

Supporting survivors of modern slavery



Report on The Salvation Army's Modern Slavery
Victim Care Contract July 2021 to June 2022

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Foreword

Slavery has deep and far-reaching roots in today's society. Hidden in plain sight, it is hard to distinguish and even harder to tackle. The criminals who prey on vulnerable people for their own profit are often highly networked within communities and across borders. Even when people are rescued from exploitation they can face complex and challenging routes to rebuild their lives and move forward.

Despite this there is much to be hopeful about. There is a wealth of expertise and dedication in the wide range of organisations who are pitted against these crimes and advocating for survivors. From police forces and criminal justice systems to businesses, charities and national and local government bodies, the trafficker is being attacked and the survivor supported on all sides.

The Salvation Army has the privilege of holding the prime contract in England and Wales, to deliver support to survivors of slavery through the Modern Slavery Victim Care Contract (MSVCC). The true impact of this contract on survivors' lives is thanks to everyone who works with us, bringing together their creativity, expertise, time and resources to find solutions.

Much has already been achieved through working together, but the potential to combat modern slavery is formidable when there are even more cohesive partnerships.

I am encouraged to witness increasingly close working relationships with our subcontractors and the Home Office through the MSVCC, as well as many other key agencies on a national and international level and through local and regional partnerships.

Maximising the potential for these relationships continues to be one of our key priorities, with a particular focus on organisations such as local authorities and health commissioners who hold the keys to vital support like housing and mental health services.

In this report you will read about the impact of these partnerships in improving opportunities and future prospects for survivors as we work together to influence policy and improve access to services.

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

We are developing other important partnerships at home and abroad, for example by strengthening links with local Salvation Army churches and community centres across the UK including areas outside of the MSVCC.

At the centre of everything that is happening within this sector is a focus on making it possible for survivors to have a stronger voice in shaping a world which will help build a brighter future. Thanks go to all those who are stepping forward to help with these initiatives and to everyone teaming up with The Salvation Army and our subcontractors to tackle modern slavery and reduce its potential to devastate lives.



> Key data

Key data summary

This is the eleventh year the Government has contracted The Salvation Army and its partners 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 victims¹ of modern slavery who entered the support services in Year 11, July 2021 to June 2022. The latest Modern Slavery Victim Care Contract came into effect in January 2021.

2021/22

3,068 people referred for support

1,112	identified as women	(36%)
1,949	identified as men	(64%)
7	identified as transgender	

1,404	experienced labour exploitation	(46%)
715	experienced sexual exploitation	(23%)
600	experienced criminal exploitation	(20%)
241	experienced domestic servitude	(8%)
105	experienced complex, multiple, unknown or awaiting confirmation of exploitation ²	(3%)
3	were subject to organ harvesting	

In the last year a total of **3,068 potential victims** entered the service to receive support through the contract, **289 more people** than the previous year.

Taking into account those people already in the service at the start of Year 11, **a total of 8,830 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 18,291 recovering survivors of modern slavery**. In the past 11 years the total number of people entering support each year has **risen by 710%** from 378 in the first year to 3,068 this year.

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

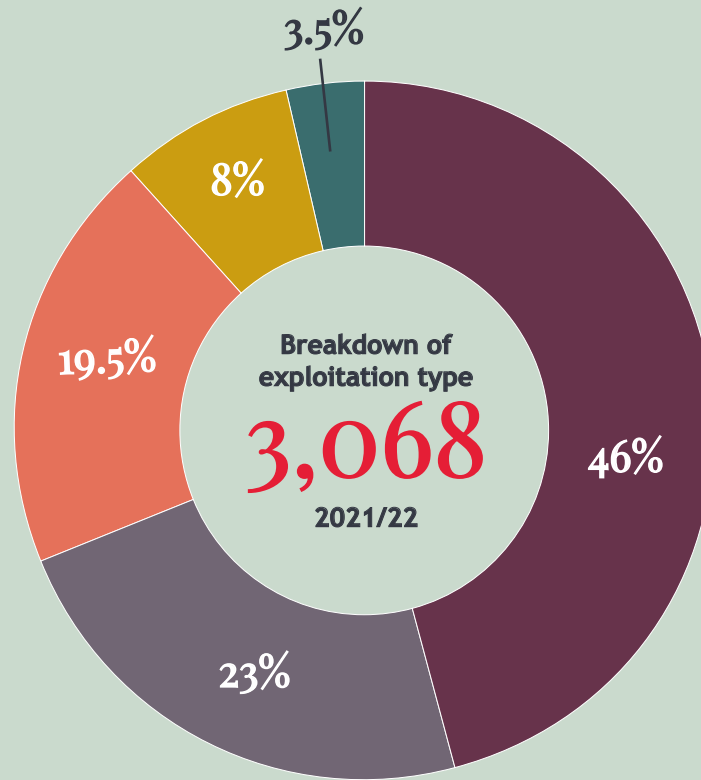
¹'Potential victim' is the term given to an individual where there is evidence that reasonably indicates they are a victim of modern slavery, but they are yet to receive a conclusive decision from the Single Competent Authority (SCA) or Immigration Enforcement Competent Authority (IECA) (decision-making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

²Experience 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

For the fourth year running, the most common exploitation type experienced by survivors entering the service was labour exploitation.



130 more people were referred following criminal exploitation than last year.

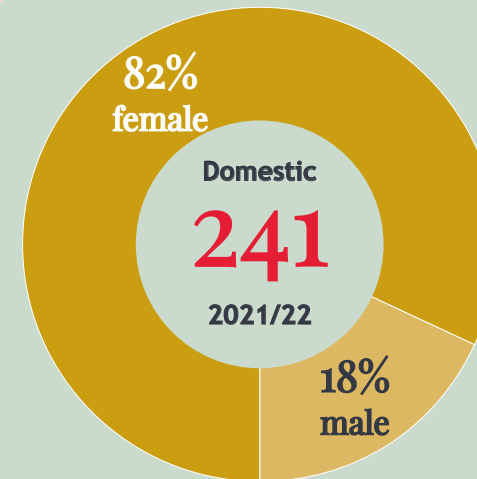
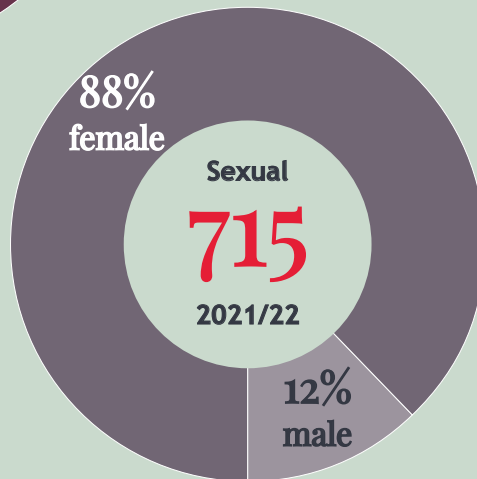
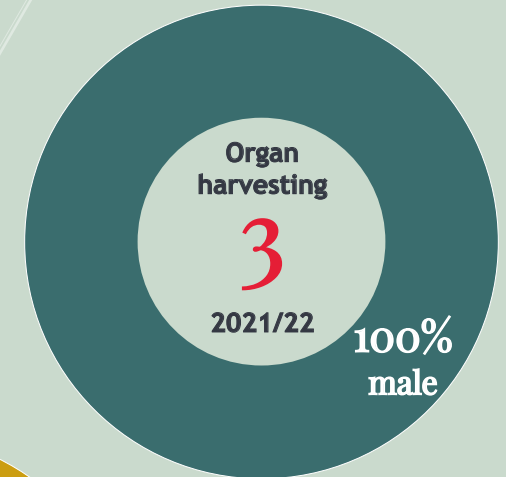
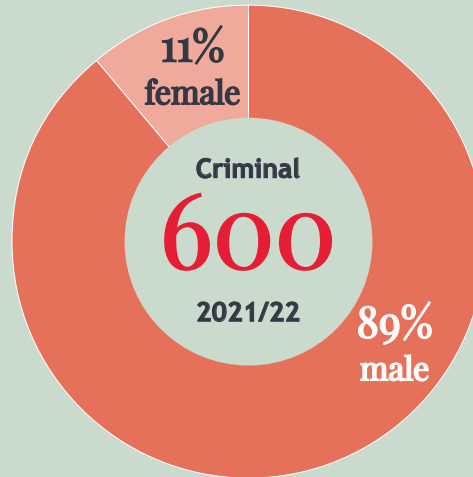
Exploitation type	Year										
	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Labour	179	222	375	391	587	606	825	1,072	1,081	1,030	1,404
Sexual	158	235	342	472	626	741	772	881	848	647	715
Criminal ¹	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	291	470	600
Domestic servitude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

¹This is the third year that criminal exploitation has been recorded as a separate category which typically includes people forced to commit criminal activities such as gang-related 'county lines' drug distribution, cannabis cultivation, begging, financial fraud and theft.

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

> Key data

Gender and exploitation type



The number of men experiencing sexual exploitation has nearly tripled from 32 to 92 this year.

> Key data

Top 10 nationalities

This year people who entered support were of 110 different nationalities. For the second year running 69% of all survivors who entered support were accounted for in the ten most common nationalities.



Albanian remains the most common nationality for the ninth consecutive year, with a 41% increase of Albanian people entering our support. Despite this increase, the number of female Albanians fell by 42. However, we saw the number of Albanian men more than double, with an increase of 106% (n. 240 to 495).

Whilst the number of British survivors fell by 11, it remained the second most common nationality.

There was a significant increase of Eritrean nationals (136%). We also saw increases in people of Vietnamese (34%) and Pakistani (25%) nationalities.

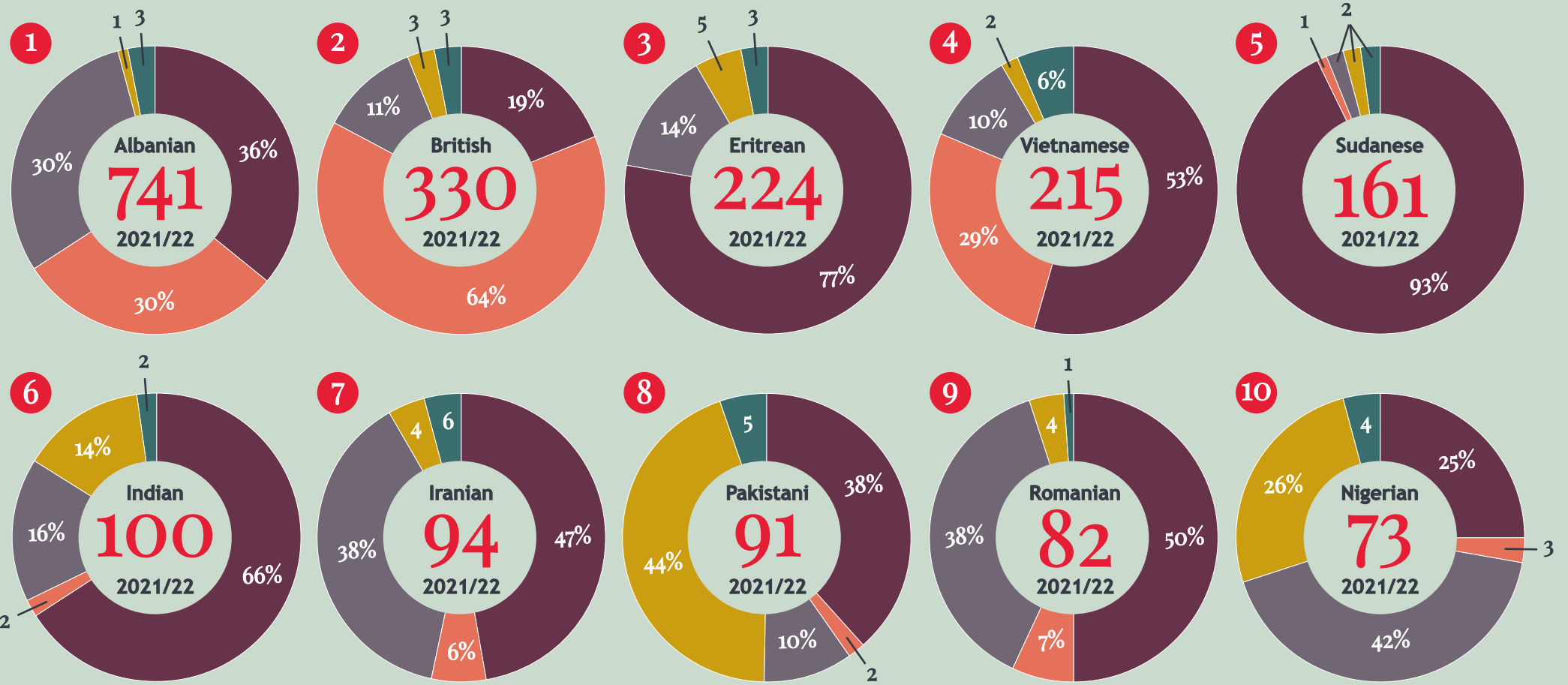
Although remaining in the top 10 nationalities, we saw a decrease in people of Sudanese (-20%), Romanian (-29%), Nigerian (-35%) nationalities.

India returned to the ten most common nationalities with a 55% increase, whereas China dropped out of the top 10 nationalities with a 39% decrease.

