For nearly 10 years, Unseen has been exposing the hidden crime of modern slavery. Slavery impacts people in every country in the world and vulnerable people, targeted by traffickers, are forced to work in terrible conditions. Every single survivor has a story to tell. Stories of terrible hardships, and exploitation, but also stories of overcoming adversity, of hope and beginning their recovery process. We’ve helped survivors get reunited with their families, move into new homes and get decent jobs so they can start rebuilding their lives.

Every victim identified, police officer trained, and modern slavery policy implemented means we are a step closer to a world without slavery. With tens of thousands of victims in the UK alone, it’s a big task, and we can’t do it alone. So, we collaborate. And we could not succeed without our many supporters and partners. Thank you for joining us in our mission.

The last year has been a remarkable time of progress. We received over 3,700 calls to the Modern Slavery Helpline, we provided outstanding care and support to survivors and Unseen has collaborated with numerous businesses to eliminate slavery from supply chains and business operations. As we continue to learn, share knowledge and improve, we are proud to be helping more people than ever to fight modern slavery and end this unseen crime. I hope you enjoy reading about the impact that we have made in the last year; knowing we are changing lives for the better:

Andrew Wallis OBE
WE SUPPORT survivors and vulnerable people through specialist services, helping them to recover safely and develop resilient, independent lives.

WE INFORM healthcare workers, the police, frontline agencies, and businesses with training, advice and resources to better identify and support potential victims.

WE INFLUENCE government and society to inspire change in legislation, policy and consumer choices.

UNSEEN IS WORKING TOWARDS A WORLD WITHOUT SLAVERY

MODERN SLAVERY TODAY

40.3 million worldwide trapped in some form of slavery

5,145 victims identified in the UK

2,118 child victims identified in the UK

150 billion dollars profit a year globally going into the hands of traffickers

Tens of thousands of victims estimated in the UK

UNSEEN

Photography: Jonathan Simpson
I was kidnapped from my family home in Vietnam when I was 17 years old. They forced me to work as a prostitute and moved me around many brothels. I worked 18 hours a day, 7 days a week and was injected with drugs to keep me subdued. After 11 years, I finally escaped. I was being moved in a lorry when it stopped at a petrol station in the UK. I ran as fast as I could for as long as I could, then slept on the streets. One day, a kind woman came and asked if I needed help and contacted the police. From there I was referred to Unseen’s safehouse. I was really struggling with sleep and felt very depressed when I arrived. I hadn’t seen my family or home for so long. I had terrible flashbacks.

Unseen has done so much for me. They supported me to go to the sexual health clinic, gave me legal advice, got me counselling, we did group therapies in the house and they helped me to access refugee services. It was so special when they taught me how to ride a bike, I loved it and saved my weekly allowance to buy parts. I built and now own my own bike!

When I am cycling, the breeze runs through my hair and I feel that I am free.

IN NUMBERS

In 2017, Unseen’s women’s safehouse supported:

22 women from 14 countries

71% of women felt more able to cope with their experiences

70% reported feeling more able to move forward with their lives

WOMEN’S SAFEHOUSE

I was kidnapped from my family home in Vietnam when I was 17 years old. They forced me to work as a prostitute and moved me around many brothels. I worked 18 hours a day, 7 days a week and was injected with drugs to keep me subdued.

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SUPPORT
MEN’S SAFEHOUSE

Mariusz had a difficult childhood and at just 19 years old was sleeping rough on the streets of Bratislava. One day, he was approached by a man who offered him work, accommodation and the chance of a new life in the UK.

Once he arrived, Mariusz was forced to work 18 hours a day, 7 days a week and was rarely paid. Each night he slept on the floor in the back of a takeaway. Mariusz was alone and had no-one he could ask for help.

Seven years passed in this way. Each day Mariusz was abused by his traffickers and this got increasingly worse as time went on. One night, two men came into the room where he slept and brutally attacked him. Realising his life was in danger, Mariusz fled that night. By the early hours of the morning he found a police station and pleaded with them for help.

The next day, Mariusz walked through the doors of Unseen’s safehouse for men. A week passed, with no more than a few words from Mariusz. He curled up on the sofa and would not make eye contact with anyone.

Gradually, with gentle encouragement from the team, Mariusz started talking about his ordeal. His injuries were treated, and he was given medication for his epilepsy which had gone undiagnosed for 12 years. Due to his mistreatment, he also needed to have nearly all his teeth replaced.

