



HERTFORDSHIRE
Modern Slavery Partnership

Modern Slavery Basic Awareness Training Handbook





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1. Introduction

The purpose of the Modern Slavery Basic Awareness Training Handbook is to support trainers in the delivery of the HMSP endorsed basic awareness training session. It should also be seen as a reference guide that trained attendees can refer back to post-training when they encounter a potential victim of modern slavery or human trafficking.

This handbook is a living document and will be updated when necessary. If you have guidance or information that you think should be added to the handbook, please email the Partnership Coordinator: kat@shivafoundation.org.uk.



2. Background

According to the Home Office, in line with a report produced in 2014, there are an estimated 10-13,000 victims of modern slavery in the UK. However, this figure is likely to be underestimated due to under-reporting and the hidden nature of the crime. Justice for Case published a report in July 2020, where they concluded that based on police evidence, they could accurately estimate that there are more than 100,000 victims of modern slavery in the UK – 10 times the number previously estimated by the Government

Under the Modern Slavery Act 2015, specific public authorities have a duty to notify the Secretary of State of any person identified in England and Wales as a suspected victim of modern slavery or human trafficking. These are known as NRM “First Responders”. In practice, this means that if a specified public authority has reasonable grounds to believe that a person may be a victim of slavery or human trafficking, they must notify the Home Office.

Every organisation has a role to play in tackling human trafficking/modern slavery in Hertfordshire and therefore we ask that all stakeholders supporting the Hertfordshire Modern Slavery Partnership notify the appropriate channels when they encounter a potential victim. This will help determine the true scale of the issue in the county.

It is therefore essential in your professional capacity, that you are able to spot the signs and understand how to report to the appropriate channels so that these highly vulnerable people can receive specialist support.

3. MODERN SLAVERY ACT 2015

The Modern Slavery Act consolidated and simplified existing human trafficking and modern slavery offences into a single act, receiving Royal Assent on Thursday 26 March 2015.

The act created new offences and provided key definitions for the following:



1. Slavery, Servitude and Forced or Compulsory Labour

The person holds another person in slavery or servitude and the circumstances are such that the person knows or ought to know that the other person is held in slavery or servitude, or

(b) The person requires another person to perform forced or compulsory labour and the circumstances are such that the person knows or ought to know that the other person is being required to perform forced or compulsory labour



2. Human Trafficking:

A person commits an offence if the person arranges or facilitates the travel of another person ("V") with a view to V being exploited. It is irrelevant whether V consents to the travel (whether V is an adult or a child).



3. Meaning of Exploitation:

A person is exploited only if one or more of the following apply in relation to the person:

- 1) Slavery, servitude and enforced or compulsory labour
- 2) Sexual exploitation
- 3) Removal of organs etc.
- 4) Securing services etc by force, threats or deception
- 5) Securing services etc from children and vulnerable persons

Under the Modern Slavery Act 2015, the following provisions were introduced:

1	Increased punishments for perpetrators for modern slavery crimes (including life sentences).
2	Enhanced court ability to put restrictions on individuals where it's necessary to protect people from the harm caused by modern slavery offences.
3	Creation of an independent anti-slavery commissioner to improve and better coordinate the response to modern slavery.
4	Introduction of a defence for victims of modern slavery and human trafficking.
5	A duty on the secretary of state to produce statutory guidance on victim identification and victim services.
6	Increased power to the secretary of state to make regulations relating to the identification of and support for victims.
7	Independent child trafficking advocates.
8	A new reparation order to encourage the courts to compensate victims where assets are confiscated from perpetrators.
9	Increased powers for law enforcement to stop boats where slaves are suspected of being held or trafficked.
10	Required businesses over a certain size to disclose each year what action they have taken to ensure there is no modern slavery in their business or supply chains.

This overview of the Modern Slavery Act 2015 was taken from the UK Government website and further information on the Act can be found [here](#).



3. (i) MODERN SLAVERY ACT 2015

– KEY DEFINITIONS



S.1 Slavery, servitude and forced or compulsory labour

1. A person commits an offence if---

(a) The person holds another person in slavery or servitude and the circumstances are such that the person or ought to know that the other person is held in slavery or servitude, or

(b) The person requires another person to perform forced or compulsory labour and the circumstances are such that the person knows or ought to know that the other person is being required to perform forced or compulsory labour.

2. In subsection (1) the references to holding a person in slavery or servitude or required to perform forced or compulsory labour are to be construed in accordance with Article 4 of the Human Rights Convention.

3. In determining whether a person is being held in slavery or servitude or required to perform forced or compulsory labour, regard may be had to all the circumstances.

4. For example, regard may be had---

(a) To any of the person's personal circumstances (such as the person being a child, the person's family relationships, and any mental or physical illness) which may make the person more vulnerable than other persons;

(b) To any work or services provided by the person, including work or services provided in circumstances which constitute exploitation within section 3(3) to (6)

5. The consent of a person (whether adult or a child) to any of the acts alleged to constitute holding the person in slavery or servitude, or requiring the person to perform forced or compulsory labour, does not preclude a determination that the person is being held in slavery or servitude, or required to perform forced or compulsory labour.



S.2 Human trafficking

1. A person commits an offence if the person arranges or facilitates the travel of another person ("V") with a view to V being exploited.
2. It is irrelevant whether V consents to the travel (whether V is an adult or a child).
3. A person may in particular arrange or facilitate V's travel by recruiting V, transporting or transferring V, harbouring or receiving V, or transferring or exchanging control over V.
4. A person arranges or facilitates V's travel with a view to V being exploited only if--
 - (a) *the person intends to exploit V (in any part of the world) during or after the travel, or*
 - (b) *the person knows or ought to know that another person is likely to exploit V (in any part of the world) during or after the travel.*
5. "Travel" means---
 - (a) *arriving in, or entering, any country,*
 - (b) *departing from any country,*
 - (c) *travelling within any country*
6. A person who is a UK national commits an offence under this section regardless of---
 - (a) *where the arranging or facilitating takes place, or*
 - (b) *where the travel takes place.*
7. A person who is not a UK national commits an offence under this section if---
 - (a) *any part of the arranging or facilitating takes place in the United Kingdom, or*
 - (b) *the travel consists of arrival in or entry into, departure from, or travel within, the United Kingdom.*



S.3 Meaning of exploitation

1. For the purposes of section 2, a person is exploited only if one or more of the following subsections apply in relation to the person.

Slavery, servitude and enforced or compulsory labour

2. The person is the victim of behaviour---

(a) which involves the commission or an offence under section 1, or

(b) which would involve the commission or an offence under that section if it took place in England and Wales.

Sexual exploitation

3. Something is done to or in respect of the person---

(a) which involves the commission of an offence under---

(i) section 1(1)(a) of the Protection of Children Act 1978 (indecent photographs of children), or

(ii) Part 1 of the Sexual Offences Act 2003 (sexual offences), as it has effect in England and Wales, or

(b) Which would involve the commission of such an offence if it were done in England and Wales.

Removal of organs etc

4. The person is encouraged, required or expected to do anything---

(a) Which involves the commission, by him or her or another person, of an offence under section 32 or 33 of the Human Tissue Act 2004 (prohibition of commercial dealings in organs and restrictions on use of live donors) as it has effect in England and Wales, or

(b) which would involve the commission or such an offence, by him or her or another person, if it were done in England and Wales.

Securing services etc by force, threats or deception

5. The person is subjected to force, threats or deception designed to induce him or her-

(a) to provide services of any kind,

(b) to provide another person with benefits of any kind, or

(c) to enable another person to acquire benefits of any kind.

Securing services etc from children and vulnerable persons

6. Another person uses or attempts to use the person for a purpose within paragraph (a), (b) or (c) of subsection (5), having chosen him or her for that purpose on the grounds that---

(a) He or she is a child, is mentally or physically ill or disabled, or has a family relationship with a particular person, and

(b) An adult, or a person without the illness, disability or family relationship, would be likely to refuse to be used for that purpose.

These definitions have been extracted from Chapter 30 of the Modern Slavery Act 2015. The contents of the Modern Slavery Act 2015 can be accessed in full from the [UK Parliament website](#).

4. Other Key Legal Terms



Child Labour:

Work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development.



Chattel slavery:

A hereditary form of slavery in which people are born, captured or sold into permanent slavery and are owned as 'property'. This is most commonly associated with historical forms of slavery. Today, it primarily exists in Northern and Western Africa.



Contract slavery:

A contemporary form of slavery that operates through irregular employment contracts designed to deceive workers and trap them in exploitative labour conditions.



Debt bondage:

A status or condition, where one person has pledged their labour or service (or that of someone under their control), in circumstances where the fair value of that labour or service is not reasonably applied to reducing the debt or length of debt, or the length and nature of the service is not limited or defined.



Forced Labour:

All work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself (or herself) voluntarily.

4 (i) Human Trafficking Vs Smuggling

It is a common misconception that the terms human trafficking and smuggling are interchangeable because they both involve some form of movement of an individual or group, as well as a transaction of some kind. However, human trafficking and smuggling are not the same thing and have distinct differences.

A summary of these differences is given in the table below:

	Smuggling	Trafficking
Crime	Against state	Against individual
Relationship	Provides service	Exploited as commodity
Length	Voluntary short-term	Longer-term exploitative
Profit	One-off payment	Ongoing appropriation
Borders	Always across borders	Can be internal



5. Most Common Exploitation Types in Hertfordshire

Exploitation can affect anyone at any age or anytime in their life. The most common types of exploitation in Hertfordshire are labour exploitation, sexual exploitation, domestic servitude and criminal exploitation.