Rank	Nationality	Female	Male	Trans (Female)	Trans (Male)	Total
1	Albanian	245	495	0	1	741
2	British	117	212	0	1	330
3	Eritrean	54	170	0	0	224
4	Vietnamese	44	171	0	0	215
5	Sudanese	4	157	0	0	161
6	Indian	37	63	0	0	100
7	Iranian (Persian)	25	69	0	0	94
8	Pakistani	52	39	0	0	91
9	Romanian	39	43	0	0	82
10	Nigerian (Nigeria)	60	13	0	0	73

> Key data

Top 10 nationalities by exploitation type



*This covers complex, multiple, unknown or awaiting confirmation

> Key data

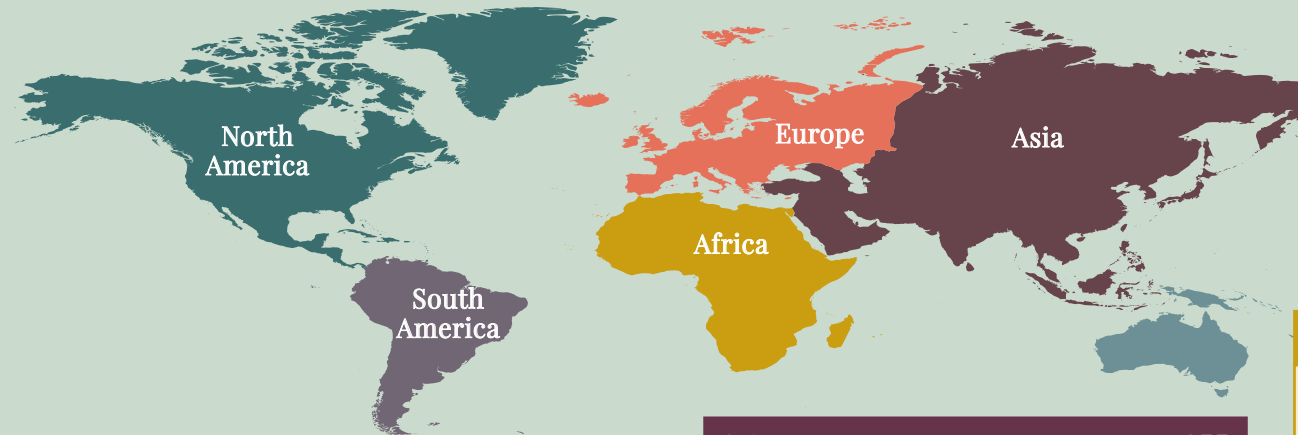
All nationalities

This year we saw survivors from 111 different nationalities enter our support. Outside of the top ten nationalities the next most common were people from China; Iraq; Somalia; the Philippines; Ethiopia; Poland; Bangladesh; Afghanistan; Jamaica and Zimbabwe.

46 out of 48 Filipino nationals entering support were female (96%). 58% of all Filipino nationals were referred following domestic servitude.

There were notable increases in Ethiopian (62%) and Somali (212%) nationals.

32 out of 34 Afghan nationals entering support were male.



Europe 1321			
Albanian	741	French citizen	4
British	330	Czech	4
Romanian	82	Greek	3
Pole	39	Serb	1
Lithuanian	21	German	1
Hungarian	19	Macedonian	1
Bulgarian	14	Macedonian Bulgarian	1
Slovak	13	Andorran	1
Portuguese	11	Georgian	1
Spaniard	7	Italian	1
Latvian	6	Swiss	1
Ukrainian	6	Estonian	1
Kosovo Albanian	6	Cypriot	1
Dutch	5		

Asia 855			
Vietnamese	215	Saudi	4
Indian	100	Russian	4
Iranian (Persian)	94	Palestinian	4
Pakistani	91	Nepalese	3
Chinese	70	Bosnian	2
Iraqi	56	Burmese	2
Filipino	48	Turkish Cypriot	2
Bangladeshi	38	Turk	2
Afghan	34	Kurd	2
Syrian	18	Japanese	1
Sri Lankan	16	Azeri	1
Kuwaiti	14	Kazaks	1
Yemeni	14	Hong Kong	1
Thai	10	Lebanese	1
Malaysian	6	Indonesian	1

Not known	6
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Africa 807			
Eritrean	224	Ivorian	8
Sudanese	161	Chadian	7
Nigerian (Nigeria)	73	Kenyan	6
Somali	50	Malawian	5
Ethiopian	42	Angolan	5
Ghanaian	23	Libyan	5
Zimbabwean	23	Nigerian	3
Namibian	19	Mauritian	3
Egyptian	19	Tanzanian	3
Sierra Leonian	18	Liberian	3
Cameroonian	13	Tunisian	3
Moroccan	12	Malian	3
Gambian	11	Korean	2
Algerian	11	Beninese	2
Guinean	10	Togolese	1
South African	10	Malagasy	1
Ugandan	9	(Madagascar)	1
Congolese	9	Lesotho	1
Botswana	8	Zambian	1

North America 57	
Jamaican	31
American	6
Trinidadian	5
Hondurans	4
St Lucian	3
Bahamian	2
Grenadian	2
Dominican (Commonwealth)	1
Dominican (Republic)	1
British Virgin Islander	1
Tobagonian	1

South America 22	
Brazilian	16
Salvadoran	4
Ecuadorian	1
Bolivian	1

> Key data

Referral regions

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

1	London	48%
2	South East	10%
3	North West	10%
4	West Midlands	9%
5	North East	7%
6	East Midlands	5%
7	South West	4%
8	Eastern	4%
9	Wales	3%
10	Scotland	<1%
11	Northern Ireland	<1%



Despite a slight decrease (-1.6%), London remained the most common region of referral for survivors entering support. Just under half (48%) of all referrals came from London. Outside of London, we saw increases in referrals from all regions apart from the East Midlands, which reported just three fewer referrals than the preceding year.

Getting people to safety

Our team of volunteer drivers and chaperones are trained to create a safe environment for survivors and to ensure that their journey is comfortable.

We continue to receive positive feedback, with 100% of survivors having said they felt comfortable or safe during their journey.

The team undertook 452 journeys this past year, an increase of 132 from the previous 12 months. These journeys amounted to over 3,038 hours of driving and support. In this way survivors are moved safely from where they were rescued or identified to appropriate accommodation. Volunteer teams also move survivors to new accommodation to meet changing support needs or circumstances, such as this year when survivors were moved to be closer to their place of employment or to move into university accommodation to start their course.

Transport Volunteer describing a journey to move a survivor to a new job:
'On drawing up at the safe house we were happy to see that [she] was looking out for our arrival and was jumping up and down with excitement as we parked the car... all the other residents came out and lined the parking area to wave her off. Some were visibly emotional that she was going as she had obviously befriended them all. However, you could also see that glimmer of hope in their eyes that one day this too might be possible for them. While at the safe house she had done English courses and undertaken an Open University course. She had been a midwife in her own country but could not register here without better English skills, but had found employment in a residential home for the elderly. She was beyond excited, but did eventually fall asleep on the journey as she had been up until 3am packing, cleaning her room and spending a final time with the other residents of the safe house.'



> Key data

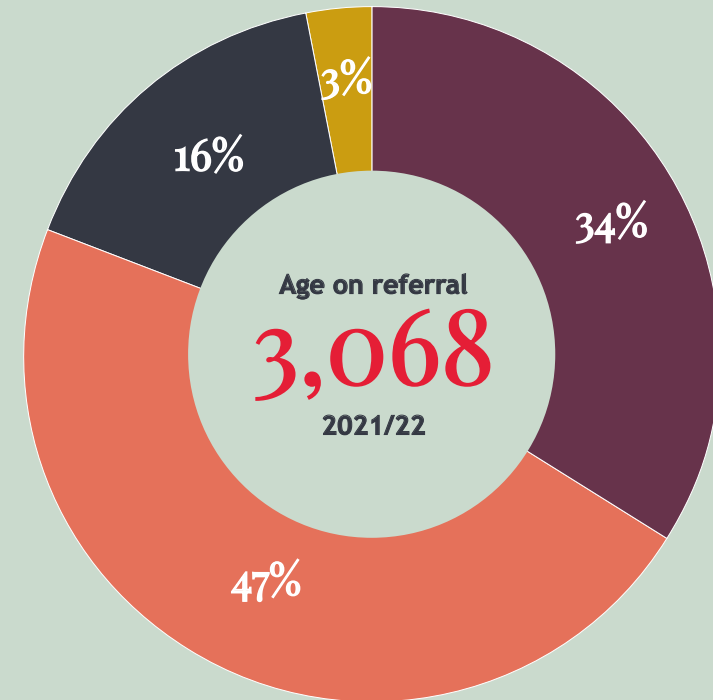
Referrals by agency

Agencies which referred potential victims.

1	Home Office including UK Visas and Immigration (UKVI); Immigration Enforcement; UK Border Force	1319
2	Law Enforcement	714
3	Local Authorities including Social Services; Housing; Adult Safeguarding; Homelessness services	302
4	The Salvation Army Volunteer First Responder Service ⁴	283
5	Combined other designated First Responder NGOs including Modern Slavery Helpline	239
6	Legal Representatives	131
7	Self-Referral	74
8	NHS	4
9	Other	2

Referrals by age

Age of referral of people who entered support.



Age	<18	18-25	26-39	40-55	>55
Number of People Entering Support	0	1,047	1,448	496	77

⁴The 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 and is funded from Salvation Army charitable funds. Referrals through The Salvation Army service have more than doubled this year.

> 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 indicator 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.

Reason Didn't Enter	Number Of Potential Victims
Eligible - Declined	146
Eligible - No Further Contact	2,649
Not Eligible	887
On Hold	467
Total	4,149

Length of time in support

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

Accommodation (support for people in safe house accommodation)
284 days in service per person

Outreach (support sessions for people living in the community)
626 days in service per person

There has been a slight decrease in average days in service for survivors receiving outreach support and similar length of stay for those in safe house accommodation to last year.

> Key data

Move on

The 1,724 people who moved on from the support of The Salvation Army and our partners this year went to the following destinations:



509	Moved to the Asylum Support service whilst awaiting decisions on their asylum claims
401	Living with family, friends or partners (of whom 59 were outside the UK)
313	Were settled in private accommodation (of whom 13 were outside the UK)
188	Absconded or were deemed missing persons
161	Moved into mainstream or supported accommodation with local authorities in the UK
41	Were identified as hospital in-patients, in prison, or had died during the year
32	Moved into NGO-supported accommodation (of which 7 were outside the UK)
31	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
26	Accessed either the Government or NGO-funded Voluntary Returns Service in order to return to their country of origin
22	Exit data was not yet available at the time of writing

The Salvation Army and our partners help people get the best start possible as and when they move on to begin to live and work independently.

This includes forging links with potential employers and housing providers, as well as specialist agencies and NGOs in the UK and overseas. Essential clothing, items of furniture needed to move into a new home or equipment required to help a person start a new job is often provided through funds such as The Salvation Army's Survivor Support Fund. Programmes such as The Salvation Army's mentoring and community programmes contribute to enabling survivors to receive support and stay in touch in the community.

> Key data

Move on

The 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.

Top 7 Countries entering Reach-In:

	Nationality	Female	Male	Total
1	Albanian	96	8	104
2	Nigerian (Nigeria)	15	6	21
3	British	2	11	13
4	Chinese	7	5	12
5	Pakistani	4	5	9
6	Iranian (Persian)	2	7	9
7	Vietnamese	6	3	9

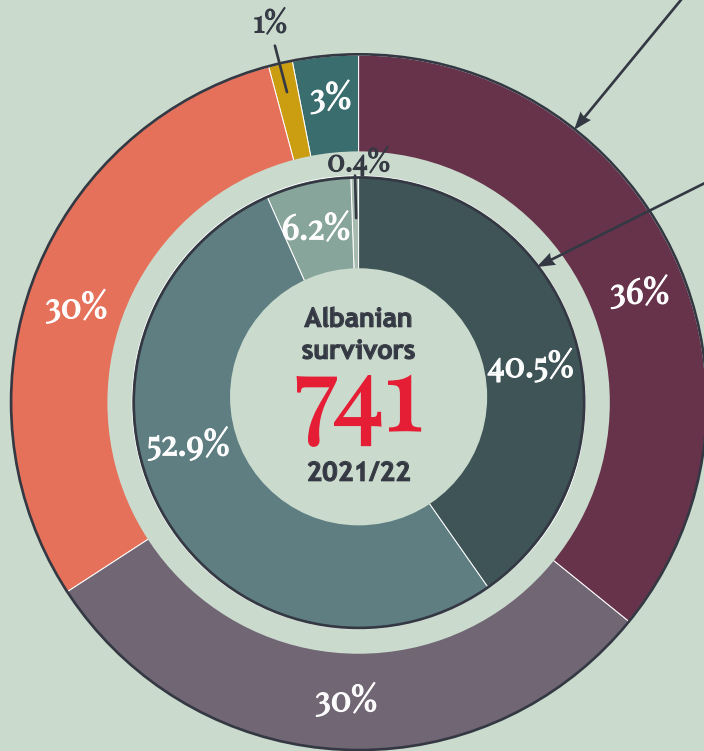


Referrals for Reach-In service have continued to grow with around 352 people now being supported by the service of whom 67% are women and 33% men. This includes 265 new referrals this year.

