



Press release – Monday 16th April 2018

Anti-Slavery charity, Unseen, publishes first Annual Assessment Report for the UK-wide Modern Slavery Helpline.

The UK-wide Modern Slavery Helpline, operated by award-winning modern slavery charity, [Unseen](#), reports receiving a total of **3,710** calls during its first year of operation. In 2017, the Helpline took calls indicating a total of **4,886** potential victims in situations of modern slavery from **94** different nationalities.

Calls are received from members of the public wanting to report a suspicious situation, frontline workers wanting guidance and advice on modern slavery, businesses wanting information about transparency and potential forced labour situations and potential victims wanting help and advice about their situation.

Andrew Wallis OBE, CEO of Unseen said, 'It has been a landmark year for Unseen and one that has clearly highlighted the ongoing need for a national helpline that can genuinely deal with all aspects of modern slavery in a professional, caring and knowledgeable manner. Our actions are directly supporting people out of exploitation and we must continue to provide a service that puts the victim at the heart of what we do.'

Interestingly, the Helpline receives around 10% of its calls related to modern slavery from potential victims themselves. A further 44% of calls come from someone in direct contact with a potential victim. This is important as the information the Helpline can glean from a situation aids better informed referrals to the police and other agencies, so they can act.

Many different situations and types of exploitation have been reported to the Helpline highlighting the diverse nature and scale of modern slavery in the UK. During 2017, Helpline calls indicated a total of 3,540 potential victims of labour exploitation/forced labour from a range of sectors and industries including: car washes, construction, nail bars, hospitality, agriculture and manufacturing. 774 potential victims were also indicated in situations of sexual exploitation Criminal exploitation and domestic servitude also featured predominantly with 52 cases of criminal exploitation and 128 cases of domestic servitude.

Unseen's Executive Director, Justine Currell, said, 'The Helpline is a vital tool in the UK's fight against modern slavery and the number of calls we have received in our first year is testament to that. Our



work with partners means that we are getting the message out to the public and potential victims about the help and support they can access through the Helpline. It is absolutely vital that potential victims and others have a service that is available 24/7 and is confidential and free.'

From the calls received, the Helpline made a total of 1,442 referrals to other agencies and organisations during the year demonstrating Unseen's commitment to sharing information with those who can prevent modern slavery crimes and protect vulnerable individuals. These referrals were made to **every** police force in the UK, the National Crime Agency, a range of NGOs and the Gangmasters and Labour Abuse Authority.

The full report can be viewed here: [Annual Assessment Report](#).

ENDS

Notes for editors

About Unseen and the Modern Slavery Helpline:

Unseen is a modern slavery charity that operates a micro to macro approach to tackling slavery: by directly supporting survivors of human trafficking and modern slavery through safe accommodation, reintegration and outreach services; equipping frontline staff and businesses with the training and tools to correctly identify victims and take appropriate action; and influencing governments at a strategic level to create long-lasting global solutions to modern slavery. Unseen also operates the UK-wide Modern Slavery Helpline and provides consultancy and training to businesses to help them better understand the issue of modern slavery in supply chains and their own organisation. In 2015, Unseen was awarded, Charity of the Year: with an income of less than £1 million, by Charity Times Awards.

The UK-wide Modern Slavery Helpline and Resource Centre, established in October 2016, provides victims, the public, statutory agencies and businesses with access to information and support on a 24/7 basis. Potential victims, who call the Helpline, can talk to fully trained call handlers who will guide and assist them to access relevant services including Government-funded support through the National Referral Mechanism. Statutory agencies calling the Helpline will be supported in dealing with potential victims and signposted to the range of information, guidance and tools available through the associated resource centre. To raise awareness of the Helpline and ensure that it provides the services that potential callers want, we are working closely with a range



of diverse stakeholders including law enforcement agencies, non-governmental organisations, businesses, media and faith organisations.

Calls and reports to the Modern Slavery Helpline can be made 24 hours a day, seven days a week by calling 08000 121 700 or submitting a report online at: <https://www.modernslaveryhelpline.org/report>

Press contact details:

For further information or to arrange interviews with Unseen’s frontline team please contact the press office.

Tel: 0303 040 2888 (Office hours Mon-Fri 09:00 – 17:00) or;

Tel: 07958 363492 or 07484 884643 (Outside of office hours)

Email: info@unseenuk.org

Unseen

www.unseenuk.org

Twitter: @unseenorg

Facebook: @unseenuk

Modern Slavery Helpline

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