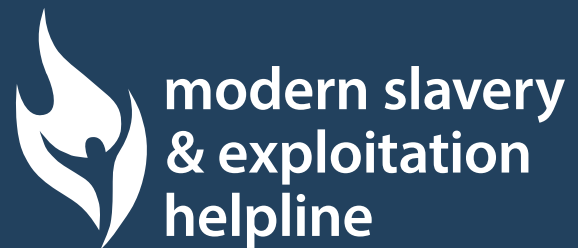


UNSEEN

MODERN SLAVERY & EXPLOITATION HELPLINE

ANNUAL ASSESSMENT
2020



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With the trials and tribulations of a tumultuous 2019 caused by significant financial pressures, 2020 has been an equally challenging year for the Helpline for very different reasons. Who would have thought that we would be encouraged and at times compelled to stay indoors and work from home for three quarters of the year? Despite a seemingly impossible task, all Helpline operations were moved to remote working in April 2020, with the Helpline Team being set up to take calls and answer online enquiries and concerns from home, which we continue to do. This was only possible through the resiliency of the BT telephony and cloud based system the Helpline utilises. Throughout 2020, the team has continued to put those in vulnerable situations first by providing an uninterrupted and professional 24/7 service to those needing help and support, including front-line professionals seeking technical advice and guidance.

The COVID-19 pandemic and subsequent economic impacts have undoubtedly affected the landscape, with swathes of the economy being forcibly closed for long periods. This, coupled with increasing demands in areas such as logistics and food, has seen the nature of calls to the Helpline shifting and changing during the 12 months. Understandably, with fewer members of the public out and about, the number of third party reports to the Helpline about concerning situations decreased in line with the overall number of contacts.

With increasing requests for Helpline data and a better understanding of trends and hotspots across the UK, the Helpline is becoming of more strategic importance for those committed to ridding our society of this terrible scourge. Our collaboration continues through working with partners across all sectors, including in retail. Unseen's goal is to support activities such as those to tackle labour abuse in the garment sector in Leicester and reduce the silo working that has blighted the landscape and our efforts for so long.

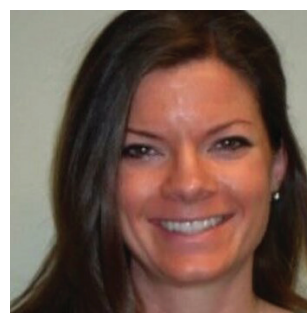
As we move into 2021, the Helpline will continue to offer vital services to those most in need, supporting police forces and professionals across the UK to safeguard and protect vulnerable people and strengthen our corporate partners' resiliency. We continue to partner and collaborate with others to achieve our goal of a world without slavery.



Andrew Wallis OBE
CEO, Unseen



Justine Currell
Director, Unseen



Rachel Harper
Helpline Manager, Unseen

3,481
potential victims



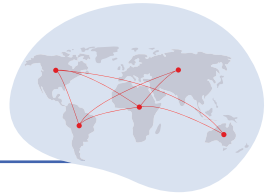
6,052
helpline calls



1,924
webforms and App



80
different nationalities



1,582
referrals



1,742
modern slavery cases



■ Introduction

This report provides an assessment of the UK-wide Modern Slavery & Exploitation Helpline's operations throughout 2020. It provides the number, type and nature of calls, web forms and app submissions received **between 1 January 2020 and 31 December 2020** and the number and demographics of potential victims indicated. This report also sets out the trends identified through the Helpline's contacts and collated data.

■ Comparison of data 2019 - 2020

In contrast to previous years, the Modern Slavery & Exploitation Helpline has seen a decrease in the number of contacts received, assumed to be a direct consequence of the COVID-19 pandemic and regional and national lockdowns. The Helpline experienced a decrease of **14%** in calls, **8.6%** in web reports and **52%** in App submissions. The number of PVs indicated and modern slavery cases raised has also decreased slightly.

■ 2020 Summary Helpline call data

In 2020, the Helpline took **6,052** calls and **1,924** webforms and App submissions. From these contacts, **3,481** potential victims were indicated, **1,742** modern slavery cases raised, and **1,582** referrals sent to law enforcement agencies, NGOs and safeguarding teams. A large proportion of calls into the Helpline remain related to wider abuse and exploitation, such as labour abuse and domestic violence.

■ Victim demographics

In 2020, the Helpline indicated a total of **3,481** potential victims. These were individuals from **80** different nationalities through contacts made in 2020 relating to reported instances of modern slavery.

■ Potential exploiters

It isn't easy to extract information relating to the exploiters indicated in contacts to the helpline as many of those reporting situations will not know their details. However, in 2020, **1674** potential exploiters from **60** different nationalities were indicated.

■ Sexual exploitation

During 2020, sexual exploitation indicated to the Helpline has risen, with **273** cases indicating **481** potential victims. **24%** of those indicated in sexual exploitation cases were minors, the most reported typology for minors in 2020.

