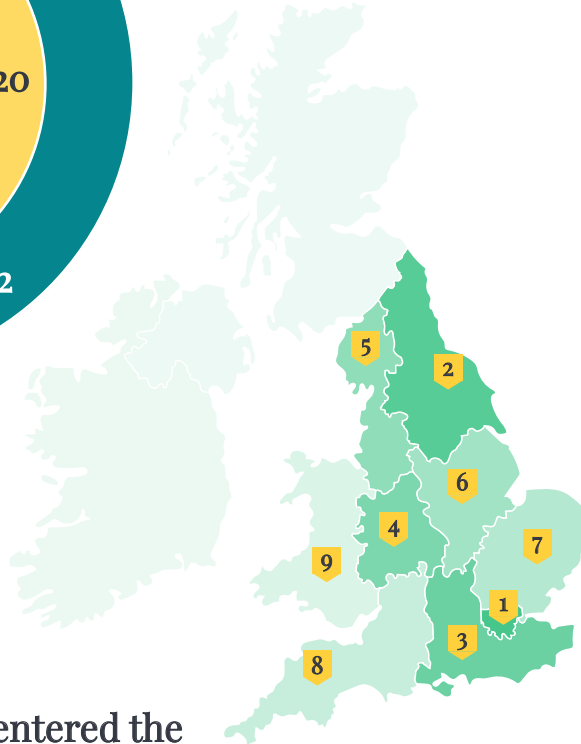
Referrals for Reach-In support have grown gradually during the first six months of the contract with around 60 people entering the service of whom 74% were women and 36% men.

Key data: Top 5 countries

1. Albanian survivors



171 (32%) of Albanians who entered the service this year were women aged 18-39, referred from London following sexual exploitation.



Age Group	
18-25	220
26-39	278
40-55	25

Exploitation Type	
Labour	92
Sexual	252
Criminal	128
Domestic servitude	6
Unknown / other*	45

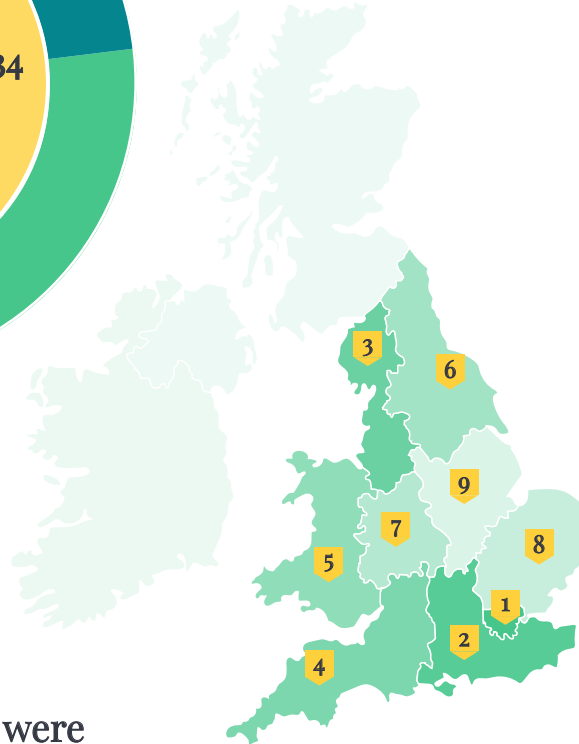
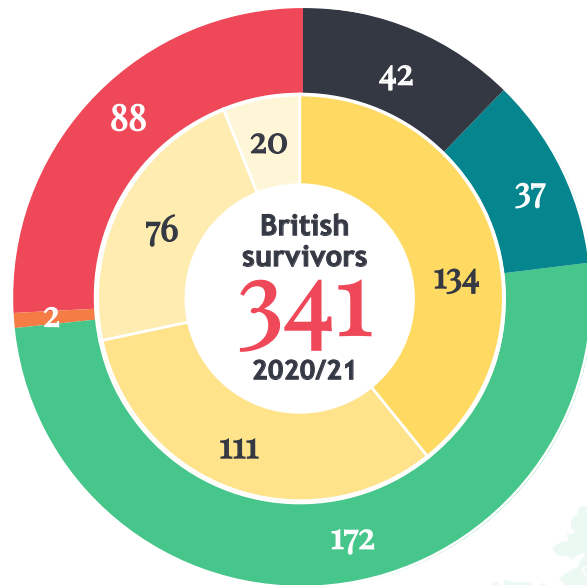
Referral Region	
1. London	301
2. North East	49
3. South East	45
4. West Midlands	40
5. North West	33
6. East Midlands	23
7. Eastern	14
8. South West	10
9. Wales	8

Total Albanian survivors 523

*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.

Key data: Top 5 countries

2. British survivors



51 (15%) of British nationals were men aged 18-39, referred from London and exploited via criminality.



Age Group	
18-25	134
26-39	111
40-55	76
55+	20

Exploitation Type	
Labour	42
Sexual	37
Criminal	172
Domestic servitude	2
Unknown / other*	88

Referral Region	
1. London	120
2. South East	52
3. North West	35
4. South West	26
5. Wales	25
6. North East	24
7. West Midlands	23
8. Eastern	18
9. East Midlands	18

Total British survivors 341

*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.





Dan* is a young British man who was a victim of forced criminality. Although he is recovering well and now living independently, what happened to him continues to affect his daily life.

“It’s important for me tell my story because when I was being exploited, I was too scared to go to the police because I didn’t know there was help for me. I felt stranded. I don’t want other people to feel like that.

It all started when I was 18 and I was doing an apprenticeship and had work at a warehouse. At first everything was good and then someone new started work there as head of security. He made me think I was his friend and tricked me into getting involved with him.



He started to deal drugs on the property. I didn’t want anything to do with it but I soon learned that he was good friends with the boss at the warehouse and that I had to do what he said or risk losing my job.



Then he made me help him, gave me several thousand pounds worth of drugs to sell which he charged me for. I didn't have the money to pay him back and so he told me there was interest to pay and doubled the amount I owed. When I said I couldn't pay he went to my parent's house and smashed it up. He started taking the money back through my wages. Sometimes I was working 75 to 80 hours a week but I never saw a penny of my salary.

Over the years he beat me up so badly that I've lost most of the teeth at the back of my mouth, had broken ribs and a damaged knee which still needs an operation. I couldn't get treatment for anything while I was working there because they made me work all the time. He also used my identity in fraud and the terrible credit history he created in my name is still with me today. Despite this my so-called debts kept going up and he said he'd shoot me if I did a runner without paying.

One day the police raided the warehouse. They found stolen vehicles, drugs and guns and arrested a lot of people including, it seemed, me. But this was a pretence to protect me and as soon as we were at the police station they treated me like a victim.



That day, which happened to be my birthday, was my first day of freedom. After that the police took me to meet two people from The Salvation Army who drove me hundreds of miles from home for my safety to a safe house which The Salvation Army had arranged for me. These two people and everyone I've met were great. They made me feel like things were going to be OK. I stayed at the safe house for many months and they were amazing and really helped me. I've not seen my trafficker since the police raided the warehouse but I'm still scared because he has lots of other people working for him. He's continued to terrorise my family so I'm not able to see them because it is too dangerous for them and me. The police and others are still trying to get him but he's too clever.

The Salvation Army arranged for me to move to another safe house in the north east of England when I was worried I'd seen one of his associates in the street. In both places I was always treated with respect, honesty and integrity. I learned so much from cooking skills to languages and other cultures and their positive energy would instantly cheer me up whenever I felt down.



They also helped me apply for work and my confidence grew under their care. Amazing service, amazing people who deserve recognition. I will forever be in their debt.

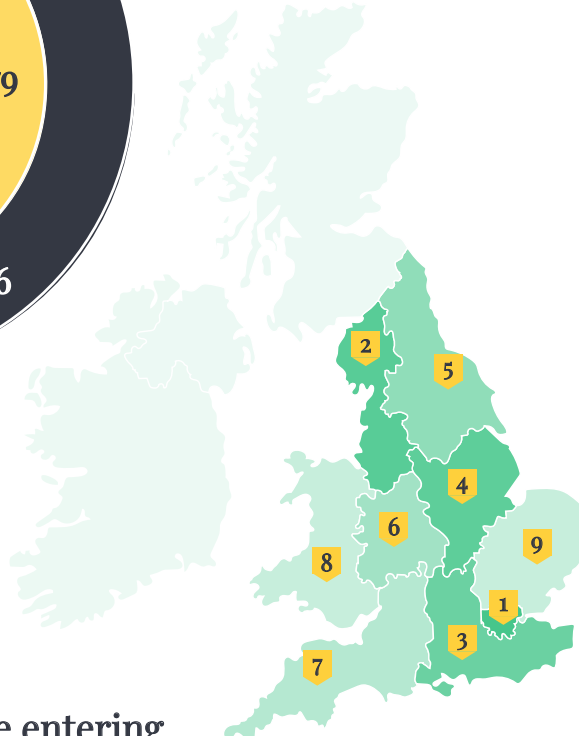
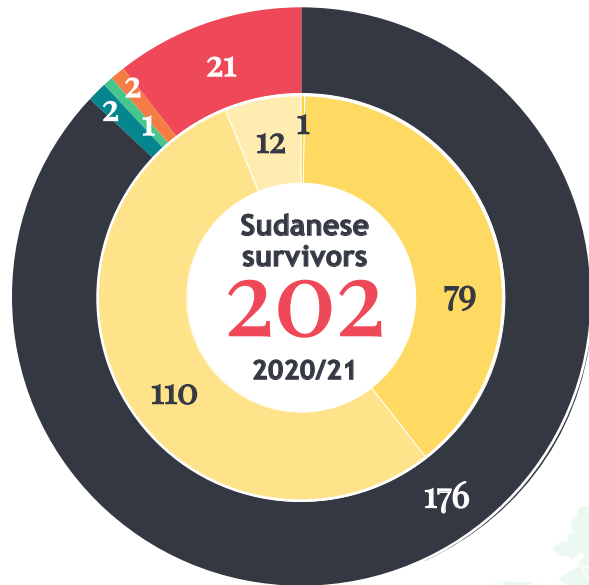
I find it hard to think about my future. I can't really think further ahead than a month and because I have to be so careful about my identity and it's hard to have friends or a partner. Things are pretty stable at the moment, I have a full-time job and am studying for a degree. I want to use my experiences to warn other people about what can happen and explain how much help there is out there for anyone who was trapped like me."

**Names changed to protect identities*



Key data: Top 5 countries

3. Sudanese survivors



79 (39%) of Sudanese people entering the service this year were men aged 26-39, referred from London and exploited for labour.

