



Modern Slavery and Human Trafficking in Hertfordshire: Advanced Awareness Training

www.stopexploitationherts.org.uk

Why do I need to know about human trafficking and modern slavery?

I don't employ slaves!

It's got nothing to do with me!

Modern Slavery Act 2015

1.

Slavery, servitude
and forced or
compulsory
labour

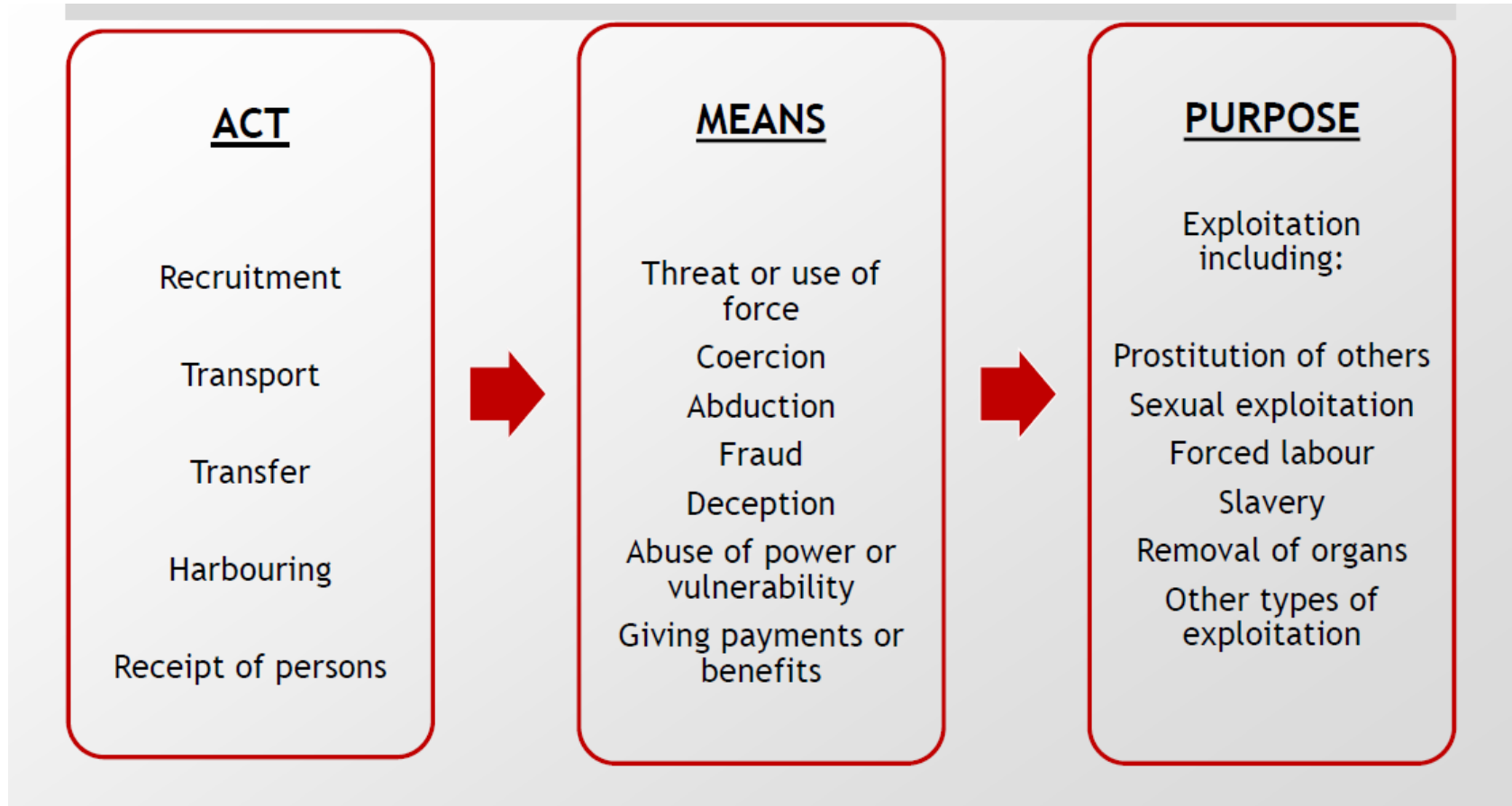
2.

Human
Trafficking

3.

Meaning of
Exploitation

Human Trafficking (UN Palermo Protocol)





*Human trafficking has become
the second most profitable
industry, after drug trafficking.*

Today's Session

1. Recap: Exploitation Types and Indicators *(see HMSP Workbook – pp.4-15 + MSA Act – pp.2-3 + perpetrator control methods – pp.16-17)*
2. Key Legislation (International & National)
3. Support Needs and Victim Engagement
4. National Referral Mechanism (Organisation Obligations)
5. Reporting (HSAB Adult Pathway & HSCP Child Pathway)
6. Contacts, Publicity Materials and Resources



RECAP: EXPLOITATION TYPE AND INDICATORS

Exploitation Types

- **1. Labour Exploitation:** Forced to work very long hours in often hazardous conditions for little or no wages.
- **2. Sexual Exploitation:** Profiting monetarily, socially, or politically from the sexual exploitation of another.
- **3. Criminal Exploitation:** Deception or coercion of persons into helping their exploiters acquire financial gains through engaging in criminal activities (e.g. fraud, county lines , cuckooing, theft or begging).
- **4. Domestic Servitude:** Living and working in households where person(s) are forced [or expected] to work beyond reasonable expectations.
- **5. Organ Harvesting:** Illegal removal of internal organs for transplant with or without the donor's consent.
- **6. Sham Marriage:** One or both people don't consent to a marriage and pressure and/or abuse from family is used, linked to changing immigration status, for example.
- **7. Forced Marriage:** One or both people don't consent to a marriage and pressure and/or abuse from family is used. (See [HSAB Forced Marriage Procedures](#) for further information)
- **8. Illegal Adoption:** Adoption of a child for the purpose of exploitation.
- **9. Baby Farming:** Birth of a child for the purpose of exploitation.

General Indicators: Adults

- 1) Physical Appearance
- 2) Behaviour (including psychological indicators)
- 3) Dependency on Traffickers/Exploiters
- 4) Lack of medical care
- 5) No freedom of movement
- 6) Poor working and living conditions
- 7) Intimidation and coercion
- 8) Lack of knowledge

General Indicators: Children

- 1) Physical Appearance
- 2) Behaviour (including psychological indicators)
- 3) Dependency on Traffickers/Exploiters
- 4) Familial Relationship Concerns
- 5) Missing Concerns
- 6) Other indicators:
 - *Rarely leaving their home, with no freedom of movement and no time for playing*
 - *Poor living and working conditions i.e dirty, cramped or overcrowded accommodation*
 - *Does not appear to have money but does have a mobile phone*
 - *Unexplained/unidentified phone calls or letters being received by the child from adults outside the usual range of contacts*

Exploiters Play on Existing Vulnerabilities

Vulnerabilities such as:

- Drug/alcohol dependency
- Mental health problems
- Learning difficulties
- Poor accommodation/shelter
- People with no family or few people to miss them.
- Poverty
- Immigration status

They aim to create DEPENDENCY on them

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)



KEY LEGISLATION

MSA 2015: Key Provisions

- 1. Life Imprisonment:** Increased punishments for perpetrators for modern slavery crimes (including life sentences).
- 2. Increased Offender Restrictions:** Enhanced court ability to put restrictions on individuals to protect people from harm caused by MS offences.
- 3. Statutory Defence:** Introduction of a defence for victims of modern slavery and human trafficking.
- 4. Statutory Guidance:** A duty on the secretary of state to produce statutory guidance on victim identification and victim services.
- 5. Case Work Representation:** Independent child trafficking advocates.
- 6. Compensation:** A new reparation order to encourage the courts to compensate victims where assets are confiscated from perpetrators.

Statutory Guidance: Target Audience

01

Public authorities
who may encounter
potential victims of
MSHT

02

Organisations
involved in
supporting victims

03

Organisations that
make NRM decisions.