■ Labour exploitation

Although labour exploitation continues to be the most prevalent form of exploitation indicated to the Helpline, throughout 2020, the pandemic numbers indicated to the Helpline have decreased. A total of **578** cases were raised, indicating **1,889** potential victims.

■ Domestic servitude

Domestic servitude continues to be one of the most hidden and complex typologies of modern slavery. However, in 2020, **110** cases were raised by the Helpline, indicating a total of **139** victims. This is not dissimilar to volumes raised in 2019.

■ Criminal exploitation

Criminal exploitation has thrived during the pandemic, with reports increasing and the Helpline raising **254** cases compared to **179** cases in 2019. The two most prevalent types remain criminal exploitation for drugs and begging.

■ Referrals and signposts

In 2020, the Helpline made a total of **1,582** referrals and **1,498** signposts providing information about suspected situations of modern slavery, non-modern slavery, labour abuse or other crimes to a range of partner agencies as well as support for potential victims.

■ International cases

The Helpline receives calls about situations in other countries, as well as international calls about cases in the UK. In 2020, the Helpline raised **118** international modern slavery cases.

■ Non-modern slavery cases

Cases related to situations not classed as modern slavery continue to be a significant proportion of the Helpline's workload, focusing on labour abuse in particular. The number of cases relating to high risk and related crimes in 2020 was **2,654**.

■ General information cases

General information cases in 2020 accounted for **357** of total cases. These cases relate to a number of different types of requests, such as general information about what modern slavery is, access to training and supporting materials, and information about wider support services on offer.

■ Role of business

The Helpline has a key role in working with and supporting businesses to prevent modern slavery. In 2020, the Helpline had **36** cases related specifically to business requests and published **123** cases to the Helpline Business Portal. Many of these contacts will have resulted in wider conversations with business about issues found or raised in their operations.

■ Challenges and opportunities

The challenges in operating an independent 24/7 helpline are always present; however, despite home working for much of 2020, the Helpline has continued to provide much-needed services to potential victims, statutory agencies, members of the public and businesses. The Helpline continues to grow its partners to ensure it is always available to those who most need it.

■ Emerging trends

Being at the forefront of calls and cases related to modern slavery and exploitation, the Helpline plays a vital role in identifying and reporting emerging trends. This supports partners in understanding how modern slavery and exploitation is changing and diversifying to support prevention activities.

“The UK Modern Slavery Helpline continues to make a significant impact on the national response to modern slavery and exploitation, and is a vital means to help understand the scale of the issues linked to these horrific human rights abuses.”

- Mark Burns-Williamson OBE,
West Yorkshire's Police and Crime Commissioner
and national PCC lead on Human Trafficking and
Modern Slavery

Chapter 1 - Introduction

Into its fourth year, the Helpline continues to grow its expertise and understanding of a complicated and complex crime. As a helpline that is independent, confidential, and staffed by a specialist team, potential victims, statutory agency staff, and businesses can access unique help, support, and advocacy to help people out of exploitative situations and go after the criminals by strengthening prevention activities.



Who we are

Unseen is a UK-wide modern slavery charity working with national, regional and local stakeholders, partners and businesses to end slavery. We seek to do this by supporting survivors, educating and informing stakeholders and influencing systemic change:

- We provide direct survivor support services to men and women through our accommodation, outreach and reintegration services.
- We educate stakeholders through the provision of CPD accredited training, advice and resources, training around 2,000 front-line personnel each year.
- We influence systemic change working closely with the UK and overseas Governments.

Having operated the Helpline since 2016, Unseen has continued to increase its strategic and operational understanding of modern slavery and labour abuse across the UK and beyond. With a unique and unrivalled Helpline data set, Unseen is increasingly partnering with many diverse organisations to pool knowledge and understanding and use the power of data to best effect. Despite lockdowns, home working and resource challenges the Helpline continues to provide services 24/7, 365 days a year. Staffed by trained specialists, the Helpline offers real-time support to statutory agencies, businesses, the public and potential victims relating to a diverse range of exploitation and modern slavery situations. Offering translation services, the Helpline can engage with individuals in their first language, ensuring that they get advice and information they need and in a way they can understand.

Recognising the fact that the Helpline not only deals with modern slavery situations and reports, in April 2020, Unseen renamed the Helpline to the Modern Slavery & Exploitation Helpline. This is an important move as it accurately represents the breadth of contacts the Helpline deals with and demonstrates how closely interrelated modern slavery is with other exploitation types, particularly labour abuse and domestic violence.

Since the Unseen App launched in July 2018, we have been considering alternative communication channels to expand how people can contact the Helpline for support and advice. We are also considering how technology and artificial intelligence could better support our understanding of hotspots and trends across the UK and identify new methodologies in real-time. This is crucial in understanding the nature, scale and breadth of modern slavery and associated exploitation in the UK and will help us inform UK strategy and wider prevention activities.