Age Group	
<18	1
18-25	79
26-39	110
40-55	12

Exploitation Type	
Labour	176
Sexual	2
Criminal	1
Domestic servitude	2
Unknown / other*	21

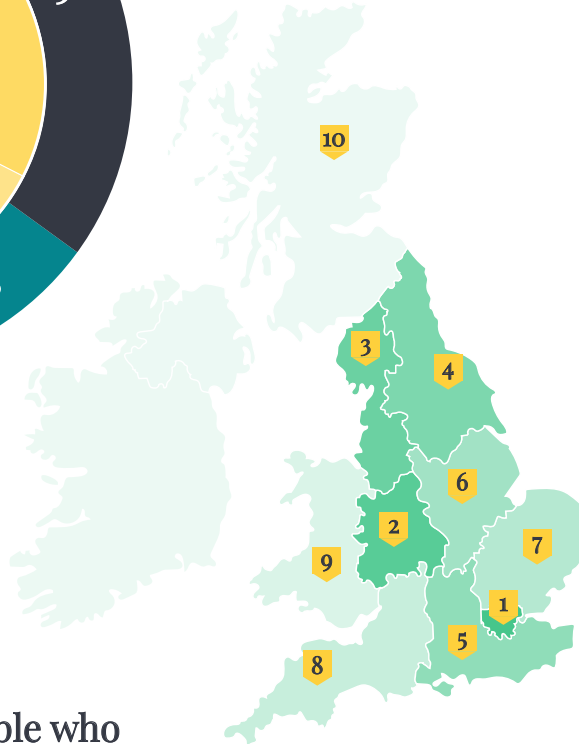
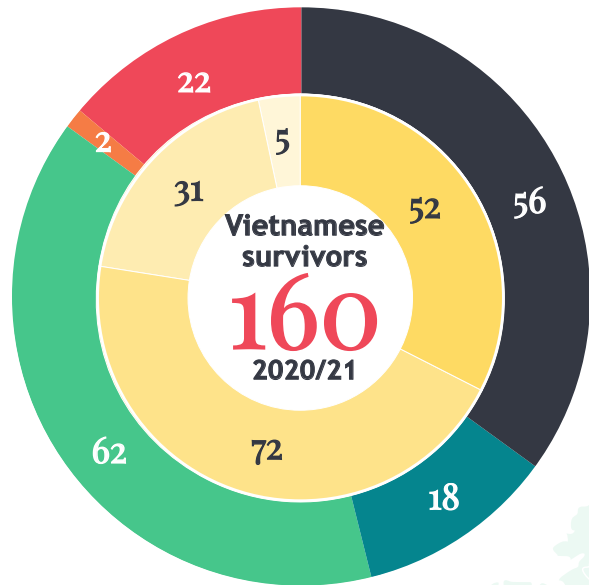
Referral Region	
1. London	135
2. North West	16
3. South East	15
4. East Midlands	8
5. North East	8
6. West Midlands	7
7. South West	6
8. Wales	6
9. Eastern	1

Total Sudanese survivors 202

*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.

Key data: Top 5 countries

4. Vietnamese survivors



72 (36%) of Vietnamese people who entered support this year were men aged 26-39, referred from London and exploited for labour.



Age Group	
18-25	52
26-39	72
40-55	31
55+	5

Exploitation Type	
Labour	56
Sexual	18
Criminal	62
Domestic servitude	2
Unknown / other*	22

Referral Region	
1. London	47
2. West Midlands	23
3. North West	21
4. North East	20
5. South East	17
6. East Midlands	15
7. Eastern	7
8. South West	5
9. Wales	4
10. Scotland	1

Total Vietnamese survivors 160


*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.



Doung is from Vietnam. He fell into debt when his mother needed treatment in hospital. To his horror the money lender was linked to criminal gangs and started to demand huge sums of interest which Doung couldn't pay. The gang members then started to beat him and threaten his family. They told him he would have to work for them to pay off the debt and, if he refused, they would kill his family. Doung was taken across country with a group of people who were all forced to work at various places along the journey. To get to the UK they were put in a shipping container.

Duong explains what happened next.

“After a while I felt the container being moved by a lorry. Whilst on that journey, there was very little air and I thought that we would die. After I don't know how long, someone opened the back door and dragged me out.”



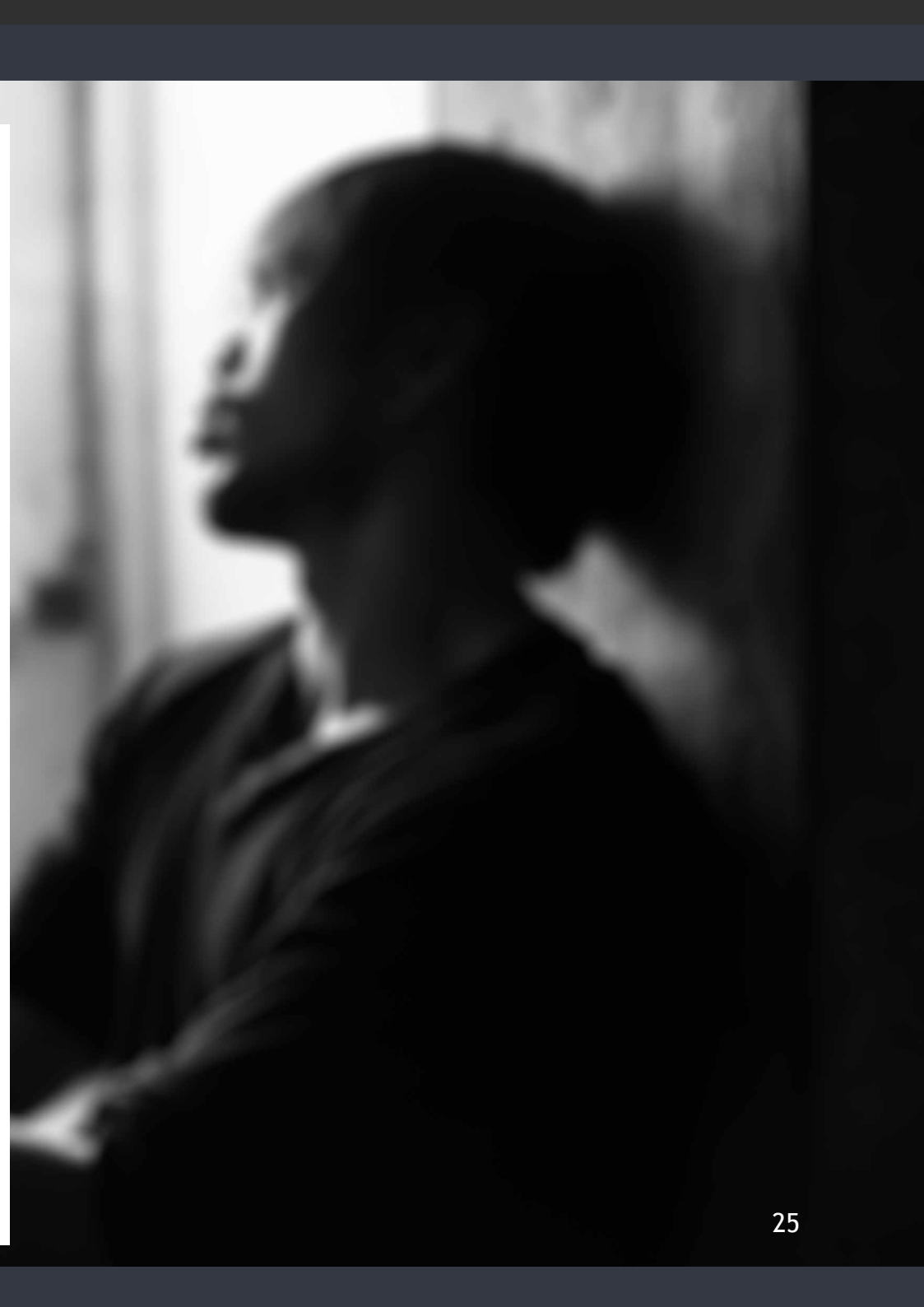
He was taken to a guarded house and locked in at night and driven to different places to do renovation work during the day. He said:

“We were told to work and follow orders. If we didn’t, we would be severely beaten. Each of us was given an old phone, so we could call or text the gang, if the police arrived. They said that if the police ever came, we had to run because if we were caught, we would be severely beaten and sentenced to life in prison.”

One evening after a long day at work, he made his escape when he noticed the guards had left the door open.

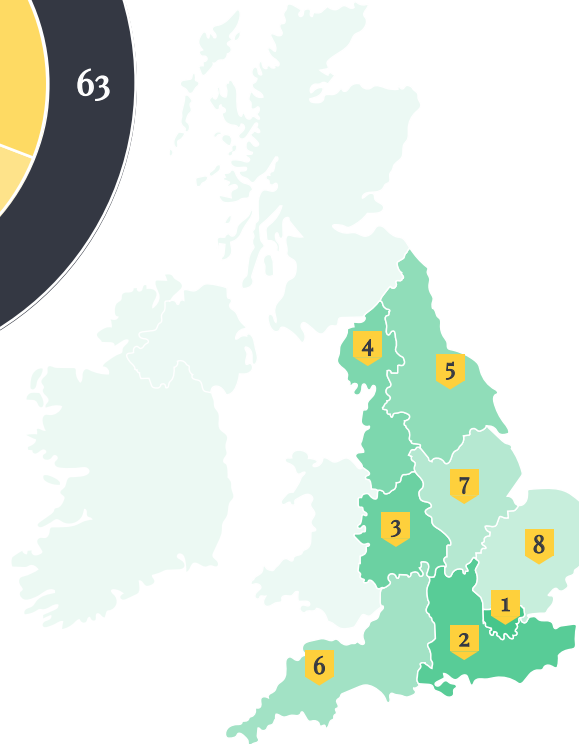
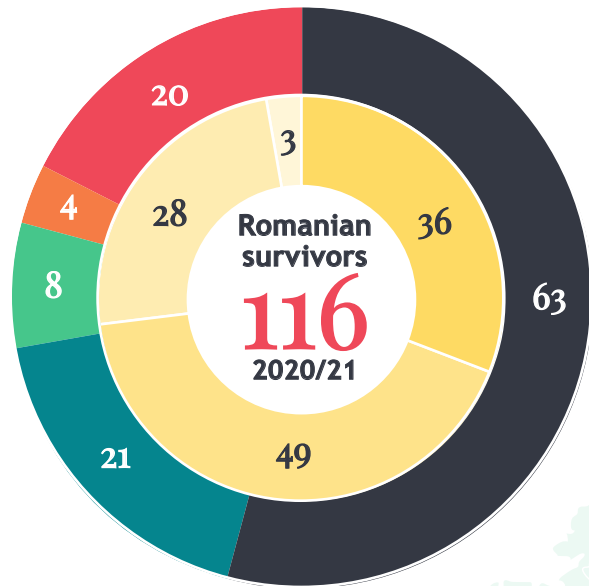
“I ran for miles and after running out of breath, I found a dark corner under a bridge and fell asleep. The next morning I got up and wandered the streets. Fortunately, I came across a fellow Vietnamese. It was only when he told me, that I discovered that I was in the UK.”

Duong is now receiving support in a safe house.



Key data: Top 5 countries

5. Romanian survivors



49 (42%) of Romanian people who entered support this year were aged 26-39.

Age Group	
18-25	36
26-39	49
40-55	28
55+	3

Exploitation Type	
Labour	63
Sexual	21
Criminal	8
Domestic servitude	4
Unknown / other*	20

Referral Region	
1. London	24
2. South East	22
3. West Midlands	19
4. North West	17
5. North East	12
6. South West	11
7. East Midlands	7
8. Eastern	4

Total Romanian survivors 116

*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.

Reflections on the past decade

Ann-Marie Douglas, Contract Director, Modern Slavery Victim Care Contract, for The Salvation Army.