> Key data

Top five countries

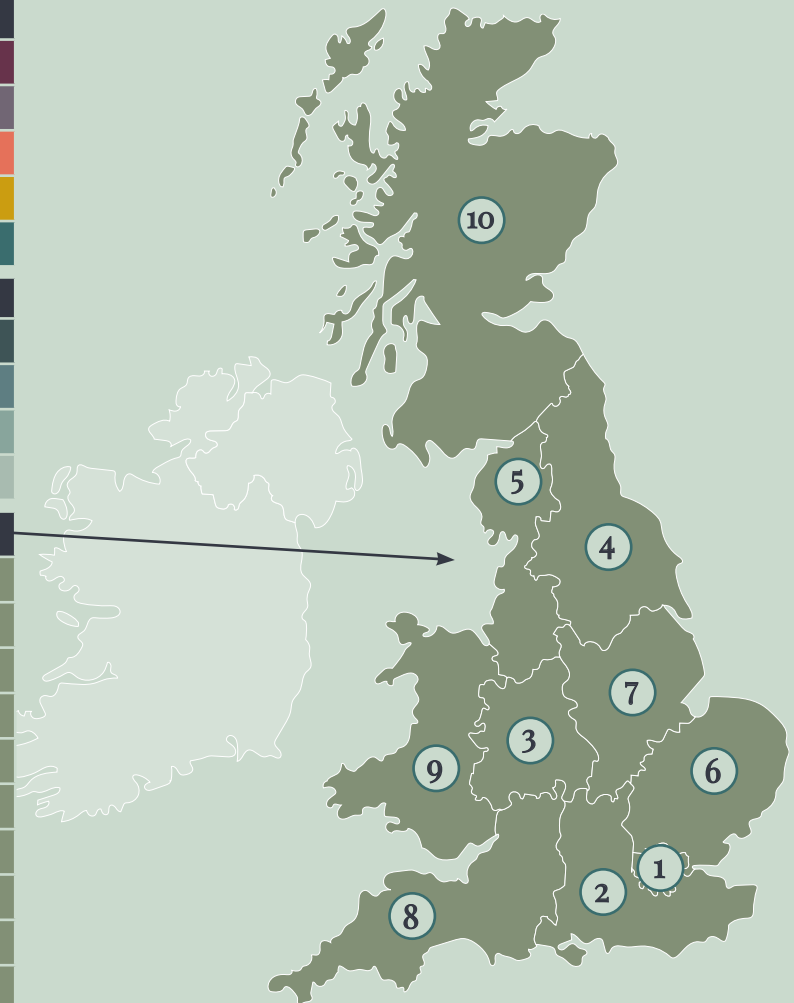
1. Albanian survivors



Exploitation type	
Labour	264
Sexual	226
Criminal	221
Domestic Servitude	7
Not known/Other*	23

Age group	
18-26	300
26-40	392
40-55	46
>55	3

Referral region	
1. London	57.9%
2. South East	9.3%
3. West Midlands	6.9%
4. North East	5.9%
5. North West	6.2%
6. Eastern	5.3%
7. East Midlands	3.5%
8. South West	2.4%
9. Wales	2.3%
10. Scotland	<1%
11. Unknown	<1%



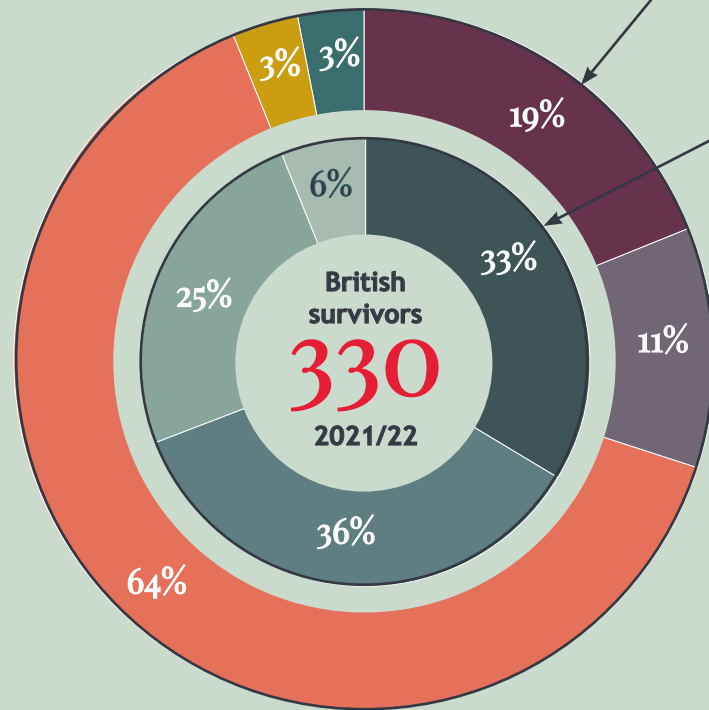
Almost one in three, 30%, of Albanian survivors were referred for sexual exploitation.

*This covers complex, multiple, unknown or awaiting confirmation

> Key data

Top five countries

2. British survivors

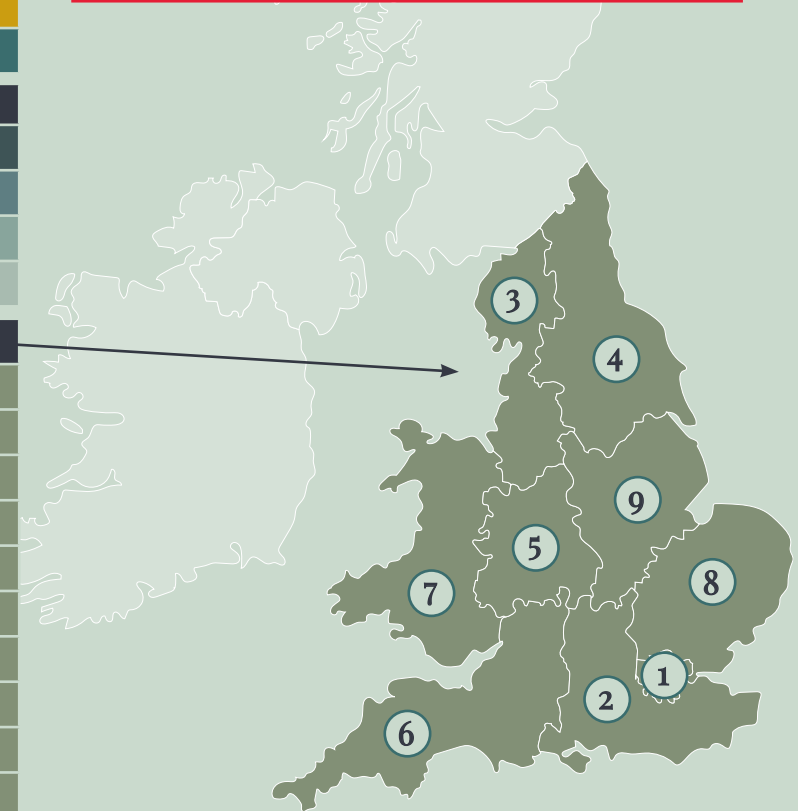


Exploitation type	
Labour	62
Sexual	36
Criminal	211
Domestic Servitude	11
Not known/Other*	10

Age group	
18-26	111
26-40	118
40-55	81
>55	20

Referral region	
1. London	23%
2. South East	18.5%
3. North West	12.8%
4. North East	10.3%
5. West Midlands	10.3%
6. South West	6.7%
7. Wales	6.4%
8. Eastern	6.4%
9. East Midlands	5.8%
10. Unknown	<1%

There is a lower concentration of British survivors referred in London than the other top five nationalities.



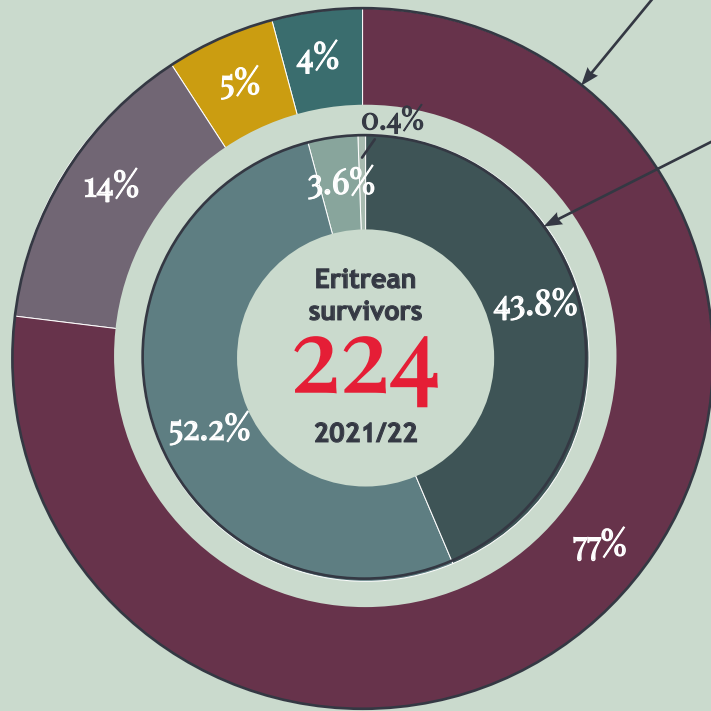
The age of British survivors is often higher than that of other nationalities. For instance, 31.2% of British survivors are over the age of 40, whereas only 6.6% of all Albanian survivors entering support are over 40 years old.

*This covers complex, multiple, unknown or awaiting confirmation

> Key data

Top five countries

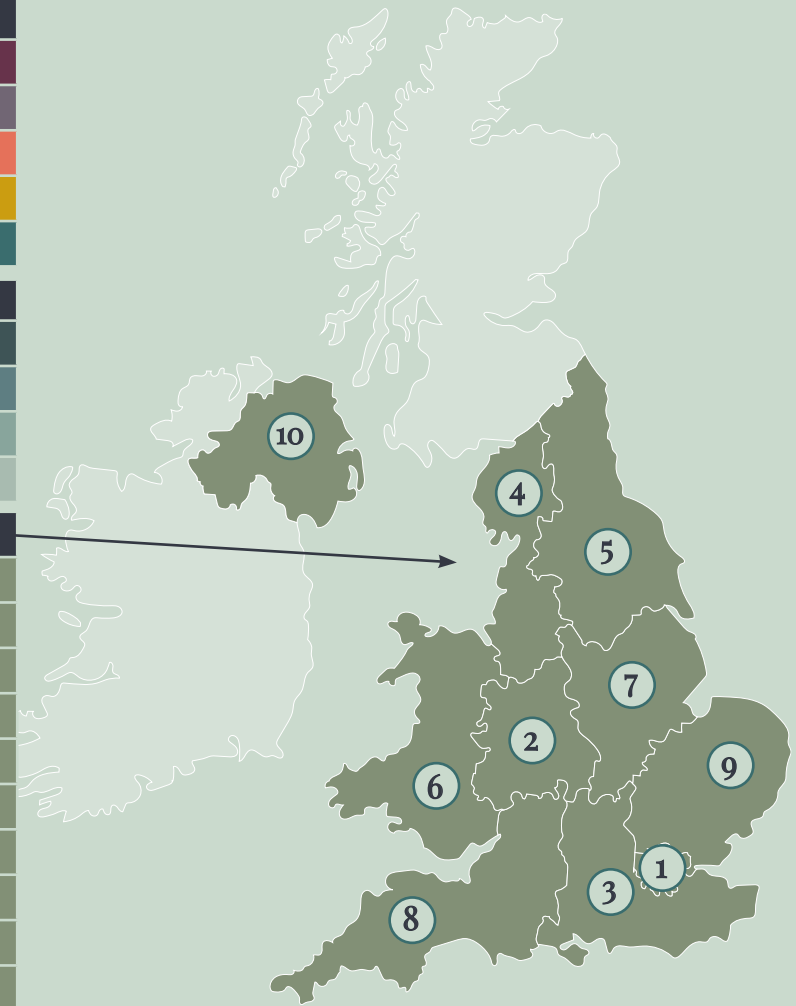
3. Eritrean survivors



Exploitation type	
Labour	173
Sexual	32
Criminal	0
Domestic Servitude	11
Not known/Other*	8

Age group	
18-26	98
26-40	117
40-55	8
>55	1

Referral region	
1. London	47.3%
2. West Midlands	12.9%
3. South East	9.8%
4. North West	8.9%
5. North East	4.5%
6. Wales	4.5%
7. East Midlands	4.0%
8. South West	4.0%
9. Eastern	3.1%
10. Northern Ireland	<1%



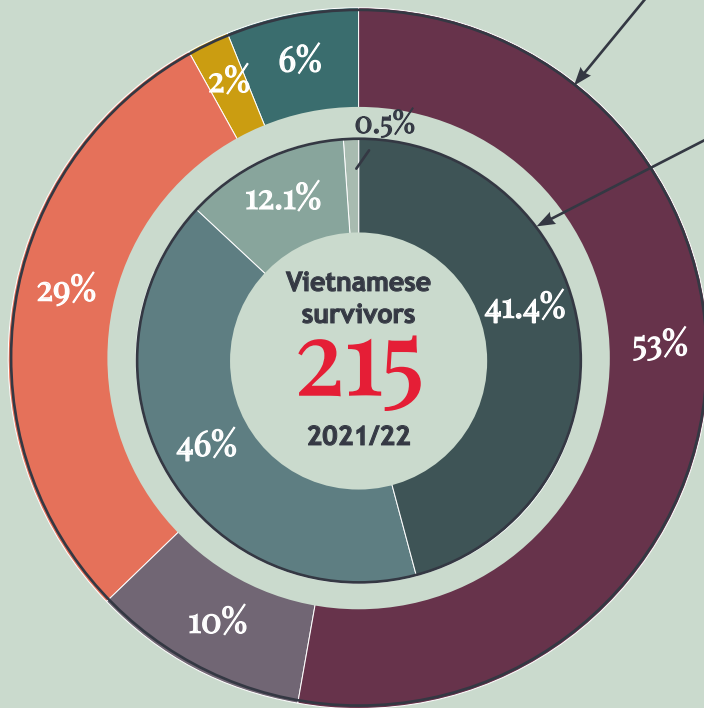
79% of all Eritrean victims were referred following labour exploitation.

