A world without slavery

Impact report
2018

unseen
Modern Slavery in 2018

1. 7,121 potential victims indicated by the Modern Slavery Helpline
2. 6,993 victims found in the UK, tens of thousands still out there
3. £3.3 to £4.3 Billion cost of modern slavery to the UK
4. 45% of victims found in the UK were children
5. Ten years of Unseen

2018 marks ten years since we were founded with the aim of eradicating modern slavery.

In 2008, this was a backwater issue, with little public or political traction, and we were a two-person team working out of a borrowed office. Ten years on, we’ve transformed lives through our services for survivors of trafficking, and established the Modern Slavery Helpline. We’ve been at the heart of bringing about national change in the form of the Modern Slavery Act, and growing recognition from government, frontline agencies, the media, business, and the public that this is a crucial issue we all have a part to play in addressing.

In 2018 we’ve continued to grow our impact. We directly supported more survivors of modern slavery than ever before, and the number of potential victims indicated by the Helpline nearly doubled from 2017, to over 7,100 people.

Increased reporting to the Helpline tells us that there are more people in slavery in the UK than previously thought. And this is what drives us forward. ‘We can’t rest on what we have achieved when there are so many more who need our help.

So we must redouble our efforts. We are looking at our new strategy to take us to 2025 as we seek to increase our impact still further, expanding our survivors in the community programme beyond the South West, transforming the business response to slavery, and taking Unseen international. I can’t wait to share that with you when ready.

In the meantime, thank you so much for all your passion and dedication to this cause. Together we have made serious inroads into stopping this crime. Now more than ever we need to work together, so that we can truly consign slavery to the history books where it belongs.

Andrew Wallis OBE, Unseen CEO
Our vision is a world without slavery

**Support**
We support survivors and vulnerable people through specialist services, helping them to recover safely and develop resilient, independent lives.

**Equip**
We equip healthcare workers, the police, frontline agencies and businesses with training, advice and resources to better identify and support potential victims.

**Influence**
We influence government and society to inspire change in legislation, policy and consumer choices.

Support
The Unseen
Women’s Safehouse

Our Safehouse for female survivors of trafficking provides a haven for up to eight women where they can start to rebuild their lives.

We support survivors with the highest level of needs; those who are at risk from their exploiters, homeless, have complex physical and mental health challenges, and substance dependency issues. To provide the level of support required, we’re staffed 24/7 by specialist workers.

Keyworker Clara talks about life in the Safehouse

Most survivors I’ve worked with have been betrayed by someone they thought loved them — their new boyfriend, their trusted employer or friend, even their own parents.

How can you learn to trust again when the last person you believed in was the one who sold you?

This is what we work on with the women who come to us, as without this they can’t make friends or relationships, access services, or move on with their lives. Providing a safe and supportive environment is a good starting point. We invest in listening, and we start to see women open up.

Generally after about two weeks is when the relief of being safe starts to give way to fear about the future. We work hard to help the women understand their options and see a way to rebuild their lives.

The change can be unbelievable. I’ve recently seen a woman go from not being able to leave her room to singing publicly in a choir. She moved on from the house confident that she could find her own solutions.

I’ve heard so many stories of abuse that will haunt me forever, but we know the transformation that survivors can make, and this is what brings me back to the house each day.
The Unseen
Men’s Safehouse

Sometimes people are surprised that men are trafficked too, but in fact 60% of victims identified in the UK last year were male.

Our Men’s Safehouse can accommodate up to five survivors and aims to equip them with the resilience and self-esteem needed to safely recover and avoid re-exploitation. Like the Women’s House, we are staffed 24/7, so that we can provide support no matter what our residents are dealing with.

Safehouse resident Trung shares his story

I was orphaned around 10 years old and lived on the streets in Vietnam. When I was about 16 some people told me if I worked in the UK I would get good money.

I was sedated and when I woke up, I was up tied up and had a black sack on my head. They hit my head with guns and threatened me.

I was taken to Europe in a container with five other people, men and women. The women were made into prostitutes and we men were forced to package drugs – marijuana, heroin, cocaine, ecstasy.

I was moved around many countries. I was taken to Russia in wintertime, to France and then the UK. I was made to grow cannabis. I didn’t want to, so they beat me. I found a wooden stick and attacked them, then escaped.