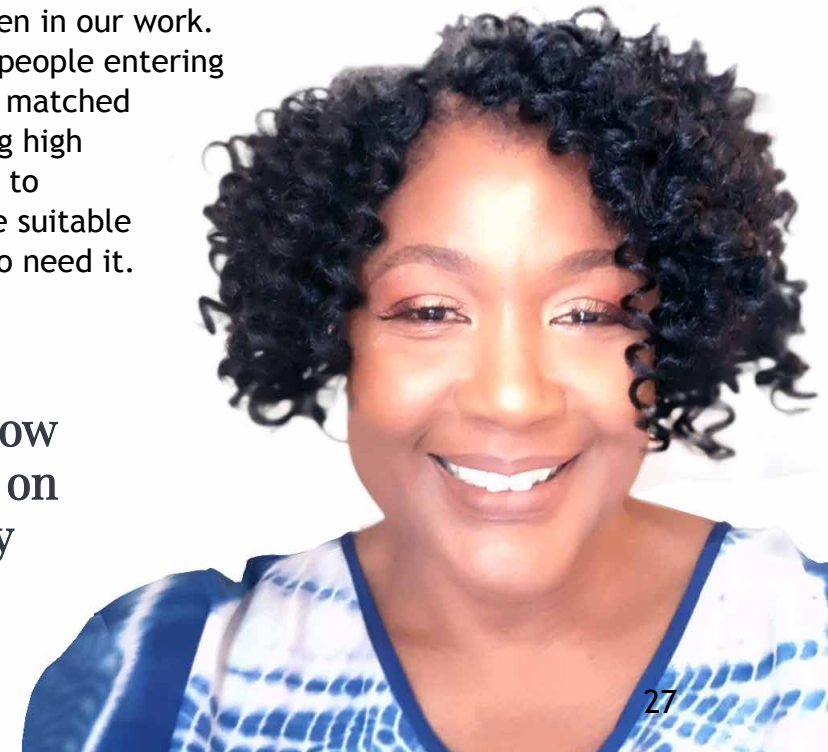
This year marks both the ten-year anniversary of The Salvation Army holding the Victim Care Contract and also the beginning of the latest iteration of the contract, the 2020 Modern Slavery Victim Care Contract (MSVCC). It is a time to look both backwards and forwards.

Whilst these short reflections only begin to scratch the surface of what could be said about the past decade, they hopefully go some way to highlighting the work carried out by a truly dedicated group of people.

Operational delivery of the MSVCC would simply not be possible without the amazing work of our subcontractor organisations. Their dedication, drive and ingenuity has allowed the services provided through the MSVCC to continually improve and meet the growing demands placed upon the system. Together we have built these relationships and faced a number of difficult challenges along the way. I look at the network we have collectively established with great pride. It has become an open and positive partnership, providing a shared space for knowledge exchange to influence improvement of practice for the ultimate benefit of survivors.

This network has always believed that there is more to be done as we never tire of being dissatisfied with the here and now! We strive to do more and do better and it is this mindset and attitude that signals the quality, approach and pride taken in our work. For instance, as the number of people entering our service has grown, we have matched that need without compromising high standards. We are always ready to support survivors and to provide suitable accommodation to all those who need it.

The award of the new MSVCC in 2020 will allow us to continue to build on the work carried out by so many committed people over the years.



Reflections on the past decade

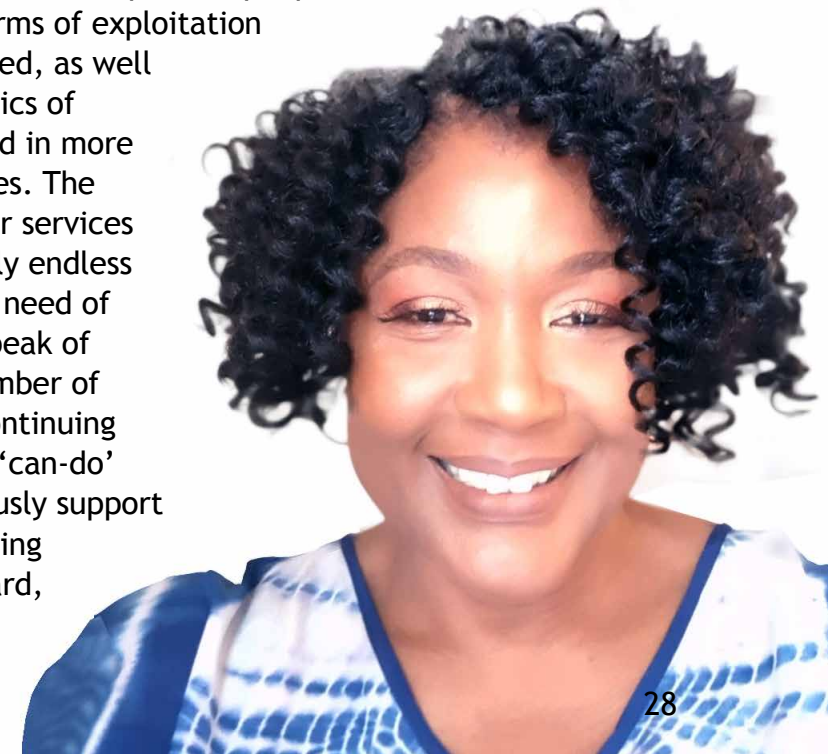
Ann-Marie Douglas, Contract Director, Modern Slavery Victim Care Contract, for The Salvation Army.

I am pleased to say that the transition from the previous to the new contract was made as smoothly as possible, which ensured the support survivors receive continued without disruption. We are taking further steps to ensure that the voices of survivors and support workers are heard within the constant evaluation and evolution of how we deliver support. For example within our contract team we are introducing a Service User Forum and recruiting a Specialist Advisor to support this and, more generally, to work closely with our Anti-Trafficking and Modern Slavery Unit towards the strategic objective of becoming more survivor centred, informed and led.

I'm pleased that we can put survivors on an equal footing when it comes to informing us about their needs and what works for them.

The Salvation Army has performed well against its key performance indicators throughout our management of the Victim Care Contract. This high level of performance was sustained during the transitional period between contracts and our commitment for this continues into the future.

As the decade has gone on, our knowledge of the nature and extent of human trafficking and modern slavery has grown, as has our understanding of its impact on people. We have come to understand forms of exploitation that previously went unconsidered, as well as newer forms and characteristics of exploitation which have emerged in more recent years, such as county lines. The thousands of people entering our services each year come from a seemingly endless range of backgrounds. All are in need of our full support. Following the peak of the COVID 19 pandemic, the number of people entering the MSVCC is continuing to increase at a rapid rate. Our 'can-do' attitude has helped us continuously support and accommodate these increasing numbers and, as we move forward, funding will need to continue to match growth.



Reflections on the past decade

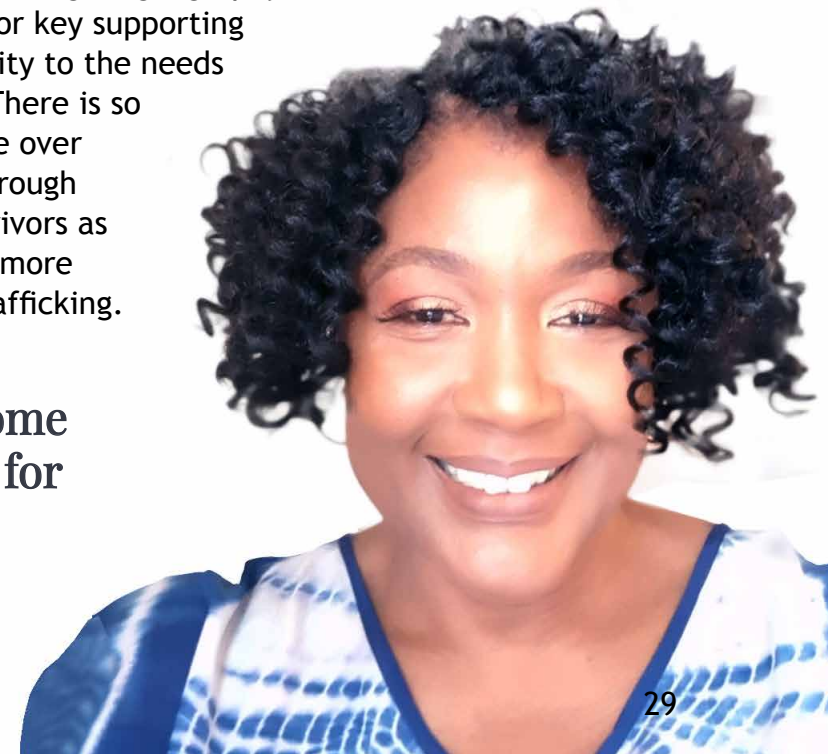
Ann-Marie Douglas, Contract Director, Modern Slavery Victim Care Contract, for The Salvation Army.

As prime holder of the MSVCC, we have worked alongside the Home Office for a decade. This professional relationship allows us to continue to advocate for a 'survivor-first' approach to care ensuring support systems for those entering the service to protect their rights and remove barriers to accessing support.

For example, people entering the service need to know that their place in the UK will not be in jeopardy should they want to access support. There will always be improvements to be made to the MSVCC and they must remain focused on the survivors' journey and place them at the forefront of any potential developments.

Looking to the future, I am developing our capacity to engage more proactively with key stakeholders, such as the police, to improve end-to-end support for survivors through the criminal justice system. I would love to see an increase in conviction rates for perpetrators and the number of successful compensation claims by survivors. It would be great to have a system to mitigate the fragmentation of support we still encounter depending on geography and status of the survivor and for key supporting agencies to assign greater priority to the needs and entitlements of survivors. There is so much that has been put in place over the past ten years, including through charitable support, to help survivors as they build capacity so they are more resilient to future risks of re-trafficking.

I aspire for this to become a guaranteed outcome for all survivors.



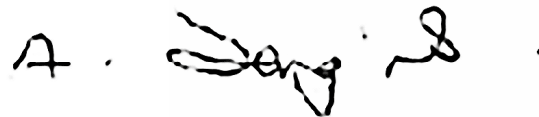
Reflections on the past decade

Ann-Marie Douglas, Contract Director, Modern Slavery Victim Care Contract, for The Salvation Army.