As a dedicated resource, the Helpline continues to play a pivotal role in better understanding the risks and threats of modern slavery, in the main, because it can gather information from those who are seeing and experiencing exploitation first-hand. Confidentiality and trust are key in achieving this, along with a fully trained and specialist team. This is crucial to ensure that, no matter what a contact is seeking advice on, the Modern Slavery Helpline can respond accordingly, either giving advice or signposting to other more appropriate services.

Unseen continues to recognise the importance of working with others to tackle modern slavery and exploitation and remains committed to developing strong partnerships with statutory agencies, community groups and businesses. Modern Slavery remains a complex and hidden crime that is still difficult for many to comprehend. By working collaboratively, we can genuinely strengthen our collective resilience to improve the lives of those who are in situations of modern slavery and prevent others from becoming exploited in the first place. Unseen's network of stakeholders and partners continues to grow, and the Helpline continues to actively support partner campaigns carrying the Helpline number, helping to connect individuals to the information, advice and support they need.

Technical advice and support to front-line professionals remain a fundamental aspect of the Helpline's role. Increasingly, police officers, local authority personnel and health professionals contact the Helpline seeking information and support about individuals they are engaging with, who appear to be in an exploitative or vulnerable situation. Information and guidance are often sought about the Government's process for accessing support through the National Referral Mechanism, wanting to know more about the law enforcement tools available such as asset seizure powers or Slavery and Trafficking Risk and Prevention Orders, and understanding the support available for those who are vulnerable and at risk.

A core aspect of the Helpline's role is to provide informative statistical returns to partners to support strategic thinking and operational activity. Monthly, quarterly, thematic and ad-hoc statistical reports are produced to share trend analysis, contact volumes and nature as well as victim demographics. The Helpline also provides information to partners on campaign activities to support evaluation activities. Regular Helpline statistical reports are published on the Helpline website and shared by law enforcement agencies, local authorities, the Gangmasters and Labour Abuse Authority and the Government. In 2020 the Helpline, in addition to its regular statistical returns, produced a short report of the impact of the first six months of the pandemic.

Increasingly, the Helpline is also asked to support academic research bids to understand better the nature, scale and demographics related to modern slavery.

Testimony

“In policing, we appreciate that not all victims or witnesses of crime are comfortable speaking to the police but especially victims of exploitation. Unfortunately, not everyone trusts the police. Having the Modern Slavery Helpline there for people to contact is so important. Not only to report but also to seek advice.

Over the years, I have found that the quality of information we receive from the Helpline has been of great quality and gives us lines of inquiries to safeguard the most vulnerable. This is due to the excellence of the staff at the Helpline receiving the referrals and questions asked.

The Helpline was never needed more than it was during Covid times when there have been fewer opportunities for agencies, including law enforcement, to encounter potential victims.”

*- Colin Ward,
Programme Challenger,
Greater Manchester Police*



Chapter 2 - Comparison of data 2017-2020

In a year like no other, the Helpline has continued to see some interesting shifts and trends in cases of modern slavery and exploitation reported to the Helpline. Despite a drop in contacts, the Helpline still dealt with a similar number of modern slavery cases and only slightly fewer potential victims than in 2019.



Yearly data comparisons

In a year like no other, the Helpline has continued to be the primary call to action on many national, regional and local modern slavery campaigns, including media reports where modern slavery is a factor. Despite contacts decreasing during 2020, we suspect as a direct consequence of the COVID-19 pandemic and subsequent lockdowns, the Helpline has remained front and centre as the place to contact for help and support.

In 2020, the number of calls received by the Helpline decreased by **14%** from those received in 2019, from **7,073** to **6,052**. We suspect this is wholly related to the pandemic as contacts in the first two months of the year were tracking above those for the same period the previous year. A sharp decline in contacts was experienced in April 2020, coinciding with the first national lockdown commencing at the end of March.

As would be expected, the number of submissions made via the Unseen App in 2020 also declined from **121** in 2019 to **58** in 2020,

a **52%** decrease. This is likely to be due to fewer members of the public using the app to report concerning situations.

In line with the Helpline's change in name in April 2020, the number of contacts relating to labour abuse and other types of exploitation not deemed to be modern slavery continues to be prevalent.

In line with reducing contacts, the number of potential victims indicated has fallen from **4,739** in 2019 to **3,481** in 2020, a **27%** reduction. Despite fewer contacts, the number of modern slavery cases has remained fairly consistent at **1,742** in 2020 compared to **1,812** in 2019, only a **4%** decrease. We suspect this may be due to the types of contacts received during the year, with more contacts from statutory agencies and directly from potential victims rather than members of the public. It must also be remembered that the Helpline remains conservative in its recording of information relating to the number of potential victims involved in a situation to avoid unnecessarily inflating the figures.