*This covers complex, multiple, unknown or awaiting confirmation

> Key data

Top five countries

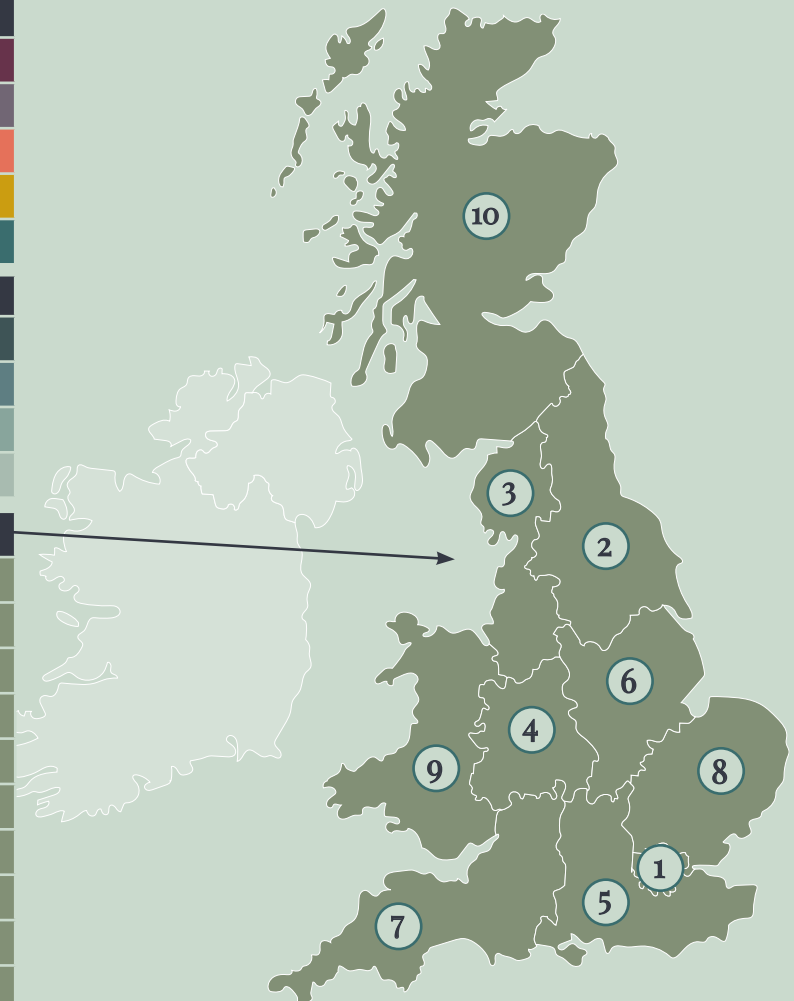
4. Vietnamese survivors



Exploitation type	
Labour	113
Sexual	22
Criminal	62
Domestic Servitude	5
Not known/Other*	13

Age group	
18-26	99
26-40	89
40-55	26
>55	1

Referral region	
1. London	40.5%
2. North East	13.5%
3. North West	13.0%
4. West Midlands	12.1%
5. South East	7.0%
6. East Midlands	5.1%
7. South West	4.7%
8. Eastern	2.3%
9. Wales	1.4%
10. Scotland	<1%



Almost half of all referred Vietnamese victims, 46%, were aged between 18 and 26.

*This covers complex, multiple, unknown or awaiting confirmation

New approaches for Vietnamese survivors

With our partners we are piloting the use of safe houses specifically for Vietnamese men with our partners to see if this will help this group settle and engage better with support services.

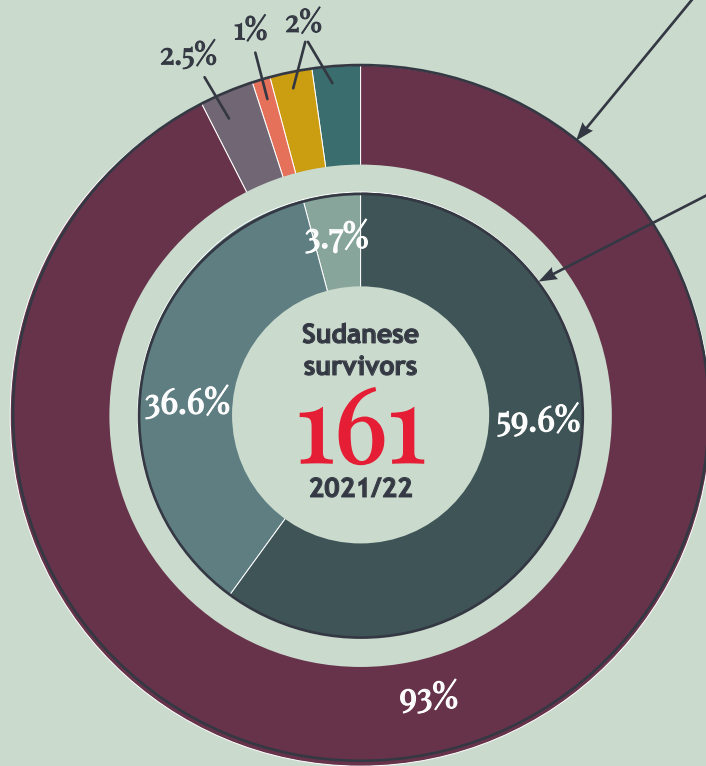
Reports from a safehouse managed by one of our partners, City Hearts this year: 'Thanks for having participated in some consultations prior to opening, we were able to furnish and equip the house with culturally specific items that have helped the men feel at home, ...having a Vietnamese-speaking male caseworker is proving invaluable at putting the men at ease and, hopefully, facilitating the building of trust with staff. The men have settled in well and appear to be comfortable around each other. They are often found sitting around the table or cooking together. One man was extremely low and experiencing suicidal ideation at the time of referral. We noticed a huge transformation almost immediately when he arrived, and we now often see him smiling... Overall, all signs point to this being a very positive experience for them. It is also an opportunity for staff to develop a greater understanding of a specific cultural group which can only benefit this group moving forward.'



> Key data

Top five countries

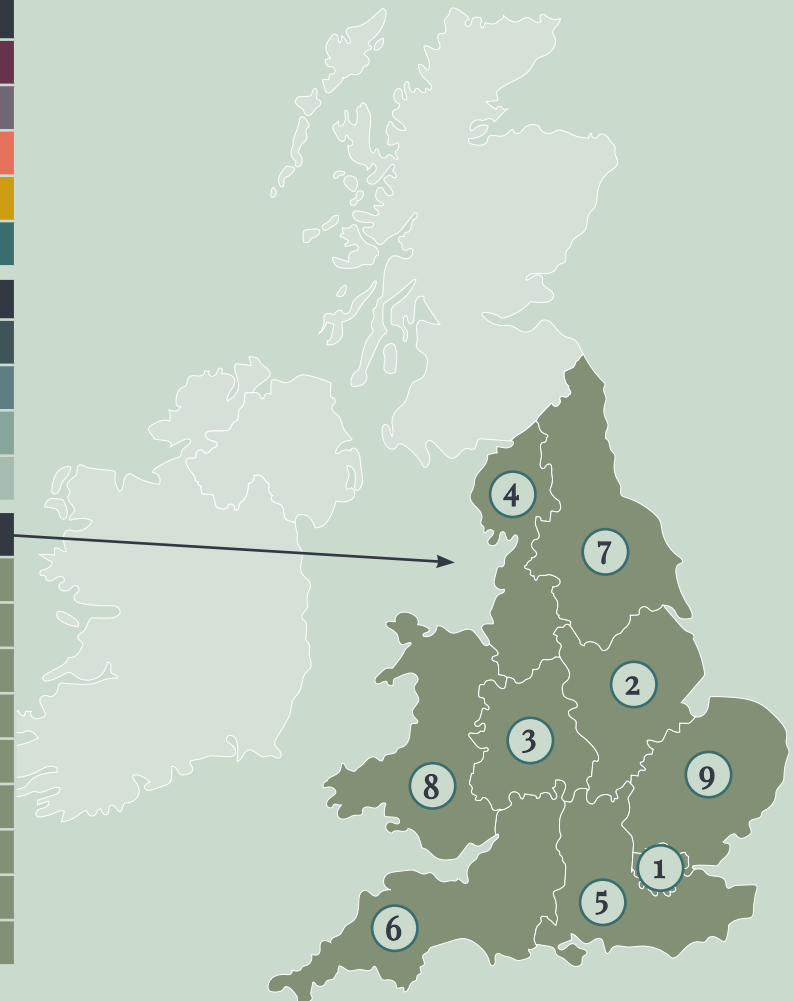
5. Sudanese survivors



Exploitation type	
Labour	150
Sexual	4
Criminal	1
Domestic Servitude	3
Not known/Other*	3

Age group	
18-26	96
26-40	59
40-55	6
>55	0

Referral region	
1. London	48.4%
2. East Midlands	12.4%
3. West Midlands	7.5%
4. North West	6.8%
5. South East	6.8%
6. South West	6.2%
7. North East	6.2%
8. Wales	3.1%
9. Eastern	2.5%



93% of all Sudanese survivors were referred following labour exploitation.

*This covers complex, multiple, unknown or awaiting confirmation

> Survivor stories

Leo's story

Leo*, 36, was taken by traffickers, trapped by them into transporting drugs and ended up having to run for his life as they tracked him down.

Leo recalls: 'I didn't speak English before I came to the UK. I found a job with an agency as a healthcare worker. That's where I met some other guys who were smoking weed and taking coke. I tried a line through curiosity and got a habit.'

Then a man he was buying drugs from asked if he could drive a friend to another country. He reassured Leo that it wasn't anything illegal.

Then Leo was offered reasonable pay and free drugs for driving people so, still unaware he was being lured into criminal activity, he went on another international trip. Leo later found out that the first person he'd driven was a drug dealer. This time when he arrived he found himself in a room with traffickers who started to play mind games with him.

> [Read more](#)

*not his real name

Spot the signs: [salvationarmy.org.uk/modern-slavery](https://www.salvationarmy.org.uk/modern-slavery)



> Survivor stories

Leo's story

He was threatened with a knife, his car was taken, and he was held captive. They told him he'd have to kill someone else in exchange for his life. Leo refused. Then he was told to rob a petrol station and sell drugs: **'I knew if I refused, things would be bad for me. If I said no, they would kill me - I knew too much information, so I agreed. I was very afraid. For now, I was alive.'**

When Leo returned to the UK he started delivering drugs for the criminals who had taken his phone and made sure he was watched continuously: **'They knew all my details and had my passport and I was very afraid to do anything. I was afraid for my family; they had their addresses.'**

It was winter and he was made to sleep in his car with just a thin blanket, given only enough money for one meal a day and sometimes tobacco or drugs to help him sleep. One day he was so fearful he took action: **'I was afraid for my life. My boss told me from the beginning, "If you cross me, I will stab you." I decided to run. I took no documents, just a rucksack and I ran through a field and forest and saw people coming after me.'**

Leo ended up hiding in the toilet of a hotel while his pursuers waited outside. He set off the alarm and when hotel staff arrived the men left and Leo asked to be taken to hospital. Even there he saw gang members watching him so he took his chances and travelled to a church where a priest persuaded him to tell the police his story.

> [Read more](#)

Spot the signs: [salvationarmy.org.uk/modern-slavery](https://www.salvationarmy.org.uk/modern-slavery)

> Survivor stories

Leo's story

The police contacted The Salvation Army who came to pick him up and take him to a safe house. At first he remained fearful: 'A lot of the time I was afraid to go out, even for a walk or for shopping. I was very stressed and had PTSD. After a few days I had a dream that I saw the priest I had met and thanked him. To me, it matters that The Salvation Army is a Christian organisation - there is a link.'

The Salvation Army helped him get back his identity documents and get help for his addictions: 'They were extremely kind and supported me every single time I needed it. They understood my addiction - they knew that was not me, it was just an addiction.'

After that he got work in the healthcare industry but had to resign when his addiction took control again. Once again The Salvation Army helped him with counselling and access to Narcotics Anonymous but what Leo appreciated most was that nobody judged him: 'When I spent my salary on drugs, I was honest with staff and said, "I am ashamed, I couldn't help it" and they were still with me, supporting me, saying, "It's OK to fall down, don't worry, we'll still help you.'

