



PLEASE NOTE: Only First Responders can complete the National Referral Mechanism (NRM) form online, but all agencies can complete an offline version of the NRM form to facilitate effective communications between organisations. CONSENT TO ENTER THE NRM IS NOT REQUIRED FOR CHILDREN.

NRM FIRST RESPONDERS:

1. National Crime Agency, 2. Police forces,
3. UK Border Force, 4. Local authorities,
5. Home Office Visas and Immigration,
6. Home Office Immigration Enforcement,
7. Gangmasters and Labour Abuse Authority,
8. The Salvation Army, 9. Migrant Help,
10. Medaille Trust, 11. Kalayaan, 12. Barnardo's,
13. Unseen, 14. NSPCC (CTAC) & 15. Refugee Council.

BAWSO & New Pathways (Wales only).

KEY EMAIL ADDRESSES:

- National Referral Mechanism (NRM) - Home Office: nationalreferralmechanism@homeoffice.gov.uk
- The Salvation Army: mst@salvationarmy.org.uk
- Operation Tropic: RModernSlavery@herts.pnn.police.uk
- Beacon: referrals@hertfordshirebeacon.org
- Herts Police Control Room: fcenquiries@herts.pnn.police.uk
- Herts County Council Adult Safeguarding: 0300 123 4042 / adult.safeguarding@hertfordshire.gov.uk
- Herts County Council Child Safeguarding: protectedreferrals.cs@hertfordshire.gov.uk / 0300 123 4043
- Organisation/Department Point of Contact:

1. WHAT INFORMATION SHOULD I GIVE TO THE CHILD/FAMILY?

Where safe to do so, the child/family concerned must be given all the information in terms of:

- Why an organisation or individual is concerned about them
- An explanation of support available to them
- An understanding of what accepting this support would mean.

Please Note: This should include exploring the benefits and risks as well as the likelihood of impact. There should be a discussion as to any practical alternatives so that individuals are able to make an informed choice.

IF YOU SUSPECT THAT EXPLOITATION IS BEING CARRIED OUT BY THE FAMILY MEMBERS/CARE GIVERS, DO NOT RAISE YOUR TRAFFICKING/SLAVERY CONCERNS WITH, OR TRANSLATE THROUGH THEM OR ANYONE ACCOMPANYING THE CHILD UNDER ANY CIRCUMSTANCES.

2. IS ANYONE ELSE AT RISK?

It is important to consider whether anyone else who is not present may be at risk and to be aware of your professional responsibility towards them:

- Keep in mind what could alert somebody to your concerns
- Be aware that there might be a trafficker(s) in the surrounding area
- If you believe that someone is in imminent danger, whether presenting or not, call 999
- Continually assess the situation and the person presenting for risk

If you have child protection concerns, also consider whether the child could be a potential victim of trafficking or slavery. Below are some indicators and questions, that may help to form your decision.

3. Examples of indicators that may suggest a child is a victim of trafficking or slavery

INDICATORS OF IMMINENT DANGER

- Signs of a significant injury
- Malnourishment
- A disclosure of abuse
- Allegation of abuse

GENERAL INDICATORS

- Evidence of control over movement, either as an individual or as a group
- Found in or connected to a type of location likely to be used for exploitation
- Restriction of movement and confinement to the workplace or to a limited area
- Doesn't know home or work address
- Threats against the individual or their family members
- Living with people with whom they have no known relationship
- Not registered or known to local services (school/health/GP Practice)

4. Examples of questions that may be helpful having a conversation with a potential child victim of trafficking or slavery

- Where are you living?
- Who are you living with?
- How did you arrive in the UK? (modes of transport/other places travelled through en- route could indicate trafficking)
- Who did you come with? How did you meet this person and what is their relationship to you?
- Are you forced to do things you don't want to do?
- Have you any pain/physical injuries that you need me to help you with?
- Are you worried that someone may hurt you or your family if you don't do what they want?

PLEASE NOTE: The above are not exhaustive lists and should therefore act as guidance. **Don't ignore the obvious.** e.g. If someone tells you that they have been exploited. If in any doubt, continue with your referral.

(Exploitation can be carried out by a family member or someone that the child knows/trusts).

HMSP Victim Referral Pathway: Summary Diagram

Potential Adult Modern Slavery and Trafficking Victim Identified: What's Next

Step 1 – Assess for Immediate Risk

- 1 - If the adult is in imminent danger, call 999.
- 2 - Follow your organisation's safeguarding procedures.
- 3 - Notify your organisation's modern slavery designated lead.
- 4 - Possible vulnerable adult? Notify Hertfordshire County Council ACS within 24 hours.

For 24/7 advice and translation support, call the Modern Slavery Helpline: 08000 121 700

DO NOT RAISE YOUR SLAVERY/TRAFFICKING CONCERNS WITH, OR TRANSLATE THROUGH ANYONE ACCOMPANYING THE ADULT UNDER ANY CIRCUMSTANCES.