Mariusz is now having counselling, is learning English and the team are supporting him with legal matters and to obtain ID. He is also taking part in photography workshops, CV writing sessions and is working hard to improve his literary and numeracy. The project has supported Mariusz to take great leaps forward in his recovery, from supporting him to cope with his trauma to building his skills and confidence to leave the safehouse and live an independent, exploitation free life.

All I want, and have ever wanted, is to work and stand on my own two feet. With the help of Unseen, I now have faith my dream will become a reality.

IN NUMBERS

In 2017, Unseen’s men’s safehouse supported:

- 21 men from 12 countries
- 100% reported feeling more able to move forward with their lives
- 75% reported an increase in their ability to make independent choices

IN NUMBERS

21
men from 12 countries

100% reported feeling more able to move forward with their lives

75% reported an increase in their ability to make independent choices
Ami was forced to be a domestic servant; cooking, cleaning and completing all of the household chores for a family who did not pay her. Ami managed to escape her situation of slavery, and was referred to Unseen’s Outreach Service, which supports survivors in the community.

When faced with rebuilding their lives, survivors can face many challenges. Settling into a new area, finding a job and building new networks whilst recovering from their ordeals can be very difficult. The Outreach Service provides support to access training, education, legal advice, community activities and emotional support. It helps survivors during a time of transition, to safely settle in the community.

Ami was pregnant during her time in the Outreach Service and needed support to prepare for the arrival of her baby. The project helped Ami to:
- Attend pregnancy yoga classes
- Buy clothes for her newborn
- Supported her to obtain a birth certificate for her baby
- Go to mother and baby classes to meet other mums locally

The team also helped Ami to do a CV writing course, volunteer at a local food bank and attend educational classes at a local college with childcare included. This was particularly important for Ami, who previously had struggled to attend classes without anyone to look after her baby.

"It has been a struggle, but I have come such a long way. I want to say thank you for all the support I have received."
I called the Modern Slavery Helpline after Chamali, a good friend of mine got in touch very worried about his sister, Bahisa. He was not in the UK and needed my help. Bahisa had secretly messaged one of her friends saying she was being kept in a house, was being attacked and couldn’t leave.

I googled what to do and found the Modern Slavery Helpline number, which I called straight away. I was really worried, as Bahisa had injuries to her hands, and was never allowed outside unless one of her traffickers was with her. They had also taken her passport, so she had no identification even if she had a chance to run away.

The Helpline Advisor, Sarah, was amazing. After gathering as much information as she could about the situation, she said that it sounded like domestic servitude. Luckily, Bahisa was able to describe the address she was being kept in and Sarah reassured me that they would immediately pass the information to the police for action. She also liaised with organisations that could support Bahisa when she was free.

The police visited the address the next day and found Bahisa. She was bruised, but relieved, as she finally escaped being someone else’s slave.

The Helpline provides 24/7 specialist support across the UK to victims and to those who want to report a suspicion of modern slavery or seek advice. The information we gather from the calls we receive provides valuable intelligence on the nature and scale of modern slavery in the UK, which is used to create strategies with which to tackle it.

08000 121 700

**UK MODERN SLAVERY HELPLINE AND RESOURCE CENTRE**

**IN NUMBERS**

In 2017, its first full year in operation, the Modern Slavery Helpline and Resource Centre:

- Received 3,710 calls and 710 online reports
- Received reports of 4,886 potential victims of 94 different nationalities
- Recorded 1,271 modern slavery cases
- Made 1,442 referrals to local authorities, law enforcement or other agencies

The Helpline provides 24/7 specialist support across the UK to victims and to those who want to report a suspicion of modern slavery or seek advice. The information we gather from the calls we receive provides valuable intelligence on the nature and scale of modern slavery in the UK, which is used to create strategies with which to tackle it.
To tackle modern slavery, we must all unite to recognise exploitation, to eradicate it where it is happening, and to support survivors. At the forefront of this will be those most likely to come into contact with victims of slavery, such as the police, NHS professionals, local authorities, and businesses.

In 2017, Unseen trained over 1,300 delegates from the police, the NHS, local authorities, charities and businesses to spot the signs of modern slavery and take action.

After this training 80% of delegates felt confident that they knew what to do if they did spot a potential victim.

Unseen is rolling out its training programme nationally in 2018, empowering more people to spot the signs and free the unseen.