'The manager at The Salvation Army made a huge change in my life, I trusted him and from then on I didn't want to screw up again. His kindness helped me mobilise my inner self and made me want to get rid of my addiction.'

> [Read more](#)

Spot the signs: [salvationarmy.org.uk/modern-slavery](https://www.salvationarmy.org.uk/modern-slavery)



Leo's story

Then things began to change for Leo: 'Nice things started to happen. My desire for drugs went and I found a job that I wanted. It's amazing and I've started to save money. I am still in Salvation Army accommodation, but they are helping me to apply for other housing. I know that nobody can touch me any more now - I'm not by myself. I feel so lucky and so very grateful for the help. It's made me want to volunteer to help others in the same situation. I know I've changed - I have a fridge full of food! Without the support of The Salvation Army, I'd be dead, it's as dramatic as that.'

Leo wants to live his life to the full and would recommend anyone in the position he was in to speak to the police: 'I don't live in fear. I was manipulated to be afraid but was relieved after I spoke to the police. I lost myself but this is me now. It's like an invisible hand has taken me and put me back on track. Hope is everything. Follow your heart and there is hope.'

Working in collaboration

The Salvation Army's commitment to survivors of modern slavery goes beyond the margins of the Modern Slavery Victim Care Contract (MSVCC).

We work particularly closely with key partners such as our subcontractors who deliver specialist support to survivors; and organisations providing services to support this, which include **Connect Assist** (contact centre), **Cabline** (transport) and **Big Word** and **Clear Voice** (translation and interpreting).

Survivors also benefit significantly from the input of the wider Salvation Army networks and expertise, including the people who volunteer their time and skills to this work. Together we offer complementary services and programmes to ensure survivors are given the resources they need to rebuild their independence and live the lives they choose.

Central to this goal is the building and maintaining of productive partnerships with both statutory and non-statutory organisations. This co-ordinated approach to supporting survivors enables the expertise of partners to be shared to the benefit of all stakeholders.

The Salvation Army and our subcontractors have focused on creation of partnership initiatives that:

- Empower survivors to rebuild their lives with increased resilience;
- Provide a consistently high-quality service to survivors according to their individual needs;
- Collaborate and build strong relationships across the sector to ensure the best possible support for survivors;
- Adapt the service to improve a survivor's overall experience;
- Continue to identify opportunities to improve the service to ensure survivors have the right support.

The following pages highlight some of these collaborations.

As a part of our partnership work, we have conducted a number of mapping exercises aimed at developing a better understanding of the effectiveness of current partnership arrangements within subcontracted services.

These activities helped us to build on and learn from existing strong and productive partnerships links, as well as identifying where more work may be needed.



> Working in collaboration

ChildsSide Supporting parents and their children

The impacts of modern slavery can reach far beyond the individual who was exploited. Many survivors enter support with dependent children, whose lives have also been impacted by what has happened to their parent. In a study undertaken by The Salvation Army, parental experiences of trafficking and slavery were linked to their children having behavioural and mental health issues, as well as increased exposure to high parental distress. There were associations with parents experiencing multiple and complex difficulties with parenting and family life.

Since 2011 The Salvation Army and its partners have supported 2,103 dependent children, 22% of these (n. 468) entered support in the last year. Most of these dependent children (94%) are in outreach support, and just under half are currently at school age (45%). The Salvation Army provides additional support through its Survivor Support Fund which enables families to purchase necessary equipment such as school uniforms and baby equipment.

To further help parents within the MSVCC, The Salvation Army partnered with ChildsSide, a community interest company, to deliver a seven-week pilot programme called New Home New Country, in which several survivors with dependent children within the MSVCC participated. Delivered with the help of an interpreter, weekly workshops covered various aspects of parenthood and provided useful resources to help develop stronger relationships and build the foundation for their family's future.

Over the course of the programme there was a noticeable improvement in the confidence of the participants and an improvement in their English. There was also a clear progress in their ability and understanding of how to engage with their children.

Local Authority Roundtable Housing Support

One of the biggest challenges survivors face when moving on from the immediate support of the MSVCC, following a conclusive grounds decision and Recovery Needs Assessment, is sourcing appropriate accommodation.

In November 2021, The Salvation Army hosted a virtual roundtable with representatives from local authorities from across England and Wales. The aim was to bring key stakeholders together to discuss the challenges survivors face and learn from the pockets of best practice when exploring potential solutions. The conference was well attended and appreciated with the emphasis on partnerships and collaboration resonating strongly with attendees. Contact details were shared to improve communication and transparency across the sector in the future.

Following on from the roundtable, work and partnerships continue to develop. Agreements were made to identify or establish specialist points of contact within each local authority, and local MSVCC partners to attend relevant forums and meetings within their area to best represent the interests of survivors of modern slavery. Further roundtables are planned to discuss issues of significant interest such as the Care Act.

> Working in collaboration

Addiction Training Programmes

In response to the increase in referrals for survivors with complex addiction needs, we have been developing and delivering a training programme for referral officers and support workers operating within the MSVCC, in partnership with The Salvation Army's team of addictions specialists.

Topics covered include:

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

We continue to evaluate the success of this training programme and use the feedback to continuously improve the course itself.

Survivor Engagement and Inclusion

Among many other initiatives we worked with Britain Thinks on survivor inclusion in the Home Office consultation around the Government's New Plan for Immigration and provided advice to teams managing survivor inclusion in consultations around the government's Modern Slavery Strategy.

We were delighted to recruit a Survivor Engagement and Inclusion Specialist whose role is to give a voice to the people in our support services so that, through initiatives like a Survivor Forum, they can directly influence the systems and organisations they engage with.

Quality

Many subcontractors within the MSVCC are aiming for quality accreditation in line with the ISO certifications The Salvation Army's anti-trafficking and modern slavery services have achieved in Quality Management System; Environmental Management System; Business Continuity Management System; Information Security Management System and Occupational Health; and Safety Management System. Five organisations have proved high standards by achieving one or more ISO certification.

Financial Inclusion

We continue to work with suppliers and partners to enable survivors to access the financial services they need, regardless of past experiences of being victims of fraud and other potential challenges.

This year we conducted a survey around the use of the EML payment cards which enable survivors to receive their subsistence allowance at the right time. The outcome was overall satisfaction with the product and the responsive customer service and an initiative to produce enhanced user information for survivors, available in different languages.

Our long-term partnership with HSBC Bank to give survivors straightforward access to their own bank account resulted in 2,438 new accounts being open this year, totalling nearly 5,000 since the scheme started.

> Working in collaboration

Integrating with the wider Salvation Army

This year we created a new post of Head of Integrated Mission with the aim of building on and develop the existing links between The Salvation Army's responses in local churches and communities and those of our anti-trafficking and modern slavery teams. The aim of this integrated approach is to bring together all aspects of our work to ensure we can offer people the best support and care to help them progress.

Here are two examples of this working to great effect:

In east London the local Salvation Army centre has set up a 'safe space' designed to look like a boutique changing room where survivors of modern slavery living at a safe house in the area as well as survivors of domestic violence are able to book an appointment to try on and choose new tagged clothes from our charity shop. The women have been delighted with the quality and quantity of



◀ The 'safe space' designed for survivors to come and try on clothes at the charity shop.

the clothes and love the experience of going shopping. With tears in her eyes, one survivor told her support worker that the clothes made her feel beautiful again. Some of the women are also given work experience placements in the shop to help them get back into employment.

'They felt very cared, respected and valued. I want to thank you because you and your team are making a difference to their life.' Support worker.

In the west of England the leaders of a local Salvation Army church and community centre in a nearby city are working weekly with survivors on activities which help with their wellbeing; to develop skills and even make financial contribution to the safe house to fund future activities.

This includes:

- helping survivors cultivate a garden and thriving vegetable patch
- providing volunteering opportunities in a café in the city which provides low-cost meals for the community
- running weekly jewellery-making classes and selling the products in the café where sales and donations generate income for the residents to fund other activities.

- organising daytrips in the local area for the women and their children where money from the sale of jewellery contributes to travel and food costs to make this possible

Whilst the Modern Slavery Victim Care Contract covers England and Wales, The Salvation Army is actively engaged in anti-trafficking work in all the home nations. Our Anti-Trafficking and Modern Slavery Co-ordinator in Scotland has been collaborating in joint training opportunities with Survivors of Human Trafficking in Scotland (SOHTIS), equipping Salvation Army staff to identify signs of trafficking and understand how to respond. These initiatives resulted in the identification of a 42-year-old Polish man, Jakob, as a potential victim of forced labour which meant he could be effectively supported to reduce his vulnerability to re-trafficking. Jakob is now doing well. His mental health has improved and he is in work he enjoys, receiving positive feedback from his employer and more financially stable.

'Partnering with The Salvation Army in Scotland has the potential to change the lives of countless people. Only by working together can we end the buying and selling of men, women and children in Scotland.' Joy Gillespie, CEO, SOHTIS.

> Working in collaboration

Our Volunteers

Our volunteering teams have contributed their expertise to a number of awareness-raising events from Swansea to Cumbria and worked closely with volunteer services across England and Wales.

Over this year we have been working with our translating partner Clear Voice to produce flash cards in a variety of key languages to supplement the existing interpretation and translation support available to volunteers when transporting survivors. This idea originated from two volunteers and the proposed assets, developed jointly with Clear Voice, are currently being piloted.

Trios of volunteer mentors, under the guidance of two mentoring co-ordinators are now operating in Manchester, Newcastle, Birmingham, Nottingham, London and Brighton, with a focus to further expand the mentoring programme in London and the East Midlands. In seven months 31 volunteers received training and donated a total of 145 hours in 58 sessions.

Mentors report that they feel a sense of community within the group of three supporting each survivor and that it is a privilege to give practical help and witness people opening up.

Mentors have fed back that they feel a sense of community and a healthy space within their trios and have experienced the privilege of seeing people open up.

Their impact varies from:

- helping a survivor rectify an administrative error in receiving Universal Credit and enabling her to overcome anxiety around new people and places to attend a meeting on her own
- sourcing clothes for a survivor's son
- finding local colleges and refugee organisations to support someone as they moved into a new area
- supporting a survivor as she navigated a new job role in which she is now settled and established.

'Volunteering with The Salvation Army has been amazing! I have loved getting to know and work alongside the incredible staff, clients and other fellow mentors and it has given me the skills and experience I needed to pursue my career working with survivors.' Female Mentor, Birmingham

'I have got so much more out of being a mentor than I initially envisaged, as well as hopefully helping the mentee's confidence, resilience and trust in people. I have gained a fresh perspective of the challenges and bravery of people It has been a real joy at times, where we have shared so many positive conversations (and laughs), as well as dealing with some challenging moments. It also helped that the other mentor was such a good support and has become a real friend. The support received from The Salvation Army was also excellent..... there is always support and a friendly ear to listen. You will get back so much more than you give.' Male Mentor, Nottingham

'They helped me to become more confident, and didn't push or pressure me. They helped me with practical things such as information where to get clothes and addresses of places I could take my son. I liked meeting up at the café and talking with them... [they were] very good at listening. I have changed a lot and I am far less afraid. It is still difficult meeting new people but I am more confident now to do this.' Female Mentee

To learn more about the work of volunteer first responders go to [page 38](#)

> Celebrating successes together

Celebrating successes together

Alongside partnerships outlined elsewhere in this report, The Salvation Army has vital and close links with the organisations contracted to deliver support through the Modern Slavery Victim Care Contract (MSVCC), including our own direct delivery service which operates as a subcontractor to the prime contract. Most of these relationships have been in place since the original contract more than 11 years ago. One key focus this year has been supporting efforts to make great connections with local stakeholders to improve support for survivors to feel safe, be physically and mentally well and to live, work or train independently.

Here we celebrate individual successes of survivors made possible by support received through the MSVCC and some of the important local partnerships which builds on support available.



> Celebrating successes together

Black Country Women's Aid

Black Country Women's Aid (BCWA) is integral to the proactive networks of agencies co-ordinating and creating pathways to identify and support victims in the West Midlands where it shares the voice of the people who have experienced the system and responses.

This year BCWA opened its Safe house Sanctuary Suite, built with the support of the Heart of England Foundation and the women and children living there. The suite has hosted many events, consultations, crafts and wellbeing sessions.

Elsewhere survivors have attended English and sewing classes through a partnership with the Sandwell Adult Family Learning Centre and enjoyed volunteering and employment opportunities through Jericho and Sophie Hayes Foundation. Thanks also go to New Beginnings baby bank, Narthex, Brushstrokes, Adavu, St Chad's Sanctuary and the Sister Margaret Team, Khaitzedek, Bright Future and to the award-winning Sandwell MBC Modern Slavery Team, with whom BCWA is developing resettlement and support pathways for modern slavery survivors once they have left its services.

A Ghanaian woman arrived at a BCWA safe house with her baby daughter. She was significantly traumatised by her experiences as a victim of modern slavery. BCWA worked closely with many agencies, including mental health and perinatal services, to advocate for her and help her engage and build trust with other professionals. Through partnerships, she was able to access a Family Support Worker and attend computer courses. For her daughter's future, she was ambitious to rebuild her life, begin her career and contribute to her community. She has grown in confidence and now feels in control of herself and her situation.