MSA 2015: Section 45 Defence

Video

International Legislation

There are specific pieces of international legislation governing the duties, protection and support afforded to victims of modern slavery. These include (but are not limited) to the following:

- 1. The Council of Europe Convention on Action Against Trafficking in Human Beings 2005 CETS 197 (ECAT)
- 2. The EU Directive on Preventing and Combating Trafficking in Human Beings and Protecting its Victims 2011/36/EU (the Anti-Trafficking Directive)
- 3. The European Convention on Human Rights (ECHR)

International Legislation: ECAT & EU Directive

European Convention (ECAT)

- Duty to identify victims (Article 10)
- UK must provide holistic assistance to victims; includes safe accommodation, subsistence, counsel and information as to legal rights and services in a language they understand, access to vocational training and education (Article 12)
- Recovery and reflection period (Article 13) "at least 30 days" extended to 45 days in UK (Article 13)
- Residence Permit on basis of personal circumstances and/or stay is required for ongoing criminal investigations/proceedings (Article 14)
- Entitlement to compensation (Article 15)
- Non prosecution of victims (Article 26)

European Directive 2011/36/EU

- Non prosecution of victims (Article 8)
- Victims provided with assistance including appropriate safe accommodation and material assistance, interpretation regardless of cooperation with criminal proceedings . No time limit is provided for assistance (Article 11 and Recital 18)
- Legal assistance without delay including for the purpose of claiming compensation (Article 12)
- Specific assistance to children (Article 14,15 and 16)
- Access to compensation (Article 17)

ECHR (HRA 1998)

- The HRA imposes positive obligations on public authorities to act in a way which is compatible with the Convention.
- Not to do so would be considered unlawful (see section 6 HRA).
- This includes obligations set out in ECHR:
 - **Article 3**: prohibition on torture including degrading and inhumane treatment
 - **Article 4**: prohibition on slavery and forced labour of the ECHR).

Post-Brexit

- 1. ECAT – NO CHANGE.
- 2. The EU Anti-Trafficking Directive - Depends on interpretation of the Withdrawal Agreement BUT current legal argument is that it forms part of a new category of law.
- 3. ECHR – NO CHANGE.

Local Authority Powers (Not Duties)

Care Act 2014

- A safeguarding enquiry should be carried out when a local authority suspects that an adult is experiencing, or is at risk of, abuse or neglect.

Localism Act 2011

- Best practice would be for a Human Rights Assessment to be undertaken. Need to consider responsibility for providing housing when a potential victim has no recourse to public funds.

Housing Act 1996

- Local authorities should consider the risk of re-exploitation. Potential victims should be considered to have a priority need.

Homelessness Reduction Act Code of Guidance–Chapter 25

- Potential victims may be referred to the local housing authority to provide accommodation after a Homelessness Assessment is completed.

Rough Sleeping Strategy 2018

- Links homelessness and modern slavery.

Care Act 2014: Statutory Guidance

Modern slavery is identified as a type of abuse and neglect for the purposes of safeguarding.

- *‘The decision to carry out a safeguarding enquiry does not depend on the person’s eligibility, but should be taken wherever there is reasonable cause to think that the person is experiencing, or is at risk of, abuse or neglect. Where this is the case, a local authority must carry out (or request others to carry out) whatever enquiries it thinks are necessary in order to decide whether any further action is necessary.’ (para 6.55)*
- Where the actions required to protect the adult can be met by local authorities, they should take appropriate action: either 1) care and support (s18-19), 2) preventative services (s2) or information and advice (s4).” (para 6.56).
- Plus a duty to prevent abuse and work in partnership with other statutory and non-statutory agencies to prevent abuse. (Chapter 14).
- Failure to provide support, safeguard and protect a victim could result in a **breach** of the victim’s wider rights under ECAT, the Anti-Trafficking Directive or a breach of human rights pursuant to ECHR.

Localism Act 2011: Section 1

Grants local authorities a broad residual power to “do anything that individuals may generally do.” This includes for the benefit of persons resident or present in its area.

Case Law:

- For instance, in the case of R (AK) v Bristol City Council (CO/1574/2015), it was accepted by the local authority in a consented judgment that they were not prevented from providing assistance to victims of modern slavery under this provision.
- These principles are also reflected in the contested case of R (GS) v Camden [2016] EWHC 1762.23.

Housing Legislation: Modern Slavery

- **Housing 1996 Act (s188(1)):** Requires Housing authorities are required to secure interim accommodation if they have reason to believe an applicant may be homeless, eligible for assistance and have priority need.
- **Modern Slavery:** Victims may need to be housed whilst waiting for an initial reasonable grounds decision at the identification stage. (See section 25.18 of the Homelessness Reduction Act Code of Guidance and case law).

Homelessness Reduction Act Code of Guidance: Modern Slavery

- **Section 1.22:** Recognises the protective rights provided pursuant to the HRA 1998 and the responsibilities of housing authorities to act in a way which is compatible with these rights.
- **Modern Slavery:** *'Housing authorities should try to ensure that their policies or decisions take measures to protect victims of modern slavery or trafficking and to protect individuals who they are aware are at risk of such treatment.'*

Underpinned by ECAT and the Directive:

- **Sections 25.20 and 25.21:** Recognise that victims need appropriate accommodation which should be suitable, taking into account their special circumstances and needs, as well as recognising that victims may need to be accommodated outside the district.
- **Case Law:** See *XPQ v Hammersmith and Fulham London Borough Council* [2018] EWHC 1391 (QB), 7th June 2018.



SUPPORT NEEDS & VICTIM ENGAGEMENT

What are the Support Needs of Victims?

Support Needs of Modern Slavery Victims (Group Feedback)

- Safe accommodation/place of safety
- Legal advice
- Financial support/basic needs
- Case work
- Mental health support e.g. counselling
- Medical care (physical health needs)
- Interpreting services (language barriers)

Support Needs of Modern Slavery Victims

- 1. Accommodation
- 2. Financial support
- 3. Outreach, casework and advocacy
- 4. Access to health and mental health care services
- 5. Social care services
- 6. Legal advice
- 7. Translation and interpretation services
- 8. Community and social recovery services e.g. education and vocational training, drop in services etc
- 9. Criminal justice

Support Needs of Modern Slavery Victims

- **1. Accommodation:** In line with the need for a secure base from which victims can start to rebuild their lives and become more self-sufficient following exploitation.
- **2. Financial Support:** Helps to ensure that they are able to meet their essential living costs to assist recovery.
- **3. Outreach, Casework and Advocacy:** Helps to facilitate access to services that will assist with the recovery needs arising from their modern slavery experiences.
- **4. Health and mental health care:** Access to acute health services, maternity services, sexual health services, mental health services, GP services.
- **5. Social care:** Access to social services for support under the Care Act 2004, which provides support for those unable to meet their basic living needs.

Support Needs of Modern Slavery Victims

- **6. Legal Advice:** Early access to specialist legal advice ensures that victims are informed and able to meaningfully consent to any decisions they take, as well as being given the opportunity to learn about their options and any time restrictions and deadlines. Refer to the [Herts specific legal advice document](#).
- **7. Translation and Interpretation:** Where a victim does not have sufficient proficiency in English, a victim must have access to interpretation or translation services in a language they can understand to access all services that they are entitled to receive.
- **8. Community and Social Recovery:** Making use of facilities and services in the local community to support the development and maintenance of personal relationships.
- **9. Criminal Justice:** Support with reporting a crime, engaging with the criminal justice system through interviews, trial etc..

Survivor Care Standards

Professional Standards

- 1) Accessibility and non-discrimination
- 2) Human Rights-based approach
- 3) Holistic and victim-centred approach
- 4) Empowering approach
- 5) Freedom of thought, religion and belief
- 6) Multi-agency approach
- 7) Professional boundaries
- 8) Safe working approach
- 9) Trauma-informed approach (see [The Trauma-Informed Code of Conduct for All Professionals Working With Survivors of Trafficking and Slavery \(TiCC\)](#))

Risk Assessment

- A preliminary crisis Risk Assessment based on the information received from the referral agency to ensure the safety of survivors, staff and other service users.
- A short, preliminary Risk Assessment should be conducted upon arrival.
- Within 24 hours of a survivor's arrival in the service, a full Risk Assessment should be carried out with a view to establishing their immediate needs and putting a Risk Management Plan in place.

Needs Assessment

As soon as it is safe to do so, a more in-depth assessment to establish support needs should be carried out.

A complete Needs Assessment **should include the following key areas:**

- 1) Physical and sexual health needs
- 2) Psychological and emotional needs
- 3) Cultural and spiritual needs
- 4) Practical needs
- 5) Legal advice and representation needs
- 6) Other advice and assistance needs
- 7) Welfare and subsistence needs
- 8) Longer term support needs in the context of existing life skills, education, language skills, financial literacy, debt management and, if appropriate, planning for future employment.