Step 2 – Initial Contact

- 5 - If the adult is not safe and/or free to talk, try to capture as much detail as possible about the adult's circumstances without raising suspicion.
- 6 - If the adult is safe and free to talk, give them the [HMSP Information Flyer](#) in their own language and ask them to fill it in. ([This flyer is available in 12 foreign languages](#))

If the adult is engaging, call Beacon to encourage consent to support from their service or the Modern Slavery Helpline if you need interpreter support. They will provide further direction as to next steps, including suitability of referral to the National Referral Mechanism.

Step 3 – Recording and Reporting

- 7 - Complete the offline NRM form with relevant details. Only include personal details on this form if the adult has given informed consent to enter the NRM.
- 8 - Designated lead (if applicable) to log identification and outcomes on internal recording system.
- 9 - For non-consenting NRM adults, email the offline NRM form to the local district lead contact who will record the notification and submit the NRM form online. See [Guidance document](#) for specific lead.
- 10 - For consenting NRM adults, call The Salvation Army and then email them the offline NRM form, with the local district lead contact cc'd.

KEY CONTACTS:

Modern Slavery Helpline: 08000 121 700

Beacon: 03000 11 55 55 & referrals@hertfordshirebeacon.org

The Salvation Army: 0300 303 8151 & mst@salvationarmy.org.uk

Hertfordshire County Council Adult Care Services: 0300 123 4042 & adult.safeguarding@hertfordshire.gov.uk

Local District Lead Contact:



HMSP Adult Victim Referral Pathway For Professionals & NGOs

1. Adult Presents to Service

- Service suspects that person may be a potential victim of trafficking/slavery.
- Examples of indicators, questions to ask and information on informed consent can be found overleaf.
- Call the national 24/7 **Modern Slavery (MS) Helpline**: 08000 121700 (200 available languages)

2. Assess for Immediate Risk

- Ask yourself: 1) Do they need an interpreter? - 2) Can they read? - 3) Do they have mental capacity?
- Possible vulnerable adult (meets Section 42 criteria of the Care Act), notify HCC adult safeguarding within 24 hours.
- If you identify that the adult is in imminent danger at any point, call 999 immediately.
- If there are children involved, refer to the child victim referral pathway.

DO NOT RAISE YOUR TRAFFICKING CONCERNS WITH, OR TRANSLATE THROUGH ANYONE ACCOMPANYING THE ADULT UNDER ANY CIRCUMSTANCES

USE INDEPENDENT INTERPRETERS ONLY.

3. Does the adult feel safe? Can they talk freely?

Yes

Give the adult the HMSP Information Flyer in their language and ask them to fill it in.

- Ask any questions that you feel are appropriate to get relevant information: i.e. name, DOB, work address, contact details.

Notify the organisation modern slavery designated lead (if applicable).

Does the person want to engage with police?
Make a note of their response on any internal record taken/form submitted externally.

If the person is a British national, call Beacon to try and encourage engagement from the adult.
If the person is a foreign national, call the MS Helpline to try and encourage engagement from the adult.
If deemed suitable, they will explain the NRM process.

Is the person willing to engage with any other organisation?

Yes

1. Determine the immediate needs of the person and contact relevant agencies as required.
2. If the person is engaging and requires emergency support, use the NRM Support Booklet to provide any additional information on the NRM process.
3. Complete the offline NRM form with any relevant details

No

Where there is no NRM due to no consent and the person does not want to engage:

1. Signpost the adult to the MS Helpline and Beacon for future engagement/self-referral.
2. Report internally and complete the offline NRM form with any relevant details, without including personal details of the adult.

IS ANYONE ELSE AT RISK?

Yes If yes, follow instructions overleaf.

Does the adult have any children under 18?
If appropriate, refer to child safeguarding.

- NRM FIRST RESPONDERS:**
1. National Crime Agency,
 2. Police forces,
 3. UK Border Force, 4. Local authorities,
 5. Home Office Visas and Immigration,
 6. Home Office Immigration Enforcement,
 7. Gangmasters and Labour Abuse Authority, 8. The Salvation Army, 9. Migrant Help,
 10. Medaille Trust, 11. Kalayaan,
 12. Barnardo's, 13. Unseen, 14. NSPCC (CTAC) & 15. Refugee Council.
- BAWSO & New Pathways (Wales only).

No

If possible and without raising suspicion, try to facilitate a conversation with them on their own. You should:

1. Capture as much detail as possible i.e. contact details.
2. Ask them to return alone if they can.
3. Give them your work contact details.

DO NOT RAISE SUSPICION

Notify the organisation modern slavery designated lead (if applicable).

1. Complete the offline NRM form with as much detail as possible, without including personal details of the adult (if known).
2. Follow internal reporting channels and pathways.
3. Send the form to the designated modern slavery lead and cc in the local district council team lead.

NOTE: If the person returns, follow the pathway as normal, but link to any previous correspondence sent in communications with relevant organisations.

I AM A NRM FIRST RESPONDER

1. Complete the NRM form online. Only include personal details on this form if the adult has given informed consent to enter the NRM. (Based on responses given, the form will adjust if there is no consent from the adult to the NRM)
2. Add the local district council team lead contact (if applicable) as the 2nd email address to receive a copy of the form.