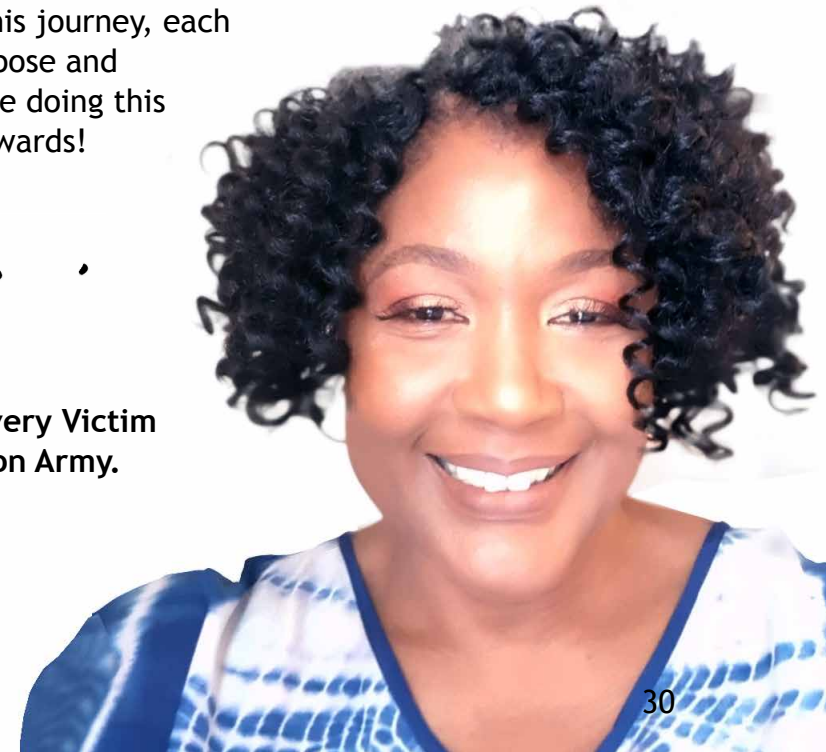
For the past ten years I have been in a privileged position where I am able to work with extraordinary people every day. Be it the survivors who come to our services or the support workers and my dedicated team of staff, who all go above and beyond to ensure the support offered is as appropriate and beneficial as possible.

This typifies the passion and commitment of the people working in this sector which is beyond anything I've seen elsewhere in my career and which drives the advancements we have seen within the modern slavery sector. It's also been good to build productive partnerships with a range of external bodies who can positively impact survivors. This has been instrumental in everything that's been achieved. I'm deliberately not singling out any individual or organisation because there are so many making different and helpful contributions.

I took up this role, in part, to work in a field where I could see direct positive impact on vulnerable people who needed help. Since I started ten years ago, I have witnessed this positive change on a daily basis, in main part due to the people I work alongside, who dedicate a significant proportion of their lives to working with the survivors in their constant drive to rebuild their lives after exploitation. I want to end this short reflection by saying a huge 'thank you' to everyone I have had the privilege to encounter on this journey, each engagement has been for a purpose and contributed to us still being here doing this amazing work. Onwards and upwards!



Ann-Marie Douglas,
Contract Director, Modern Slavery Victim
Care Contract, for The Salvation Army.



Reflections from our partners

Ed Newton, CEO, City Hearts

“Over the last decade, it has been an honour and a privilege to serve and support survivors of modern slavery in our safe houses and outreach programmes, as they have been identified. The greatest achievement and motivator will always be seeing the change in one person’s life as they realise they are safe and free from fear and control.

The greatest accomplishment of the NRM Victim Care Contract is that it has continued to grow, offering more safe houses and more outreach provision as the need has increased. It has not backed down; all the individuals and organisations involved have together faced up to the challenge of supporting thousands of survivors. It has been incredible to be one of these organisations, helping to rebuild lives, over the last decade.

The modern slavery landscape has shifted dramatically in many ways. Ten years ago, cannabis farming, car washes, nail bars and county lines were all unrecognised areas of exploitation; regional modern slavery partnerships had not been formed; the modern slavery act of 2015 had not been passed; the Independent Anti-Slavery Commissioner did not exist, and the national modern slavery helpline was not in the phone book.

We can be proud that today we have together accomplished all of these and much more. I look forward to the next 10 years of supporting survivors and seeing slavery truly abolished.”

“
The greatest achievement and motivator will always be seeing the change in one person’s life as they realise they are safe and free from fear and control.

”



Reflections from our partners

Sara Ward Executive Director,
Black Country Women's Aid

“10 years ago Black Country Women's Aid took up the opportunity to partner with The Salvation Army to support victims of modern slavery. Since then, our partnership has gone from strength to strength. We are very proud to be part of a network of committed and expert organisations across England and Wales.

I recall in the early days very little awareness locally about modern slavery and the reality of what was happening in our streets and neighbourhoods. Through our work with The Salvation Army, we became a crucial voice in the West Midlands, raising the profile of modern slavery and shouting out about the responsibility that we all have to open our eyes to this abhorrent and heinous crime. With the support, partnership and shared vision with The Salvation Army and the partnerships they have created, together we have influenced change, improved systems, and ensured victims are listened to. While there is still much to do, we can look back on the last 10 years with real pride: we have made a difference.”

“
While there is still much to do, we can look back on the last 10 years with real pride: we have made a difference.
”



Reflections from our partners

Patrick Ryan, Chief Executive, Hestia

“For the past decade, Hestia has been proud to work with The Salvation Army to support more than 4,300 victims of modern slavery in London and the South East to rebuild their lives and begin their recovery from trauma.

Through our collaboration, values and expertise, together, we have built a service that offers life changing support for adults and their dependent children. We also provide long-term support through our Phoenix Project, which helps survivors integrate into their communities. The needs and aspirations of the individuals we help are at the heart of all the support we offer.

During this time, I have had the privilege to support a male survivor for two years in his recovery journey and witnessed first-hand the remarkable resilience, kindness and generosity of survivors.

We are now supporting more victims of this brutal crime than ever before and there is much more work to do if we are to see all victims of modern slavery access the support they need. We are pleased that we can continue this vital work in partnership with The Salvation Army.”

“

The needs and aspirations of the individuals we help are at the heart of all the support we offer.

”



Reflections from our partners

**Yvonne Hall,
Managing Director, Palm Cove**

“Modern Slavery is recognised as a crime against humanity. Prior to the Modern Slavery Act (2015), support for survivors was limited due to lack of specialist understanding or acute awareness of survivor needs in a climate where perpetrators operated with impunity.

Support for survivors was invariably limited to how adept organisations were at dealing with traumatised survivors and their presenting needs usually in an eclectic manner, whilst at the same time trying to prevent client re-trafficking. Much persuasion was usually deployed by support workers to enlist the engagement and assistance of collaborative partners.

In 2016, we were contracted by The Salvation Army to provide accommodation and support services for survivors under the NRM. Over the last decade year on year, due to numerous awareness raising campaigns increasing the understanding of modern slavery and its impact with engaged professionals, the quality and quantity of appropriate support services and facilities locally and nationally available to survivors under the NRM and other agencies has increased dramatically.

Modern slavery has become a universal term embedded within statutory bodies and support services, from which support workers are able to access services for survivors.”

“
...The quality and quantity of appropriate support services and facilities locally and nationally available to survivors has increased dramatically.
”



Reflections from our partners

**Garry Smith, Chief Executive,
The Medaille Trust**

“Medaille Trust has been partnering with The Salvation Army from the outset of the first contract and it has been our privilege to work together to support survivors for over 10 years now.

During that time we have faced many challenging situations, but working together to find solutions to all the problems we have faced has made us stronger than tackling issues alone.”



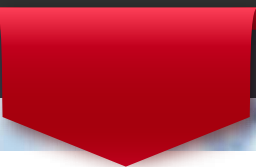
Andrew Wallis OBE, CEO, Unseen

“Over the last ten years, tens of thousands of survivors have been helped on their journeys to recovery from the horrors of modern slavery through the dedication, collaboration, care and support of the contractors that make up the UK’s support and response providers. Lives previously devoid of all hope have been given hope for a better future and Unseen has been proud to have played its part alongside The Salvation Army and other sub-contractors. Yet ten years on we see more and more survivors being identified and in need of our help so we must work even harder to ensure people do not end up in exploitation in the first place.

In terms of last year, all frontline colleagues across the whole of the contract need to be celebrated for continuing to deliver a support service despite the restrictions and complications presented by the pandemic whilst no reduction in the numbers entering service.”

“
Lives
previously
devoid of all
hope have
been given
hope for a
better future.
”






Beth* grew up in Nigeria, in an affluent family. She was able to travel to Europe to study and she was doing well until, in 2015, her father died suddenly, and she had to return home.

“Life became very hard for my family without my father,” says Beth, **“and after a while, I discovered that my mother had got involved in drug smuggling to try and pay the bills.”**

Beth’s mother was arrested and then the drug dealers started putting pressure on Beth. They said her mother owed them money. They tried to force Beth into drug smuggling too. With increasing threats of violence against her, Beth began to fear for her life. So, she fled Nigeria, heading to the UK.

Just after Beth arrived, however, the Covid-19 pandemic took hold, and she got stuck in lockdown. She was trapped, desperately trying to survive until she was trafficked into a criminal network. The criminals threatened physical and sexual violence in order to make her do what she was told. Fearing for her safety once more, Beth did as she was told: **“I just had to do what I could to survive,”** she says.





During an attempted scam, Beth was arrested. The police recognised she was a victim of modern slavery and referred her to The Salvation Army who arranged for her to be brought to Unseen's women's safehouse. With this support, she has been able to get healthcare and is looking to begin some counselling.

As a result of her experiences, Beth struggles to sleep. She is now on a waiting list for therapy to help her to relax, and the safehouse team provide exercise sessions to help relieve her stress.

Beth has big dreams about her future and wants to enter formal education here in the UK. **“I am a very ambitious person. I am ready to contribute whatever I have learnt. In five years' time, I hope to be a financial analyst with a job in a big company.”**

For now, Beth is waiting for a decision on her claim for asylum. **“Every day I wake up with the fear – what if they send me back and I have to start all over again and feel all the pain again?”**

The support she's received at the safehouse has given her some stability among all the uncertainty of her situation and the COVID-19 pandemic.

“There is a little bit of sunshine visible here, being in this house,” she says. **“I feel like I have been saved.”**

**Names changed to protect identities*



Reinforcing Support: Volunteer First Responder Service

The Salvation Army has a dedicated team of 119 first responders specially trained to work with potential victims of modern slavery.

Our first responders are often the first point of contact with the National Referral Mechanism (NRM) for survivors. They are victim-focussed and non-judgemental, with no other agenda than to ensure the person's voice is heard without prejudice. This year we have continually expanded our first responder team to meet increased demand by training new volunteers and upskilling our existing team.

As first responders are often the first point of contact for survivors and the NRM, they are often able to pick up on trends occurring within the demographics of survivors entering the system. For instance, The Salvation Army first responder team have reported on the growing numbers of Sudanese and Eritrean nationals entering the NRM.

Since the beginning of 2021 there has been a marked increase of Sudanese people entering the MSVCC, many of whom have experienced complex cases of exploitation. Our team has

seen people suffering from post-traumatic stress disorder due to what they have endured, most are undernourished and suffer from medical complications. Often, Sudanese and Eritrean nationals have told us they fled Sudan and Eritrea as children to avoid militias and are often moved by their family for safety. It can take several years for them to reach the UK, as they are exposed to further exploitation in common transit countries like Libya, where forced labour and torture is prevalent. We witness the resulting trauma when the survivor arrives in the UK.

Our first responders are specially trained to work with vulnerable people. Most of the survivors they meet have experienced physical and emotional abuse and the impact of trauma can mean it takes time and an atmosphere of trust and safety for survivors to disclose their experiences. The team are regularly exposed to distressing information, so we provide an internal support network to ensure their wellbeing is maintained.

The volunteer first responder team is supported by The Salvation Army's charitable funds. Generous donations from individuals and active fundraising enables our team of volunteers to support survivors on their journey of recovery by accessing the NRM.