During a ‘Day of Action’ the Avon and Somerset police force and Unseen frontline staff visited nail bars in Bath. In one, they found two teenage girls who had been brought to the UK in the back of a lorry, hoping for a better life. They were now working 60-hour weeks, paid rarely if ever, and were sleeping on mattresses on the floor of the nail bar owner, a woman known as Jenny. Jenny was making a lot of money using cheap or free labour. £60,000 was found in her home hidden inside a teddy bear. She was linked to a wider trafficking ring, which spanned to Burton-on-Trent. Jenny and two other traffickers were arrested, and eventually jailed under the Modern Slavery Act.

The girls are now safe and are rebuilding their lives in the UK.

The cooperation between the ASP parties in this case involved information sharing, a joint operation, prosecution of offenders and victim support. And as the first case of its kind, it can now set a legal precedent and help lead to further prosecutions.

Unseen also set up an ASP in Bedfordshire, ensuring collaboration and coordination across the country.

Anti-Slavery Partnerships (ASPs) bring together the key regional players in the fight against modern slavery – law enforcement agencies, businesses, local authorities, NHS and charities – to share information and work together.
Unseen’s Pan-European Victim Case Management System (PE-VCMS) is an EU funded online victim case management system, developed by Unseen and Caritas, our Czech Republic project partner. PE-VCMS is designed to assist NGOs in supporting victims of modern day slavery within the UK and Europe as well as gathering data to highlight the causes, scale and nature of modern slavery so that we can effectively tackle it.

One of the main aims of PE-VCMS is to record the historical experiences of victims, how they travelled, how they were exploited, where they came from and more. This gives a huge amount of detail not previously recorded or understood, with the aim that research will help unearth patterns and trends relating to modern slavery so that strategies can be formed, and actions taken to combat it.

PE-VCMS went live with Unseen and Caritas, our Czech Republic project partner, in December 2017 and is now being used by staff based in our safehouses as well as our Outreach Service. We are now adding historical client data onto the system so that we can build up a comprehensive dataset. We then aim to roll the PE-VCMS out to other NGOs across Europe to encourage standardised recording of data, so that a larger dataset can be analysed, and the nature of modern slavery can be further understood and tackled in the UK and beyond.

The International Labour Organisation (2016) estimates that 24.9 million people are trapped in forced labour around the world. Much of this type of exploitation takes place in the lower tiers of the supply chains of businesses.

Unseen believes that proactive collaboration with businesses is key to ending forced labour. Many businesses have large, complex supply webs spanning the globe, making it difficult to map and safeguard against modern slavery.

This year, Unseen has been forming a social enterprise to provide advice, assistance and on-going support for businesses in mitigating the risks of modern slavery in their supply chains and business practices.

The conversation around modern slavery must change. The sad fact is that many of the products and services we consume have been tainted by slavery, often driven by society’s demand for cheap goods, services and labour. Only when we lift the taboo and acknowledge this, can we make real progress together in tackling forced labour.

Andrew Wallis OBE
CEO, Unseen
IN 2017, UNSEEN HAS INFLUENCED:

- The New Zealand Government, providing consultancy to develop anti-slavery and transparency in supply chains legislation
- Businesses, through presenting on the transparency in supply chains clause in partnership with the Chartered Institute of Procurement (CIPS), Centre for Social Justice, Impactt and Innovation Forum
- The UK Government, actively working as members of the Modern Slavery Strategy Implementation Group
- The Modern Slavery Unit at the Home Office, working to improve victim support across the UK
- EU Civil Society Platform on Trafficking in Human Beings, developing joined-up anti-slavery approaches throughout Europe
- Australian and Canadian Governments, supporting them to develop anti-slavery legislation.

IMPACT OF THE HELPLINE

The Modern Slavery Helpline and Resource Centre has aided in the prevention and prosecution of modern slavery in the UK and internationally through: making referrals to every police force in the UK; taking calls from 35 different countries; sharing anonymised call data illuminating the nature and scale of modern slavery in the UK with law enforcement and strategic partners; publishing quarterly Helpline data and additional thematic reports on car washes and information arising from NHS professionals; and establishing the Helpline Forum and Advisory Groups to engage and collaborate with others in the field.

“I believe a world without slavery is possible”

If we challenge, change and influence, we can all be a part of ending modern slavery. We must think about our own involvement as a person, a consumer, a member of the community in perpetuating slavery. When we question our demand for cheap products, or pressure businesses and government agencies to change their practices, we get a step closer to our goal.