Trauma Informed Approach

- 1) Applying basic therapeutic principles to contact work with survivors of trafficking
- 2) A safe, calm, consistent environment and approach
- 3) Survivors should know who is working with them
- 4) Demonstrating interest in survivors' immediate safety, health and practical needs: establish trust
- 5) Survivors should know that they have time to be heard: the 'Illusion of Time'
- 6) Maintaining focus on the 'Here and Now'
- 7) Duty of Confidentiality

What are the Barriers to Disclosure?

Barriers to Disclosure (Group Feedback)

- 1

Barriers to Disclosure

- Lack of recognition
- Dependency
- Fear
- Dishonour
- Distrust
- Illegal status
- Stockholm Syndrome
- Romantic relationship
- Lack of knowledge and understanding
- Cultural conditions and differences
- Impact of trauma

Victim Strategy and Use of Interpreters

- Only use official interpreters from the national register, do **not** use family members/friends/others discovered with potential victims as these may be an **exploiter**
- Offer the victim a choice in the gender of their interpreter, check the dialect, and don't change interpreters, unless they request it
- Appoint a victim coordinator and at every stage help the victim to understand the process. Research the cultural background of the victim.
- Use neutral spaces for interviews which will put the victim at ease rather than make them feel more anxious
- Ensure interviewers are not in uniform and understand the time/nature of the task.
- Check the victim's health and fitness for interview first.
- Evaluate the significance of your own culture and background/system biases on your understanding, judgements and interactions with the victim.
- Clear documentation and recording is essential. Highlight that the victim has the right to access documents about them.

Possible Questions to Ask

- Why and how did you come to the UK? Who arranged your travel?
- Do you owe money for your trip?
- What did you expect when you came and what did you end up doing?
- Were you or are you scared of anyone?
- Where are your travel documents or valued possessions?
- When did you speak to your family last?
- Do you have your own phone or access to a land line?
- Where and who are you living with?

Importance of Informed Consent

1

Why an organisation or individual is concerned about them.

2

An explanation of support available to them.

3

An understanding of what accepting this support would mean.

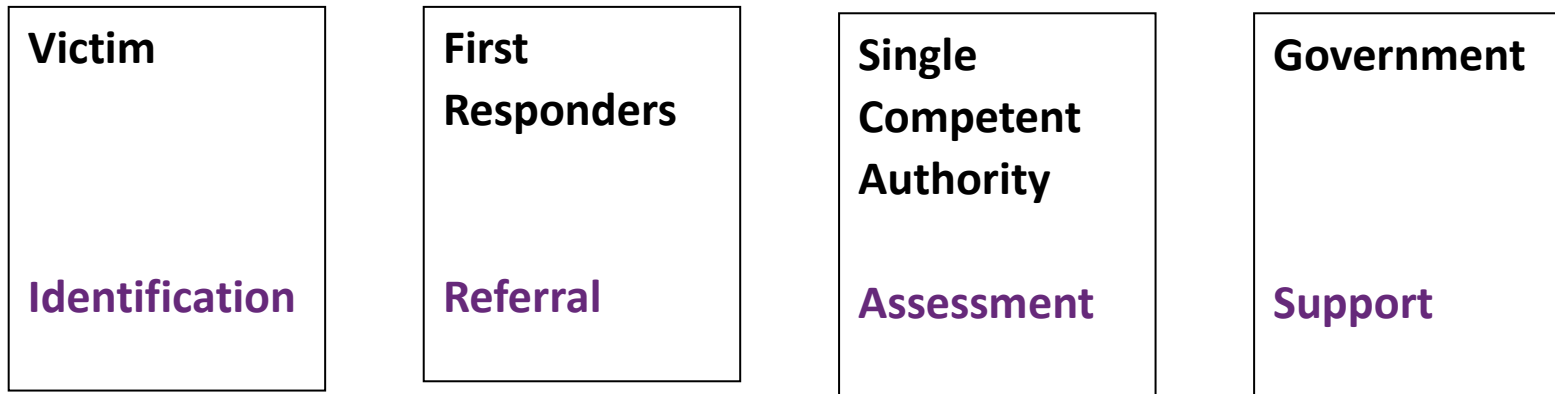
NATIONAL REFERRAL MECHANISM

Kate Rolle - HMSP Coordinator

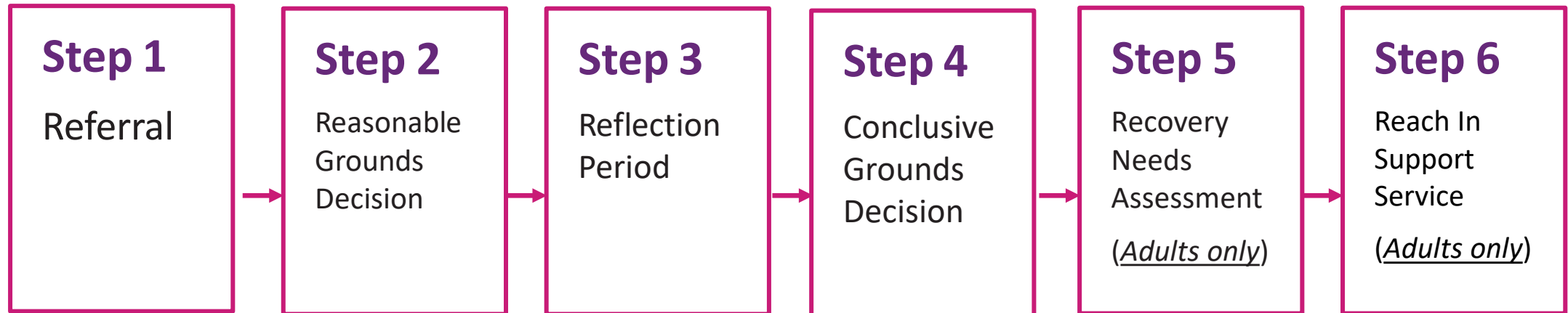
National Referral Mechanism (NRM)

- UK Government framework for identifying and reporting all victims of modern slavery, including independent support provision for adults.
- Only First Responder designated organisations are authorised to report and refer to the NRM.