They are victim-focussed and non-judgemental, with no other agenda than to ensure the person's voice is heard without prejudice.



Reinforcing Support: Survivor Support Services

The Salvation Army provides additional survivor support services which are designed to complement other support available to survivors, such as through the Modern Slavery Victim Care Contract (MSVCC).

These services continued to operate throughout the year and adapted to overcome the many restrictions encountered as a result of the pandemic. Through our charitable funds and dedicated team of employees and volunteers, drop-ins and mentoring programmes kept survivors linked to practical support and guidance, often by utilising online technology and telephone where face-to-face meeting was not possible.

Our survivor support service began with the development of the CONNECT pilot programme in September 2018. It has since become established in several locations, where we have delivered high quality services to many survivors and from which we have gained invaluable expertise and experience.

Under the new MSVCC support available to survivors has been extended to include a separate new Reach-In Support Service when they have moved on from the main service. The Reach-In Support Service is designed to keep a survivor's transition to independence on track if they have any emerging or reactive requirements for help or advice. It can include links to activities and places where they can get help such as finding a job, counselling and other therapies, ESOL (English for Speakers of Other Languages) classes and translation services.

As we move forward with our survivor support service, we will build on learnings from the CONNECT pilot to maximise integration between our volunteer networks in Salvation Army church and community centres and the specialist support provided through our safe houses, outreach and Reach-In services. This will enable survivors to thrive in the long term with support from trained volunteers offering mentoring, friendship, guidance and hospitality in secure settings.

“
The other ladies are lovely. Everyone talks to me with respect. I feel looked after. Everyone is happy when they come.

” Survivor

Reinforcing Support: Survivor Support Services

Our volunteers

All our volunteers receive a high level of training to support them in their work. Following a robust screening and induction process, training is delivered through online courses and a two-part face-to-face training session. Through this the volunteers are introduced to modern slavery, given an understanding of the practical and emotional issues they may face when working with survivors, as well as the rigorous systems in place to protect their own wellbeing. Following this there are regular meetings and professional development sessions to support, update and upskill volunteers.



Volunteer training

“There is a sense that we can make a difference in the lives of survivors by supporting them at what can be a very difficult time. Seeing them grow in confidence and share with one another is very rewarding.”

“Our client was very shy when we first met her and didn’t engage with any activities in the community. After we had completed a year of mentoring she was regularly involved in language classes at school, library classes, and local family-based community projects. Her confidence flourished so much and we saw her grow in things she was initially unsure about.”

“
‘I love volunteering with CONNECT... It has taught me a lot of skills, like to how effectively signpost, how to communicate with people sensitively and how to connect with people from all walks of life.’
”

Reinforcing Support: Survivor Support Services

Highlights

Links with Salvation Army churches and safe houses enabled survivors to enjoy Christmas last year, a time when, with the pandemic in full swing, these celebrations and gifts were particularly well appreciated.

“The men in the house all cooked a dish to make up the Christmas meal. There was lamb curry, spring rolls, chapatis, rice and peas to name a few. They built a fire in the grounds to keep warm and had a lot of fun and laughter celebrating together. One of the men described the day as the best Christmas he’d had in the UK.”



Survivors enjoying Christmas together

Reinforcing Support: Survivor Support Services

Highlights

One survivor wanted to file for a divorce from her husband who had been complicit in her exploitation. She was struggling because he withheld her marriage certificate. Our team approached many solicitors to secure pro bono legal help from a suitable firm and supported the woman through the time-consuming and complex paperwork required. She is now proceeding with the divorce.



We arranged for a donation of baby equipment from the local Salvation Army church and a Home Office maternity grant for one pregnant survivor with a young child who was moving house just before her baby was born.



We secured a generous donation, through a partnership with Business in the Community, to enable one survivor to obtain a bicycle, helmet and lights. This enabled him to travel easily to appointments without spending money on public transport or becoming anxious for fear of contracting COVID-19.

Working with Hope for Justice, we helped two highly vulnerable survivors with severe learning difficulties to obtain the referrals and support they needed this year. This included arranging food parcels while they were self-isolating having tested positive for COVID-19

“
He is extremely happy with the bicycle. He says that exercising using the bicycle has had a very positive affect on his mental health, especially during this lockdown.

”

Reinforcing Support: Survivor Support Services

Highlights

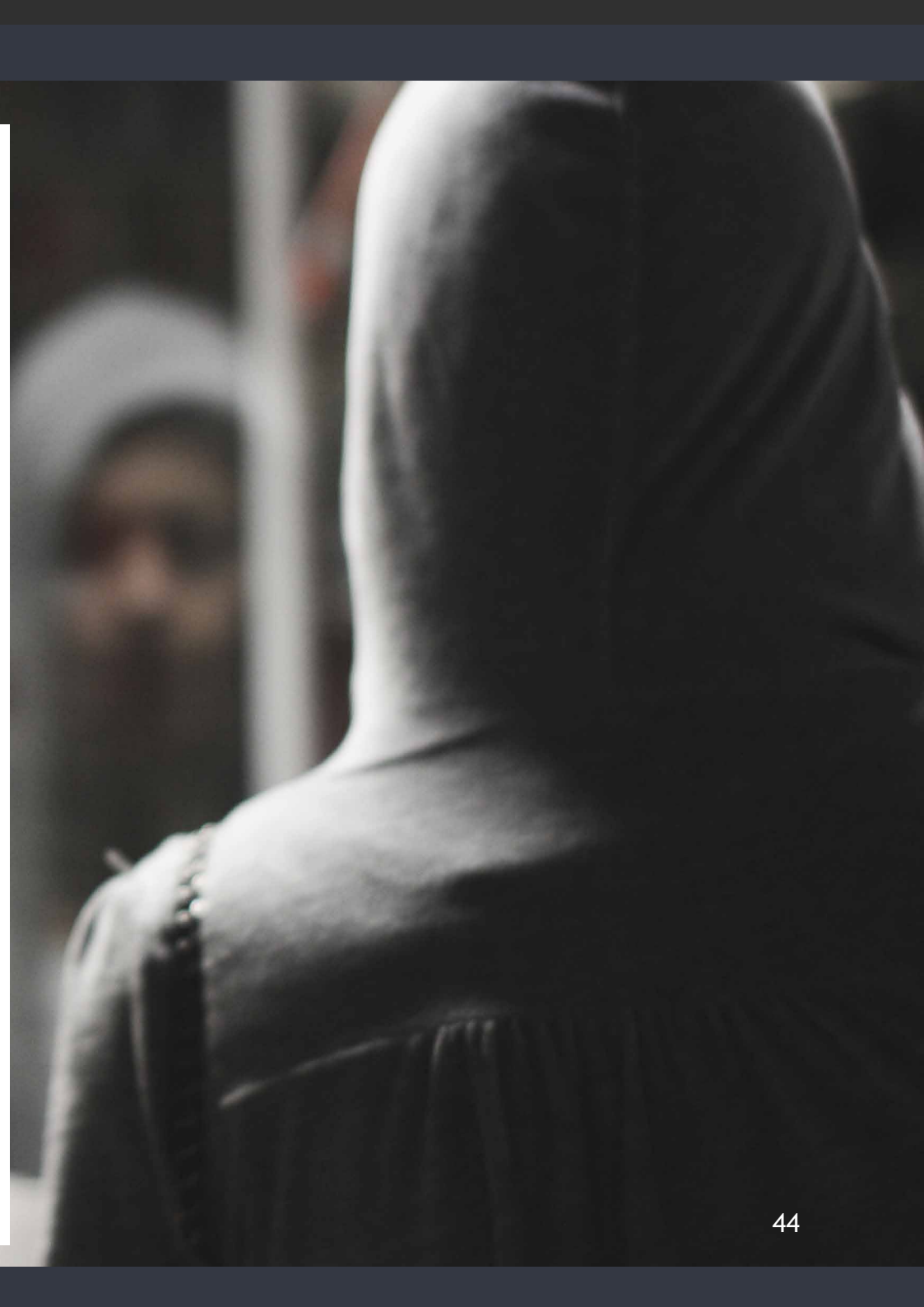

A local artist joined an online drop-in for men to share some basic drawing techniques. Our team noticed that the body language of one man who suffers with low moods changed during the session. He left feeling excited by what he had learned saying;

“It was relaxing, learning new skills of art. I desire to do it more.”



“
It has helped
me not feel
lonely, it
makes me feel
connected. I
feel at home.
” Survivor

Arts and craft activities for survivors to take part in




Altin* comes from Albania. In 2015 the UK Government recognised her as a victim of modern slavery and offered her specialist support from The Salvation Army. Here she describes how her life changed at that point.

“Two volunteers from The Salvation Army came to take me and my daughter to a safe house in another part of the country.

I remember how kind and polite they were with me and my daughter and how they tried to make us feel comfortable on the journey. The staff at the safe house were really keen to help me with everything from my mental health to practical things. But I found it very overwhelming to live in a house where there were lots of different people who were trying to recover like me. So I asked if I could move to stay with my cousin who lived in another city.

The Salvation Army made arrangements for us to move and linked me to Sonia who would be my support worker for the next couple of years.