“When I first got to the Unseen house, I was very frightened. I didn’t know who to talk to or what to do. Now I can talk whenever I want to, to my support worker James. I feel safer around James. I get scared but he lets me know I’m ok.”

I enjoyed the trip to the beach. We built towers of stones and took pictures. It was quiet and peaceful. We all laughed. These things help me manage my anger and be more comfortable.

We didn’t ask for this life, we were tricked and sold. Unseen help us to recover our lives.

Picture taken by Trung as part of our Mindfulness-based Photography Project.

1 National Crime Agency 2018
Survivors in the Community

Whether moving on from a safehouse, or newly escaped from exploitation, our Resettlement, Integration and Outreach (RIO) programme supports people taking the first, often terrifying, steps towards independence.

Priscilla was trafficked from a West African country, trapped in a family’s private home, abused and used as their slave.

She managed to escape but with nowhere to go was living on the streets. Her mental health deteriorated as a result of what she had been through and she was sectioned and spent time in a psychiatric hospital before being referred to Unseen. After a stay in our Women’s Safehouse, she moved into Asylum Support accommodation and our Survivors in the Community programme.

Priscilla applied for asylum and in time her application was approved. While this was great news, it meant she would be rapidly evicted from her accommodation.

Knowing her history and her mental health challenges, Daisy made sure that her local council treated Priscilla’s case as a priority. She was offered accommodation on the same day that she was evicted from her Asylum Support housing, so avoided becoming homeless again and the trauma this would involve for her.

This was the first time Priscilla had lived independently for years. Her Outreach case worker, Daisy, supported her to build her confidence, to attend English language classes, access counselling, go to the gym and start volunteering in a local charity shop.

I have seen the changes in my life. I was unable to make decisions for myself before. Now I make my own decisions. I’m happy that I can do things by myself now.
The Unseen Children’s House

This pilot project, opened in 2018, was the first specialised safehouse for trafficked children in the UK.

Nationally, around a quarter of trafficked children disappear from care. We opened the Ofsted-registered Unseen Children’s House as a trial to explore ways to reduce this shocking statistic.

Volunteer house parents created a loving family environment for up to three trafficked children, while a specialist staff team provided bespoke support, and increased security features kept children safe.

Adam had been found in the back of a lorry entering the UK, distressed and alone. He spent seven months at the Children’s House, where he thrived – rebuilding his confidence and forming a strong bond with his house parents and the staff. He enjoyed house activities like arts and crafts, film nights and outings to the countryside, as well as learning English.

He is now safely settled into a new home and enjoying continuing his schooling. Adam was one of four children supported at the Children’s House, none of whom, crucially, went missing.

What next?

The Unseen Children’s House kept children safe, supported them emotionally, and prevented re-exploitation. We believe it could provide a model that could be replicated across the country to reduce the number of trafficked children going missing.

Having come to the end of the pilot, we are now working with the government and others to put together recommendations on what needs to be done to keep trafficked children safe.

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ECPAT, 'Still in Harm’s Way', December 2018
Ten year timeline

2008
Unseen is founded

2011
Unseen Women’s Safehouse opens after over two years in development

2013
January
Unseen’s Resettlement, Integration and Outreach programme launched to support survivors living in the community

March
Unseen CEO Andrew Wallis chairs Centre for Social Justice report ‘It Happens Here’. Home Secretary Theresa May later refers to the report as the basis for the Modern Slavery Act

2015
February
Modern Slavery Act passed

2016
June
Unseen Men’s Safehouse opens

October
Modern Slavery Helpline launched, call numbers grow month on month

2018
January
Unseen Children’s House opens

July
Unseen App developed as a new way to recognise and report modern slavery
Modern Slavery training for professionals

How can you expect someone to see something if they don’t know it exists?

In 2018 we provided training for nearly 1,500 people from the police, NHS, businesses and others, to ensure those on the frontline can recognise and report modern slavery if they come across it.

Matt’s story
Matt Coles works for South Gloucestershire Council and received Unseen training in 2018:

“A resident called in to report his neighbours for overcrowding and litter. There were around ten people at this address, and it was a three-bed house. They were all Eastern European males, they all leave the house at a set time each morning, all wearing the same car wash uniforms, all getting into the back of a van driven by someone else.