Process to be referred to the Government and receive support



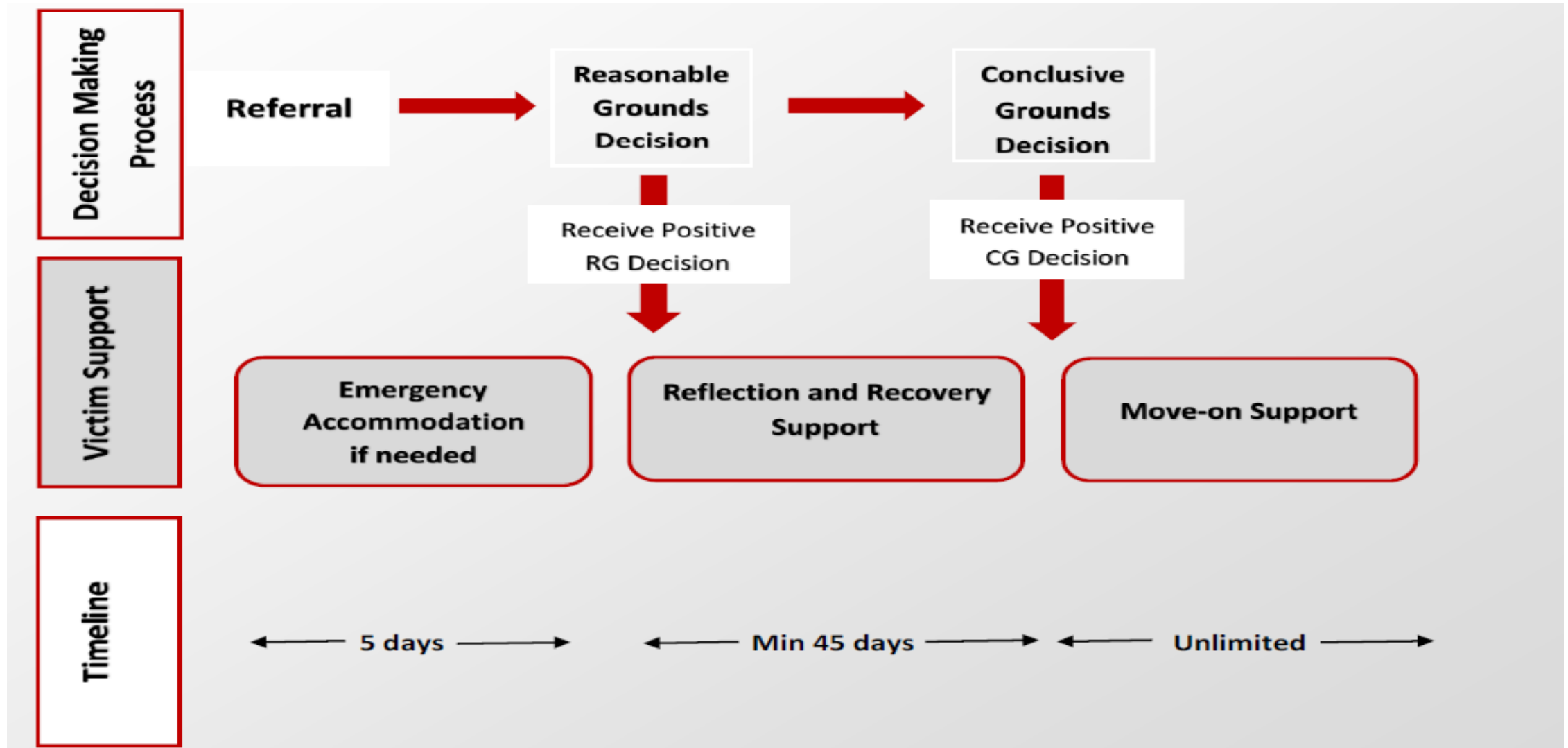
The NRM: How it Works



Positive Reasonable Grounds Decision Threshold:
'Suspect, but cannot prove'

Positive Conclusive Grounds Decision Threshold:
'On the balance of probabilities'

Victim Support



National Referral Mechanism: Decision Stages

Two stage decision making process carried out by the UK Home Office: RG & CG

Support to adults is provided by The Salvation Army and subcontractors.

Support to children is provided by local authority children's services.

Stage 1

- A caseworker will look at the potential victim's case within 5 working days, whenever possible, and decide if there are reasonable grounds to believe they are a victim.
- Cases that do not meet the criteria will be closed at this stage unless there is a request for a reconsideration. No further accommodation or support will be available through the NRM.

Stage 2

- If there are reasonable grounds, the case will be investigated in more detail before deciding if there are conclusive grounds.
- A conclusive grounds decision will not be made until after 45 calendar days. This is to allow the potential victim a period of recovery. They are eligible for support through the NRM during this time.

National Referral Mechanism (NRM): Negative Decision

Adults ONLY

- 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.

Are you an NRM First Responder?

Local NRM First Responders are only:

- 1) Hertfordshire Constabulary**
- 2) Hertfordshire County Council**
- 3) Ten District and Borough Councils**

NRM First Responders: Responsibilities (Statutory Guidance)

First Responders are members of staff at First Responder Organisations who have a responsibility for discharging one or more of the functions of the First Responder Organisation and who have been trained to discharge those functions. These are:

- *‘Identify potential victims of modern slavery and recognise the indicators of modern slavery.*
- *Gather information in order to understand what has happened to them.*
- *Refer victims into the NRM (in England and Wales this includes notifying the Home Office if an adult victim doesn’t consent to being referred). Both can be done via the Modern Slavery Portal.*
- *Provide a point of contact for the Single Competent Authority (SCA) to assist with the Reasonable Grounds and Conclusive Grounds decisions and to request a reconsideration.’*

NRM First Responders: Statutory Duty

Modern Slavery Act 2015 – Statutory Guidance for England and Wales states:

- First Responders have a statutory duty to report potential and identified cases of modern slavery/human trafficking as local authorities in Hertfordshire.
- This is discharged by referring a victim into the NRM or by completing a notification to the Home Office when a potential adult victim does not consent to a referral.

Non- NRM First Responders: Responsibilities (Statutory Guidance)

Responsibilities of Non-Governmental Organisations who are not NRM First Responder Organisations:

Knowledge and Understanding:

- *'Understand who the First Responders are in the local area*
- *Understand how to support an NRM referral*
- *Understand informed consent in relation to an NRM referral*

Communication and Signposting:

- *Able explain to the possible victim what to expect*
- *Able to explain what a referral into the NRM means*
- *Able to provide information on the specialist modern slavery charities who may be able to provide advocacy and assistance to the victim.'*

Purpose of NRM Submission

- **1. Statutory Duty:** For NRM First Responder organisations to submit NRM forms for children and adults identified as being possible victims of human trafficking and modern slavery.
- **2. Risk Identification and Early Intervention:** Highlights to all practitioners (current and future) that trafficking is a clear risk, identifying and promoting early intervention.
- **3. Immigration Status (Leave to Remain):** A positive conclusive grounds decision supports victims with irregular immigration status by providing greater stability in relation to their status through providing for the possibility of leave to remain.
- **4. Scale and Service Commissioning:** Through submission of referrals, central government and local government will be sighted on the full scale of the issue, influencing commissioning of services at a national and local level.
- **5. Pending Criminal Convictions:** A positive conclusive grounds decision for victims in the criminal justice system, ensures that they are treated as a victim rather than as an offender for relevant offences identified in the form.
- **6. Police Duty to Investigate:** Trafficking/slavery is a crime, which police have a responsibility to investigate. When an NRM form is submitted for a child/adult, this places an automatic duty on the police to investigate the crime.
- **7. Additional Support Eligibility:** Acts as hook to get support for the victim from various services e.g. NRM form submission enables access to legal aid for a child/adult as it helps them to qualify for this service.
- **8. ADULTS ONLY** - Support Services: Identified victims are entitled to receive 1) accommodation, 2) medical treatment, 3) emotional support, 4) interpreting/translation services, 5) police protection, 6) independent legal advice & 7) financial support.
- **9. CHILDREN ONLY - ICTG Service Eligibility:** When a child is entered into the NRM, they become eligible for support from the Independent Child Trafficking Guardian (ICTG) Service.

Data Recording Concerns

[Nottingham Council](#) consulting their legal team in line with GDPR, the Data Protection Act 2018, Care Act 2014 and Care and Support Statutory Guidance, concluding that being a handler of third party information is **not** an issue when safeguarding adults and children that are facing harm.

Consent is NOT required when:

- *Other people, including other adults at risk and or children, could be at risk from the person causing harm.*
- *It is necessary to prevent crime, or a serious crime has been committed.*
- *You believe that the adult at risk is being coerced or fearful of repercussions.*
- *If there is an overriding public interest*
- *There is reason to believe that their health and/or well-being will be adversely affected by ongoing harm or abuse.*
- *The person posing a risk also has care and support needs and may also be at risk.'*

NRM: Key Organisations

01

**The Salvation
Army &
Subcontractors**

02

Migrant Help

03

**Hertfordshire
County Council
(Children's Services)**

The NRM: In Practice (Adults)

- **Step 1: Contact by The Salvation Army**

The Salvation Army will look to reach out directly to the adult through the provided client phone number to complete an initial assessment.

- **Step 2: Initial Assessment**

The purpose of this assessment is to determine the needs of the client in order to find the best possible option for them from the range of subcontractor support services available at the time of referral.

- **Step 3: Type of Support Desired (Outreach or Out of County)**

The next steps will then differ dependent on whether an adult wishes to remain/receive support in county or to access NRM accommodation and support out of county. To chase up a referral, practitioners should email: MSTreferrals@salvationarmy.org.uk or call 0800 808 3733.

Client Contact: During this time, The SA will keep in close contact with the client to keep them updated on what is happening and the progress in establishing a suitable placement with the appropriate subcontractor, including facilitating an introduction to an allocated personal support worker from the area subcontractor, who will support the client going forward.

The NRM: Types of Support Available

- **Step 3 (Option 1): Destitute Client (NRM Accommodation Need)**

If an adult is destitute and requires NRM accommodation, The SA aims to arrange accommodation and transport of the client (appropriate to their needs) to the agreed subcontractor within 11 hours.

- **Step 3 (Option 2): Non-Destitute Client (Non-NRM Accommodation Need)**

If an adult is not destitute, but still requires NRM accommodation, The SA aims to arrange accommodation and transport of the client to the agreed subcontractor within 24 hours.

- **Step 3 (Option 3): Outreach Support**

Where an adult wishes to remain in Hertfordshire, The SA will be unable to provide accommodation through the NRM, but will facilitate an introduction with an allocated personal support worker from Migrant Help (designated subcontractor).