5a. Sexual Exploitation:

Actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Case Study Example 1

A young British woman from Leeds left the UK to go on holiday with her boyfriend to Italy for a week. Once in Italy, her boyfriend forced her to work as a prostitute to pay off his debts of 100,000 euros. She was forced to have sex with up to 30 men a night. He used violence to keep her in line and threatened to abduct her younger brother if she disobeyed him. She soon found that she wasn't the first person to be trafficked by her 'boyfriend'. Six months later, she felt that her life "just wasn't worth living" and became so ill that she ended up in hospital. She managed to eventually escape after she was granted a phone call by the doctor and managed to alert her family, who immediately came to the hospital where she was residing and took her back to the UK. (Source: [BBC Radio Leeds](#))

Case Study Example 2

A young girl aged 12 is told that she will be leaving her village in West Africa to go on holiday in the UK with a family friend. On arrival in the UK, she is left in a house with strangers. Every day, men visit the house and she is subjected to physical and sexual abuse. After several months, she manages to escape. However, she has nowhere to go and is forced to sleep rough on the streets. (Source: [The Guardian](#))



Specific Indicators

People who have been affected by sexual exploitation may:

Move from one brothel to the next or work in various locations	Be escorted to and from work as well as other outside activities	Have tattoos or other marks indicating "ownership" by their exploiters	Work long hours or have few, if any, days off
Sleep where they work	Live or travel in a group, sometimes with other women who do not speak the same language	Have very few items of clothing	Have clothes that are mostly the kind typically worn for doing sex work
Have a sexually transmitted disease	Be pregnant	Be seen travelling in expensive transport that is beyond their affordability	Be subject to security measures designed to keep them at their work premises
Only know how to say sex-related words in the local language or in the language of the client group	Have no cash of their own	Depend on their exploiter for work, transportation, accommodation, food, clothing etc	Be unable to show any identity document

The following might also indicate that someone has been sexually exploited:

There is evidence that suspected victims have had unprotected and/or violent sex

There is evidence that suspected victims cannot refuse unprotected and/or violent sex

There is evidence that a person has been bought and sold

There is evidence that groups of women are under the control of others

Advertisements are placed for brothels or similar places offering the services of women of a particular ethnicity or nationality

It is reported that sex workers provide services to a clientele of a particular ethnicity or nationality

It is reported by clients that sex workers do not smile

5b Labour Exploitation:

Forced to work very long hours in often hazardous conditions and hand over the majority of or all their wages to their traffickers or controllers. Violence and threats may be used against victims or against their families if they fail to comply.

Case Study Example 3

A Romanian man decided to take up a job recommendation from some old school friends in Eastern Romania. They knew a family that could transport individuals to the UK and provide them with jobs in the construction and demolition sector. When the man arrives at his new home in London after travelling by van for 3 days, he finds that he is expected to sleep in a cramped room which already has six mattresses on the floor. His new roommates are also sharing a single plate for their dinner. The family that had brought him over, have taken his ID. They then tell him that he must work for 2 weeks without payment to reimburse them for the journey from Romania to the UK. This is a clear example of debt bondage and is commonly used in cases of labour exploitation. (Source: [The Financial Times](#))

Case Study Example 4

Two Vietnamese men in their twenties were promised a job at a hotel in the UK, paying £18,000 each to their agent in Vietnam for this arrangement. They came to the UK under the government's work permit scheme with a promise of receiving £4.95 per hour for their work. A representative from an agency supplying workers to major hotel chains met them at the airport and took their passports. They were put to work in a hotel. They worked for two months without receiving any pay, only food. They attempted to strike but, almost immediately, their families in Vietnam received threats. They eventually approached the local Citizens' Advice Bureau via a Vietnamese-speaking person they met on the street. They were too frightened to approach the Vietnamese Embassy, but wanted to warn others. (Source: [Citizens Advice Bureau](#))



Specific Indicators

People who have been affected by labour exploitation may:

Live in groups in the same place where they work and leave those premises infrequently, if at all	Live in degraded, unsuitable places, such as in agricultural or industrial buildings, outbuildings or adapted accommodation	Not be dressed adequately for the work they do e.g. they may lack protective equipment or warm clothing	Only be given leftovers to eat or eat insufficient meals
Appear malnourished	Have no access to their earnings	Be under the perception that they are bonded by debt	Have no labour contract
Work excessively long hours	Depend on their employer for a number of services, including work, transportation and accommodation.	Never leave their work premises without their employer	Be unable to move freely
Be seen travelling in expensive transport that is beyond their affordability	Be subject to security measures designed to keep them at their work premises	Be disciplined through fines	Be subjected to insults, abuse, threats or violence
Lack basic training and professional licences	Be legally employed by a legitimate employer	Have no choice of accommodation	

The following might also indicate that someone may have been subjected to labour exploitation:



5c. Criminal Exploitation:

Victims are often deceived or coerced into helping their exploiters acquire financial benefit. They may be involved in fraud, cannabis cultivation, drug trafficking, begging, selling babies and children into adoption, forced and sham marriages, transporting other modern slavery victims, charity bag scams, and signing multiple mobile telephone or laptop contracts. Some key terms to also be aware of that link in with criminal exploitation are county lines and cuckooing.

Specific Indicators

People who have been affected by criminal exploitation may:

Participate in the activities of organised criminal gangs	Travel with the gang in large groups with only a few adults	Be punished if they do not collect or steal enough	Be producing, carrying and/or selling illicit drugs
Have physical impairments that appear to be the result of mutilation or natural birth defects, e.g. curvature of the spine	Be unaccompanied minors who have been 'found' by an adult of the same nationality or ethnicity		

The following might also indicate that someone may have been subjected to criminal exploitation:



5c (i) County Lines:

County Lines is a major, cross-cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery, and missing persons. It is when gangs and organised crime networks exploit children to sell drugs. Often these children are made to travel across counties, and they use dedicated mobile phone 'lines' to supply drugs. Operation Mantis is Hertfordshire Constabulary's response to tackling gangs and county lines. This initiative is supported by an HQ based team dedicated to combating Gangs and County Lines.

How it works:

1. A group (not necessarily affiliated as a gang) establishes a network between an urban hub and county location, into which drugs (primarily heroin and crack cocaine) are supplied.
2. A branded mobile phone line is established in the market, to which orders are placed by introduced customers. The [phone] line will commonly (but not exclusively) be controlled by a third party, remote from the market.
3. The group exploits young or vulnerable persons, to achieve the storage and/or supply of drugs, movement of cash proceeds and to secure the use of dwellings (commonly referred to as cuckooing).
4. The group or individuals exploited by them regularly travel between the urban hub and the county market, to replenish stock and deliver cash.
5. The group is inclined to use intimidation, violence and weapons, including knives, corrosives and firearms.

Grooming Process: Exploitation of Young and Vulnerable People

The grooming process is essential to the success of the county lines business model. Young or vulnerable people are lured in with false promises and then become trapped into a dire, exploitative situation. There are four main recruitment stages that a gang will use when trying to exploit someone:



1. Targeting Stage:

This is when an exploiter targets a young person who is vulnerable, reducing their chances of getting caught. Exploiters pick their targets based on things like age, strength or situation.



2. Experience Stage: This stage is where an exploiter might try to get a young person used to their lifestyle, or train them up in what they're doing.



3. Hooked Stage:

This is the stage where an exploiter will make a young person feel like they're a member of their gang, even though they're just exploiting them.



4. Trapped Stage:

Now a young person feels dependent on the group, their relationship with their exploiter may start to become unpleasant, as their exploiter's true intents or character is revealed. (Taken from [Children's Society \(2018\) Criminal Exploitation: Stages of Recruitment report](#))

Specific Indicators

People who have been affected by county lines may:

Exhibit a sudden change in appearance	Have unexplained physical injuries, and/or refusal to seek / receive medical treatment for injuries	Be tired and sleep deprived	Have poor attendance and/or attainment at school/college/university
Be associating with known or suspected gang members or be close to siblings or adults in the family who are gang members	Start to adopt certain codes of group behaviour e.g. ways of talking and hand signs	Express aggressive or intimidating views towards other groups of young people, some of whom may have been friends in the past	Be scared when entering certain areas
Concerned by the presence of unknown youths in their neighbourhoods			

Case Study Example 5

A 15-year-old British boy is kicked out of his mother's home and goes to live with his alcoholic father who often locks him out of the house. A neighbour spots the boy and offers him a meal and somewhere to stay. Over the next couple of months, the neighbour provides him with food, clothes and accommodation. Then one day, the neighbour says that the boy owes him for the clothes and food and that he should repay his debt by selling cannabis. He starts missing school as he travels across the UK supplying to other areas. Eventually, he is told to start selling Class A drugs. The neighbour rewards his good behaviour by buying him new things and encourages the boys to take drugs and drink alcohol, increasing his dependency on the substances.



5c (ii) Cuckooing:

Cuckooing is a form of crime in which drug dealers take over the home of a vulnerable person in order to use it as a base for drug dealing. Victims are often drug users but can also include people with mental or physical health conditions, people with other addiction issues e.g. gambling, female sex workers, single mums or those living in poverty and older people. Some vulnerable adults may even be forced to leave their homes, making themselves homeless whilst leaving gangs free to sell drugs.

Specific Indicators

People who have been affected by cuckooing may:

Exhibit a sudden change in appearance or become malnourished	Have unexplained physical injuries, and/or refusal to seek / receive medical treatment for injuries	Be tired and sleep deprived	Exhibit a change in behaviour e.g. becoming aggressive, fearful and/or quiet
Isolate themselves from their social networks	Be subject to security measures designed to keep them at their residence	Participate in the activities of organised criminal gangs	Travel with the gang in large groups with only a few adults
Be subjected to insults, abuse, threats or violence			

The following might also indicate that someone may have been subjected to cuckooing:



5d. Domestic Servitude:

Victims live and work in households where they are forced [or expected] to work through threats of serious harm and may be subjected to physical and sexual assault. There is often restriction of liberty and movement and victims may not be able to leave their accommodation. They cook, clean, care for children and older people, and provide manual labour.