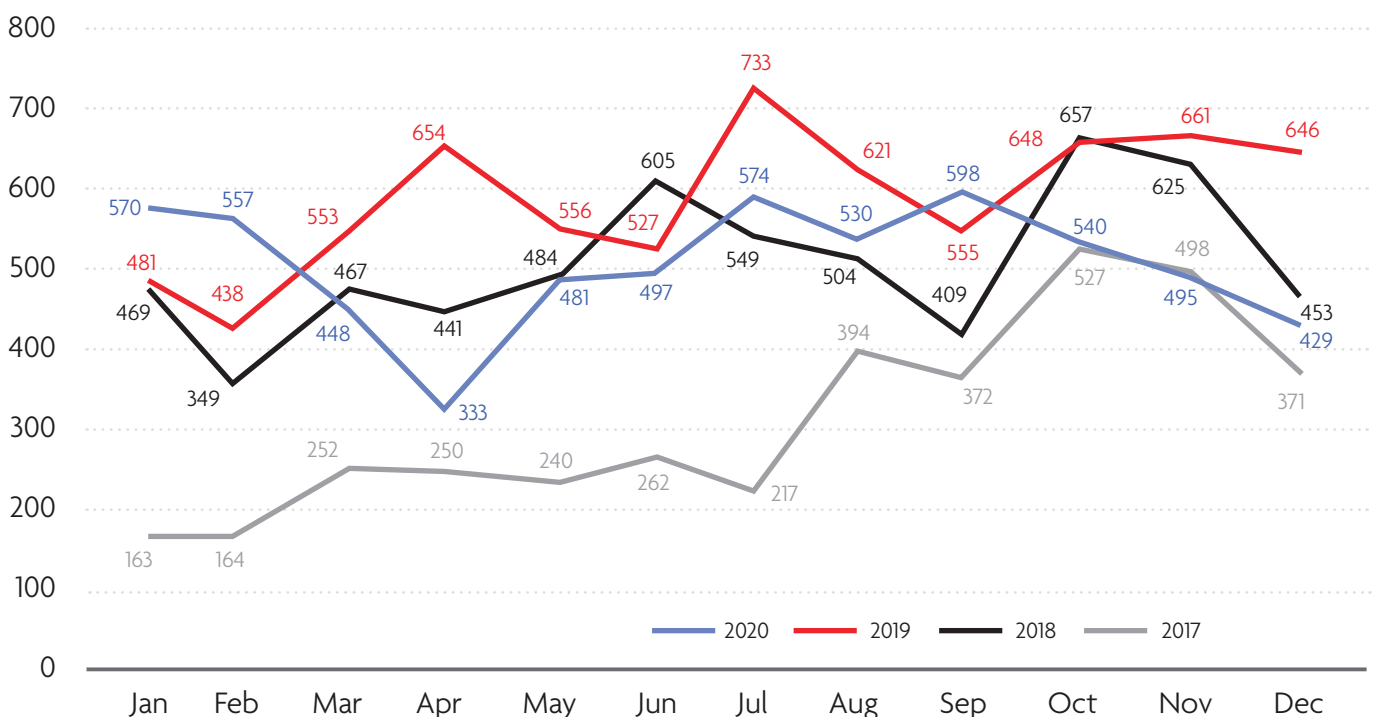
14%
decrease
in calls



9%
decrease
in webforms

The chart below shows the number of Helpline calls by month for the first four full years of operation from 2017 to 2020.