'I trust my support worker, she was very helpful on my situation in everything. She save my life.'

'I am feeling very good, and I can open up to my caseworker... She makes me feel very comfortable. I am happy with everything Black Country Women's Aid have provided. They have supported, looked out for me. Thank you.'

BCHA

A 32-year-old woman originally from Zimbabwe has endured extreme hardship in the past five years. Aged 17 she moved to South Africa to study for a BSc in Geography and Hydrology but was exposed to severe xenophobia there and then exploited in the UK by unscrupulous employers. She found help through the NRM and BCHA's Liberty Project where her support worker helped her create a new home and build a new life.

'I took as many BCHA [self-development] courses as I could. All of this together was life changing. After taking a volunteering qualification I was offered the chance to volunteer with BCHA and I have learned much about business administration.'

'Before I found BCHA and the Liberty Project my life was frozen. Now I am living, learning and helping an organisation which helps many people who, like me, were stuck. I still love science and medicine and my ultimate ambition is to be a doctor. One day I know I will make that happen.'

> Celebrating successes together

BAWSO

Staff at Bawso have been encouraged by changes seen in two survivors of sexual exploitation. Initially both were extremely anxious and withdrawn, one regularly self-harming and needing hospital attention. With support and reassurance the women have taken control of their lives and now feel cheerful again and positive about their futures. One has completed an access to nursing course and received a scholarship for study and accommodation from the University of Wales for Nursing and Health qualification and the other is learning to drive and enrolling for further studies.

'You don't give up on me and come to see me when I do not answer and give me strength to get up and go out.'

'Bawso is full of good people who are willing to help. They helped me with many things, I have some where to live and they helped me to get everything I need.'

City Hearts

A man who fled the war in Yemen and has a speech impediment had been vulnerable to exploitation his whole life. After City Hearts connected him to an NHS speech therapist he now feels comfortable to speak to his case workers having previously communicated through writing. When he moved on he said that City Hearts had changed his life.

A very shy woman who had previously needed a lot of support to access services, has now, after two years of ESOL classes, felt confident enough to ring the GP herself and re-order her prescription in English.

One survivor, who was helped by City Hearts to secure a two-week trial for car manufacturer Nissan, impressed them so much that he's been given a full-time position on the plant. City Hearts continues to match businesses and survivors through Bright Future scheme which supports access to employment opportunities.

A 73-year-old who was exploited for 25 years was shown how to wash her hair by her caseworker as she had not been allowed to do so before. To help her gain independence she was helped to get a travel pass and a shopping trolley. She said that being with City Hearts had allowed her to feel safe for the first time since she arrived in England and that she can now sleep peacefully.

Hestia

While being supported by Hestia, one survivor started getting back into her childhood passion of painting after 25 years. Within six months, she had created 100 paintings, and had her artwork featured as part of Hestia's annual Art Is Freedom exhibition. This year she finished an art qualification at college and is curating the 2022 exhibition alongside HRH Princess Eugenie.

'Art Is Freedom empowered me to move forward to the stage of recovery I'm at now. It made me see my worth... opened my eyes to see that no matter my situation, I can fly through it, and come out the other end victorious. I've found purpose.'

Hestia is working in partnership with charity Strength & Stem who provide employment courses, assisting survivors to begin careers in floristry and Ride For Freedom's Freewheel programme which provides bicycles to help survivors get out and about. Together with St Mary's University a summer school was run last year for survivors, with wide-ranging study opportunities from literacy and biology to textiles and drama.

> Celebrating successes together

Innovations this year include drop-in sessions where survivors can get additional support or just have a cup of tea with an advocate, and a team of relief workers providing out-of-hours support to survivors who are in urgent need.



Migrant Help

This year Migrant Help delivered music therapy session in the south east and opened their first Hope Hub in Kent, a community hub where survivors enjoy meeting others and can access services.

Partnerships with Good Things Foundation supported Migrant Help's digital inclusion work for survivors as well as with Virgin Media O2 to provide handsets and free mobile data.

Southend Against Modern Slavery Partnership helped connect survivors with befrienders whose help included accessing driving lessons, advice on housing, cooking healthy meals, attending yoga classes and learning to ride a bike.

Commenting on the impact of strong and open working relationship with Migrant Help, Nicola Bell - Anti-Slavery Co-ordinator for Oxfordshire - said:

'...together we have been able to improve on support for survivors and make other services more accessible and effective, and have jointly problem solved when there have been barriers or issues.'

Medaille

Following the death of Medaille founder Sister Ann Teresa, a bursary was launched this year in her memory which will provide up to £1,200 to residents and former residents of Medaille's nine safe houses. The first award went to a survivor who will be reading for a Degree in Accounting and Finance in September at a University in London. The bursary will help her to buy a computer and textbooks and help fund her travel.

Another survivor created positive memories this year, she said:

'Despite all the problems I have faced in my life, I try to focus on the positives. I recently completed my A-Level exams and was able to celebrate with my school friends at the prom! My caseworker Flo has taught me how to prioritise my wellbeing and now I feel like I can start my own life.'

> Celebrating successes together

Initiatives to engage survivors in indoor and outdoor activities to help improve their health and wellbeing this year have included residents in safe houses:

- looking after an allotment, growing fresh vegetables for themselves and donating the surplus to a foodbank
- learning to sew and make pottery
- enjoying weekly yoga sessions, often outdoors
- and, with donations from a number of small businesses, throwing a fabulous party for a survivor's 70th birthday.



Palm Cove Society

In March 2020 a survivor who had been forced to live and work on a cannabis farm arrived at Palm Cove Society (PCS). He was supported to access an Immigration solicitor, health and dental care and attended ESOL and financial budgeting classes. As he had been waiting some time for his own home, PCS helped him with a successful application to live with a family in the city of his choice through Hope at Home.

In Bradford a local GP surgery has adapted processes and services to assist survivors supported by PCS. Bradford Council helps survivors move into areas that will be safe for them and provides them with white goods and household items. New mothers are helped with prams, toys and clothes as well as emotional support by Gianni Baby Bank.

PCS Senior Manager **'We have developed strong relationships with our key partners across all regions we work in. This broadens our scope and the support and care we provide to clients through our services.'**

Staff worked closely with a survivor who arrived with nothing but the clothes on his back and many physical and mental problems, including alcoholism. They supported him to attend a detox programme, access his benefits and other entitlements. He also attended ESOL classes and has developed his love of cooking through a regular volunteering role in a local community church. He is now waiting for local authority housing, has not drunk alcohol for eight months and is hopeful for his future.

PCS Advocacy Worker: **'I love being part of someone's journey and watching them grow and turn the negative experiences into positive ones.'**

Two survivors seeking help through the NRM were anxious to remain together. PCS gave the opportunity to live as a couple in safety and peace while receiving support. They have both found jobs they enjoy and are actively looking for their own home to continue life together.

'I wouldn't be where I am today without Palm Cove Society, they changed my life.'

'I love everyone in the office and have so much respect for them, they are my family.'

> Celebrating successes together

Snowdrop

Snowdrop's experience of partnership working with Sheffield City Council took them on a journey to becoming a trusted assessor for homelessness applications which has transformed the process for survivors to apply for housing. Snowdrop are now able to bypass telephone assessments and can complete the application process online, working alongside survivors in their own time and able to choose sensitive, confidential and appropriate moments which avoid them further distress. These experiences were shared at a Roundtable organised by The Salvation Army to encourage other partners and anti-trafficking organisations and local authorities across England and Wales to partner in similar ways to improve survivor experience. In addition, successful applications for Housing Support Fund grants have been received by 12 different survivors this year, helping them manage the rising cost of living and pay off rent arrears.

A partnership with Asylum Link and the Climbing Hangar provides bouldering sessions for survivors: **"This was a really empowering feeling for me, as I have struggled massively in the past about social anxiety and depression. In this environment I felt comfortable and safe... a sense of belonging and being accepted."**

The holistic therapy Snowdrop offers has been expanded this year by partnering with an art therapist, a trauma-informed yoga practitioner and a shiatsu and acupuncture therapist. This has helped many survivors experiencing chronic physical pain linked to their past experiences, including one person who was able to reduce her use of painkillers after six acupuncture and shiatsu therapy sessions.

A woman separated from her children, who were still in her home country and at risk, was supported to apply for passports and visas for her children to join her in the UK.

St John Of God Hospitaller Services

Survivors in St John of God Hospitaller (SJOG) safe houses in Brighton have benefited from a partnership with Voices in Exile's Green Spaces Project which runs weekly outdoor activities. This resulted in ongoing opportunities for one survivor to volunteer working in gardens where he is now supporting other vulnerable people, encouraging more survivors to take part and enriching life in the safe house by bringing back plants and herbs.

Nearly everyone supported by SJOG in the city has enjoyed a special membership to Freedom Leisure gym facilities and one-year free access to public swimming pools which SJOG negotiated with Brighton and Hove City Council Health Activities Department. This partnership has also opened doors for survivors to access martial arts classes with one enthusiastic attendee delighted to receive a gift of clothing and equipment from Nam Yang Martial Arts on his birthday. Survivors have gained confidence and personal development skills from being part of The Salvation Army's Butterfly Project and the Jericho Project in Birmingham, and others have benefited from social interaction and completed a Free Thinking course with Fircroft College of Adult Education.

> Celebrating successes together

The Salvation Army

One survivor has recently received Discretionary Leave to Remain, completed a master's degree in Public Policy and taken part in a research project on modern slavery with the University of Nottingham.

'I am over the moon; I've had a strong team at The Salvation Army, and it has been a team effort.'

Another survivor is making progress and keeping active by studying English on a structured ESOL course, volunteering at a Salvation Army Donation Centre and receiving support from mentors on The Salvation Army mentoring programme. **'I am slowly moving forward like a snail on the highway.'**

'I'm so much grateful since the day I joined Salvation Army because I feel comfortable, fearless and with confident walking in the street that no one can harm me... my case worker is always there for me with the shoulder to cry on and listen to my story. Every Tuesday I'm so excited to attend my music lesson. I love singing... it's like a therapy and it makes me calm. To Salvation Army I can't stop myself saying thank you for the help and support, it's really a big help to my everyday life.'

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

Timid, lacking confidence and feeling he had no authority over his life, a survivor came to The Salvation Army. Having worked as a chef and had complete independence in his home country, he took time to come to terms with what had happened to him and understand it wasn't his fault. Staff worked to build up his confidence, helping him make key appointments to access support. A grant from the Survivor Support Fund provided much-appreciated sports equipment and eventually he started college and achieved such high grades he's been asked to continue to the next level. A completely different person from the one who walked through the doors two years ago, he has leave to remain, his own accommodation and self-assurance to support himself. He is even advocating for other students at college.

'Words cannot explain how grateful I am for you guys. Where I had no hope, felt like I couldn't go on, you gave me back that hope... that will to live. You took the time to walk with me every step of the way and have never left my side. Your work is phenomenal and I can truly say that I am living testimony to all of this.'

Unseen

One man struggled with low moods, anxiety, flashbacks and trouble sleeping due to worries about his safety and that of his family. He met regularly with his caseworker and has opened up in recent months. He now has new glasses, registered at his library and completed a PTSD management course which has improved his mental health. He feels able to attend his local Hindu temple and says:

'I am feeling more positive and inspired by [Unseen's] support to do more things and look after myself more. My caseworker told me that I am safe now, but it was difficult to believe her. Both of my caseworkers at Unseen have built me up and helped me look to the future. I am able to chat to people and laugh again.'



> First responders

First responders

In the past year, The Salvation Army's team of volunteer first responders have conducted 609 interviews with potential victims of modern slavery.

This is the start of the process and where The Salvation helps people rescued from exploitation by gathering information to understand what has happened to them so the Government can decide if they are potentially a victim of modern slavery. A positive decision opens the door to these people receiving specialist support which is delivered by The Salvation Army and its partners. These interviews often mark the first point of contact between a survivor and the support they will receive through the MSVCC. It is of the utmost importance that these interviews are carried out safely, to enable effective and efficient referral into support.

Our team is trained, and regularly re-trained, to work with people who have often experienced abuse and who are dealing with the ongoing impacts of trauma. Safety and trust are essential for the interview process, as trauma often results in difficulties in recalling events or disclosing distressing information. Our first responders work in a trauma-informed way to create a safe environment for any potential victim of slavery. The team regularly receive praise for their sensitivity and ability to work with those who are distressed and anxious.

'Please convey to Lizzie my gratitude for the very skilled and sensitive manner in which she undertook the interview with my client. He was able to speak with her in spite of his considerable anxiety and distress.' Solicitor after a volunteer first responder interview

We have been invited to deliver training for Her Majesty's Prison Service and British Embassy staff in both Spain and Malta, for the West Midlands Police and for other NGOs who regularly encounter survivors of trafficking.

A survivor's journey through the NRM referral process will often involve contact with multiple organisations - at the very least, the first responder organisation (FRO) and the Single Competent Authority (SCA), a department within the Home Office. To reduce the risk of delaying support, all these organisations must work together to allow the sharing of information. The Salvation Army's first responder team prides itself on numerous partnerships that have been built and maintained with other organisations.

For instance, our strong relationships with legal teams across the UK enable us to work collaboratively to ensure survivors are supported through the NRM process.