Case Study Example 6

A woman from Nigeria is brought to London to work in the home of a solicitor. She had been promised £50 a week to work as a nanny. Instead, she is forced to work in the home and is not allowed to leave the house without permission. For three years, she is subjected to verbal and physical abuse whilst living in the home. (Source: [BBC Radio 4](#))

Case Study Example 7

A Scottish man who was an alcoholic was sleeping rough in London. A young male Irish traveller approached him and offered him a flat, regular work and food. The Scottish man accepts and is brought to a traveller site in Leighton Buzzard on Watford Road. He is given a cold shed to live in with no running water and a bucket for a toilet. Over a four year period, he is physically and verbally abused and forced to do manual labour for more than 14 hours a day. He is even taken abroad and forced to lay paving slabs in Europe and Ireland. He managed to escape once but is found and brought back to the traveller site where he was drugged and forced to work again. (Source: [The Herts Advertiser](#))

Specific Indicators

People who have been exploited for the purpose of domestic servitude may:

Live with a family	Have been sent to work for other family members of the original employer	Not eat with the rest of the family	Have no private space
Sleep in a shared or inappropriate space	Be reported missing by their employer even though they are still living in their employer's house	Only be given leftovers to eat or insufficient meals	Be subjected to insults, abuse, threats or violence
Be under the perception that they are bonded by debt	Not be allowed to use the facilities of their employer		

The following might also indicate that someone may have been exploited for the purpose of domestic servitude:



5e. Children:

Children who have been exploited may:

Have no access to their parents or guardians	Exhibit changes in their behaviour e.g. becoming withdrawn or aggressive	Exhibit adult behaviours that are not suitable for a child of their age e.g. oversexualised	Look intimidated and behave in a way that does not correspond with behaviour that is typical of children their age
Have no friends of their own age outside of school	Have no access to education	Have no time for playing	Live apart from other children and in substandard accommodations
Eat apart from other members of their 'family'	Only be given leftovers to eat	Be engaged in work that is not suitable for children	Travel unaccompanied by adults
Travel in groups with persons who are not relatives	Go missing	Have poor attainment and/or attendance at school or college	Lose interest in activities
Isolate themselves from their normal social networks			

The following might also indicate that children have been exploited:

The presence of child-sized clothing typically worn for doing manual or sex work

The presence of toys, beds and children's clothing in inappropriate places such as brothels and factories

A claim made by an adult that he or she has "found" an unaccompanied child

The finding of unaccompanied children carrying telephone numbers for calling taxis

The discovery of cases involving illegal adoption

6. Identification:

Some signs of exploitation are based on appearance and are physical, whilst others are behavioural, or less obvious to spot. If someone shows a number of these characteristics, they might be being exploited.

No freedom of movement

If a person:

- is unable to communicate freely.
- allows others to speak for them when they're spoken to.
- has limited family contact.
- shows signs that their movements are being controlled.
- is being forced to work to pay off a debt (even if they are ill).
- is over-dependent on others.
- doesn't have their passport, travel documents or ID as someone is holding them.

Poor working and living conditions

If a person:

- is forced to work in poor conditions.
- works excessively long hours over long periods.
- has no days off.
- is working against their will.
- is paid little or nothing.
- has no access to their earnings.
- lives in poor accommodation.
- has no access to medical care.

Lack of knowledge

If a person:

- has false ID or travel documents.
- can't speak the local language.
- doesn't know their home or work address(es).
- comes from a place known to be a source of human trafficking.
- lives or works in a type of location likely to be used for exploiting people.

Intimidation and coercion

If a person:

- is always anxious or afraid.
- is subjected to violence or threats.
- has injuries that look like they've been bound.
- is disciplined through punishment.
- appears distrustful of the authorities.
- is afraid of revealing their immigration status.
- acts as if they were instructed by someone else.

6. (i) Indicators For Specific Professionals

Every professional that may come into contact with a potential victim of modern slavery or human trafficking will have indicators that are specific to the context of their role. As experts in your area, the Partnership therefore encourages you to reflect on relevant indicators that are specific to your sector. Please fill in the boxes below with any relevant indicators to your role. The next page acts an example, giving specific indicators for medical professionals. If you would like to have your indicators added to this handbook, then please contact the Partnership Coordinator at kat@shivafoundation.org.uk.

6. (ii) Indicators for Medical Professionals:

Category	Indicators of modern slavery reported by health professionals	Further indicators of modern slavery that may present to health care services
General	<ol style="list-style-type: none"> 1. Accompanied by someone who appears controlling, who insists on giving information and coming to see the health care worker. 2. Struggles to speak English. 3. Appears to be moving location frequently. 4. No official means of identification or has suspicious documents. 5. Reports of overcrowded accommodation. 6. Different men being seen in a patient's home. 7. Reports of poor living/working conditions. 8. Patient reporting long working hours/little or no pay. 9. Not registered with a GP. 	<ol style="list-style-type: none"> 1. Vague and inconsistent information, is reluctant to explain how the injury occurred or give medical history. 2. Vague information of where they live, their employment or schooling. 3. Experience of being moved locally, regionally, nationally or internationally. 4. May only have English vocabulary that relates to their exploitation. 5. Reluctance to give immigration status. 6. May not recognise themselves as being trafficked.
Physical	<ol style="list-style-type: none"> 1. Long term multiple injuries. 2. Physical trauma. 3. Dental pain. 4. Vague symptoms including gastrological (abdominal pain), musculoskeletal (back ache), neurological (headache). 5. Fatigue. 	<ol style="list-style-type: none"> 1. Old or serious injuries left untreated 2. Injuries of assault or controlling measures. 3. Further neurological symptoms such as dizzy spells and memory loss. 4. Cardiovascular symptoms. 5. Tattoos or other marks on the body that could indicate ownership.
Sexual	<ol style="list-style-type: none"> 1. Sexually transmitted diseases. 2. Pregnancy (late booking). 3. Unwanted pregnancies. 4. Sexual abuse and trauma. 	<ol style="list-style-type: none"> 1. Gynaecological symptoms including urinary tract and vaginal infection (could also be recurrent), pelvic inflammation, pain, excessive vaginal bleeding and irregular bleeding.
Psychological	<ol style="list-style-type: none"> 1. Post-traumatic stress, 2. Substance misuse. 	<ol style="list-style-type: none"> 1. Withdrawn and submissive, seems afraid. 2. Suicidal ideation, isolation, poor self-esteem, self-worth and loss of control.

7. Control Methods Used by Exploiters/Traffickers

Abuse

- Abducting or kidnapping victims
- Committing verbal, physical, sexual and/or psychological abuse against the victim, their family or someone they know, in private or in public e.g. beatings, branding, starvation etc
- Charging unreasonable fines
- Using threats and intimidation
- Withdrawing basic provisions, e.g. food, accommodation, sanitation, mobility
- Increasing workload.

Creating Dependency

- Plying vulnerable victims with free alcohol and/or drugs
- Being the only source for free food and accommodation
- Guarding victim identities and legal documentation so that their mobility and access to state services is controlled, e.g. hospitals
- They are unable to leave and seek work elsewhere
- They are at risk of trouble with the police in other countries if they report an offence without presenting legal identification through a relationship

Financial Control

- Managing victims into debt by charging them excessive fees for visas and other travel documents, food, accommodation, tools and transport
- Giving victims a loan that is hard to pay back because the amount of the loan and the interest on it are inflated
- Controlling access to victims' bank accounts
- Managing wages so that victims are not sure what they are being paid and what fees are being deducted
- Claiming hereditary debt bondage.

Deception

- Presenting a false scenario in which the potential victim is convinced that they can improve the quality of their life and that of their family
- Recruiting for non-existent jobs and education placements
- Misrepresenting the job and work conditions, e.g. women going abroad and believing they will be employed as domestic workers but ending up in prostitution
- Offering refuge with the intent to exploit

Emotional Control

- Threatening to harm or intimidate the victim, the victim's family or someone they know in the UK or in the victim's home country unless they comply with the perpetrator's demands
- Making victims believe they are colluding in illegal activities with perpetrators and are complicit in the offence
- Reinforcing to victims that they will not be believed if they approach the UK authorities to make a report, engendering fear and suspicion.
- Victims may have been deceived previously by corrupt authorities in their home country.
- Those who have no experience of the UK police may have been convinced that a similar or worse culture prevails in the UK
- Instilling in the victim a fear of possible deportation or imprisonment in the UK
- Making victims feel attached to the family of perpetrators and 'adopting' them as a member of the family, so that they feel unable to make a complaint against the family (victims may call the mother and father figures 'Ma' and 'Pa' to reinforce familial attachment)
- Indoctrination
- False claims over victim earnings
- Removal of basic human rights including sanitation, food, freedom to choose.

Isolation

- Locking victims into rooms
- Forcing victims to work and live in the same accommodation
- Allowing very limited or no contact at all with victims' families, other victims, the local community or those in the locality from the same nationality
- Frequently changing the victim's location
- Removing privacy
- Denying victims access to a telephone, mobile or the internet.

8. Contact with Potential and Identified Victims

Psychological research indicates that victims of modern slavery and human trafficking experience high levels of traumatic events across multiple contexts, having been exposed to harsh and dangerous living and working conditions.

The conditions in which the victim was held, the experiences that they went through during their enslavement, and the support or lack of, after release, all influence mental health. As a result, victims may have scars, physical limitations, diseases, and other health related problems as a result of their treatment.

Many survivors who have experienced abusive relationships with exploiters/traffickers have difficulty trusting others, keeping themselves safe, and often become involved in other exploitative relationships once they have escaped the exploitative situation.

This means that they will likely be distrustful of authorities, scared, confused and/or unwilling to engage.

If the victim is willing to engage and it is safe to have a conversation with them, it is imperative that the most comfortable environment is established for a potential victim.

You should therefore seek to:

1.	Avoid any change of personnel in order to establish and maintain a rapport and help the victim to build confidence.
2.	Research the cultural background of the victim in terms of gender, religion and ethnicity. This could influence the choice of interpreter and interviewing officer.
3.	Check that the interpreter speaks the right dialect.
4.	Don't change interpreters unless requested by the victim.
5.	Make sure interpreters are aware of the nature of their task and the length of time it may take.
6.	Only use official interpreters from the national register, do not use family members/friends/others discovered with the potential victim(s) as they may be an exploiter.
7.	Offer the victim a choice in the gender of their interpreter.
8.	Appoint a victim coordinator.
9.	At every stage of the conversation, try to help the victim to understand the process.
10.	Use neutral spaces for conversations which will put the victim at ease rather than make them feel more anxious.
11.	Evaluate the significance of your own culture and background/system biases on your understanding, judgements and interactions with the victim.
12.	Clear documentation and recording is essential. Highlight that the victim has the right to access documents about them.

If applicable:

- Ensure interviewers are not in uniform
- Check the victim's health and fitness for interview first.