NRM Support: Subcontractors

Through an allocated caseworker, the NRM subcontractor will:

1. Assist clients to access their Article 12 rights under ECAT.
2. Conduct detailed needs and risk-based assessments of support requirements from which they create a bespoke support plan which provides all-around care and is regularly reviewed with the client with their allocated adviser.
3. Look to establish a network of partners and support providers in the localities that their clients are based to expediate access to necessary services.
4. Their main priorities are to reduce the risk of re-trafficking and to help their clients to be empowered and to gain confidence, moving forward to a new and positive chapter in their lives.

NRM Subcontractors: Geographic Location

- **1. North West:** City Hearts (PHONE)
- **2. West Midlands:** Black Country Women's Aid (PHONE)
- **3. London:** The Salvation Army & Hestia (PHONE)
- **4. South West:** Unseen (PHONE)
- **5. Wales:** BAWSO (PHONE)
- **6. North East:** The Salvation Army (PHONE)
- **7. Yorkshire & Humberside:** City Hearts & Snowdrop Project (PHONE)
- **8. East Midlands:** The Salvation Army (PHONE)
- **9. East Anglia:** The Salvation Army (PHONE)
- **10. South East (includes Hertfordshire):** Migrant Help (PHONE)

NRM Outreach Support in Hertfordshire: Migrant Help

Migrant Help:

- NRM First Responder organisation
- Subcontractor of support services to The Salvation Army under the MSVCC.
- Subcontracted responsibility to provide outreach support to adult victims in Hertfordshire.
- Runs newly introduced NRM Reach-In Support Service in Hertfordshire.

Case Management:

- Seek to take a holistic, person centred and trauma informed approach in the delivery of support to their clients .
- Seek to work closely with statutory organisations, law enforcement and other NGO's to identify and refer potential victims to the NRM.
- Do not offer NRM accommodation provision as part of their support. This would need to be arranged separately with the local authority or other housing provision services dependent on the specific needs of the adult.⁶¹

NRM Reach-In Support Service in Hertfordshire: Migrant Help

- Separate service now available to survivors of modern slavery with a positive CG decision who have moved on from the main support service since 4th January 2021.
- Designed to keep a survivor's transition to independence on track if they have any emerging or reactive requirements for support or advice. It can include links to activities and places where they can get help including finding a job, counselling and other therapies, ESOL classes and translation services.

How to Refer:

- New referrals can be made directly to the MSVCC team on 0800 808 3733 or by sending the completed referral form by email to mstsupport@salvationarmy.org.uk who will liaise with individual providers.

NRM Update: First Responders

- All modern slavery/human trafficking referrals must be submitted through the single NRM form online: <https://www.modernslavery.gov.uk/start>.
- An offline version of the form with amendable fields for use by all organisations can be accessed [here](#).
- [Home Office Updated Guidance](#): How to report cases of modern slavery in the UK if you're a First Responder (Nov 2019)
- [Home Office Recovery Needs Assessment Guidance](#): How to assess whether someone requires ongoing support in the NRM through needs based analysis following a positive conclusive grounds decision.
- Email NRMReform@homeoffice.gov.uk to sign up to the NRM Reform newsletter, as well as receive quarterly NRM Statistics updates.
- Home Office First Responder (free) E-Learning Module (Jul 2020): <https://policingslavery.co.uk/FirstResponderTraining/>.
- [Home Office Statutory Guidance](#) (Mar 2020)

Q2: What happens if a victim receives a negative decision?

Q3: How does an adult victim exit support?

NRM Form: What to Include

- The NRM Form is the principal vehicle through which the Single Competent Authority (Home Office) decides on the status of a suspected victim of modern slavery and/or human trafficking.
- The SCA may request for additional evidence, but not always. As such, it is essential to include as much information as is possible to facilitate a police investigation and a positive decision.
- It is also possible to submit additional evidence post-submission if further information comes to light, which would support the SCA in making their decision.
- Note: **The NRM form online will time out after a certain period of time.**

NRM Appeals Process: Submitting a Reconsideration Request

Any organisation can submit an NRM reconsideration request; this right is not only reserved to First Responders. Practitioners should follow these steps:

- 1) Contact the Single Competent Authority (SCA) directly either via email to inbox NRMEngland@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.

For further information, see [SCA Home Office Guidance](#) (p.65) and the [reconsideration policy amendment statement](#).

What are the Challenges to NRM Support?

Challenges (Group Feedback)

- 1.

NRM Challenges

- 1. Low professional awareness of the process.
- 2. Inconsistent quality and timeliness of decision making by the SCA.
(2020: CG decision: 339 days)
- 3. Lack of effective information sharing once an adult enters the NRM.
- 4. Treatment of illegal immigrants.
- 5. Majority of adults needing support do not consent to the NRM.
- 6. **Out of County Support**: Location unknown until after an NRM referral is made.
- 7. **In County Support (Outreach)**: No NRM safehouse in Hertfordshire for adults.
- 8. **Negative Decision**: 9 days to exit support with little notice given e.g. 2 days.

Supporting Adults: No Consent to the NRM

- Adults that do not consent to the NRM 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.
- LA District leads will have overall oversight over their district for these types of adults when they do not wish to engage with police. Accommodation provision provided through the LA or HRS.
- Where possible, Beacon should be engaged with at the earliest opportunity by all agencies in order to provide advocacy on behalf of the potential victim, reducing the need for additional capacity to be provided by the district modern slavery leads.

Victim Support - Hertfordshire

[MS Helpline](#)
Advice/Interpreters/
NRM

[Beacon](#)
Casework

[District Council](#)
Housing

[Housing Related
Support Services](#)
Housing

[County Council](#)
Adult Social Care &
Children's Services

*Q3: What is the difference
between NRM outreach and
outside county support?*

[Migrant Help](#)
NRM (Outreach)

[The Salvation Army](#)
NRM (Outside
county)

[Herts Help](#)
Community
Support

What are the Challenges to Supporting Non- Consenting NRM Adults?

Barriers to Support in Hertfordshire (Group Feedback)

-

Barriers to Support

- Being turned away without full enquiries being made.
- Being told that they are not considered to be in priority need or to meet social care thresholds.
- EEA Nationals are often being told that they are not eligible as they are not considered to have a qualifying “right to reside”.
- Lack of supported, safe accommodation.
- Being considered intentionally homeless.
- Being told they do not have a local connection to the area and are refused assistance on this basis.
- Assessments on being homeless or at risk of homelessness are often very daunting for victims and they are not always appropriately interviewed



HSAB ADULT PATHWAY & HSCP CHILD PATHWAY

Reporting HTMS in Hertfordshire

1) Member of the Public: Report to the 24/7 Modern Slavery Helpline: 08000 121 700. (Anonymous and Confidential)

As a Professional:

2) Intel: Call 101 (Police) and confirm that you would like to provide intel about potential modern slavery in Hertfordshire.

3) Victim(s) Known i.e. client: Follow HMSP Victim Referral Pathways.

In an emergency, always call 999.

HMSP Adult Pathway & HSCP Child Pathway

01

**Process flowchart
for all organisations
working with
children and adults**

02

**Understand your
professional role
and responsibilities**

03

**Understand what
procedures to follow
in different scenarios**

HMSP & HSCP Victim Referral Pathways

Purpose: Support staff in Hertfordshire **to identify and report** possible child and adult victims of human trafficking and modern slavery to the **appropriate channels**.

Step-by-step process: from when a child/adult 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.