I reported it to the Modern Slavery Helpline and the police took it forward. ’I don’t think I would have raised it as an issue if I hadn’t had the training. ’It helped me to identify the obvious signs that modern slavery was occurring”

If you want to find out more about training for your organisation, please email: training@unseenuk.org

Equip

Support

Influence

3,009 people trained in four years since project launch

1,461 people trained in 2018
Anti-Slavery Partnerships (ASPs)

We all know that we achieve more when we work together. We need police, businesses, charities and NHS staff, to collaborate if we want to beat slavery. And that’s what Anti-Slavery Partnerships do.

Unseen co-chairs the South West regional ASP, and the Bedfordshire ASP. Highlights include:

- A car wash owner in Avon and Somerset was issued a ‘risk order’, placing extra regulations on his operations in order to ensure workers’ rights are protected.
- The #TellUsWhatYouSee campaign used ASP networks to raise awareness and increase reporting, and was picked up by local and national press, and as far away as the USA.
- 40% increase in victims entering government services for survivors from across the South West.
- Awareness-raising work in Bedfordshire including presence at the Bedford River Festival, attended by 300,000 people.

Spotlight: Awareness Raising for Schools

Nearly half of all victims of modern slavery found in the UK in 2018 were children. The number grows year on year, and the majority are British.

Unfortunately, many children are simply not aware that they could be at risk of exploitation or understand how traffickers recruit and exploit them, through methods such as grooming.

So, in 2018, we launched Spotlight, a modern slavery awareness programme for schools, to empower children to protect themselves and their friends.

If you’re interested in booking Spotlight at your school, contact training@unseenuk.org.

In 2018:

- 3,137 trafficked children found in the UK
- 1,624 teenagers received modern slavery awareness raising through our Spotlight programme.

Support / Equip / Influence

3,137 trafficked children found in the UK

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Victim Case Management System

The computer system that helps staff support survivors, and fights slavery itself by revealing trafficking routes and trends.

Complicated histories, medical reports, Home Office paperwork – there’s a lot going on for survivors of slavery and it’s essential our staff are able to stay on top of client cases.

Paper filing systems just weren’t up to the job, and we couldn’t find a computer-based system out there that met our needs, so we developed our own, with EU funding and in partnership with Caritas Czech Republic and Salesforce.

But as well as helping staff manage client cases, the system aggregates data to illuminate patterns of exploitation.

For example, the data reveals that on average most nationalities take one year or less to receive support after they have escaped exploitation, whereas Nigerians take five or more. Armed with this new information, we can seek to understand and address these delays.

We will be sharing the system with others, to improve survivor services and disrupt slavery. Understanding patterns such as these can help law enforcement and others to better understand modern slavery and help stamp it out for good.
Unseen evidence ‘key’ as cuts to survivors’ benefits overthrown by the High Court

Benefits for survivors of trafficking who were claiming asylum were cut, from £65 to £37.50.

We saw the impacts first-hand. Survivors becoming isolated and even more vulnerable at exactly the time they should be recovering and escaping the influence of their traffickers.

We provided evidence on the impact of the reduction to the lawyers challenging the Government in the High Court, which ruled the cuts unlawful and ordered the government to make back-payments to those affected.

“Your evidence was key”, wrote Nusrat Uddin, one of the lawyers involved in the case.

We have since supported several survivors to claim their back-payments. This money will be crucial in helping them build new lives free from exploitation.

Other influence highlights

Unseen helped launch the Responsible Car Wash Scheme, piloting a kitemark for car washes that respect workers’ rights and the environment.

We brought survivor voices to the Home Office, setting up a meeting with civil servants for survivors to talk about what they thought of proposed reforms to government services for victims of trafficking.

Unseen sits on the Advisory Board of Tech Against Trafficking, helping technology companies such as BT, Nokia, Microsoft, Salesforce and Amazon develop solutions to both combat modern slavery and help prevent it happening in the first place.

Unseen Director Kate Garbers gave a TEDx talk, which has had over 10,000 views on YouTube – raising awareness of the reality of how we all interact with modern slavery in our daily lives, and what we can do about it.
Modern Slavery Helpline and Resource Centre

This project supports survivors, equips stakeholders, and influences government and society. Here’s how.

Support

The Helpline supports people by being available 24/7, 365 days a year, accessible in over 200 languages and totally independent and confidential.

In his late teens, Roman had been trafficked to the UK from Eastern Europe by an organised crime gang, forced to work for free - supposedly to repay the cost of his ticket. He was beaten when he complained. He called the Helpline in a brief moment when his exploiters were away and was immediately connected to a translator. Roman told us he had repaid the cost of his ticket ‘a hundred times over’, that he wanted out, and needed help.