Please Note:

- In cases of adults, do not raise your exploitation concerns with, or translate through anyone accompanying the adult under any circumstances.
- In cases of children, if you suspect that exploitation is being carried out by the family members/care givers, do not raise you slavery concerns, or translate through them or anyone accompanying the child under any circumstances.

8 (i). Having a Conversation with the Potential Victim

If you are in a position to talk to the victim, then there are certain questions that may help you with determining whether your suspicions of exploitation are correct.

The below questions shouldn't be regarded as a script and there will likely be no convenient answer to any of these questions.

In your conversation with the victim, you should be trying to get the bigger picture of what has happened in the context of the whole situation as opposed to simply focusing on the individual responses.

When you begin to identify a combination of factors which lead you to believe that there is potential exploitation, that's when you need to act. The questions below are just suggestions, ultimately it can simply come down to asking whether someone just needs help.

Possible Questions to Ask:

1.	Why and how did you come to the UK? Who arranged your travel?
2.	Do you owe money for your trip?
3.	What did you expect when you came and what did you end up doing?
4.	Were you or are you scared of anyone?
5.	Where are your travel documents or valued possessions?
6.	When did you speak to your family last?
7.	Do you have your own phone or access to a landline?
8.	Where and who are you living with?

Be aware that some questions to ask adults and children will differ. More specific questions can be found on the [HMSP child and adult victim referral pathways documents](#).

In the case of children, you must consider the safety and comfort of the child before asking any questions. Please consider whether it may be more appropriate for someone else/a different agency to speak to the child e.g. Safeguarding Lead, Hertfordshire County Council Children's Services.

For further guidance on your interactions with the potential victim, consult [The Slavery and Trafficking Survivor Care Standards 2018](#).

9. Reporting (Duty to Notify)

Specific public authorities have a *duty to notify the Secretary of State of any person identified in England and Wales as a suspected victim of slavery or human trafficking. In practice, this means that if a specified public authority has reasonable grounds to believe that a person may be a victim of slavery or human trafficking, they must notify the Home Office.*

The digitalisation of the process for referring modern slavery victims to the Home Office has resulted in the replacement of the Duty to Notify (MS1 form) and National Referral Mechanism forms (child and adult) with a single online digital form, which can be accessed at: <https://www.modernslavery.gov.uk/start>. From 29th August 2019, this form should be used by First Responders for both adults and children. Further information can be found here. In the case of children, consent to the NRM is not required. All children must be referred to the NRM.

9. (i) National Referral Mechanism (NRM)

The National Referral Mechanism is a framework for identifying victims of human trafficking or modern slavery and ensuring they receive the appropriate support.

To enter the NRM, potential victims of trafficking or modern slavery must first be referred to the Home Office – known as the UK Single Competent Authority (SCA). Only First Responder designated organisations can use the NRM to report cases of modern slavery and refer potential victims for support and protection. Locally, only Hertfordshire Constabulary, Hertfordshire County Council and the District and Borough Councils are classified as First Responder designated organisations. Only First Responder designated organisations can report and refer potential victims to the National Referral Mechanism.

However, every organisation has a role to play in tackling human trafficking/modern slavery in Hertfordshire and therefore we ask that all stakeholders supporting the Hertfordshire Modern Slavery Partnership notify the appropriate channels when they encounter a potential victim. This will help determine the true scale of the issue in the county and ensure that all victims are effectively safeguarded and supported in the county.

See below for the full list of designated NRM First Responder organisations

NRM First Responder agencies:

Police forces and Local authorities

National Crime Agency and Gangmasters and Labour Abuse Authority

UK Border Force, Home Office Visas and Immigration and Home Office Immigration Enforcement

Salvation Army and Unseen

Migrant Help and Refugee Council

Medaille Trust and Kalayaan

Barnardo's and NSPCC (CTAC)

BAWSO and New Pathways (for Wales only)

NRM First Responders (Fulfilling the Statutory Duty): How to report modern slavery online

- NRM First Responders will need to complete the online report in one go as progress cannot be saved as you go along. (The online system will log out if the form is not submitted within a certain timeframe).
- If you won't have access to a computer when you interview a potential victim, you can print and fill in the offline version of the form which contains amendable fields. (known as the NRM prompt sheet).
- You can then complete the online form at a later stage using your notes from the offline form.
- You can send feedback on the new online system to the Home Office: nationalreferralmechanism@homeoffice.gov.uk.
- NOTE: Anyone can fill in the offline version of the NRM form. It is strongly recommended any partner organisations that are not First Responders are encouraged to use this form, to save time in fulfilling the NRM First Responder statutory reporting duty upon receipt of this form from them.
- Informed consent is essential to the success of support for a potential/identified victim of modern slavery and human trafficking before and during the NRM process. In the case of children, their consent is not required, but they should still be provided with all relevant information on the process.

Making a report

- The government assesses every new NRM case to determine if the person has been a victim of modern slavery.
- Referring a potential adult victim can give them access to support, such as counselling, legal advice, and housing.
- You can request emergency housing and medical care immediately. Other benefits will only be given once their status as a potential victim has been confirmed.
- All potential victims in the UK are entitled to support. See <https://www.gov.uk/government/publications/support-for-victims-of-human-trafficking> for further information.

What happens next

- This depends on whether the potential victim is a child or an adult.
- If they are a child, you must refer their case to the NRM, and local authority social services will take responsibility for support for the child.
- If they are an adult, you will need to explain what happens if they enter the NRM and what happens if they do not. Only potential adult victims can choose whether to consent to the NRM.
- If an adult chooses to stay in Hertfordshire to receive NRM support rather than move out of area, this support will be provided by Migrant Help and the local authority will be responsible for meeting the victim's accommodation needs.

9. (ii) The Single Competent Authority

The Single Competent Authority (SCA) (trained specialists) makes decisions on all NRM cases, regardless of nationality or immigration status of the individual. In all referrals, the SCA must consider whether the person is a victim of any form of modern slavery (including human trafficking, slavery, servitude and forced or compulsory labour).

The SCA makes 2 decisions during the NRM process:

1) A reasonable grounds decision

- A decision within 5 working days of referral to the NRM (where possible) on whether someone is a potential victim or not

2) A conclusive grounds decision

- A decision on whether someone is a victim or not

Upon receipt of a positive reasonable grounds decision, the NRM grants a minimum 45-day reflection and recovery period. During this time, the SCA gathers evidence to determine whether they consider someone to in fact be a victim.

Upon receipt of a positive conclusive grounds decision, the potential adult victim will immediately receive support for an additional minimum 45 calendar days to help facilitate transition into other support services. The NRM allocated support worker will then complete a *Recovery Needs Assessment* and transition plan with the victim, which it will submit to the prime contractor, who will then submit it to the SCA. The SCA makes the decision on the granting of any extended entitlement to NRM support above the additional 45 days.

NRM forms should be completed online by NRM First Responders through the online portal: <https://www.modernslavery.gov.uk/start>.

Notifying Decisions

In all NRM cases, when a decision is made, the SCA must take the following actions:

- **Action 1:** Record the decision i.e. case outcome on SCA records
- **Action 2:** Notify the individual of the decision (either the adult concerned, their appointed representative or local authority for child victims)
 - 1) The NRM First Responder (all cases)
 - 2) Support provider (All supported adult cases and family cases and the Salvation Army)
 - 3) Local authority (children)
 - 4) ICTA (where appointed)
- **Action 4:** Notify agencies of the decision where criminal proceedings are involved. (Usually the police, who then must notify the prosecution)

Immigration Decision

Where an immigration case is present, the SCA must notify the appropriate Home Office immigration casework teams of an NRM decision in order for them to consider necessary next steps in live immigration cases. The SCA is not responsible for considering any steps in live immigration cases.

A positive conclusive grounds decision does not result in an automatic grant of immigration leave. However, the SCA will consider whether a grant of discretionary leave is appropriate following a positive conclusive grounds decision. It will automatically consider whether a grant of discretionary leave (DL) is appropriate under the following criteria:

- **those relating to personal circumstances**
- **assisting police with enquiries**
- **pursuing compensation once a positive conclusive grounds decision is issued**

Please Note:

Only those with a positive conclusive grounds decision may go on to be considered for *discretionary leave* as a victim. Those with a negative conclusive grounds decision will not receive a consideration based on these criteria.

A person will not qualify for discretionary leave (DL) solely because they have been identified as a victim of modern slavery – there must be reasons based on their individual circumstances to justify a grant of DL where they do not qualify for other leave such as asylum or humanitarian protection. (Those granted DL have recourse to public funds with no prohibition on work, and they are also able to enter higher education.)

Where a conclusive grounds decision is made (whether positive or negative) and the person is not eligible for a grant of leave they should be offered assistance in making a voluntary return. Normal immigration procedures will apply as there will no longer be a barrier to removal on the grounds of modern slavery.

If the conclusive grounds decision is negative

The potential victim will continue to receive support for 9 working days after the decision is made before having to exit NRM support. In these circumstances, Beacon should be contacted to provide continued support, if the adult victim is residing in or returning to Hertfordshire.

Request for a reconsideration of decision

A reconsideration can be requested at any time by any organisation (First Responder and non-First Responder) if:

- more information about the case becomes available
- there are concerns about the original decision

Note: A reconsideration will only happen if there are grounds for one.

The Single Competent Authority Guidance (p.65) published in September 2019 by the Home Office details how to make a reconsideration request following receipt of a negative NRM decision. The reconsideration policy amendment statement also contains further guidance.**

Any organisation can submit an NRM reconsideration request, this right is not only granted to First Responders. Even though there is no official government guidance on how to actually make the request in practice, practitioners should follow these steps:

1. Contact the Single Competent Authority (SCA) directly either via email to inboxNRMEngland@homeoffice.gov.uk or via the Duty Line on 0207 035 5689.
2. If further information comes to light, which is relevant to an original submission, the practitioner should email the information directly to the SCA on the following email address: nationalreferralmechanism@homeoffice.gov.uk.

**Both documents are not yet up-to-date following a recent court judgement, which detailed that the right for submitting reconsideration (appeals) also applies to legal advisers.