It was a real privilege to be recognised for the work I have done on behalf of Unseen by the Directory of Social Change. Winning their Influencer Award allowed me to reflect on all that we have achieved and to think about all there is still to do.

No-one can do this on their own and it will take a continued collaborative effort to eradicate slavery. We must work together and influence those with power in order to end slavery, for good.

Kate Garbers, Managing Director
“Thank you for giving us the foresight to see that our recovery does not come overnight

Thank you so much for providing us with the tools and skills to get back on our feet with strong minds and new will

This place has become more than a house with a blue fence and green lawn

It has made us a family of survivors with the tools to move on

With new-found techniques to hold our heads high

Thanks to you all we can cast our bad memories aside

What more can be said about you guys in this place... thank you all for giving us a new born faith in the human race”

An excerpt from a poem by Benjamin, about Unseen’s Men’s Safehouse

To Unseen’s partners and supporters, thank you for your generosity, commitment and support in tackling modern slavery.

Through uniting together, there will be freedom for the unseen.
“PMP are proud to partner with Unseen, not only to raise much-needed funds, but to raise awareness and tackle misconceptions. As both highstreet and onsite recruiters, PMP is at the frontline of labour supply, and thanks to the support of Unseen we are now thought-leaders amongst our industry peers.

The amazing team has supported us on our journey to good practice; hosting colleague seminars, visiting our customers, sharing intelligence and embracing our sometimes wild fundraising ideas.

The work Unseen do is influential, admirable and heartwarming - they’re more than just a charity, they’re a support network and a family, and we’re delighted to be part of that!”

Jamie Reynolds, Managing Director, PMP Recruitment
**FINANCIAL SUMMARY**

**INCOME**

- **Trusts & Grants**: £1,062,123
- **Service Income**: £490,654
- **Corporate income**: £128,168
- **Donations**: £92,581
- **Training income**: £22,302
- **Trading & other income**: £23,286

**Total Income**: £1,819,114

**EXPENDITURE**

- **Supporting survivors**: £1,348,881
- **Informing stakeholders**: £119,336
- **Influencing society**: £50,774
- **Raising funds**: £115,703
- **Support costs**: £150,970
- **Governance**: £31,139

**Total Expended**: £1,816,803

**84% of income spent on charitable activities:**

- **74% Supporting survivors**: £1,348,881
- **7% Informing stakeholders**: £119,336
- **3% Influencing society**: £50,774
- **6% Raising funds**: £115,703
- **8% Support costs**: £150,970
- **2% Governance**: £31,139

**In 2017, for every £1 spent on fundraising, Unseen raised £16**

For Unseen’s audited accounts for 2017 please visit [www.unseenuk.org](http://www.unseenuk.org)
UNSEEN’S STRATEGY TO 2020 AIMS TO:

- Deliver longer term support through rolling out the Outreach Service
- Deliver effective safehouse support to children
- Go international
- Consult to businesses on best practice in tackling modern slavery
- Expand the impact of the Helpline through creating a global short code
- Scale out the Anti-Slavery Partnership nationally
- Produce research that provides solutions on the issues surrounding slavery
- Inform society on the supply and demand causes of slavery, including consumer choices
- Assist the UK government and its agencies in the:
  - Effective identification of victims
  - Delivery of a consistent quality of victim support
  - Prosecution of traffickers
- Expand the role of the Helpline as a key pillar of the UK’s defence against modern slavery, including as the central point of contact for key statutory agencies on modern slavery communications activities

PROGRESS

- Unseen’s children’s service opened in late 2017
- The Bedfordshire Anti-Slavery Partnership was established in 2017
- The Modern Slavery Helpline produced two thematic reports in 2017
- The ‘Let’s Nail It!’ campaign raised awareness of modern slavery in nail bars and identified 117 potential victims during the campaign period
- Achieved the first prosecutions relating to trafficked children

Together we can end modern slavery. To support our mission or learn more please visit www.unseenuk.org or send a message to info@unseenuk.org
IF YOU THINK SOMEONE MAY BE A VICTIM OF MODERN SLAVERY CALL THE 24/7 MODERN SLAVERY HELPLINE ON

08000 121 700

www.unseenuk.org
www.modernslaveryhelpline.org

Unseen is a registered charity no: 1127620, and a company limited by guarantee, no: 06754171. Registered office: Deben House, 1-5 Lawrence Hill, Bristol, BS5 0BY. Tel: 0303 040 2888
Printed on paper from sustainably managed forests.