Chart 01: Number of Helpline calls by month 2017-2020

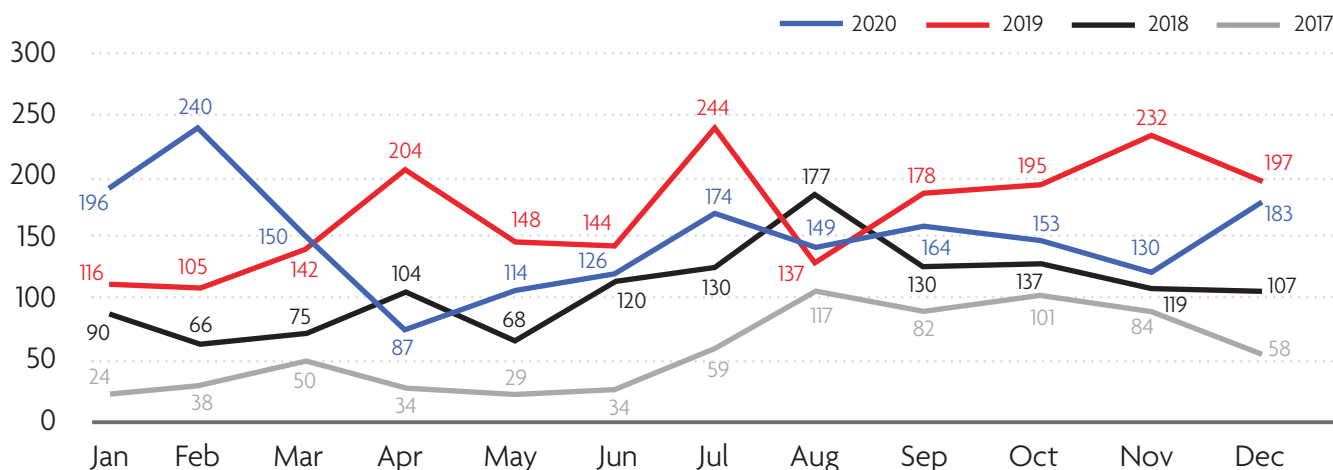


It is usual for Helpline calls to be sporadic and peak and trough at various points throughout the year. 2020 was no exception. However, the sharp decline in April is noticeable and would not have been expected had the pandemic not took hold and lockdown introduced, particularly as April was a peak for the Helpline during the same time in the previous year. From April 2020 onwards, calls started to rise again and only tailed off during the last three months of the year as local and regional lockdowns were introduced and a full national lockdown implemented from December 2020. This, however, also coincided with the gradual decline in calls we usually see towards the end of each calendar year.

The Helpline ended 2020 with fewer calls in December 2020 than the same period for the previous two years.

As expected, the number of webforms received by the Helpline also dipped in April and then subsequently increased gradually over the following few months. However, rather than declining again in the last three months of the year, the Helpline experienced a significant increase in the number of webforms received in December 2020, usually a time when we see webform volumes tailing off. The chart below shows this usual dip at the end of each preceding year.

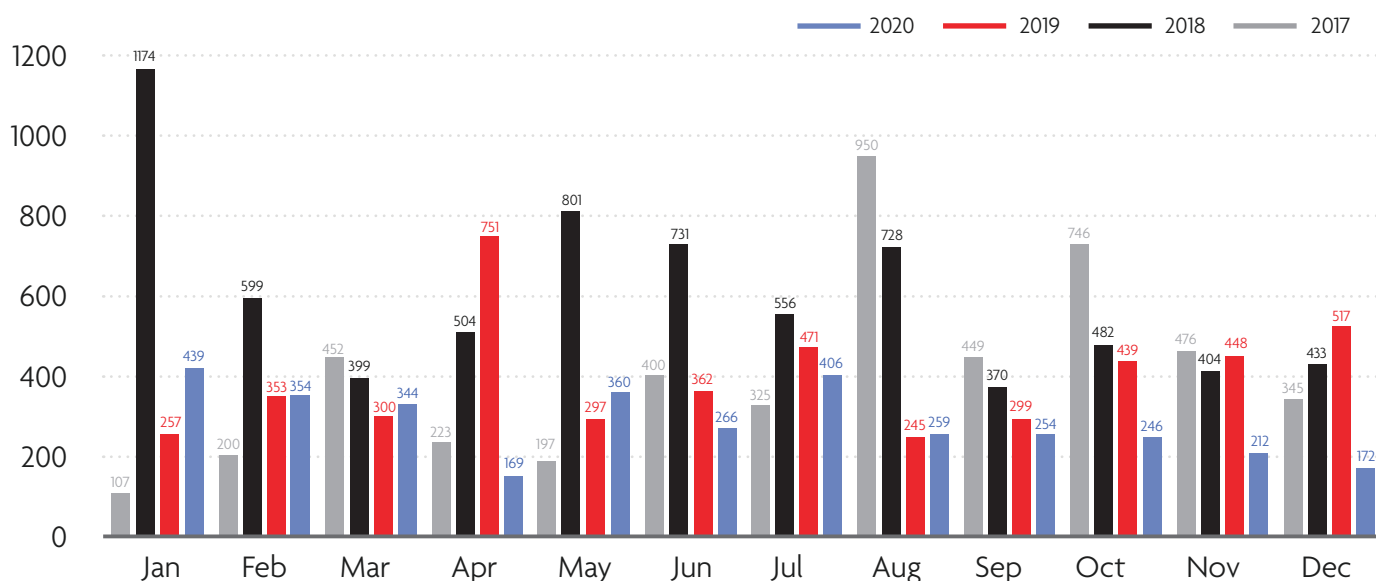
Chart 02: Number of webforms by month 2017-2020



Across each of the four years the Helpline has been running, we have consistently seen fluctuations in the number of calls and webforms received that have been very much affected by external forces, the most notable of those being the COVID-19 pandemic. High profile media stories and significant awareness-raising campaigns continue to affect Helpline contact volumes, and the Helpline monitors these external factors to ensure capacity meets demand.