If a potential adult victim does not consent to the NRM

- The potential victim will not receive support through the NRM or get a formal decision.
- An online NRM referral form will still need to be completed under the statutory Duty to Notify, but without inclusion of personal details.
- This referral will still be sent to the relevant local police force to help them to investigate the exploiters, as well as to understand how and where modern slavery is happening.

Contact the Home Office (National Referral Mechanism)

Email: nationalreferralmechanism@homeoffice.gov.uk

Telephone: 0207 035 5689

Training

Home Office: Online First Responder Training Module

The Home Office has created a free e-learning module for First Responders, which is available on the Modern Slavery and Organised Immigration Crime (MSOIC) Unit website. All First Responders are encouraged to complete the training. The module can also be accessed by non-First Responders and covers:

- Overview
- Identification
- Explanation (engagement with the victim)
- Refer

Access the module: <https://policingslavery.co.uk/FirstResponderTraining/>.

Read more about the National Referral Mechanism

- [National referral mechanism guidance: adult](#) (England and Wales)
- [Competent Authority guidance](#) (Updated - 29 Apr 2019)
- [Privacy information notice: national referral mechanism](#)

10. Reporting Pathways

The Hertfordshire Modern Slavery Partnership (HMSP) has developed referral pathways and associated documents to help anyone who may come into contact with a potential victim in a professional capacity to respond.

These documents include:

1. [HMSP Adult victim referral pathway](#) - This pathway is to be followed if the potential victim is an adult.
2. [HMSP Child victim referral pathway](#) - This pathway is to be followed if the potential victim is suspected or known to be a child.
3. [NRM Offline Form \(amendable fields\)](#) - Use this referral form in all cases where modern slavery/human trafficking is suspected. The form adjusts based on the age of the person and whether consent is given. This form can either provide guiding questions and/or in the case of adults, non-First Responders can fill out this form and then send it to a First Responder organisation to submit online to the Home Office. This replaces the HMSP Professional Reporting Form.
4. [HMSP Information Flyer \(for victims\)](#) - This flyer, which is translated into 12 foreign languages, allows potential victims to understand their rights, what situations amount to exploitation in the UK, and what support they might be entitled to receive. It asks them to tick the boxes that apply to them.
5. [HMSP NRM Support Booklet \(for victims\)](#) - This booklet, which is translated into 12 foreign languages, provides information to the potential victim about the NRM and what services they might be entitled to, to help him/her make an informed decision.

For more information on how to use the pathways and associated documents, please follow the guidelines given in the [guidance document \(2020-2021\)](#).

Purpose

The purpose of the HMSP adult and child victim referral pathways and associated documents is to support staff in Hertfordshire to identify and report possible victims of human trafficking and modern slavery to the appropriate channels. These documents include a step-by-step process from when an adult or a child presents to the service, to submission of specified forms to the Home Office, as well as indicators/questions that can support the original referrer in their interaction with the potential victim. Professionals/NGOs may only have one opportunity to engage with someone and this allows them to do that in the most effective and easiest manner to determine whether someone is potentially being exploited and/or needs support.

Note: These pathways do not provide guidance on the specific victim care pathway post-identification. If applicable, you should seek advice from the local authority (county or district) where the suspected victim is residing and/or Beacon. If you would like support in formulating such a pathway, please refer to the Survivor Care Standards and/or email the HMSP Coordinator: kat@shivafoundation.org.uk.

Who should use them?

These documents should be used by anyone that may encounter possible victims within the remit of their role at work when they suspect exploitation of a person. This includes but is not limited to public sector organisations, non-governmental organisations, government agencies, faith organisations, charities, businesses etc.

Note: These documents should be regarded as complementary to any organisations with existing robust pathways rather than as replacements.

How to use them: Pathway Process for Adults and Children

Step 1: Assess for Immediate Risk

Step 2: Initial Contact

Step 3: Recording and Reporting

1. Starting from the top of the pathways, the professional should follow the instructions and outlined steps depending on the situation of the suspected adult and/or child victim. In all cases however, the following steps should be taken:
 - a) Seek advice from the 24/7 Modern Slavery Helpline: 08000 121 700.
 - b) Assess for immediate risk.
 - c) Notify the organisation modern slavery designated lead or equivalent.
 - d) Follow your organisation's normal safeguarding procedures.
2. On the back of each of the pathways, information is given on what to do if someone else is at risk, possible indicators that will help staff to identify whether someone is a potential victim of human trafficking and modern slavery, as well as possible questions to ask that may help in determining the potential victim's situation.
3. The professional should check the list of First Responders on the first page of the referral pathway to determine whether they should follow the steps in the First Responder or Non-First Responder boxes. Key email addresses and contact information are also provided under the lists.

Locally, only Hertfordshire Constabulary, Hertfordshire County Council and the District and Borough Councils are classified as NRM First Responder designated organisations..

4. If based on the indicators and initial questions asked, a professional believes that an adult and/or an older child aged 16-18 is potentially being exploited, and they have confirmed with the person that they are able to read, then the initial information flyer should be given to the person to read and to follow the instructions given on the flyer.
5. Trafficking and/or modern slavery concerns should never be raised with or translated through anyone accompanying the adult and child under any circumstances. It is also important to consider whether anyone else who is not present may be at risk and to be aware of your professional responsibility towards them.

Monitoring and Feedback: Communicating Questions and Concerns

The Partnership will be monitoring the dissemination and impact of the reporting pathways and corresponding documents on the interactions of professionals and NGOs with possible and identified victims of modern slavery and human trafficking.

In the first instance, any feedback should be directed at your manager, safeguarding and/or modern slavery organisation lead.

If further advice is needed, managers should reach out to the Partnership Coordinator.

Kat Rolle - kat@shivafoundation.org.uk.

Relevant information can also be found on the website: www.stopexploitationherts.org.uk

11. Key Things to Remember: Contact with a Potential Victim

1.	Consult the HMSP adult and child victim referral pathways and follow the 3 key steps: 1) Assess for Immediate Risk; 2) Initial Contact; and 3) Recording and Reporting.
2.	If the adult or child is in imminent danger, call 999 immediately and get them to a place of safety, if required.
3.	Notify your organisation modern slavery designated lead (if applicable)
4.	Consider if an interpreter is needed or easy read format.
5.	Speak to them alone, if possible to do so without raising suspicion. If it is a child, consider whether you are best placed to speak to them. If not, wait for a suitable agency to attend.
6.	Do not hand them over to someone claiming to be a friend/family member/employer.
7.	Try to determine whether there is anyone else at risk e.g. ask if there is anyone else who needs help.

11. (i) Informed Consent

Informed consent means that 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. This should include exploring the benefits and risks as well as the likelihood of both of these.**

In addition, there should be a discussion as to any practical alternatives so that individuals are able to make an informed choice.

Taken from the *Human Trafficking Foundation: The Slavery and Trafficking Survivor Care Standards 2018*.

12. Key Contact Organisations

[Modern Slavery Helpline](#) (24h advice and support): 08000 121 700.

[Beacon](#): 0300 011 5555 (option 3)/referrals@hertfordshirebeacon.org.

[The Salvation Army](#) (24h NRM accommodation support and advice – adult victims): 0300 303 8151.

[Migrant Help](#) (NRM outreach support - adults only): 01304 203977 / Out of Hours: 07766 668781.

[Barnados ICTG Service](#) (Children only): 0800 043 4303.

[Operation Tropic](#) (Hertfordshire Constabulary Modern Slavery Unit): RModernSlavery@herts.pnn.police.uk.

[Gangmasters & Labour Abuse Authority](#) (Labour Exploitation):
0800 432 0804 / 01159 597052 (intelligence) / intelligence@gla.gov.uk.

7. (i) Modern Slavery Helpline (Unseen)

The 24/7 Modern Slavery helpline is run by the charity, Unseen, and is independent, specialist and confidential, providing access to immediate help, support, and advice in over 200 languages. Like Beacon, clients can receive support from the helpline without having to engage with the police or the UK Government and can also self-refer.



Website: www.modernslaveryhelpline.org

Email: www.modernslaveryhelpline.org/report

24/7 Phone: 08000 121 700

7. (ii) Beacon (Catch 22)

Independent from the National Referral Mechanism, UK Government and the police, Beacon is a free and impartial service that can provide emotional and practical support around the impact and effects of exploitation to clients in Hertfordshire.



Beacon supports their clients through allocation of a specially trained case manager who will:

- Support them through their recovery through an individualised plan of support.
- Act as their advocate.
- Refer them on to partners with specialist skills and knowledge that can better support them (if they consent to this).

Support could include:

- Emotional and practical support.
- Advocacy.
- Access to restorative justice and target hardening (Beacon will explain further about this type of support).
- Support ensuring your personal security

*If the client does not initially consent to support from Beacon, please be aware that the service is always open to and they can always self-refer via the website

Website: www.hertfordshirebeacon.org

Email: info@hertfordshirebeacon.org

Phone: 03000 11 55 55 (option 3)

7. (iii) The Salvation Army

The Salvation Army provides a specialist support programme to protect and care for all adult victims. Their confidential Referral Helpline 0300 3038151 is available 24/7, seven days a week. To access support from them, the adult must agree to enter the National Referral Mechanism at the point of referral.



Website: www.salvationarmy.org.uk/modern-slavery

Email: mst@salvationarmy.org.uk

24/7 Phone: 0300 303 8151

7 (iv) Migrant Help

'Migrant Help is the NRM subcontractor for outreach services in Hertfordshire, providing specialist support and accommodation services for adult victims (and their dependants) of human trafficking and modern slavery in the UK.



Their advice and support work includes (but is not limited to):

- Providing safe accommodation (specific areas).
- Facilitating access to health services and counselling.
- Emotional well-being.
- Providing financial and practical assistance.
- Assistance with accessing compensation.
- Liaising with law enforcement.
- Re-connecting with family.
- Assistance with acquiring new identification documents.
- Integration into the community or a safe and supported repatriation if requested.

Website: <https://www.migranthehelpuk.org/supporting-survivors>

Phone: 01304 203977 / Out of Hours: 07766 668781

7. (v) Barnardo's Independent Child Trafficking Guardianship Service (ICTGS)

The Barnardo's ICTGS provides free guidance and training to professionals concerned that a child or young person has been or is about to be trafficked into or out of the UK. They also provide direct, specialist support to trafficked children by allocating a specialist support worker to each child.