Pathway Process:

Step 1: Assess for Immediate Risk

Step 2: Initial Contact

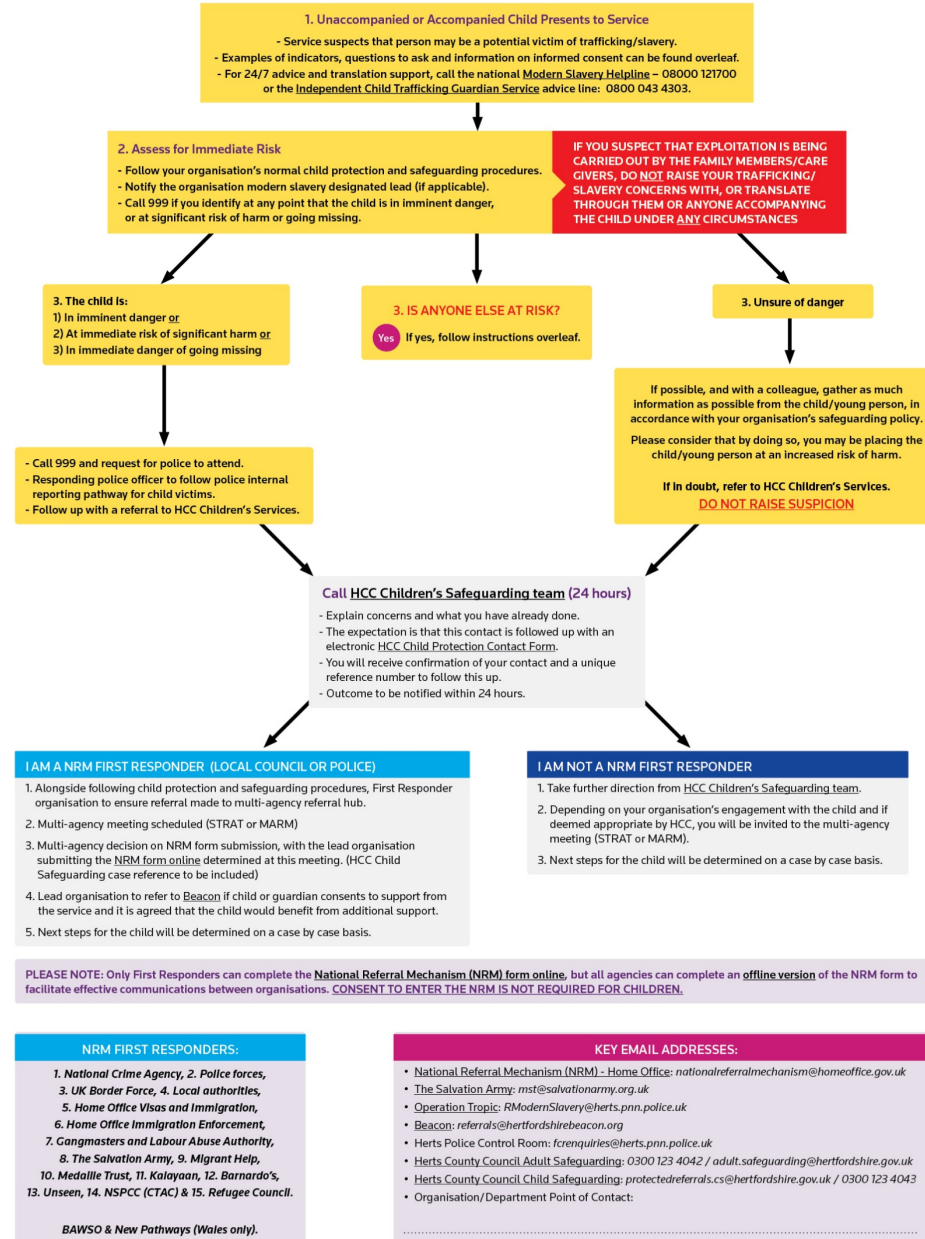
Step 3: Recording and Reporting

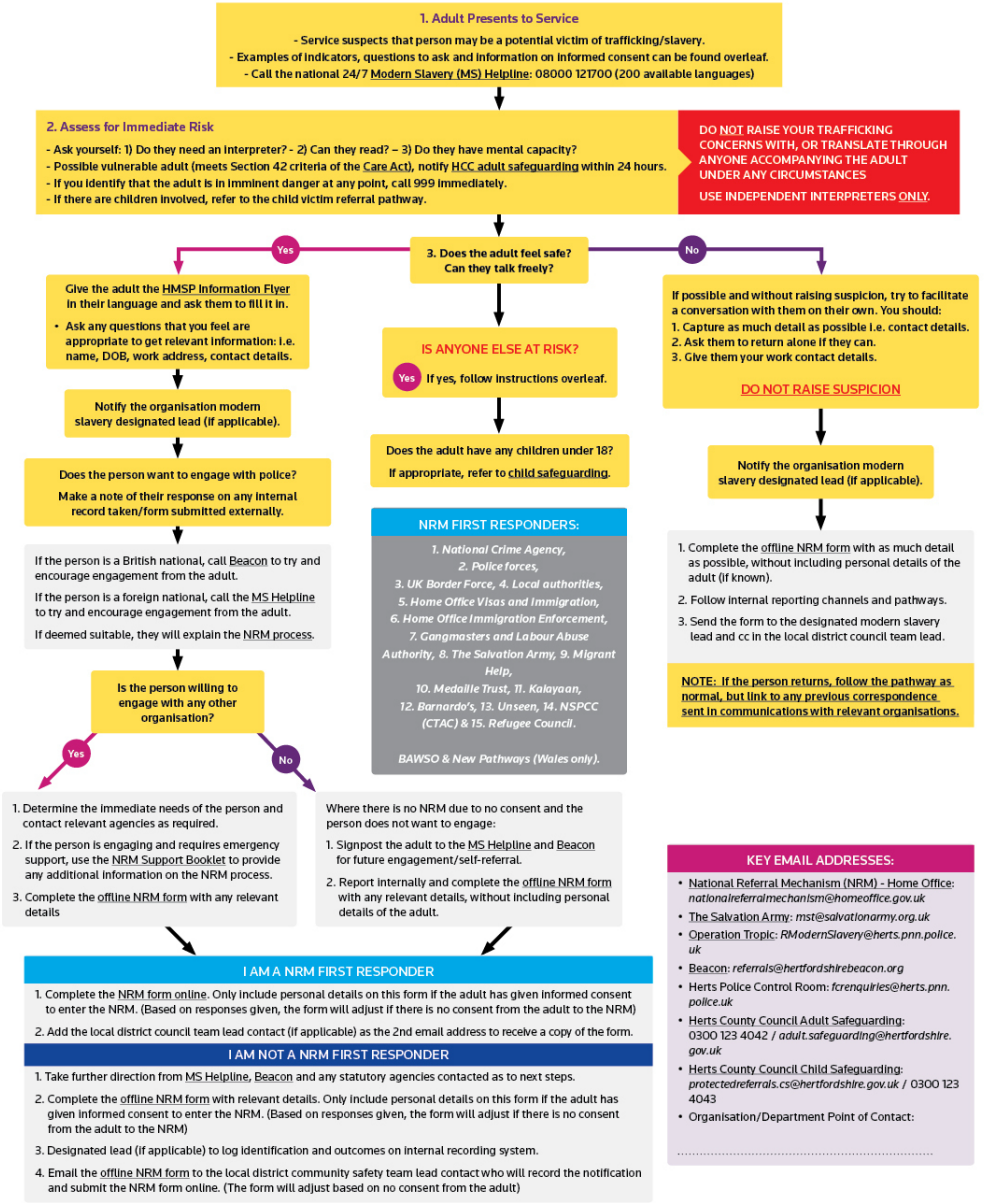
Step 4: Multi-Agency NRM Submission and Support (Children Only)

HSCP

Child Victim

Referral Pathway





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.

HMSP Adult Victim Referral Pathway

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@herfordshirebeacon.org
- Herts Police Control Room: fcenquiries@herts.pnn.police.uk
- Herts County Council Adult Safeguarding: 0300 123 4042 / adult.safeguarding@herfordshire.gov.uk
- Herts County Council Child Safeguarding: protectedreferrals.cs@herfordshire.gov.uk / 0300 123 4043
- Organisation/Department Point of Contact:

Step 1: Assess for Immediate Risk

1. **Call 999:** If the child or adult is in immediate danger.
2. **Internal Procedures:** Follow your organisation's safeguarding and child protection procedures.
3. **Designated Lead:** Notify your organisation's modern slavery designated lead.
4. **24/7 Advice:** call the Modern Slavery Helpline: **08000 121 700** (+ translation support) or the Independent Child Trafficking Guardian Service advice line: **08000 43 43 03**.

Step 2: Initial Contact (Adults)

5. Unsafe Situation: Try to capture as much detail as possible about the adult's circumstances without raising suspicion.

6. Safe Situation: Provide the adult with the HMSP Information Flyer and ask them to fill it in.

7. Further Support: 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.

8. Designated lead: log identification and outcomes on internal recording system.

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

Step 2: Initial Contact (Children)

5. Unsure of Danger: Gather as much information as possible in line with your organisation's safeguarding policy. If in doubt, immediately refer to HCC Children's Services.

6. HCC Children's Services Referral: Once you have gathered sufficient information, call HCC Children's Safeguarding Team and follow up with submitting the HCC Child Protection Contact Form.

7. Safety: If the child is at immediate risk of harm, then keep them in the setting where they have been identified, whilst in conversation with children's services and the police, who will provide further direction.