It would be expected that in line with an increase or decrease in contact volumes, there would also be a similar rise or fall in potential victims. This, however, may not be the case. The chart below shows the number of potential victims per month related to modern slavery cases for the four years from 2017 to 2020.

Chart 03: Comparison of number of potential victims by month 2017 - 2020



Although the numbers of potential victims indicated have declined slightly from **4,739** in 2019 to **3,481** in 2020. Chart 03 shows how the numbers vary wildly across the months. The slight decrease in the number of potential victims indicated during 2020 may partly be as a result of fewer contacts, although the change in the type of contacts across the year is interesting and shows a decline in members of the public calling but an increase in the number of potential victims themselves calling. The Helpline continues to see a significant number of reports not considered as modern slavery but which are on the same spectrum, such as labour abuse or those crime types closely related to modern slavery. In 2020, the average number of potential victims per case decreased from **2.6** in 2019 to **2** in 2020.

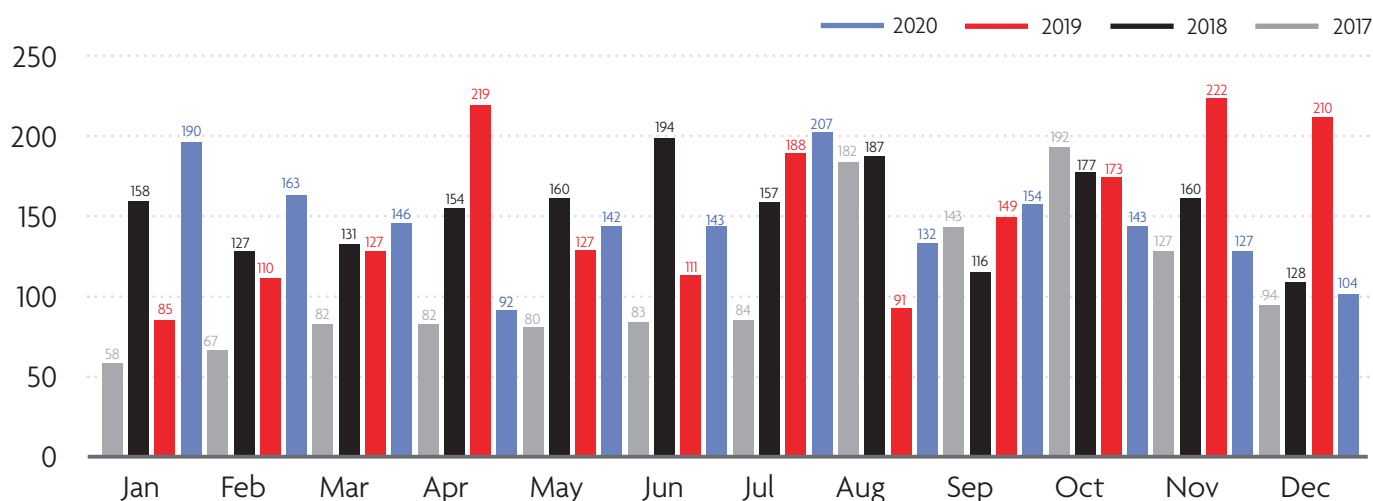
It is not clear what is driving this downward trajectory. Given its wide remit, the Helpline deals with a diverse range of exploitation situations. In each case indicated, the Helpline makes a full assessment of the information provided to determine the best course of action. This will always take full account of the situation, the needs of any potential victim, the caller's circumstances, and the options available. Signposting will always be provided to the contact where an alternative crime or issue is being reported where the Helpline is not best placed to support or advise. This may include making a referral to another agency or organisation as required.

In previous years the Helpline has seen large increases and decreases

Table 01: Comparison of total number of contacts by type 2017-2020

Total Calls per Case Type	2017	2018	2019	2020
General Information	353	484	378	271
Modern Slavery	1784	2654	2316	2459
Non-Modern Slavery	1089	2125	3062	2379
Non-Substantive	484	749	1317	943
Totals	3710	6012	7073	6052

Chart 04: Number of modern slavery cases by month 2017-2019



2.0
potential victims
per modern slavery case



in the numbers of potential victims indicated. However, in 2020, the number of potential victims indicated was not much less than the number of potential victims indicated in 2019. This was equally true of the number of modern slavery cases. It may be assumed that both cases and potential victim numbers are very interrelated, but this is not necessarily the case. This is because one case can often have many potential victims indicated, although we have seen fewer victims indicated in cases for both 2019 and 2020.

When a call is made to the Helpline, it is classified as one of four types: general information, modern slavery, non-modern slavery and non-substantive. The chart below sets out the number of contacts by type for the four years from 2017 to 2020. Interestingly, although there were fewer contacts into the Helpline in 2020, the number of calls relating to cases deemed as modern slavery increased by **6%** from **2,316** to **2,459**. This demonstrates that modern slavery is still prevalent despite the pandemic lockdown. All other case types saw a reduction of calls between **14%** and **28%** during 2020.