Their responsibilities include:

- Building trusting relationships with trafficked children to help them build a positive future..
- Help children navigate the criminal justice, immigration and social care systems.
- Giving practical support, such as help with housing, medical needs and education.
- Giving emotional and psychological support.
- Training professionals working with children so they can spot the signs of trafficking and know how to support trafficked children.

Website: <https://www.barnardos.org.uk/what-we-do/protecting-children/trafficked-children>

24/7 Phone: [0800 043 4303](tel:08000434303)

Phone: 0808 800 5000

13. Working with the Hertfordshire Modern Slavery Partnership

The Hertfordshire Modern Slavery Partnership brings together more than 80 statutory and non-statutory partners from across the county to tackle human trafficking and modern slavery in all its forms.

This multi-agency group is made up of representatives from Hertfordshire County Council, the Police and Crime Commissioner's Office for Hertfordshire, Shiva Foundation, Hertfordshire Constabulary, District & Borough Councils, NHS Trusts, charities, government agencies and more.

It was established to provide a strategic meeting framework for Hertfordshire to raise awareness, share information and proactively work together to ensure a consistent and robust approach to tackling modern slavery; utilising this shared strategy and resulting action plans to achieve a set of shared aims and objectives.

Partnership aims are achieved through the voluntary commitment of member agencies to work together effectively in support of an agreed vision and strategic approach. Since March 2020, the Partnership has been led by the Serious and Organised Crime Partnership Board (SOC PB), in collaboration with the Hertfordshire Safeguarding Adults Board and the Hertfordshire Safeguarding Children's Partnership. The following operational and strategic groups fulfill Partnership priorities and actions:

- Joint Safeguarding Learning and Development Group
- Strategic Safeguarding Adolescents Group (SSAG)
- Adult Modern Slavery Task and Finish Group
- Modern Slavery Crime Review Board
- Modern Slavery Law Enforcement and Partnership Learning Group
- Community Safety Manager's Meeting

For more information on governance changes, see the [HMSP Governance Summary Document 2020](#). The Hertfordshire Modern Slavery Partnership's strategy sets out how they are aiming to protect people from modern slavery and exploitation.

The Partnership has six strategic priorities:

1.	To raise awareness of modern slavery and its effects
2.	To increase reporting of suspected modern slavery
3.	To ensure right knowledge, skills and process
4.	To identify, support, protect and empower victims
5.	To pursue and catch criminals
6.	To have effective governance, monitoring and evaluation

Further information:

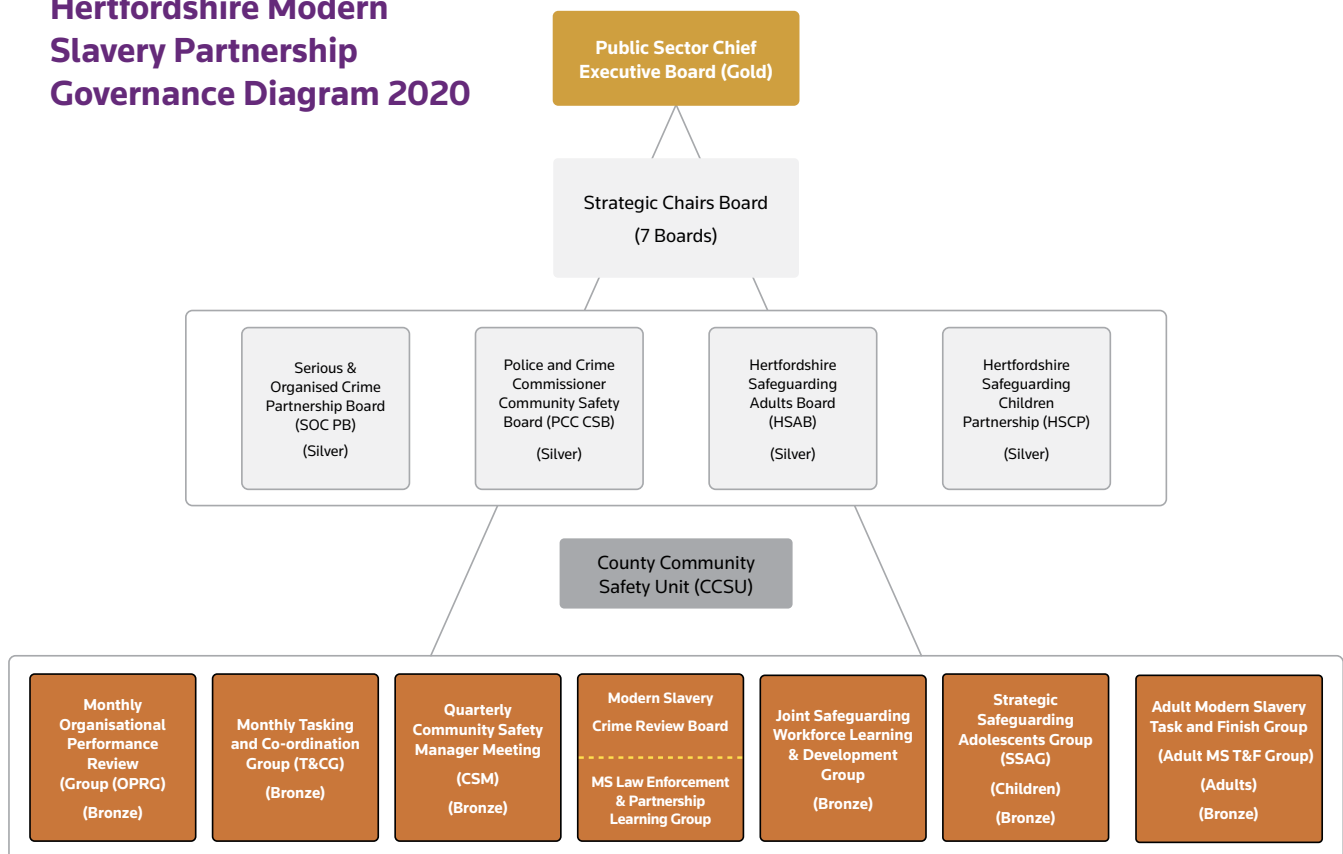
[Tackling Modern Slavery Together: HMSP strategy 2018-21 \(PDF, 889kb\)](#)

[HMSP Strategy and Action Plan – In Summary \(PDF, 48kb\)](#) [Action Plan 2020-2021 \(Summary\)](#)

[About the Hertfordshire Modern Slavery Partnership](#)

Governance Structure:

Hertfordshire Modern Slavery Partnership Governance Diagram 2020



13. (i) Spread the Word

Feel free to download and share these resources with your colleagues, clients and residents:

1.	Business card – Hertfordshire Modern Slavery Partnership (PDF, 593kb)
2.	Information flyer for the general public (PDF, 930kb)
3.	Information flyer for taxi drivers (PDF, 933kb)
4.	Business guidance (PDF) , (Oct 2018)
5.	Spot the signs (PDF, 87kb) (Apr 2019)
6.	Hertfordshire Public Health Evidence and Intelligence Unit (Dec 2018): Modern Slavery Strategic Needs Assessment
7.	Hertfordshire Crime and Disorder Partnership 2018 - Modern Slavery and Human Trafficking (6 Dec 2018): Report of the Topic Group
8.	Information flyer for homeless people (A4 and A3 Posters) + leaflet for homeless support workers (Dec 2019) Translated into 6 foreign languages (see Training and Resources on website)
9.	Air Freshener and Matching Sticky Notes (Jun 2019)
10.	Window Sticker (Jun 2019)
11.	Posters - Labour Exploitation (A3) - A, B and C Posters - Labour Exploitation (A4) - A, B and C

For more information on human trafficking/modern slavery and additional resources, please consult the Hertfordshire Modern Slavery Partnership website: www.stopexploitationherts.org.uk/professionals/professionals.aspx.

14. Additional Resources

Essential Home Office Guidance:

- [Victims of modern slavery: guidance for frontline staff](#) on how UK Visas and Immigration identifies and helps potential victims of modern slavery.
- [Home Office Modern Slavery Awareness & Victim Identification Guidance](#) is aimed at a broad range of public sector staff who could potentially witness indicators of modern slavery.
- Home Office guidance on [National referral mechanism reform](#) (16 Oct 2018)
- Home Office guidance on the [Single Competent Authority](#) (29 Apr 2019)
- Home Office (2019): [Child Exploitation Disruption Toolkit](#)

National Resources and Reports:

- HM Government (18 Oct 2018): [2018 UK annual report on modern slavery](#)
- Unseen Modern Slavery Helpline (24 Apr 2019): [Annual Assessment 2018](#)
- [The Slavery and Trafficking Survivor Care Standards 2018](#): a blueprint for UK-wide service providers offering high quality care to adult survivors of modern slavery
- Anti-Slavery Adult Working Group & Human Trafficking Foundation: [Adult Modern Slavery - How to identify a victim of human trafficking or modern slavery](#)
- The Children's Society, Victim Support and NPCC (2 Mar 2018): [Children and Young People Trafficked for the Purpose of Criminal Exploitation in Relation to County Lines](#) – A Toolkit for Professionals
- Local Government Association (Dec 2017): [Tackling Modern Slavery - A Council Guide](#)
- Royal College of Nursing (12 May 2017): [Modern Slavery - RCN Guide for Nurses and Midwives](#)

Hertfordshire Reports:

- Hertfordshire Public Health Evidence and Intelligence Unit (Dec 2018): [Modern Slavery Strategic Needs Assessment](#)
- Hertfordshire Crime and Disorder Partnership 2018 - Modern Slavery and Human Trafficking (6 Dec 2018): [Report of the Topic Group](#)

To access a more comprehensive database of resources, see the training and resources page of the Hertfordshire Modern Slavery Partnership website:

www.stopexploitationherts.org.uk.

15. Appendix

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Group Activity - Case Studies

Activity Instruction

Split the training session attendees into groups, with each group working on a different case study. Dependent on the number of people in your training session and your area of expertise, you can choose the case studies that are most suitable for the audience.