8. Designated lead: log identification and outcomes on internal recording system.

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 ANYONE ACCOMPANYING THE CHILD UNDER ANY CIRCUMSTANCES.

Step 3: Recording and Reporting (Referral Forms)

- 1. **Adult with Care and Support Needs**: refer to HCC Adult Care Services using the [Safeguarding Portal](#) to raise a concern or call: 0300 123 40 42. (24/7)
- 2. **Adults without Care and Support Needs**: use National Referral Mechanism (NRM) [offline form \(amendable fields\)](#) and send to the LA district lead. (Contact Details on the Next Slide)

If the adult is engaging, it is highly recommended to immediately call [Beacon](#) to encourage consent to support from their service or the [24/7 Modern Slavery Helpline](#) if you need interpreter support. They will provide further direction as to next steps.

- 3. **Children**: refer to HCC Children's Services on **0300 123 4043** (24/7) or raise a concern through the [Child Protection Referral Form](#).

LA Contact Details

Local District	Council	Contact
Broxbourne	Broxbourne Borough Council	louise.brown@broxbourne.gov.uk
Dacorum	Dacorum Borough Council	sue.warren@dacorum.gov.uk
East Hertfordshire	East Hertfordshire District Council	nick.phipps@eastherts.gov.uk
Hertsmere	Hertsmere Borough Council	sarah.marett@hertsmere.gov.uk
North Hertfordshire	North Hertfordshire District Council	safeguarding@north-herts.gov.uk
St Albans	St Albans District Council	Neil.Kieran@stalbans.gov.uk
Stevenage	Stevenage Borough Council	Modern.Slavery@stevenage.gov.uk
Three Rivers	Three Rivers District Council	Michelle.Wright@ThreeRivers.gov.uk
Watford	Watford Borough Council	seema.dhanak@watford.gov.uk
Welwyn Hatfield	Welwyn Hatfield Borough Council	jo.harding@welhat.gov.uk

Reality on the Ground: Organisation Clients

- **Scenario 1**: Adult has suspected care and support needs – signpost and direct referral by non-First Responder organisation to HCC who take on the NRM First Responder duty.
- **Scenario 2**: Adult wishes to involve police OR an emergency – signpost and direct referral by non-First Responder organisation to police who take on the NRM First Responder duty.
- **Scenario 3**: Adult wishes to enter the NRM - signpost and direct referral by non-First Responder organisation to The Salvation Army who take on the NRM First Responder duty.
- **Scenario 4**: Adult does not wish to enter the NRM or involve police - referral by non-First Responder organisation to District lead who take on the NRM First Responder duty.
- **Scenario 5**: All potential child cases should be referred to HCC who will take on the NRM First Responder duty in collaboration with the police following agreement at a multi-agency meeting.

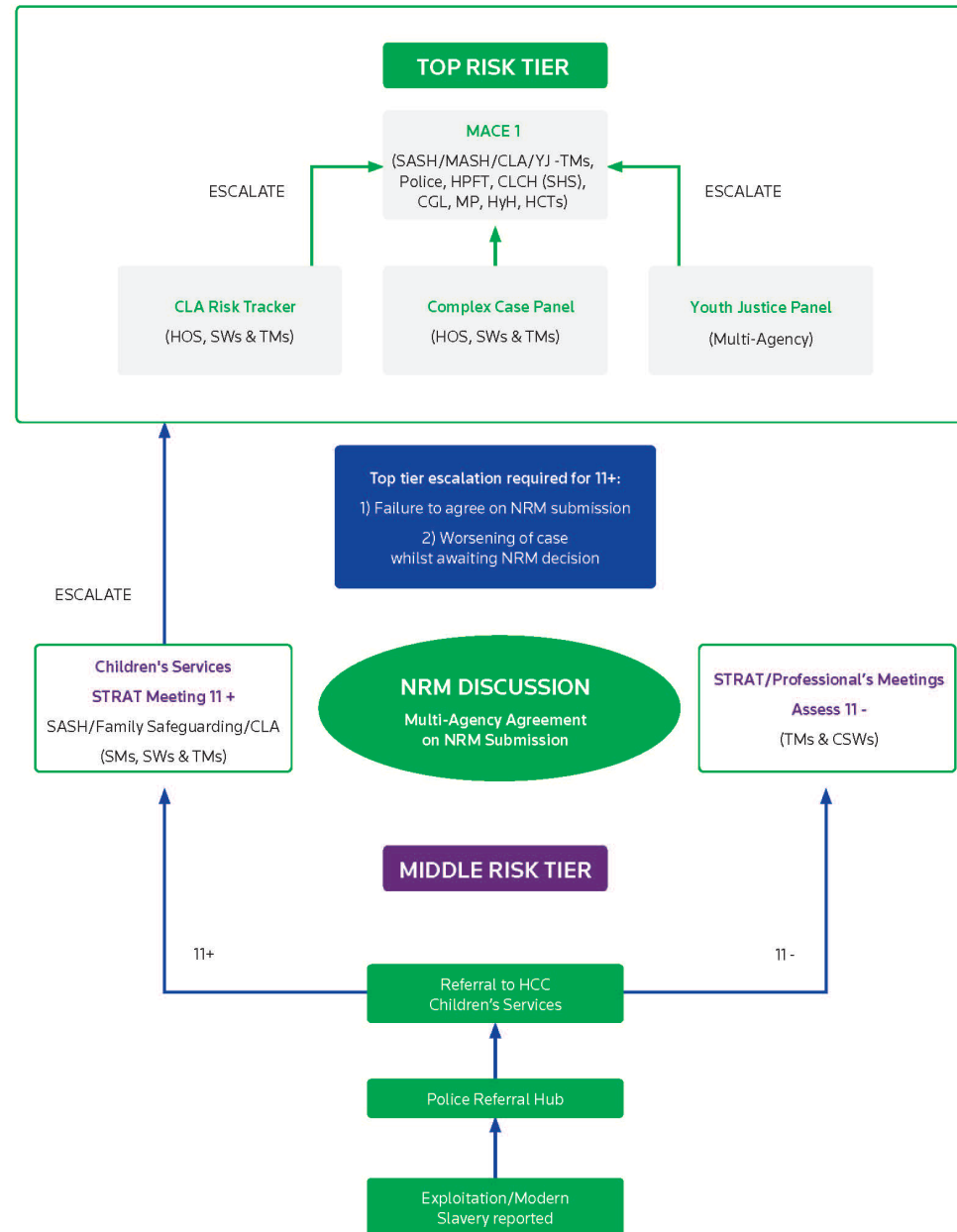
Step 4: Multi-Agency NRM Submission (Children Only)

- 1. Lead NRM First Responder:** Submits the NRM form online with input from the other relevant organisations involved in the child's case.
- 2. NRM Submission disagreement:** If there is disagreement between practitioners, the escalation process must be followed.
- 3. NRM Consent:** Not required for suspected child victims of modern slavery, but the child or guardian should be informed about what the NRM is and the outcome of being referred in.

Exception: Important to Note

1. Police officers responding to an incident in an emergency and/or who see an offence take place in front of them, are required to immediately submit an NRM for a potential child victim where this is identified at the scene.
2. Additional steps and coordination of further evidence to be provided by relevant stakeholders for submission to the Home Office will then be agreed at a subsequent multi-agency meeting if the child lives within Hertfordshire.
3. The multi-agency referral hub will coordinate organisation of the multi-agency meeting.

HSCP NRM Escalation Procedure



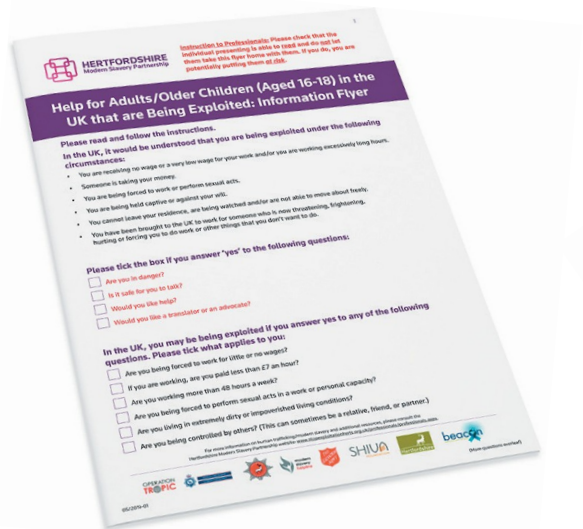
NRM Submission Disagreement (11+): Escalation Process

1. **MARM Discussion:** Disagreement between practitioners in MARM on NRM submission.
2. **Panels Escalation:** Dependent on nature of exploitation, the case should be referred for further discussion to either the CLA Risk Panel, Complex Case Panel or TYS Risk Panel.
3. **Panel Discussion:** Disagreement between practitioners in relevant panel on NRM submission.
4. **MACE 1 Panel Escalation:** Case should be referred to MACE 1 panel for discussion and final decision on NRM submission.