Our training programme is regularly adapted to incorporate new findings in best practice and policy. The high quality of our training has been recognised across the sector and government.

> First responders

'I hope you will always know how grateful I am for your kindness and good nature. While my confidence is still affected and I have no less fears, the support you enabled has meant so much to me.' Feedback from a potential victim of modern slavery interviewed by a first responder from The Salvation Army.

The insight gained from our first responders is invaluable.

The direct contact had with potential victims of trafficking allows information relating to emerging trends and issues to be picked up and passed on to our service delivery and advocacy teams. This awareness is also shared across the sector, with our first responders often invited to attend and contribute to conferences and forums. Since June 2021, our first responders have participated at events such as The Riverbank Women's Conference, the Anti-Slavery Partnership roundtable, and conferences run by the Human Trafficking Foundation.

Our volunteers are committed to supporting survivors with empathy and kindness, though their work often leads to exposure to distressing information and experiences. The Salvation Army is committed to ensuring that volunteers receive the support they need to carry out such a demanding role. We encourage our first responders to make use of, and take part in, volunteer forums and support networks. These spaces allow all first responder volunteers to receive the assistance they need to continue to carry out their essential roles.

'The team are supportive, provide guidance and answer questions throughout – especially when completing your first few cases.' Volunteer First Responder

> First responders

Elizabeth's story

Elizabeth* has been volunteering at her local Salvation Army in the southeast of England for more than four years. She was attracted by the strong sense of caring and community alongside the practical support given.

She now volunteers here up to three times a week with the wide range of practical assistance they give to the local homeless community and other people facing difficulties. Elizabeth said: **'I work alongside wonderful, amazing people and it is a privilege to be part of this community.'**

Just prior to the Covid pandemic, The Salvation Army leader at the centre suggested she consider volunteering as a First Responder (see page 38).

Elizabeth went to the extensive training The Salvation Army provides for First Responders and found herself taken aback by the scale and complexity of the problem and the responsibility of the role. After a little time to consider and with the encouragement and support of the team she got started: **'I've had the most wonderful support from the team which gave me the confidence to start the role and get more experience. I'm so grateful for that.'**

Elizabeth hasn't looked back since, having now interviewed more than 30 vulnerable people: **'Volunteering as a First Responder to help potential victims of modern slavery is absolutely rewarding. At the moment, when there is so much that is appalling in the global and domestic climate, I'm glad that hopefully I can make a positive difference in some small way, some of the time.'**

Elizabeth works hard to get the environment right for people to feel comfortable to speak: **'I'm very aware that anybody going through this process is extremely vulnerable and potentially traumatised, so I make sure to explain at the outset that I am here to support them and it's not my intention to distress them. It's also important to stress that they can stop at any time.'**

As well as training and continuous support from The Salvation Army's anti slavery team, Elizabeth finds that the systems in place to help her set up interviews are helpful. For example, most of the people she talks with need an interpreter to help with communication which means Elizabeth needs to arrange for this and work closely with the interpreter.

Each individual, each interview is different. Often she hears horrific things as survivors outline how they have been exploited and abused. Elizabeth takes time for her own wellbeing and makes use of support if necessary: **'Whilst it's great to meet the most amazing people, doing amazing work, it can be harrowing to learn about the horrendous things one human being is capable of doing to another.'**

> First responders

A few months ago, Elizabeth's two areas of volunteering coalesced in what turned out to be a helpful coincidence.

Among the people coming to The Salvation Army centre where Elizabeth helps out with the foodbank and other activities, a new face appeared amongst the men and women needing help because they were currently homeless. There was something about this man from Eastern Europe which didn't quite fit. He was clearly struggling and found it hard to communicate clearly because of a learning disability. However, there wasn't an obvious cause for his situation:

'I could tell that something wasn't right. I can only describe that he looked "brutalised" and I knew I had to follow up in case he was being exploited.'

She arranged for an interpreter to speak with her and the man at The Salvation Army centre, and as they spoke, Elizabeth discovered more to suggest that her suspicions were well-founded. His documents had been stolen; he had nowhere to live and his hands showed signs of hard labour; he was without proper protection and care. A follow-up interview soon made it clear that he had been forced to work in slave-like conditions for years by more than one person and a criminal gang who had found it easy to control him because of his learning difficulties.

The Salvation Army's support systems kicked in and within 48 hours a place at a safe house was secured and a transport team dispatched to take him there. Elizabeth kept in touch to reassure the man that it was safe to stay and wait for his lift, at one point speaking every five to ten minutes when he called, until he was safely in the car. He soon received a Home Office decision that he was potentially a victim of modern slavery.

'I'm so glad that he stayed around because now he's somewhere safe. It's a privilege to know that I'm involved in something which gives someone a degree of safety and the potential of their life turning around. It's like the petals of a flower unfurling with the feeling they can begin to live their life the way they want to. That awful cycle of exploitation has stopped and they can start to feel safe.'

**For safety reasons, real names and details of where this story took place cannot be disclosed because of the involvement of criminal gangs.*

Survivor Support Fund

Many of the survivors in our care have endured years of emotional and physical abuse and it takes time and patience to help them move on. We believe that any efforts to help ease their transition towards living independently are invaluable.

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

Grants can be for practical items such as school uniforms, education and training, and maternity and childcare items. Through the SSF, The Salvation Army has also provided financial assistance for some of our partners to pilot innovative schemes which benefit a number of people in their service.

The Survivor Support Fund supported 806 applications this year valued at £152,161.14. A wide range of applications and funds awarded to cover the following include:

195	clothing including school uniforms, work clothing, footwear and leisure clothing.
136	purchase essential technology to help with learning and job hunting.
72	household items, including carpets, bed and bedding, white goods and furniture.
69	the cost of a gym membership or leisure activities including swimming, boxing, football and netball.
37	college courses, education and training, including higher education courses, certificate validation and translation, ESOL books and equipment for practical courses such as sewing.
28	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.
26	baby items including pushchairs and maternity items.
20	bicycles and accessories.
13	dental treatment or eyecare including the purchase of glasses.
9	childcare costs.
6	rent deposits and rent in advance.

> Survivor Support Fund

Funds requested towards initiatives to improve wellbeing and outcomes for survivors include:

- Interpreting service for The Salvation Army's First Responder Service
- Survivor Inclusion & Engagement Specialist
- International welfare checks project
- Christmas celebrations in safe houses
- Art and crafts materials for safe houses
- Healthy eating and cooking sessions
- Day trips for different groups of survivors and their children to places like Black Cultural Archives in London: Bristol Aquarium and beaches
- Equipment for hairdressing and grooming sessions in safe houses

Olivia's Closet

Charity Olivia's Closet is now providing welcome packs full of helpful items like toiletries and clothing for survivors in safe houses and outreach support.

Following initial contact with our volunteering team, The Salvation Army shared the opportunity with other support providers, and the Survivor Support Fund is contributing to delivery costs to ensure donations can be sent across the country.

Survivors and support workers describe the impact of this support

'I want to say a big thank you to everyone who is supporting me with the phone... [which] will really help me to stay in touch with everyone who is helping me. I am also wanting to get a job and a new apartment, so I can look for these using my phone. Without a phone everything is so difficult, so I am really grateful to have one again.' Survivor

'I like the gym because I feel better in my health. I enjoy being with other people there. It makes me forget what I'm thinking. Thank you for helping me.' Survivor

'I want to say thank you for the pram, it has really changed everything! The week that my pram was broken, I could not leave the house. I had to carry my baby to the corner shops for food. [Now] I can go out, get to my appointments and counselling in person.... I can also go to the park with my baby and see my friends, which is so nice!' Survivor



> Survivor Support Fund

‘The money I received for the CCTV cameras was really helpful. I was really scared living in the house after what happened to me, and getting the cameras made me feel more secure in my home. They have helped me sleep better at night and feel much safer.’ Survivor

Art materials for a survivor to create five pieces which were displayed in a public exhibition have formed part of a portfolio for an application to art college. Her support worker said:

‘This would not have been possible without the support of The Salvation Army.’ Support worker

‘Art was always my childhood hobby. In my troubled times, art gives me strength... helps ease my loneliness... to get through my traumas and... with my mental health... I would like to help others in art making. I would like art making to become my profession.’ Survivor

A bicycle enabled a survivor to travel to two volunteering positions as well as college courses.

‘Thank you, I can go everywhere by bike now, this is good, I need the exercise too! I can save money now to repair my phone or save for a new one.’ Survivor

Cooking sessions and healthy eating courses have not only helped with practical skills such as budgeting, meal planning and food hygiene but also build stronger social relationships between survivors and support staff.

‘...thank you so much for the funding that fills our clients with so much joy and brings laughter and happiness to our kitchen!’ Support worker

A beach visit gave survivors the chance to get exercise, explore the UK, spend quality time together forming stronger bonds and improved their mental wellbeing.

‘Wednesday was very good we do really enjoy on beach thank u very much, it was my first time seeing beach.’ Survivor



▲ A survivor's first trip to the beach.



◀ Helping survivors to learn about how to cook and eat healthily.

Thank you letters from survivors:

Dear Salvation Army

Thanks for your generous gift toward my course. I was able to get the kit and uniform I needed to study in college. I am thrilled to have your support. Through your support I will be able to accomplish my dream to become a beautician and a hair stylist.
Your truly ^{made} a difference in my life and I am extremely grateful

I want to thank you for giving me money towards my flat. I have been able to get furniture for myself. Now my flat feels like a home.

Thank you so much and to every staff member that has helped me.

It was good to learn about London including using the train.

I enjoyed everything at the zoo. I liked the weather, I liked the animals, and the rose garden.

The day made me feel fresh and relaxed.



Networks and partnerships across the world

Our response to modern slavery is not limited to the UK and Ireland. The Salvation Army has committed to a global effort to tackle the causes and impacts of modern slavery and human trafficking.

Our specialist international team, based here in the UK and Ireland Territory, works with a number of national and international teams across the 131 countries in which The Salvation Army is present. As a multi-national organisation, embedded in and working directly with communities, we are strategically placed to build resistance to trafficking.

This year the UK and Ireland Territory International Anti-Trafficking and Modern Slavery team have continued to work closely with The Salvation Army World Service Office (SAWSO), to continue to support projects globally. We have supplied financial and technical support across the world, including in the South Pacific and East Asia region.

Our Communities of Practice are networks that allow anti-slavery practitioners and national contact persons (NCPs) to come together to share and learn information and best practice.

These groups continue to work together to share information and resources in order to develop our shared efforts against exploitation. In this past year:

- More than 45 delegates from Africa met in Nairobi, Kenya to share best practice, exhibit projects and achievements, and to reaffirm commitments to tackling modern slavery.
- Regional co-ordinators from multiple continents met in the UK to plan strategies for tackling slavery and take part in training sessions.

'It has been a rewarding week of learning and sharing together.' Delegate

'It has been an amazing week, getting to know each and every one of you and spending this time together with the team. Let your efforts grow stronger! Thank you for making me feel part of your team. Until next time.' Facilitator

Ana's* Story

Ana and her family were deceived by a false job offer which promised to send wages home to her grandparents every month. After accepting this offer Ana believed that she would be moving to a different province in Mozambique; instead she was trafficked to South Africa and cut off from her family. Ana was sexually exploited and used for domestic servitude.

Ana decided to tell her neighbours what was happening and they informed the police who arrested Ana's exploiter. After some time in a shelter, Ana was repatriated to Mozambique and reintegrated into her family and community. The Salvation Army and partnering organisations have been offering continued support to Ana, including mental health support.

**Name Changed*

> Networks and partnerships across the world

Case Study: Rwanda

The Salvation Army in Rwanda and Burundi has recognised the growing issue of trafficking within the Musanze area of Rwanda. We identified a significant number of young mothers who have in the past been victim to sexual and labour exploitation and who were susceptible to further trafficking due to their reliance on the unregulated labour market. The need for income led to people taking job offers only to be forced into sex work and unpaid labour.

Recognising the importance of sustainable income, The Salvation Army helped the community set up a Village Saving and Loaning Group (VSLG), in order to save money and support each other to create income-generating activities. In addition to the creation of the VSLG, a formal programme is being developed to increase skills training to ensure permanent sources of income can be secured, reducing the reliance on informal markets. Financial stability will enable individuals to cater for their own personal needs and will also empower all members of the VSLG.

Musanze is a tourist hub within Rwanda and has seen a recent boom in terms of development and growth of infrastructure. Beautician skills have been identified as being best suited to empower the women working with The Salvation Army to develop financial independence. These skills will allow women to work both in beauty salons and also to operate mobile services throughout the area.

Case Study: Mozambique

Mozambique's multiple borders and pre-existing infrastructure make it a common corridor through which trafficked people are moved. The Salvation Army in Mozambique has established projects to raise awareness of trafficking and to counter the dangers caused in communities. Working closely with at-risk communities, particularly those located near borders,

The Salvation Army is not just providing important information, but also working to ensure those who have already suffered exploitation are able to re-join their chosen communities.

This entails the provision of psychosocial counselling and reintegration support which minimises vulnerabilities and limits the risks of re-trafficking to survivors.



◀ Training to give women financial independence.