The case studies and pathway documents are provided in this handbook, which you can print out and provide as activity handouts during the training session.

The case studies seek to address a combination of scenarios and responses, dependent on age, disability and number of potential victims.

Case Study Scenarios:

Case Study 1: Others at Risk

Case Study 2: Adult with Care and Support Needs

Case Study 3: Adult without Care and Support Needs

Case Study 4: Child

Case Study 5: Age Unknown

**** Please Note: These case studies are either based on actual cases, with some details changed, or reflect common situations based on victim accounts.**

Case Study 1

An underweight 58-year-old woman presents at A&E in a local hospital with chest pain. She appears very frightened and tearful. She speaks some English but her first language is Albanian. She has no personal items with her. She consistently repeats concerns around her daughter and grandson's safety who she has come to visit. When asked about identification, she says: "The men have my identity card". The safeguarding lead is consulted and due to concerns around her disclosure and health, the woman is admitted.

In your group, discuss and write down the indicators and then answer the following questions:

Indicators:

- _____
- _____
- _____
- _____
- _____

1) What pathway would you use and why?

2) What should the hospital do next?

Next steps:

- _____
- _____
- _____
- _____
- _____

Case Study 2

Bailiffs attend a residential property. Upon arrival, the occupant responds aggressively and makes threats. Despite this, the bailiffs enter the property and see an overweight male in the garden sitting on a chair, sheltering under a mattress. The bailiffs ask the occupant about the male's welfare and the occupant confirms that he doesn't speak English. The bailiffs go into the garden and try to speak to the man, but he does not understand them. The male presents as being dirty, disheveled and smelling of human excrement. There is a garden shed that has a dirty mattress and a toilet with no plumbed sanitation. During the visit, the bailiffs watch the occupant walk up to the male and get very close to his face and shout at him in another language.

In your group, discuss and write down the indicators and then answer the following questions:

Indicators:

- _____
- _____
- _____
- _____
- _____

1) What pathway would you use and why?

2) What should the bailiffs do next?

Next steps:

- _____
- _____
- _____
- _____
- _____

For more information on human trafficking/modern slavery and additional resources, please consult the Hertfordshire Modern Slavery Partnership website: www.stopexploitationherts.org.uk/professionals/professionals.aspx.

Case Study 3

A team of local authority housing officers undertake a routine inspection of a licensed HMO. Inside the 3-bedroom terraced property, they find a dozen mattresses and sleeping bags in the bedrooms. Some males are sitting playing cards in one of the bedrooms. One of the officer's asks the men if there are any other occupants and they respond in broken English that they are at work. Another officer then asks if they have a front door key to the property, to which they shrug their shoulders and respond "no".

In your group, discuss and write down the indicators and then answer the following questions:

Indicators:

- _____
- _____
- _____
- _____
- _____

1) What pathway would you use and why?

2) What should the housing officers do next?

Next steps:

- _____
- _____
- _____
- _____
- _____

Case Study 4

In the last couple of months, a teacher notices that one of her pupils, a 14-year-old girl, increasingly turns up late to school, looking tired and acting withdrawn. The teacher is concerned and reaches out to the mother of the pupil to find out if anything has happened. The mother explains that she has become increasingly concerned about her daughter, who has been returning home late on school nights and stays out all night at the weekends. Not only is she becoming more aggressive, but when she gets home, she occasionally has unexplained minor injuries. The mother also notices that she has new clothes and jewellery, which she has not bought her. When asking her about where she has got her new things, her daughter becomes defensive and just says that her new friend bought them for her.

In your group, discuss and write down the indicators and then answer the following questions:

Indicators:

- _____
- _____
- _____
- _____
- _____

1) What pathway would you use and why?

2) What should the teacher do next?

Next steps:

- _____
- _____
- _____
- _____
- _____

For more information on human trafficking/modern slavery and additional resources, please consult the Hertfordshire Modern Slavery Partnership website: www.stopexploitationherts.org.uk/professionals/professionals.aspx.

Case Study 5

Environmental health officers from the local authority are carrying out a routine food inspection of a local restaurant. As they are carrying out their inspection, they encounter a young man mopping the kitchen floor. He looks like he hasn't had much sleep or taken a shower recently. He also seems quite frightened. The man leaves the kitchen and enters another door. The room is dark but from the light of the kitchen, you just manage to make out a sleeping bag and some plastic bags on the floor.

In your group, discuss and write down the indicators and then answer the following questions:

Indicators:

- _____
- _____
- _____
- _____
- _____

1) What pathway would you use and why?

2) What should the environmental health officers do next?

Next steps:

- _____
- _____
- _____
- _____
- _____

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

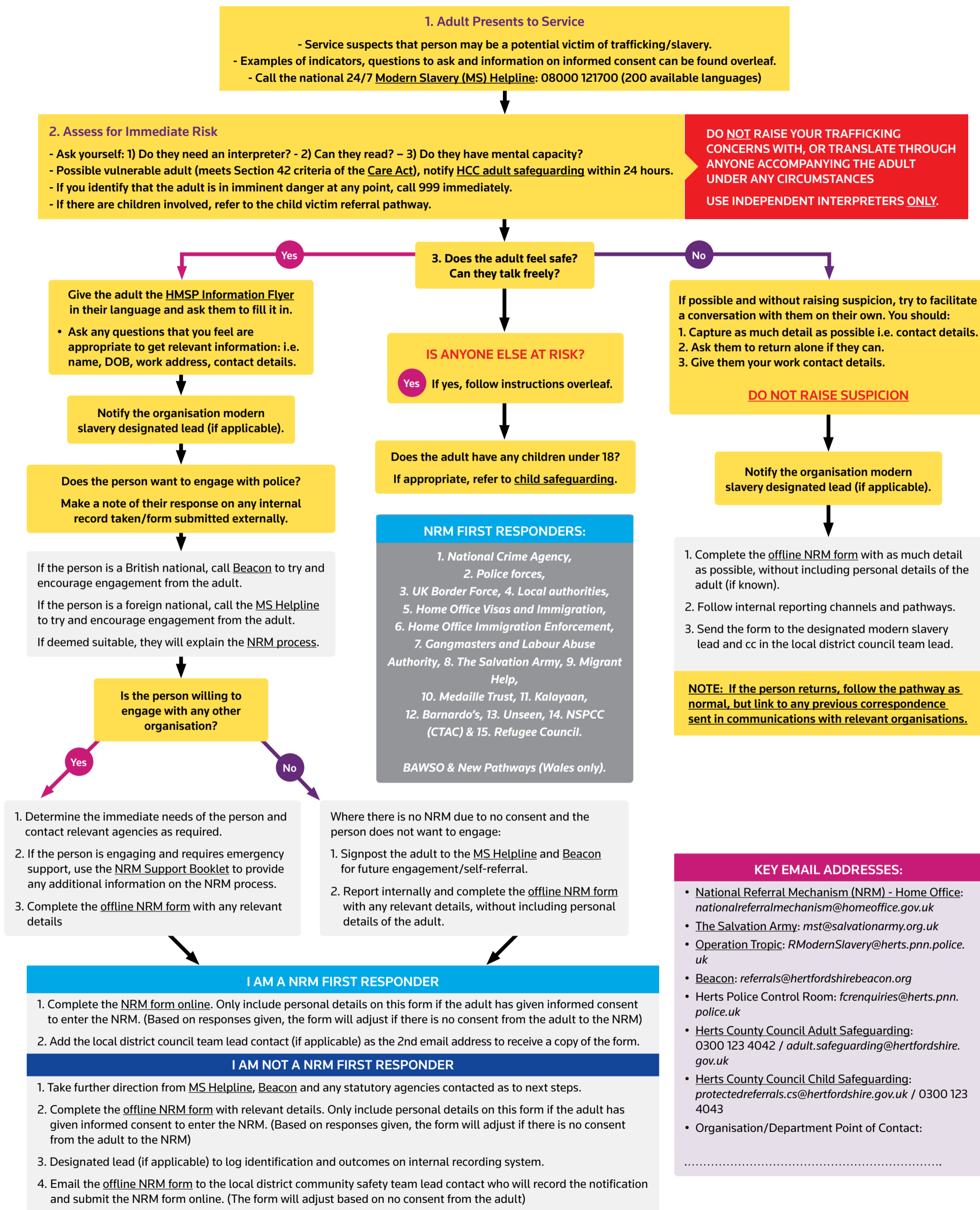
The Salvation Army: 0300 303 8151 & mst@salvationarmy.org.uk