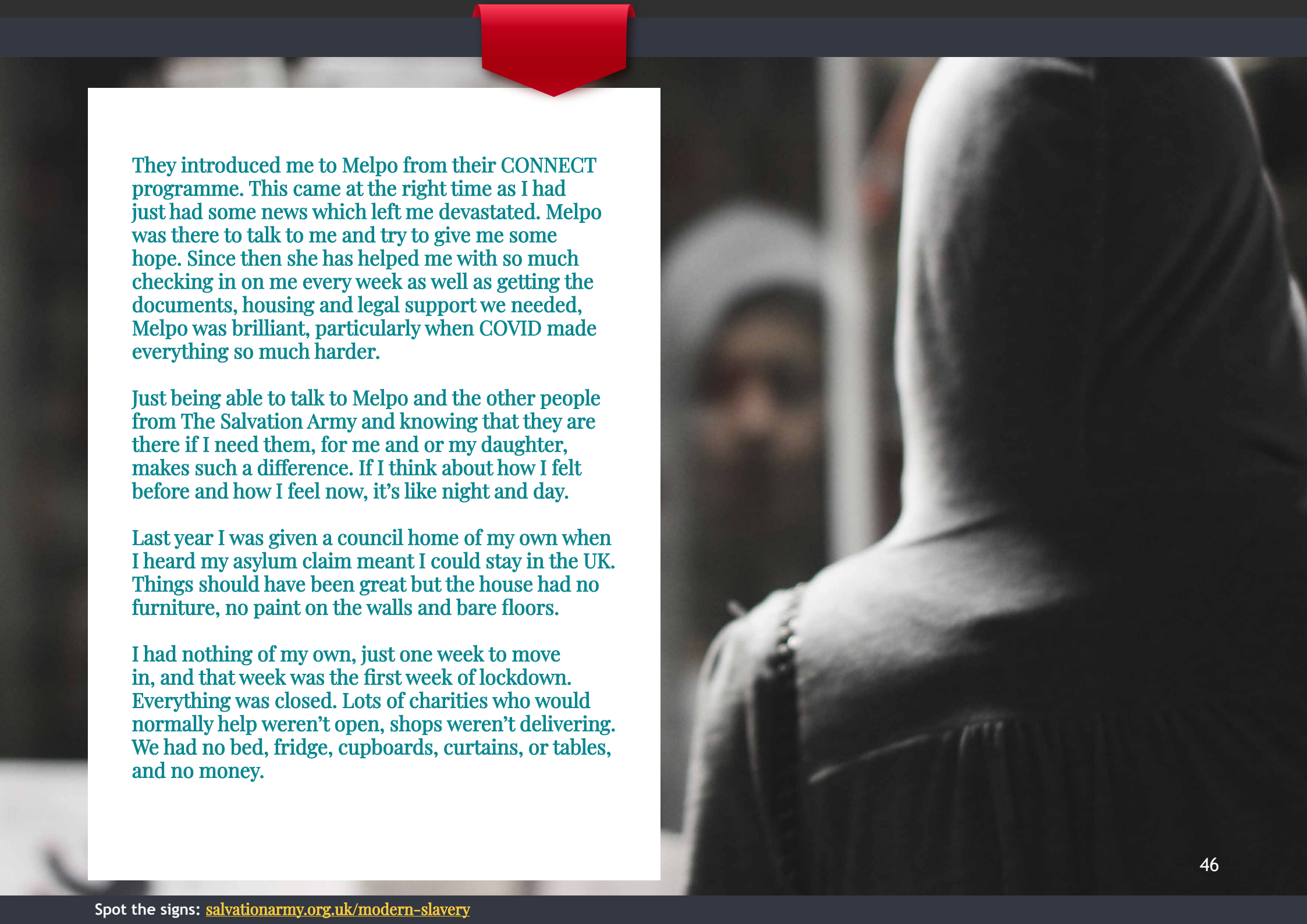



Sonia was always there for us. She helped me with everything I needed like linking me with a GP, arranging for my daughter to get to school and coming with me when I had to go for official interviews. She really spoke up for me when I needed help. When I had bad allergies she persisted until the doctor found the causes. I have good memories of Sonia because she came to meet me every week and didn't ever leave until she'd made sure we were OK.

She also offered me counselling but I didn't feel comfortable talking to a counsellor through an interpreter because it meant a third person was involved in the conversation. Sonia then set up English language classes for me.

Sonia introduced me to a weekly group called 'Butterfly Group' run by The Salvation Army where I could meet other people who, like me, who were trying to settle after having difficult experiences. Here I met beautiful people. They arranged activities like cooking together and manicure sessions. But the important thing is that they understand me and they believe me.

When it was time for me to move on from the support The Salvation Army gives through a Government contract, they were still there to help me.





They introduced me to Melpo from their CONNECT programme. This came at the right time as I had just had some news which left me devastated. Melpo was there to talk to me and try to give me some hope. Since then she has helped me with so much checking in on me every week as well as getting the documents, housing and legal support we needed, Melpo was brilliant, particularly when COVID made everything so much harder.

Just being able to talk to Melpo and the other people from The Salvation Army and knowing that they are there if I need them, for me and or my daughter, makes such a difference. If I think about how I felt before and how I feel now, it's like night and day.

Last year I was given a council home of my own when I heard my asylum claim meant I could stay in the UK. Things should have been great but the house had no furniture, no paint on the walls and bare floors.

I had nothing of my own, just one week to move in, and that week was the first week of lockdown. Everything was closed. Lots of charities who would normally help weren't open, shops weren't delivering. We had no bed, fridge, cupboards, curtains, or tables, and no money.



Melpo asked me to make a list of everything we needed and within days The Salvation Army's Survivor Support Fund and Butterfly Group had provided us with all the basic things including paint so we could move into our new home and decorate.

Melpo kept in touch to see how we were getting on and just knowing that she and the other people at The Salvation Army were there gave me the strength to keep going.

A year later I feel really good. I don't have everything but I don't feel bad because just having a place of our own, being stable and safe is so wonderful. My daughter is happy at university and has good friends. The Salvation Army are helping me to get a job to fit around my studies. Melpo has put me in touch with The Salvation Army's Employment Plus service and she's also contacted the Bright Futures scheme.

I have always felt that the people at The Salvation Army really want to help me and understand me. They have changed the lives of many people because they fight for our rights. For now, I'm looking forward to starting work and to continue with a normal life."

**Names changed to protect identities*

Reinforcing Support: Survivor Support Fund (SSF)

The Salvation Army Survivor Support Fund (SSF) previously known as the Victim Care Fund (VCF) provides additional funds to survivors in the Modern Slavery Victim Care Contract (MSVCC). The SSF is secured with The Salvation Army's charitable funds.

The Survivor Support Fund continues to help people when they have explored all other avenues. The MSVCC should meet their immediate needs. The SSF also helps to make the transition to independent living a little easier when people move on from the contracted service.

Through the SSF, The Salvation Army has also provided financial assistance for some of our partners to pilot innovative schemes which benefit survivors in their care.

During the year from July 2020 to the end of July 2021 the SSF supported more than 793 applications valued at £109,134.81. A wide range of applications and funds awarded to people supported through the MSVCC and their dependent children include:

234	To purchase clothing including school uniforms, work clothing, footwear and leisure clothing.
164	To purchase either a mobile phone, tablet, laptop, data and Wi-Fi access plus top up costs.
85	To purchase household items, including carpets, bed and bedding, white goods and furniture.
37	To pay for college courses, education and training.
27	To purchase baby items including pushchairs and maternity items.
24	To cover the cost of a gym membership for three months, leisure activities including: purchase of bicycles, swimming and acupuncture sessions.
22	For 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 entitlements.
10	For rent deposits and rent in advance.

Reinforcing Support: Survivor Support Fund (SSF)

Funds requested from the SSF for survivors in MSVCC safehouses include:

- Yoga mats
- Christmas celebrations
- Art and crafts materials
- Beach trip
- Healthy eating and cooking sessions



As part of the SSF, The Salvation Army were able to provide a survivor with a tablet computer. She says:

“ I have been able to use this to help me study for my English course. It’s been really helpful for me. I have enrolled at college for September to study electric building maintenance, so I will use the tablet for that too.

”



Healthy eating and cooking sessions for survivors

Reinforcing Support: A worldwide response

The Salvation Army is building a global response to prevent human trafficking and assist survivors, providing support in communities across the 131 countries in which we are present. A specialist international team, based in the UK and Ireland, works closely with The Salvation Army's International Headquarters, other Salvation Army teams around the world, and international networks of UK-based non-governmental agencies (NGOs) and faith groups engaged in combating human trafficking and modern slavery. Together they are implementing an international response strategy and sharing best practices, knowledge and lessons learned.

Resources developed this year, together with practitioners from all around the world and in partnership with the Anglican Alliance, included a global toolbox of ideas for churches at all levels in responding to modern slavery and human trafficking. A booklet, called Stronger Communities, provides support with changing behaviours to prevent modern slavery and human trafficking within prevention programmes such as awareness raising, education, microcredit schemes.



The Salvation Army worldwide has developed communities of practice that train and equip specialists in this field.

- 169 of these people met across the year to share best practice;
- Nearly 60 people from the African continent attended dedicated training;
- More than 50 took part in the United Nations 65th session of the Commission on the Status of Women.



Reinforcing Support: A worldwide response

This year there have been more than 10 cases of international collaboration to support survivors and their families and provide seamless help with repatriation.

One British woman found shelter at a Salvation Army safe house in South Africa when she eventually escaped from a man who had held her in slave-like conditions, beaten and abused her.

She had travelled to South Africa having kept in touch with the man online for several years, finally accepting his offer of hospitality during her visit. Soon she found out that she had been deceived when a few days after landing her passport, phone and tablet were taken away from her and she was repeatedly abused whilst kept under lock and key.

Eventually she went to hospital for treatment but even there she didn't feel safe as the man kept her under constant surveillance. Even when she was helped to get back to the UK she wasn't safe from this man. Without her realising he was involved, she accepted what seemed like her dream teaching job back in South Africa. Having carefully vetted the supposed employer and even speaking to them directly, she was horrified on arriving at the airport to find her abuser waiting for her. The exploitation and beatings started again but this time when she escaped, Salvation Army teams in South Africa and the UK, working closely with the International Organisation for Migration and the British Red Cross, managed to safely repatriate her, despite the challenges presented by travel restrictions due to the COVID pandemic. She is now receiving support through The Salvation Army's government contract as a survivor of modern slavery.

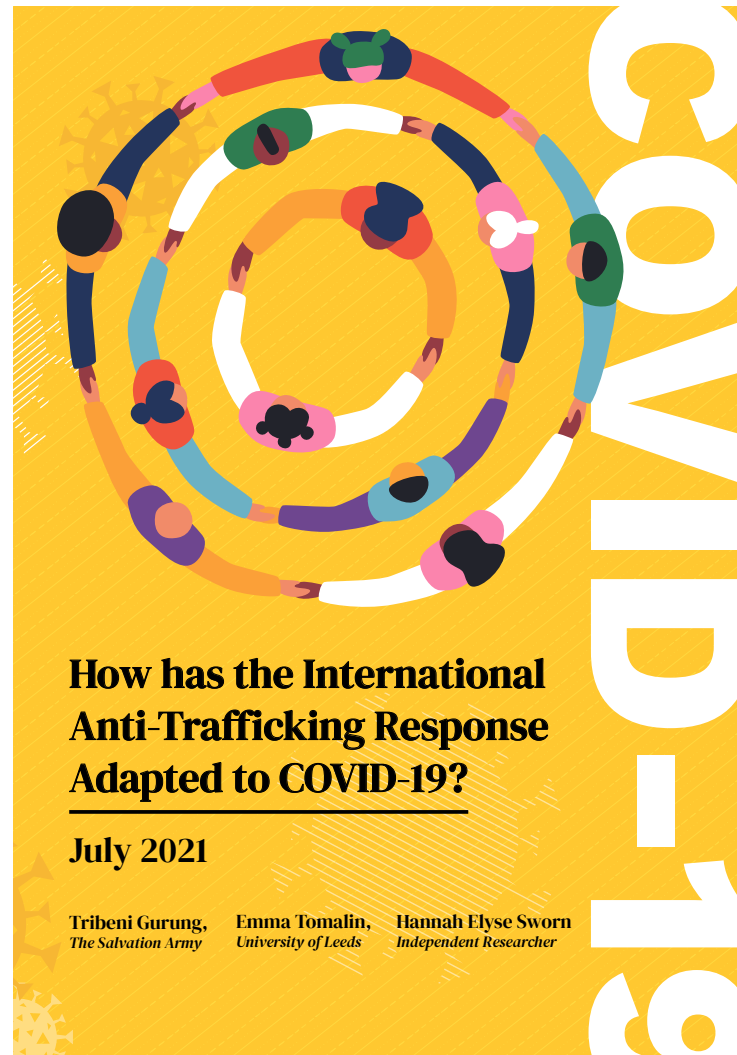
She found out she had been deceived when... her passport, phone and tablet were taken away from her.

Reinforcing Support: A worldwide response

The Salvation Army and partners produced a report this year to show how COVID-19 has affected efforts to protect communities across the world at risk from human trafficking gangs and unsafe migration.