I AM NOT A NRM FIRST RESPONDER

1. Take further direction from MS Helpline, Beacon and any statutory agencies contacted as to next steps.
2. Complete the offline NRM form with relevant details. Only include personal details on this form if the adult has given informed consent to enter the NRM. (Based on responses given, the form will adjust if there is no consent from the adult to the NRM)
3. Designated lead (if applicable) to log identification and outcomes on internal recording system.
4. Email the offline NRM form to the local district community safety team lead contact who will record the notification and submit the NRM form online. (The form will adjust based on no consent from the adult)

KEY EMAIL ADDRESSES:

- **National Referral Mechanism (NRM) - Home Office:** nationalreferralmechanism@homeoffice.gov.uk
- **The Salvation Army:** mst@salvationarmy.org.uk
- **Operation Tropic:** RModernSlavery@herts.pnn.police.uk
- **Beacon:** referrals@hertfordshirebeacon.org
- **Herts Police Control Room:** fcenquiries@herts.pnn.police.uk
- **Herts County Council Adult Safeguarding:** 0300 123 4042 / adult.safeguarding@hertfordshire.gov.uk
- **Herts County Council Child Safeguarding:** protectedreferrals.cs@hertfordshire.gov.uk / 0300 123 4043
- **Organisation/Department Point of Contact:**
.....

PLEASE NOTE: Only First Responders can submit the National Referral Mechanism (NRM) form online but all agencies can complete an offline version of the form to facilitate effective communications between organisations.

If an adult verbally consents to the NRM, any agency can also call The Salvation Army directly to arrange emergency protection, accommodation and 24/7 immediate advice: 0300 303 8151. However, no matter whether a person wants to engage or not, all professionals must record details of concerns, including all details that could help to identify the person if they came to notice again.

1. INFORMED CONSENT

To give informed consent, the person concerned must be given all the information in terms of:

- Why an organisation or individual is concerned about them
 - An explanation of support available to them
 - An understanding of what accepting this support would mean.
- Please Note: This should include exploring the benefits and risks, as well as the likelihood of both of these. There should be a discussion as to any practical alternatives so that individuals are able to make an informed choice.

If you have concerns that the person may lack capacity in making these decisions, then the Mental Capacity Act will apply.

DO NOT RAISE YOUR TRAFFICKING CONCERNS WITH, OR TRANSLATE THROUGH ANYONE ACCOMPANYING THE ADULT UNDER ANY CIRCUMSTANCES.

2. IS ANYONE ELSE AT RISK?

It is important to consider whether anyone else who is not present may be at risk and to be aware of your professional responsibility towards them:

- Keep in mind what could alert somebody to your concerns
- Be aware that there might be a trafficker(s) in the surrounding area
- If you believe that someone is in imminent danger, whether presenting or not, call 999
- Continually assess the situation and the person presenting for risk

3. Indicators that may suggest a person is a victim of trafficking or slavery

A - General Indicators

- Evidence of control or movement, either as an individual or as a group
- Found in or connected to a type of location likely to be used for exploitation
- Restriction of movement and confinement to the workplace or to a limited area
- Doesn't know home or work address
- Threats against the individual or their family members (including overseas)

B – Indicators of Forced Labour

- Dependence on employer for a number of services e.g. work, transport and accommodation
- Any evidence workers are required to pay for tools, clothing, food or accommodation via deductions from their pay
- Imposed place of accommodation
- Poor living conditions or multiple occupancy
- Working excessively long hours with no breaks

C – Indicators of Domestic Servitude

- No proper sleeping place or sleeping in a shared space, e.g. the living room
- No private space
- Poor living conditions
- Forced to work in excess of normal working hours or being 'on-call' 24 hours per day
- Never leaving the house without their employer or a chaperone

D – Indicators of Sexual Exploitation

- Movement of people between brothels or working in alternate locations
- Person forced, intimidated, threatened or coerced into providing services of a sexual nature
- Person subjected to crimes such as abduction, assault or rape
- Someone other than the potential victim receives the money from clients

4. Examples of questions that may be helpful in conversation with a potential victim:

- Have your identity documents or any other valuable possessions been taken away from you? Do you have free access to them?
- Is the work you're doing in this country the type of work you expected to be doing before you arrived here?
- Are you in debt to someone? Or do you owe someone money?
- Are you worried that someone may hurt you or your family if you don't do what they want?
- If I helped you today, would there be any consequences for you or your family?
- Are you being forced to work for little or no wages or for more than 48 hours a week? If you are working, are you paid less than £7 an hour?
- Is someone taking your money?
- Are you being forced to perform sexual acts?
- Are you living in extremely dirty or impoverished living conditions?
- Are you being controlled by others? (This could be a relative, friend or partner.)

PLEASE NOTE: The above are not exhaustive lists and should therefore act as guidance. **Don't ignore the obvious.** e.g. If someone tells you that they have been exploited. If in any doubt, continue with your referral.