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



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

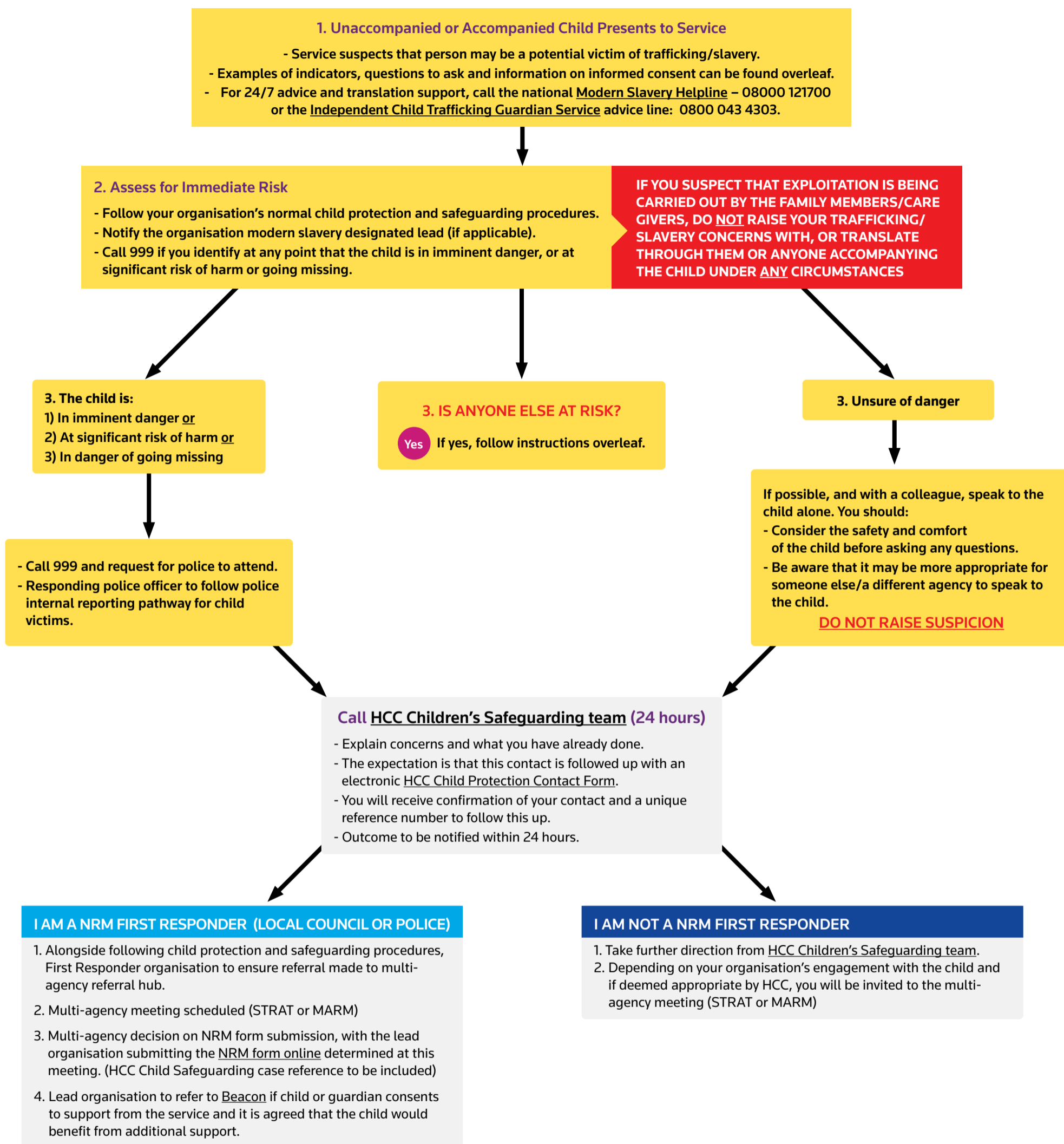
D – Indicators of Sexual Exploitation

- 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.



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).



Instruction to Professionals: Please check that the individual presenting is able to read and do not let them take this flyer home with them. If you do, you are potentially putting them at risk.

Help for Adults/Older Children (Aged 16-18) in the UK that are Being Exploited: Information Flyer

Please read and follow the instructions.

In the UK, it would be understood that you are being exploited under the following circumstances:

- You are receiving no wage or a very low wage for your work and/or you are working excessively long hours.
- Someone is taking your money.
- You are being forced to work or perform sexual acts.
- You are being held captive or against your will.
- You cannot leave your residence, are being watched and/or are not able to move about freely.
- You have been brought to the UK to work for someone who is now threatening, frightening, hurting or forcing you to do work or other things that you don't want to do.

Please tick the box if you answer 'yes' to the following questions:

- Are you in danger?
- Is it safe for you to talk?
- Would you like help?
- Would you like a translator or an advocate?

In the UK, you may be being exploited if you answer yes to any of the following questions. Please tick what applies to you:

- Are you being forced to work for little or no wages?
- If you are working, are you paid less than £7 an hour?
- Are you working more than 48 hours a week?
- Are you being forced to perform sexual acts in a work or personal capacity?
- Are you living in extremely dirty or impoverished living conditions?
- Are you being controlled by others? (This can sometimes be a relative, friend, or partner.)

For more information on human trafficking/modern slavery and additional resources, please consult the Hertfordshire Modern Slavery Partnership website: www.stopexploitationherts.org.uk/professionals/professionals.aspx.



- Have your identity documents or any other valuable possessions been taken away from you?
- If I helped you today, would there be any consequences for you or your family?
- Are you worried that someone may hurt you or your family?
- Are you in debt to someone? Or do you owe someone money?
- Is someone taking your money?
- I have a different problem.

You may feel scared, powerless and alone. However, help is available, and you have rights and choices.

If you are found to have been exploited in the UK, you are entitled to receive independent, emotional, medical and practical help from the UK Government. This support can be provided in several different ways, including:

- finding you temporary safe accommodation.
- helping you with medical treatment.
- having someone to help you cope with your experience.
- providing an interpreter/translator to help you communicate in English.
- protection.
- independent legal advice.
- subsistence payments.

Please Note: There are sometimes limitations to this entitlement.

As a worker in the UK, you are entitled to:

1. Pay of at least £8.72 an hour if you are over 25, £8.20 per hour if you are aged 21 to 24, £6.15 per hour if you are aged 18 to 20 and £4.55 if you are aged 16 to 17.
2. A maximum of 48 hours of work a week, including overtime.
3. A rest break during your working day of at least 20 minutes when working more than 6 hours in a day.
4. A minimum number of weeks paid holiday a year, starting from your first day of work.
5. Workplace health and safety information, training, protective clothing and any necessary replacements free of charge, where appropriate.
6. Written details of the terms and conditions of your employment if you have been employed for more than 1 month.
7. Sick pay, which will be detailed in your contract of employment.

For more information on human trafficking/modern slavery and additional resources, please consult the Hertfordshire Modern Slavery Partnership website: www.stopexploitationherts.org.uk/professionals/professionals.aspx.



INSTRUCTION TO PROFESSIONALS & NGOs: Please ensure that the individual presenting can read and has the mental capacity to give informed consent to the National Referral Mechanism (NRM). Refer to the victim referral pathways for further information. This flyer should only be taken home by the individual presenting if they are residing in a safe location. If not, you are potentially putting them at risk.

Support Available to Adults in the UK that are Being Exploited: NRM Support Booklet

Can someone help me?

If you are found to have been exploited in the UK, you are entitled to receive independent, emotional, medical and practical help from the UK Government. This support can be provided in several different ways, including:



- ✔ finding you temporary safe accommodation.
- ✔ helping you with medical treatment.
- ✔ having someone to help you cope with your experience.
- ✔ providing an interpreter/ translator to help you communicate in English.
- ✔ police protection, if you report your exploitative situation to them.
- ✔ independent legal advice.
- ✔ subsistence payments.

UK Government Official Support System: The National Referral Mechanism



The UK Government has created a system called the National Referral Mechanism, which allows for support to be provided by the state.

By consenting to being referred through this system, your case will be investigated, and if it is understood that you are being exploited, you will be offered help and protection from the UK Government.

You have the option of receiving support in and outside of Hertfordshire.

1. Do I have to involve the UK Government or the police if I want to leave my current exploitative situation?

No, you don't. If you do not want to involve the UK Government or the police, then Hertfordshire has a local support service, called Beacon, which is separate from the government and the police. You can receive support from Beacon and do not have to work with the police or the government. Your details will also be kept confidential.



What support would I get from Beacon?



You will be allocated a specially trained case manager who will:

- Support you through your recovery through an individualised plan of support.
- Act as your advocate.
- Refer you on to partners with specialist skills and knowledge that can better support you (if you consent to this).

Support could include:

- Emotional and practical support.
- Advocacy.
- Access to restorative justice and target hardening (Beacon will explain further about this type of support).
- Support ensuring your personal security.

If you do not consent to support from Beacon, please be aware that the service is always open to you and you can self-refer via the website (www.hertfordshirebeacon.org).

2. What happens if I do decide to talk to the police?

- Hertfordshire has a specialist police unit that only works to tackle exploitation of people in the area.
- They have substantial experience working with individuals like you.
- They will talk to you about what has happened.
- You will be offered protection from anyone that could hurt you.
- They will start an investigation.
- You will be kept informed of the progress of the investigation.

3. What happens if I do decide to involve the UK Government through the National Referral Mechanism?

The Government will decide within around 5 working days from receipt of referral whether there are reasonable grounds that you have been exploited, either abroad or in the UK.

During the 45-day period, you will be able to determine your next steps and receive support, whilst waiting for final confirmation that you have been granted positive conclusive grounds that you have been exploited.

Upon receipt of a positive conclusive grounds decision, you will be granted at least another 45 days of support. If you have ongoing needs after 45 days, you will be assessed to determine how many days of additional support that you still need.

If the referral is successful, you will be:

allocated a place within Government funded safe house accommodation, if required.

granted a reflection and recovery period of at least 45 calendar days.

If this is confirmed, you may then be entitled to:

- Discretionary leave to remain in the UK for one year if you are co-operating fully in any police investigation and subsequent prosecution. This period of discretionary leave can be extended if required.
- A grant of discretionary leave to remain in the UK, which will be dependent on your personal circumstances.
- Help and financial assistance to return home if you do not wish to stay in the UK.
- Support from your local embassy and any relevant NGOs.

What happens if I do not get a conclusive grounds decision from the UK Government?

- Dependent on the circumstances, you may be referred to the appropriate law enforcement agency – the relevant police force or the Home Office.
- If you are not British or an EU citizen, and there are no other circumstances that would give you the right to live in the UK, you will be offered support to voluntarily return to your country of origin.
- If you are living in Hertfordshire, you should immediately call Beacon on 03000 11 55 55 for support. They can help with appealing the decision.

What happens if I refuse support now but decide later that I would like support or more information?



You can self-refer to Beacon on 03000 11 55 55 (option 3). Their website (www.hertfordshirebeacon.org) provides helpful information on dealing with the effects of exploitation and understanding the criminal justice process. It also has details of other local agencies in Hertfordshire that may be able to offer you some emotional and practical support.



You can self-refer to the 24 hour National Modern Slavery Helpline on 08000 121 700, which can provide immediate advice in over 200 languages. This helpline is run by a charity, Unseen, and is independent, specialist and confidential. Like Beacon, you can receive support from the helpline without having to engage with the police or the UK Government.



The Salvation Army provides a specialist support programme to protect and care for all adult victims. Their confidential Referral Helpline 0300 3038151 is available 24 hours a day, seven days a week. To access support from them, you must agree to enter the National Referral Mechanism at the point of referral.

For more information on exploitation and additional resources, please consult the Hertfordshire Modern Slavery Partnership website: www.stopexploitationherts.org.uk/victims-and-families/victims-and-families.aspx.