We made a plan with him, agreeing that the police needed to be involved, and setting a time and place the next day where they could find him. Within 24 hours, Roman was on his way to a safe place. He called us back a few days later to thank us for our help and reassure us he was ok.

Equip

In 2018, we launched the Unseen App in collaboration with British Telecom. The free App contains a pocket guide to recognising the signs of slavery and allows users to call or report directly to the Helpline via the app. Police forces and the public are using it up and down the country.

The Helpline also helps businesses fight slavery in their operations and supply chains, such as through providing key information via our Business Portal.

Influence

The Helpline releases reports based on Helpline data which drive media coverage, awareness of the issue, and promote action.

For example our Modern Slavery in Scotland report showed how a Scottish government trafficking awareness campaign they had run had led to an increase in calls.

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You listened to me when no one would believe I was a victim

Modern Slavery Helpline caller

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In 2018

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<th>Support</th>
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<tr>
<td>7,121 potential victims indicated by the Helpline</td>
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<td>7,405 reports via call, webform and app</td>
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Clarke Willmott has been extremely proud to support Unseen from the very early days when we were delighted to provide them with office accommodation to more recently supporting them as our office charity.

Our relationship has been fulfilling on many levels. It has been educational, informative and fun. Our many and varied fundraising events have not only raised much needed cash, but provided an excellent opportunity to raise awareness of the appalling prevalence of modern slavery.

We commend Unseen for leading the way in working towards a world without slavery. Their people are inspiring and tireless in their endeavours, and that is what sets them apart.

It has been an honour and a pleasure to work with the Unseen team. They have become very close to the Clarke Willmott family and we look forward to continuing to support them wherever possible in the future.

Stephen Rosser, Chief Executive, Clarke Willmott

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Financial Summary

Expenditure

- Combined charitable activities: 85%
  - 69% Supporting survivors (£1,749,365)
  - 13% Equipping stakeholders (£228,591)
  - 3% Influencing policy and society (£80,834)
- Combined support costs: 15%
  - 8% Support costs (£194,184)
  - 6% Raising funds (£142,364)
  - 1% Governance (£30,144)

Total expended: £2,525,482

Income

- 47.5% Trusts and grants (£1,131,024)
- 31.5% Service income (£748,834)
- 10% Corporate income (£238,619)
- 9% Donations (£221,275)
- 1.5% Training income (£34,942)
- 0.5% Trading and other income (£7,497)

Total income: £2,382,191

85% of income spent on charitable activities

In 2018, for every £1 spent on fundraising, £11.17 was raised to invest in our work.

For Unseen’s audited accounts please search for Unseen UK on www.charitycommission.gov.uk

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Dear Friend,

An employment agency boss told me I can go to England. I sold my flat, he took all the money.

And the reality when I came to England? They take my passport, said I must pay them ten thousand pounds back, and I start working, every day, in a field or greenhouse. They pay just 30 pence per day. They treat us like we are animals.

Just for their fun they would say ‘drink water from the puddle’. And if you don’t drink they will break your body.

One night there were three men beating a boy, maybe 16 years old. I couldn’t see this anymore and I say to them ‘you are disgusting!’ They took me and dumped me in a field that night.

Eventually I was brought here to the Unseen house. Talking to my case worker was the first time I could trust somebody. Coming to this house was the first time I felt safe.

I had my first garden in this house, went on trips, started volunteering. They made me feel that I am not just a little stone in the road, I too am an important person.

People should support Unseen. It’s very important, because they give us hope, they give us life. They give us a chance to feel human again.

Best wishes, Tania

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All photographs: Unseen/ Jonny Simpson
All survivors’ names in this report have been changed, and pictures feature actors, in order to protect identities

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Will you?

When survivors arrive at Unseen’s Safehouse, they are given a key to their own room. This is the first time they have had control over who comes in, often for many years.

Will you help survivors to unlock an independent and resilient future?

When you choose to leave a legacy to Unseen, you enable ongoing expert support for survivors, and ensure their voices are heard and used to fuel the fight to end modern slavery.

www.unseenuk.org/leavealegacy
fundraising@unseenuk.org
0303 040 2888

I have left Unseen a gift in my will to show my commitment to a world without slavery.

A. Remis, Legacy pledger
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

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