Key Documents

1. [**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 is editable on desktop and all other technical devices.
2. [**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.
3. [**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
4. [**HMSP Victim Referral Pathways Guidance Document 20/21**](#)– This document provides guidance to Hertfordshire professionals and NGOs in their use of the adult and child victim referral pathways, and the corresponding documents in cases of suspected modern slavery/human trafficking in Hertfordshire.

1. Information flyer (for victims)



2. NRM support booklet (for victims)



Essential Reading

- 1) HMSP Guidance Document on Victim Referral Pathways
- 2) HSCP Procedures - 6.28 Modern Slavery and Human Trafficking
- 3) HSCP Model Child Protection Policy for Voluntary, Community and Faith Groups (p.38)
- 4) HSAB – Appendix on Modern Slavery and Human Trafficking (Appendix 17 – p.101)
- 5) Home Officer NRM First Responder E-Learning Module: (Free for All to Access)

Key Contact Organisations



Modern Slavery Helpline
(24/7 advice and support):
08000 121 700



The Salvation Army
(24h accommodation
support and advice – adult
victims): 0300 303 8151



Barnados ICTA Service (Children
only) - 24/7 support line: 0800
043 4303



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



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



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

Legal Advice

- ATLEU is a charity, which provides legal representation to victims of trafficking and labour exploitation, helping victims to obtain safety, recovery and redress. They offer numerous services to help practitioners support victims:
- Advice Line: Any practitioner can request for free support via phone (0207 700 7311) or email: advice@atleu.org.uk. (See <https://atleu.org.uk/adviceline> for further information on what to include in the email).
- Refer victims for legal support: <https://atleu.org.uk/referrals>.
- Subscribe to gain free access to the ATHUB: <https://athub.org.uk/>
- [Herts specific legal advice document](#): Key Areas and List of Local Legal Firms

Legal Aid

- To search for a legal aid lawyer: <https://find-legal-advice.justice.gov.uk/>
- To check if a victim is eligible for legal aid:
 1. <https://civil-eligibility-calculator.justice.gov.uk/>
 2. <https://www.gov.uk/check-legal-aid>
 3. <https://www.lawsociety.org.uk/for-the-public/help-with-paying-legal-costs/#find>
- To check client feedback of a legal firm or lawyer: <https://chambers.com/> (Chamber and Partners Directory of Lawyers)

HMSP Materials

Training Package

1. [Core Basic Modern Slavery Awareness Training PowerPoint Slides \(PDF\)](#) (2 hour training)
2. [Core Basic Modern Slavery Awareness Training PowerPoint Slides \(PPT\)](#) (Email kat@shivafoundation.org.uk for this amendable version)
3. [Core Basic Modern Slavery Awareness Training PowerPoint Slide Notes \(PDF\)](#)
4. [Core Basic Modern Slavery Awareness Training Facilitator's Handbook \(PDF\)](#)
5. [Core Basic Modern Slavery Awareness Training Workbook \(PDF\)](#)

HMSP Identification and Reporting Documents

- 1) [HMSP Referral Pathways \(Adult & Child\)](#)
- 2) [NRM Offline Form \(Adult & Child\)](#)
- 3) [HMSP Information Flyer \(for victims\)](#) Translated in 12 foreign languages (see Training and Resources on website)
- 4) [HMSP NRM Support Booklet \(for victims\)](#) Translated into 12 foreign languages (see Training and Resources on website)

HMSP Guidance

- [Legal Advice Guidance](#) (PDF - Jul 2020)
- [Business guidance](#) (PDF - Oct 2018)
- [Modern Slavery Act - Summary](#) (Apr 2019)
- [Spot the signs \(PDF, 87kb\)](#) (Apr 2019)

HMSP Publicity Materials

- [Business card – Hertfordshire Modern Slavery Partnership \(PDF, 593kb\)](#)
- [Information flyer for the general public \(PDF, 930kb\)](#)
- [Information flyer for taxi drivers \(PDF, 933kb\)](#)
- [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)
- [Air Freshener and Matching Sticky Notes](#) (Jun 2019)
- [Window Sticker](#) (Jun 2019)
- [Posters - Labour Exploitation](#) (A3) - [A](#), [B](#) and [C](#)
- [Posters - Labour Exploitation](#) (A4) - [A](#), [B](#) and [C](#)

External Materials and Resources

- 1) Modern Slavery Act 2015 – [Statutory Guidance for England and Wales](#) (Version 1.01 – Mar 2020)
- 2) Human Trafficking Foundation: [Definitions and Indicators](#) (Adult Modern Slavery Victims)
- 3) Hope for Justice: [Brief Overview of Local Authority Powers and Duties Towards Support for Adult Victims of Modern Slavery in England](#)
- 4) Human Trafficking Foundation: [Local Authorities Referral Pathway](#) for Adult Victims of Modern Slavery and [NRM Process Guide](#)
- 5) Human Trafficking Foundation: [The Slavery and Trafficking Survivor Care Standards 2018](#)
- 6) The Passage: [Modern Slavery Multi-Agency Case Conferences](#)

HMSP Coordinator
kat@shivafoundation.org.uk

Coordinator Role

- 1. *Coordination:*** Being a central point of contact and coordinator of modern slavery activities.
- 2. *Communication:*** Acting as the Partnership's spokesperson and raising its profile in Hertfordshire
- 3. *Accountability:*** Supporting in the monitoring and evaluation of the Partnership strategy and outcomes.

HMSP Strategic Priorities

1. Raise awareness of HTMS & its effects



2. Increase reporting of suspected HTMS



3. Ensure right skills, knowledge and process



4. Support, Protect and Empower Victims



5. Pursue & Catch Criminals

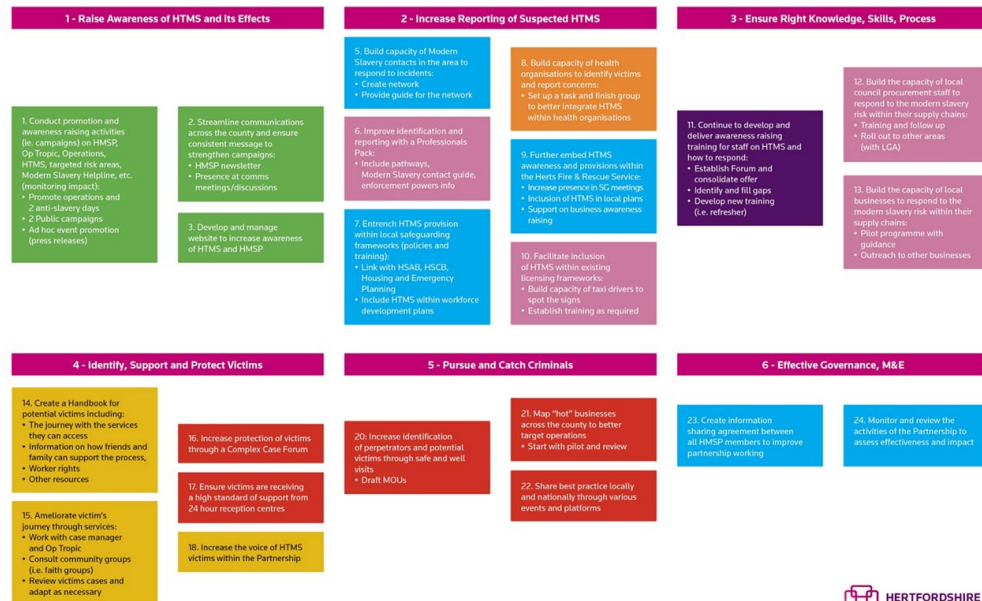


6. Effective Governance, Monitoring & Evaluation



HMSP Action Plan 18/19: In Summary

KEY
■ Communications Team
■ Steering Group
■ Partnerships Subgroup
■ Operational Subgroup
■ Victim Support Subgroup
■ Health Subgroup
■ Training Forum



HMSP Action Plan 2020-2021



Hertfordshire Modern Slavery Partnership Governance Diagram 2020