The report, **How has the International Anti-Trafficking Response Adapted to COVID-19?**, revealed concerns from NGOs operating around the world that more is needed to protect vulnerable communities as traffickers have found new ways to exploit people. However uniquely it shares examples of how international charities and NGOs have adapted well during the pandemic and responded so that communities are less vulnerable to exploitation and modern slavery.

Partners in developing the report were the Centre for Religion and Public Life at the University of Leeds, The Rights Lab at the University of Nottingham alongside the International Anti-Human Trafficking Network and Joint Learning Initiative on Faith and Local Communities.



“The report also demonstrates the instrumental role of faith organisations in helping communities respond quickly and effectively to the crisis.”

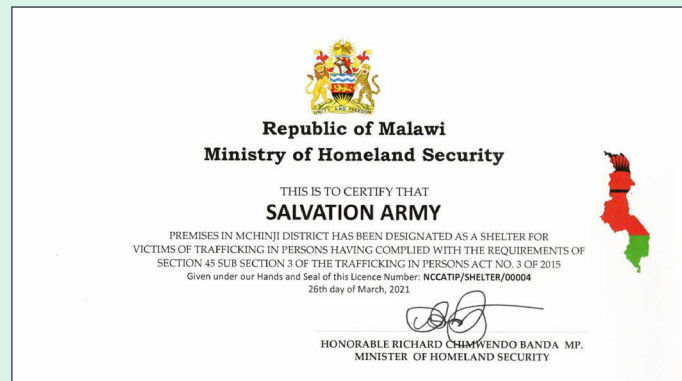
Reinforcing Support: A worldwide response

The UK international team also partners with Salvation Army colleagues in 11 countries across Africa, Europe, South Pacific and East Asia to provide financial and technical support to anti-trafficking projects.

Malawi

The Mchinji Centre is the only centre in Malawi to provide support for child survivors of human trafficking before they are reunited with families and guardians. Short-term accommodation is available where needed and the specialists provide the children with psychosocial, educational and skills-based support. They also work with their home community to raise awareness about the dangers of modern slavery and human trafficking and encourage them to continue to support the child's development once they are ready to return.

The centre received a shelter registration which allows The Salvation Army to receive government backing, including funding and other direct support for the project. It also recognises that the centre contributed towards Government Shelter Regulation Standards and has been identified as a 'model shelter' for future developments in Malawi.



“
In March 2021 the Mchinji Centre received recognition by the Government of Malawi.

”





Reinforcing Support: A worldwide response

Similarly in Tanzania our programme providing residential and community support to children at risk of or recovering from human trafficking has worked in partnership with national and local government and other agencies providing specialist training. New referrals and coordinated support continue to come from Salvation Army centres in Tanzania and other partners. This year a new partnership was established with an organisation in Dar Es Salam which helps identify at risk children as they transit through the main bus station of the capital city.

Tanzania

Fourteen-year-old Pendo* remembers her family home as a place where she and her 13 siblings and parents were happy living and working together on the farm and looking after their cows. That is until a woman arrived in their village and told her parents she could give Pendo a good job working in Dar Es Salam providing housework and childcare for a family there. Pendo says that the lady would complain about her work and beat her for no reason: “I was crying all day and wanted to go back home. She chased me out at night and I found myself on the street alone.”

She was found by a passer-by and taken to the police who referred her to The Salvation Army. Here she is now being supported, living with other girls and taking part in different activities to help build her resilience. She says: “I am so happy, I know how to read and write and am speaking Swahili. Now I can’t wait to go back home and help my siblings do the same.”

The Salvation Army is working hard to trace her family because she doesn’t remember where her home is located. Pendo has learned to understand the risks she faces from human trafficking and is beginning to dream for her future. She studies hard because now she is literate, she can gain employment skills.

Fourteen-year-old Pendo* says;

“
I want to be a
tailor. I want
to establish a
small business
when back
home.
”

**Names changed to protect identities*

Reinforcing Support: Awareness

The Salvation Army uses mainstream, digital and social media platforms to share important messages about modern slavery to the general public and others, where better knowledge and understanding could help to protect people at risk or improve the lives of survivors. Some might be moved to contribute to survivor support initiatives through fundraising or volunteering; others to report something suspicious in their own community or, in their professional capacity, ease the way for survivors to access the support they need. All could have an important impact.

We are helped in this work by courageous survivors who feel able to share their experiences with the wider world. Whilst properly safeguarded throughout the process and with identities protected by anonymity, we can't underestimate how demanding this can be.

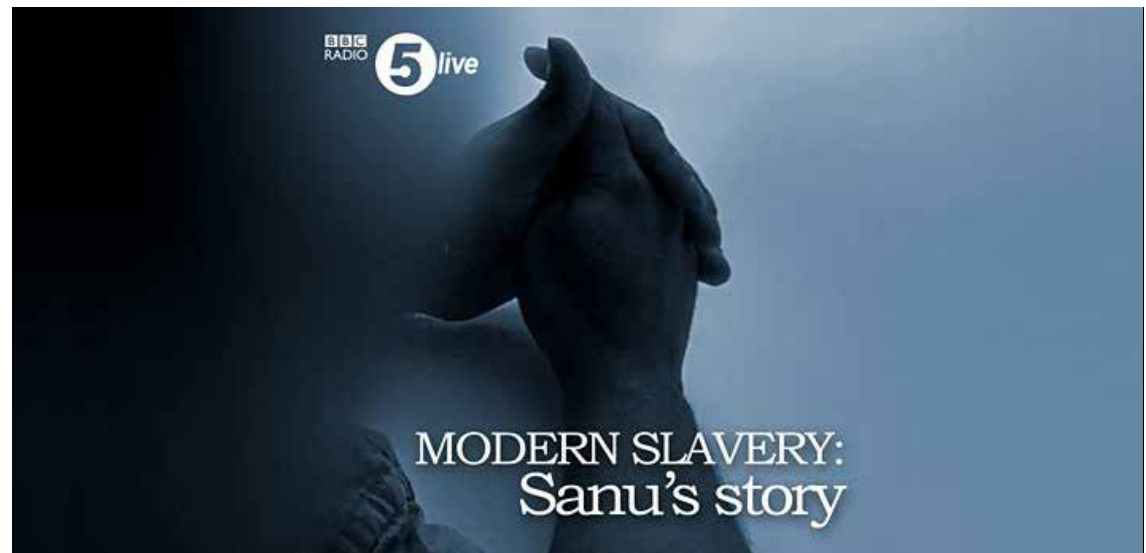
We are extremely grateful to everyone who has helped and whose stories have shone a light on the true nature of modern slavery.



Frontline Live virtual shows



Campaign for the #WeAreNotForSale face masks



BBC Radio 5 Live programme 'Sanu's Story'

Reinforcing Support: Awareness

Such was the impact of one man's story, that the BBC Radio 5 Live programme he spoke to won an Amnesty Media Award for 'Sanu's Story', an interview by Nihal Arthanayake.

Sanu* first came to the UK to study more than seven years ago. When his initial visa extension application was denied, Sanu was offered a job in a shop, but he was tricked into living and working in slave-like conditions, forced to work long hours, seven days a week. He was beaten, threatened and given no wages so he had to beg for money and food.

"He was a big man and he hit me a lot of the time. I was scared of him and scared of my situation, but I didn't know anyone who would help me. He made me work in his shop, but he didn't allow me to talk to customers or other staff and watched me on CCTV cameras.

One day, a customer noticed something wasn't quite right and left Sanu with a secret mobile phone which he used to call the police and escape his abuser. He is now safe and is being helped by The Salvation Army in a safehouse

where the support he's receiving is helping him to overcome his ordeal.

"They listened to me and were kind. They treated me like a human being. Even now I can still be scared. I still have trauma and nightmares but I am having some mental health service treatment. I try to sleep but I still see his face, it is like he's still chasing me.

"What happened to me is all wrong. I just want to be normal person. I have no big ambitions, but I would not like anyone else to have to face what I faced. The Salvation Army, they see how I am and they really work hard to help me get my personality back. They helped me to go to the mosque and here I speak to my own people to help them understand about slavery. I feel lighter than I did before and every step of my life is helpful."

“
I was very alone. My trafficker knew I had nowhere to stay and no other friends. He knew how to control me. He controlled me like in a video game with a remote controller. Every minute, every second he took from me.”

”

**Names changed to protect identities*

Reinforcing Support: Awareness

Contributions from staff and volunteers are also invaluable, such as the volunteers in Kent working at a foodbank and our volunteer First Responder team who talked to BBC South East about concerns that modern slavery could be going unnoticed during the pandemic. The regional programme highlighted how survivors had been turning up at Salvation Army food banks seeking help and featured a Salvation Army training session for food bank volunteers to help them learn how to spot the signs that someone was a victim of modern slavery.

To mark Anti-Slavery Day, The Salvation Army combined fundraising for the Survivor Support Fund with an opportunity for the public to stand in solidarity with survivors through sales of special edition face masks bearing the #WeAreNotForSale barcode graphic from previous campaigns. Designed to demonstrate how people are bought and sold like commodities in modern slavery, this captured the public's imagination once again with excellent sales of face mask and social media engagement, helped by support from our partners and high-profile campaigners.



#WEARENOTFORSALE



#WeAreNotForSale campaign

Reinforcing Support: Awareness

Multiple national news outlets including the Daily Mail, Hello!, and Cosmopolitan reported on HRH Princess Eugenie's visit to a Salvation Army safe house for survivors of modern slavery Princess Eugenie and Anti-Slavery Collective co-founder, Julia de Boinville, visited the safe house ahead of Anti-Slavery Day, and spoke to survivors about their experiences. Both were given Kintsugi-style plant pots that had been created by the residents.



Anti-Slavery Collective co-founders HRH Princess Eugenie and Julia de Boinville made socially-distanced visit to staff and survivors at a Salvation Army safe house

More Britons are forced into slavery

John Simpson Crime Correspondent
Jonathan Ames Legal Editor

Britons are now second only to Albanians among victims of modern slavery in the UK as growing numbers are caught in county lines gangs and labour exploitation, according to a report.

The number of British victims helped to escape a life of servitude reached 246 in the year to July, up from 136 the previous year, the Salvation Army found.

The overall number of victims who were helped rose for the ninth consecutive year, although referrals dropped at the start of lockdown. The charity said that 46 per cent of the Britons involved had been enslaved through forced criminality, with 29 per cent in forced labour, 19 per cent sexually exploited and 4 per cent in domestic slavery.

The figures were revealed as criminal

justice experts called for judges to be given the power to tailor sentences specifically for those who control and financially benefit from modern slavery.

Proposals from a Sentencing Council consultation paper would apply to those guilty of offences including slavery, servitude, compulsory labour or trafficking people for exploitation.

It suggests that the toughest sentences be reserved for those "who expect substantial financial advantage and who expose victims to an extremely high risk of death, serious physical, sexual or psychological harm, or substantial and long-term adverse impact".

The council drew a distinction between some slavery operations "run on a large and sophisticated scale, with potentially substantial financial gain" and other offences that involved "indi-

vidual servitude with little or no profit expected".

Lord Justice Holroyde, the council's chairman, said that victims could be left "feeling so vulnerable that they do not complain, making it harder for offenders to be brought to justice".

Dame Sara Thornton, the anti-slavery commissioner, welcomed the proposals because the courts did not have a sentencing framework that took account of convictions for offences involving "the abuse and exploitation of vulnerable people for profit".