> Networks and partnerships across the world

Case Study: The Crisis in Ukraine

As the Ukrainian crisis continues to unfold The Salvation Army has maintained a constant presence on the borders between Ukraine and its international neighbours. As we were already established in Ukraine and neighbouring countries before the current crisis, we have been hard at work since the start providing food, shelter, clothing, prayers and hope to people seeking safety and basic needs. Our people and programmes in Ukraine, Russia, Poland, Romania, Moldova and other European countries have been offering practical assistance, not only handing out urgent provisions at the border but also supporting Ukraine's people seeking shelter in their country.



Unfortunately, leaving Ukraine does not necessarily mark a point of safety for those seeking refuge from conflict. The increased vulnerability of people crossing the border in turn increases their risk of being targeted by traffickers.

Our team have been:

- Using our pan-European network and contacts to get women and their children to a safe place.
- Sharing leaflets in Ukrainian to alert those fleeing to the risks of human trafficking.
- Engaging with anti-trafficking networks to share online updates on new trafficking trends and support to those at risk.
- Ensuring our own modern slavery specialists across Europe are linked into our humanitarian aid response so this risk is addressed in everything we do.

◀ The Salvation Army has maintained a constant presence on the borders of Ukraine.

'What we have seen during this crisis is that human trafficking is real and it is high risk. First we saw whole families fleeing the Ukraine but after a few days it was just women and children coming across the border to safety. Many of these women were leaving the Ukraine for the first time, didn't know where they were going and had no contacts outside the Ukraine.'

'They were scared, anxious to protect their children and worried for their husbands, dads and brothers who were left back home - in all that the last thing on their minds was human trafficking and that it could happen to them.'

'Most people came with open hearts just wanting to help but there were also those wanting to benefit from the situation. So we set about equipping the women with information, first in our conversations and over time with leaflets posted online and in print.'

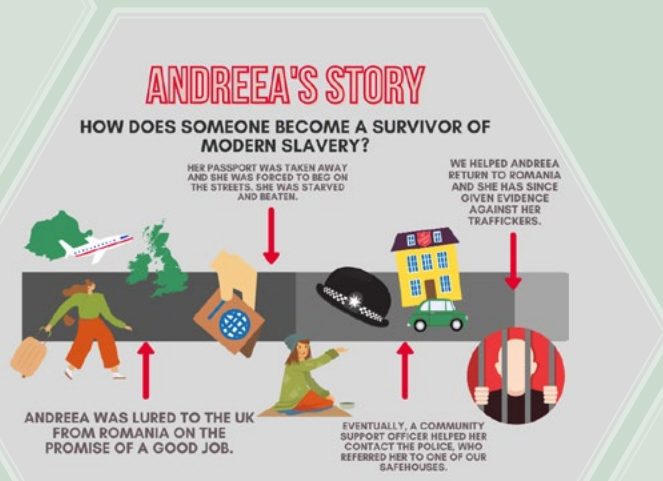
Galina Chetroj, Modern Slavery and Human Trafficking Response Consultant for The Salvation Army in Eastern Europe.

> Speaking out together

Speaking out together

Awareness

The Salvation Army campaigns to make the public more aware of the signs of modern slavery, 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 both through and in addition to the National Referral Mechanism. 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, 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. Contributions from staff and volunteers are also invaluable to this work.

For parts of this year COVID-19 restrictions minimised face-to-face engagement with media and stymied other communications events and activities. However, we continued to mark key landmarks, capitalise on media enquiries and proactively plan awareness-raising opportunities.

We were delighted to work alongside more than 20 other anti-slavery charities to plan an unprecedented, co-ordinated social media campaign, entitled #timetolisten. Around Anti-Slavery Day 2021, we united in highlighting the importance of survivor voices being heard. We've continued working with the coalition throughout the year on exciting plans for Anti-Slavery Day 2022.

Other partnerships included helping HSBC to highlight the Survivor Bank Account. This resulted in coverage on BBC Radio 4's *You and Yours* programme and *The Times* newspaper. We also facilitated arrangements for survivors to contribute to a BBC Radio 4 documentary on exploitation of people from Vietnam.

Example of the messages we share across various social media platforms.

> Speaking out together

Awareness

In the run up to Anti-Slavery Day, we promoted news of a fundraising skydive by two survivors of modern slavery who, having been supported to move on with their lives, wanted to raise money for The Salvation Army's Survivor Support Fund. This resulted in widespread coverage of their stories, including the support they received and fundraising links in national print and online media with coverage in *The Mail Online*, *The Mirror* and *The Sun*.

To coincide with Anti-Slavery Day 2021, we worked over several months with BBC Radio 4's *Woman's Hour* on a lengthy feature which included pre-recorded audio material from our volunteer drivers who transport survivors to safe houses, live interviews with staff at one of our outreach hubs and coverage of the key statistics from our annual report. *Woman's Hour* presenter, Emma Barnett, reported on air that listener feedback had been extremely positive describing the feature as 'powerful and educational'. Within an hour of broadcast more than 30 people had come forward to join our volunteer teams supporting survivors. The programme went on to win Gold in the Impact Award at the Audio and Radio Industry Awards (ARIAS). Wider coverage of the annual report included BBC Online, Sky News and local radio stations.

We continued to run the #WeAreNotForSale campaign selling temporary tattoos in partnership with The Salvation Army's Trading Company and promoting an accompanying digital toolkit. We launched Salvation Army materials developed for use in schools and with youth groups to explain and explore modern slavery using appropriate language and content. This was promoted in online and radio media.

Later in October, The Salvation Army welcomed Her Royal Highness Princess Eugenie of York, co-founder of the Anti-Slavery Collective, to an outreach hub in London where she joined survivors of modern slavery as they were taking part in an art therapy session. This was picked up by media outlets less likely to cover modern slavery, such as *Hello!*

WHAT ARE THE STORIES BEHIND THE HEADLINES?

What is the difference between 'smuggled' and 'trafficked' people?

SMUGGLED TRAFFICKED



#WEARENOTFORSALE

▲ 'Language matters when it can affect the way someone is treated and even prevent them getting the support they're entitled to.' Major Kathy Betteridge, Director of Anti-Trafficking and Modern Slavery for The Salvation Army.

▶ Her Royal Highness Princess Eugenie joined a session to create artwork around feelings about freedom where survivors enjoyed the opportunity to chat in a relaxed, informal setting.



> Speaking out together

Messaging around all these initiatives as well as the lighting of Tower 42 in the City of London to mark Anti Slavery Day were supported extensively on social media and our website.

A bespoke new animated video on spotting the signs of slavery, became our most-viewed video content on social media to date across all services after being re-tweeted by South Yorkshire Police.



Local Salvation Army teams offering practical support to people impacted by the crisis in Ukraine, providing food, parcels of essential items and emergency temporary accommodation.

Prominent in the City of London skyline, the iconic 183-metre-tall Tower 42 building stood in solidarity with survivors of modern slavery by lighting an outline of The Salvation Army's distinctive red shield logo.

We ran other initiatives this year to give the public and decision-makers a better understanding of the people who are survivors of modern slavery and the impact of what they've experienced. First was an educational social media campaign designed to improve accurate use of language and understand the difference between 'people smuggling' and 'human trafficking'. We also produced and distributed to agencies and individuals most likely to encounter modern slavery a new film to help viewers gain a deeper appreciation of the people we work with and how we engage with them to help them feel at ease.



Finally we have continued to respond to emerging situations which tragically this year included the outbreak of conflict in Ukraine. Salvation Army teams on the ground provided practical support as well as giving refugees the tools to protect them from becoming tomorrow's victims of human trafficking and modern slavery.



In our new film a survivor shares his feelings and experiences and Salvation Army staff and volunteers, from First Responders to Specialist Support Workers, explain how they engage with survivors at different stages to help them to overcome the challenges they face.

> Speaking out together

Influencing

The Salvation Army is dedicated to advocating for survivors of modern slavery and human trafficking.

We recognise that policy is a crucial element in our ongoing work protecting people who have been affected by exploitation and countering modern slavery. Working closely with our Anti-Trafficking and Modern Slavery (ATMS) Team, our Public Affairs Unit utilises all available avenues to influence the debates surrounding policy and practice. We are firm in our belief that best results are achieved by working in partnership with all those also dedicated to tackling slavery and supporting those affected by it.

The political landscape this year has generated even greater partnership working between NGOs in matters of policy. In the latter half of 2021 and the beginning of 2022, The Salvation Army played an important role in a coalition of organisations from the modern slavery sector looking to influence the passage of the Nationality and Borders Bill. Working in partnership with civil

society organisations, faith-based groups, survivors' groups and parliamentarians, The Salvation Army helped amplify the voices and experiences of those caught in modern slavery. We are concerned about many of the clauses which passed into law, and we are committed to monitoring the impact of the legislation and to continue to advocate for the improved identification and support of survivors. Importantly, the coalition secured an important amendment to the Bill, which ensures children can come forward to disclose information relating to their experiences without the pressure of a time limit or potential impact on credibility.

Working collaboratively allows The Salvation Army to learn from the specialist work being carried out by other organisations, and in return share the expertise we gain from our work delivering the MSVCC. Throughout the past year we have frequently participated in Modern Slavery Strategy Implementation Group (MSSIG) meetings, which cover a range of issues such as international strategy and survivor support. MSSIG is a stakeholder group that seeks to advise Government on policy and practice. Through these meetings, The Salvation Army and colleagues across the sector can feed into the debate around important issues, such as the implementation of the Nationality and Borders Act and the review of the Government's Modern Slavery Strategy.

Policy is an important part of The Salvation Army's International Freedom Framework, and as such our work in influencing policy goes beyond the UK's borders. As the international contact persons network, co-ordinated by the UK and Ireland Territory, continues to grow, policy is becoming an ever more important tool in our co-ordinated global effort to tackle modern slavery. The UKI Territory continues to play an active role in contributing to The Salvation Army's international policy work. Following the submission of evidence to the United Nations in 2021, The Salvation Army created a guide to be used internationally to help all Salvation Army territories submit evidence to international and national political bodies.

The Salvation Army is committed to placing the experiences gained from the delivery of the Modern Slavery Victim Care Contract (MSVCC), and other services for survivors, at the forefront of all policy and public affairs work. Modern slavery impacts on every element of society, as all such legislation has the potential to be an anti-slavery Bill. The Salvation Army monitors all upcoming legislation to identify opportunities to continue its anti-trafficking work and ensure that all parts of our communities are equipped to protect themselves from the impact of modern slavery.

Sara's story

Sara's* story inspired dozens of listeners to BBC *Woman's Hour* to step forward and volunteer to help other survivors like her.

Sara was studying languages at university in her home country, Albania. She was lonely and books were her escape.

'I've always loved studying. I've loved books. I've loved to learn about different cultures, languages were a way for me to be closer to different cultures and to be able to express myself the way I wanted to.'

Then Sara fell in love with someone whom she grew to trust and decided to follow him and build a life together.

'But then things went completely wrong. I trusted the wrong person. I believed in the wrong person and that person exploited me.... here in the UK. He gave me the love and the words that I needed to hear at that time. And of course I believed because I didn't know anything better.'

> [Read more](#)

*not her real name

Spot the signs: [salvationarmy.org.uk/modern-slavery](https://www.salvationarmy.org.uk/modern-slavery)



> Survivor stories

Sara's story

She travelled from Albania to his home country and then he asked her to come with him to another country for a holiday. 'He said "We can pass a few days together... meet some of my friends and have a lovely time. And after we can come back and just start our life from the beginning." And of course I accepted it because I trusted him.'

The man took care of all the travel arrangements and Sara's documents because she had never flown before. This was the moment her dreams were shattered and she became trapped and sexually exploited.

'After we arrived there, two of his friends were there waiting for me, and for him. And afterwards we went to a nightclub. Being young and in love after having a traumatic past, we drank all night and we danced. Of course I don't remember what happened because I was so drunk. I remember when I woke up.

'I was raped by them. They were all naked. I was covered in bruises. It was very traumatic for me.'

'And after I was forced to go in a big lorry. I had guns at my head and I was forced not to speak or else he would shoot at me. He took me to that house. I was exploited. I was kept in a house, all by myself. I was locked in a room where you couldn't see what happened outside, if it was day or night. The windows were covered by bars like in the jail. It was very difficult for me.'

[> Read more](#)

Spot the signs: [salvationarmy.org.uk/modern-slavery](https://www.salvationarmy.org.uk/modern-slavery)



Sara's story

One day Sara managed to escape the house

'It was a lucky day because I was being exploited so much in that house. I was lucky because I knew how to speak English and people on the street helped me.'

She ran away and saw a bus station.

'I didn't have any money, nothing. It was January and I didn't even have a jacket on. I was terrified, but happy that people were there. And if something bad happened to me like the person would try and come and find me and kill me, at least they will see him and fight him.'

She went inside and explained to the bus driver that she had no money and asked if he could help her.

'I said to him I really need help and he kindly said 'yeah' please go inside. Relax. Don't worry, don't think about it.' I will never forget what I've been through, but I really wish that I never experienced and no one in the world experience what I've been through because it's not easy.'

Thanks to the bus driver's kindness Sara was able to get away to a police station far from the house she'd been held in. She was referred to The Salvation Army who arranged for her to receive support and stay in a safe house run by its partner, Medaille Trust.



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.



> contact

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).

The Salvation Army, 101 Newington Causeway, London SE1 6BN

*Names have been changed throughout to protect identities.

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