34%
Increase in number of
modern slavery cases
where a potential victim
called themselves



Despite the number of contacts decreasing by **14%** (calls) and **9%** (webforms), the decrease in the number of modern slavery cases has been less so at **4%**. The chart below shows the number of modern slavery cases raised by the Helpline per month for the last four full years of operation, 2017-2020. Again, this highlights the fluctuation in the volume of cases across the 12 month period and the need to closely monitor activity to ensure appropriate Helpline capacity at all times.

Historically, the most prevalent type of contact recorded on modern slavery cases has been a member of the public. Although in 2020, the most prevalent type of contact remains a member of the public, the Helpline has seen a decrease of **34%** in these types of contacts. Again, this is most likely due to the pandemic and lockdown with fewer people out and about and many industries closed for large periods of the year. Interestingly, the Helpline has

seen a marked increase in the number of other types of callers, most notably employees (**73%**), local authority officers (**49%**) and NHS professionals (**48%**). These calls are usually seeking advice or guidance and are referenced as technical advice contacts.

The table below provides the number and type of points of contact during the last four calendar years, 2017 – 2020.

Table 02: Comparison of number and type of individual contacts 2017-2020

Type of Contact	2017	2018	2019	2020	% inc./dec. 2019 to 2020
Employee	27	20	26	45	73%
Formal/Official Capacity	-	72	91	130	43%
NHS Professional	74	98	63	93	48%
NGO Officer	99	131	118	137	16%
Law Enforcement	101	138	158	227	44%
LA Officer	106	127	141	210	49%
Survivor	136	232	200	287	44%
Member of the Public	854	1276	1253	828	-34%
Total	1397	2094	2050	1957	-5%

The Helpline continues to receive contacts and reports from across the four UK countries. The tables below compare the four UK countries, and the different types of exploitation reported to the Helpline across the last four years, 2017 – 2020. Despite the challenges brought about by the pandemic, the Helpline has continued to see some notable trends. In England, numbers of cases indicating sexual exploitation have risen despite the lockdown. This is true of criminal exploitation also. In fact, the only exploitation type where fewer cases have been indicated is labour exploitation, which is to be expected with the blanket closure of many sectors and venues. Wales and Northern Ireland both saw

the numbers of sexual exploitation cases rising, with the number of cases for Scotland remaining consistent. This highlights that despite lockdown, sexual exploitation continued to thrive and labour exploitation reports reduced as a result of sector closures. Given the number of members of public reporting having decreased throughout 2020, this appears to have had a direct impact on the numbers of labour exploitation cases being indicated. An equally worrying trend is about criminal exploitation, where three of the four UK countries have experienced increases, and the number of Northern Ireland's cases indicated remaining consistent.

Table 03: Comparison of yearly exploitation types broken down by UK country

England						Wales					
Type	2017	2018	2019	2020	% inc/dec 2019-2020	Type	2017	2018	2019	2020	% inc/dec 2019-2020
Sexual	147	184	177	189	7%	Sexual	2	12	2	6	200%
Labour	613	862	782	476	-39%	Labour	28	43	36	20	-44%
Domestic	115	141	89	89	0%	Domestic	2	1	3	1	-67%
Criminal	44	98	155	173	12%	Criminal	1	1	1	9	800%

Scotland						Northern Ireland					
Type	2017	2018	2019	2020	% inc/dec 2019-2020	Type	2017	2018	2019	2020	% inc/dec 2019-2020
Sexual	11	8	9	9	0%	Sexual	2	3	0	2	200%
Labour	39	43	29	17	-41%	Labour	11	7	11	2	-82%
Domestic	3	3	0	0	0%	Domestic	0	2	0	1	100%
Criminal	3	3	8	15	88%	Criminal	0	2	2	2	0%

The number of nationalities indicated via calls and contacts to the Helpline in 2020 was slightly less than in previous years at **80** different nationalities, down from **85** in 2019. Again this small decrease could be, in part, attributable to the lack of international travel for much of the year. However, it also highlights the diversity of victim demographics and backgrounds indicated through calls and contacts and the fact that international travel is not necessarily a factor in many human trafficking and modern slavery cases. Again, for the fourth year running, the most prevalent nationality indicated was Romania (**398**). However, this was a **37%** decrease in the numbers indicated in 2019. China, Albania, England and Vietnam all continue to feature in the top five nationalities. Vietnam had dropped significantly from **199** in 2019 to **53** in 2020. This again could

be as a result of the pandemic but also the media coverage of the terrible events in 2019 when **39** Vietnamese nationals lost their lives.