Chris Philp, the justice minister, said that the proposed guidelines "will ensure that the thugs and criminal gangs found responsible are properly punished for the misery in which they trade".

We should be proud of our work to wipe out slavery, Thunderer, page 24

An article from *The Times newspaper*

At the same time national and local news outlets, including an exclusive in *The Times* and BBC Radio 5 Live and features in dozens of local radio stations, covered the key findings from our annual report, giving Salvation Army spokespeople the opportunity to urge the public to remain vigilant in reporting signs of slavery.

This was complemented by a series of educational social media posts.



A sample of social media posts

Reinforcing Support: Awareness

Alongside the demands of supporting other vulnerable people, particularly those forced into poverty by the COVID-19 pandemic, our fundraisers continued to focus on survivors of modern slavery. Among others, skydivers and runners in the virtual London Marathon raised funds for our Survivor Support Fund.



Skydive to raise funds for the Survivor Support Fund

We kept the spotlight on modern slavery in the spring through our Frontline Live series of virtual, live events which took an in-depth look at modern slavery and The Salvation Army's response.

Viewers were able to pose questions live to members of our Anti Trafficking and Modern Slavery team, watch footage from our support services and hear directly from a survivor of modern slavery.



Frontline Live series of virtual, live events



Special edition face masks bearing the #WeAreNotForSale campaign graphic



Reinforcing Support: Influencing

The Salvation Army's Public Affairs Unit works closely with the Anti Trafficking and Modern Slavery team to ensure that the experiences and insight gained through the delivery of the Modern Slavery Victim Care Contract (MSVCC) is fed into public policy and debate. By working closely with parliamentarians, the civil service and other charitable organisations in the modern slavery sector, The Salvation Army can engage with, and influence, developments in policy and practice.

In 2021 The Salvation Army replied to the Government's New Plan for Immigration consultation. The Plan was used to form the Nationalities and Borders Bill. By coordinating with all aspects of the Anti-Trafficking & Modern Slavery team, The Salvation Army were able to place the experiences and needs of survivors at the forefront of all arguments and policy asks. We are committed to advocating on behalf of survivors within the MSVCC and will continue to use all possible channels to do so.

The Salvation Army works closely with organisations across the modern slavery sector to share information and work on influencing policy. In the past year we have a regular presence in a working group focused on the impact of Brexit on Modern Slavery. Participation in these groups

allows The Salvation Army to feed into the debate surrounding the issues of modern slavery, we are also able to draw upon the specialist experiences of other organisations to refine our knowledge and ability to influence.

Our commitment to influencing policy is not limited to the UK. The Salvation Army in Uganda recently submitted evidence to the United Nations' Universal Periodic Review process in relation to their anti-trafficking work. The international contact persons network, coordinated by the United Kingdom and Ireland Territory, can come together to support each other in influencing policy on a national and international level. The global network of Salvation Army anti-trafficking teams allows for the continuous sharing of information and best practice.

Our Public Affairs Unit continues to carry out essential research into modern slavery. Recently a study was carried out which focused on the difficulties faced by survivors and their dependent children in the National Referral Mechanism. The results of this study will be fed back into practice within the MSVCC to improve services for survivors and also be used to advocate for greater support from government and other agencies.

We are committed to advocating on behalf of survivors within the MSVCC and will continue to use all possible channels to do so.

Celebrating Survivor Successes

Here we join our partners in celebrating some examples of successes, they have supported survivors to achieve this year. We thank them for everything they do.

Hestia

Ray's advocate offered him the opportunity to take part in Art for Freedom workshops run by a professional photographer. He was interested in photography and struggling to remain positive during lockdown so decided to go along. Ray said: "Working with Mark allowed me to focus on a new task each week that wasn't about the pandemic. I soon found the workshops as an outlet to help with everything that was going on in the world and I started to feel more positive."

“
... I started
to feel more
positive.
”



City Hearts

We are celebrating a woman who has been granted significant compensation that will provide financial safety and security, accelerating her into her life beyond slavery. We are starting to see people move into employment as businesses open up coming out of the pandemic. One Bright Future candidate completed a placement and got a permanent job at the Coop. She said the experience had been like 'an injection of self-esteem'.

Other causes for celebration:

- Seeing a survivor receive leave to remain and be reconnected with their family. She is moving into her own flat.
- Helping a large family support their children into local schools with additional one on one support and helping them connect with their local area and community.
- Two survivors overcoming addiction to alcohol that they carried with them from their exploitation.



Celebrating Survivor Successes

The Salvation Army

An EU citizen who escaped a situation where he was being financially exploited, was supported to achieve the following within three weeks of moving to our safehouse:

- Get a job interview at a food production factory
- Open and fresh bank account
- Apply for EU pre-settled status,
- Complete the applications forms and hold mock interviews with his specialist support worker).

As a result of the help, he was offered a full-time contract and several weeks later had managed to save £650 bond for his own property.

Two Slovakian men who arrived at our safehouse a few weeks apart, became very good friends.

Both had suffered forced labour and financial exploitation since arriving in the UK, and shared the aim of finding work and moving on with their lives in a meaningful way.

They started volunteering at a charity shop donation centre and registered for employability classes and ESOL. After nine months of volunteering both had secured full time positions at a theme park, and moved in together to a shared house where they remain happily many months later.

After nine months of volunteering both had secured full time positions at a theme park and moved in together.



Celebrating Survivor Successes

The Salvation Army

A young man who had been exploited in 'county lines' has reduced his marijuana smoking from all day to just in the evenings and with continued support he is feeling less despondent and looking to the future now rather than trying to blank it out.

Another survivor was shaking with fear and unable to travel on public transport alone when her support worker first met her but has recently gone to enrol on ESOL classes at college on her own and is looking forward to starting to study soon.

A young man who had a jaw full of broken teeth after being beaten by his traffickers would hide his smile because he was embarrassed about the way he looked. After securing access to a dentist for him, he started treatment and is beginning to smile again and feeling much happier overall.

We managed to secure a fully funded place on a two-year Health and Social Care NVQ for a survivor of sexual exploitation despite her not meeting standard funding criteria and having English as a second language.

She has passed with flying colours and is moving on to NVQ Level 3.

...He started treatment and is beginning to smile again and feeling much happier overall.



Celebrating Survivor Successes

St John of God Hospitaller Services

Vietnamese man - smuggled into UK by gangs, forced to work across Europe and in the UK to pay off debts.

“I have been through a nightmare. But since I’ve entered the safe house, it has been the happiest and most beautiful time of my life. I have been helped by everyone. For the first time in a long time, I have my own room and have been provided with all necessary means to live a normal life. I am able to live like a normal human being.

The Salvation Army and St John of God have given me hope and I look forward to the future.”



Migrant Help

“Migrant help has changed my life. My advisor went to extreme extents in order to provide me with everything I need. As she understood what I really wanted and helped me get the Sanctuary Award at Winchester University. This award belongs to her because it was her extreme efforts, hard work, persistent help through which I achieved it. They are the umbrella in this rainy weather of my life.” Survivor.

Nadia* continues to impress the staff at Migrant Help with her strength and resilience. Since being granted asylum, she has worked tirelessly to create a meaningful and rewarding life for herself in the UK. Nadia has been working as a full-time cleaner at her local hospital for over a year and a half and rents her own flat. Nadia continued working at the hospital throughout the pandemic and even her own hospitalisation due to COVID-19 did not diminish her love for the job and her commitment to serve her community in their time of need. She returned to work as soon as she could once recovered.

*Names changed to protect identities

“
Migrant Help
has changed
my life. My
advisor went
to extreme
extents in
order to
provide
me with
everything
I need.
”



Celebrating Survivor Successes

BCHA

V is a Romanian man who was worried that because of threats from his traffickers his child would be taken away from him. He also has hearing difficulties and speaks limited English but thanks to the support package put in place by BCHA he, his partner and child now live in a flat which has been made deaf-friendly, and he is making the most of the opportunities presented to him including volunteering at a community garden project.

He and his family are now a world away from the criminals who forced him to work in terrible conditions in a car wash, charged exorbitant rent and beaten when he tried to move on.

V is enjoying a new life of freedom, free of fear, which has enabled him to develop a range of creative, communication and social skills.

He has become part of a volunteer group and during this time staff have seen a significant improvement in his hearing and speech. He is also extremely popular and is well known for going above and beyond for what is needed, to help anyone out with their problems. He has played a major role in redesigning the outdoor space at the project and would eventually like to become a landscape gardener.

“I am very happy and grateful to everyone who has helped me and my family. I am looking forward to finding a place for us to call our own and to settling into our local community.”

V is enjoying a new life of freedom, free of fear, which has enabled him to develop a range of creative, communication and social skills.

Celebrating Survivor Successes

Palm Cove Society

A survivor of sexually exploitation has been helped to access mental health services by Palm Cove Society and she has now trained as a volunteer at a GP Surgery where she assists new patients in the registration process.

She is now confident and healthy, and is continuing to study.

One woman from Sierra Leone trafficked to the UK and forced into prostitution, when she refused to take over responsibility from her grandmother for carrying out Female Genital Mutilation in her village. With Palm Cove Society she received supported accommodation, education and started volunteering.

She has since started college and moved into her own home.

A man from Pakistan came to Palm Cove Society having escaped abuse by his wife and her family and been forced to work long hours in their family business for no pay. He was often denied food and drinks and was not allowed access to his own ID or phone.

After receiving support he now has his own flat and is applying for jobs.

With Palm Cove Society she received supported accommodation, education and started volunteering.



Celebrating Survivor Successes

Black Country Women's Aid

A Chinese man who was sectioned under the Mental Health Act and had been violent and aggressive towards staff, was moved to BCWA's support where it was discovered that his mental health was impacted by substance misuse. Staff worked with him and the hospital to improve his situation. When they learned that he was keen to return to his mother in China, he was helped to access documentation to allow him to fly and support in claiming compensation from his perpetrators and accessing funds through an HSBC Bank account.

He is so happy to be returning to China and there is marked improvement in his mental health.

A Somali man was becoming increasingly withdrawn during lockdown as the situation compounded his low mood and feelings of being left behind because of delays in receiving his conclusive grounds decision. BCWA stayed alongside him and helped him contact his solicitor and recently he received a positive decision and is over the moon. He said that without the continued support, motivation and encouragement, he received, he would have given up. When all other agencies stopped working with him, during COVID, BCWA continued. He has started seeing his friends, going to the gym again, and is feeling more positive.

A Brazilian man receiving outreach support was helped to find more suitable accommodation for him and his family where he could access necessary medical care and felt safe. He has also received mental health support and his physical wellbeing has also improved. His daughters were helped to enrol at school and, when the survivor expressed a desire to study and learn to cook, arrangements were made for him. He is soon to start ESOL classes and a culinary chef course.

He said that without the continued support, motivation and encouragement, he received, he would have given up.

Acknowledgements

We want to thank the following people and organisations for their extraordinary hard work and commitment in leaving no stone unturned to find the best support available to empower survivors as they recover.

Our experienced team of subcontractors, our own staff, volunteers, the many fundraisers and donors and all our partners, other organisations - from small charities to large corporates who are dedicated to improving the future for people surviving modern slavery - Thank you.



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