Having appeared in the top twenty nationalities in 2019 for the first time, Afghanistan is now the seventh-highest nationality indicated to the Helpline. Nigeria remains the tenth most reported nationality for the second year running, having not featured in the top ten in 2017 or 2018. China is now the second most indicated nationality, having steadily risen from the tenth position in 2017. Additionally, Taiwan and Moldova featured in the top twenty-five nationalities for the first time. The table below compares the nationalities and the number of PVs reported across each of the four years, 2017-2020.

Table 04: Comparison of top ten potential victims nationalities 2017-2020 by report

2017		2018		2019		2020	
Romania	756	Romania	1231	Romania	635	Romania	398
Poland	233	Vietnam	293	Vietnam	199	China	127
England	212	England	164	Albania	138	Albania	103
Thailand	211	Poland	154	China	134	England	84
Bulgaria	98	Bulgaria	143	England	90	Vietnam	53
India	95	Pakistan	113	Poland	71	Poland	52
Vietnam	84	China	112	Bulgaria	51	Afghanistan	35
Albania	80	Albania	93	India	42	Bulgaria	35
Hungary	75	India	87	Thailand	38	India	33
China	74	Philippines	77	Nigeria	28	Nigeria	33

“Police Scotland really value the work undertaken by Unseen and the Modern Slavery Helpline and consider it a valuable asset in the fight against Modern Slavery. It provides an important service to the public in highlighting potential victims and offenders. The helpline allows trained operators to gather the information that allows our officers to pursue perpetrators and rescue victims of this insidious crime. Police Scotland continues to support the charity and will promote its contact details in our training and media campaigns.

- Fil Capaldi, Detective Superintendent,
Police Scotland lead for Modern Slavery/Human Trafficking

Chapter 3 – 2020 summary of Helpline data

Having increased throughout the previous three years, contacts to the Helpline decreased for the first time in 2020. During 2020, the Helpline received **6,052** calls, **1,866** webforms and **58** App submissions from across the UK and internationally. These contacts resulted in a total of **3,481** potential victims indicated from **80** different nationalities.



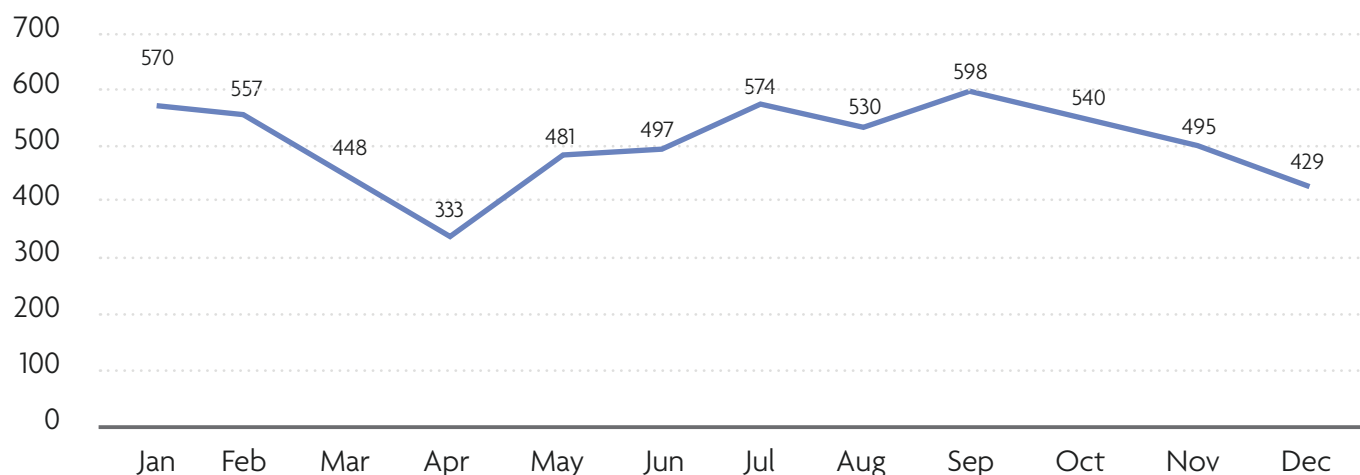
During 2020, the Helpline received a total of **7,976** contacts (calls, web forms and App submissions) covering all police force areas across the UK. These calls came from the UK and from at least **36** other different countries down from **38** countries in 2019. The number of different countries contacting the Helpline, highlights the lack of boundaries associated with modern slavery related crimes and the use of the world-wide-web.

Although the Helpline saw a notable dip in calls to the Helpline during the start of the first pandemic lockdown in March/April 2020, calls gradually started to climb throughout the summer and

then started to tail off towards the end of the year, coinciding with stricter local and regional lockdowns.

The number of Helpline contacts continues to be affected by media reports of high-profile cases or prosecutions or large national awareness-raising campaigns undertaken by the Government, policing or others in the modern slavery sector. Storylines continue to run in popular soap operas and series, which continue to raise awareness of the issue and encourage people to report something concerning and contact the Helpline.

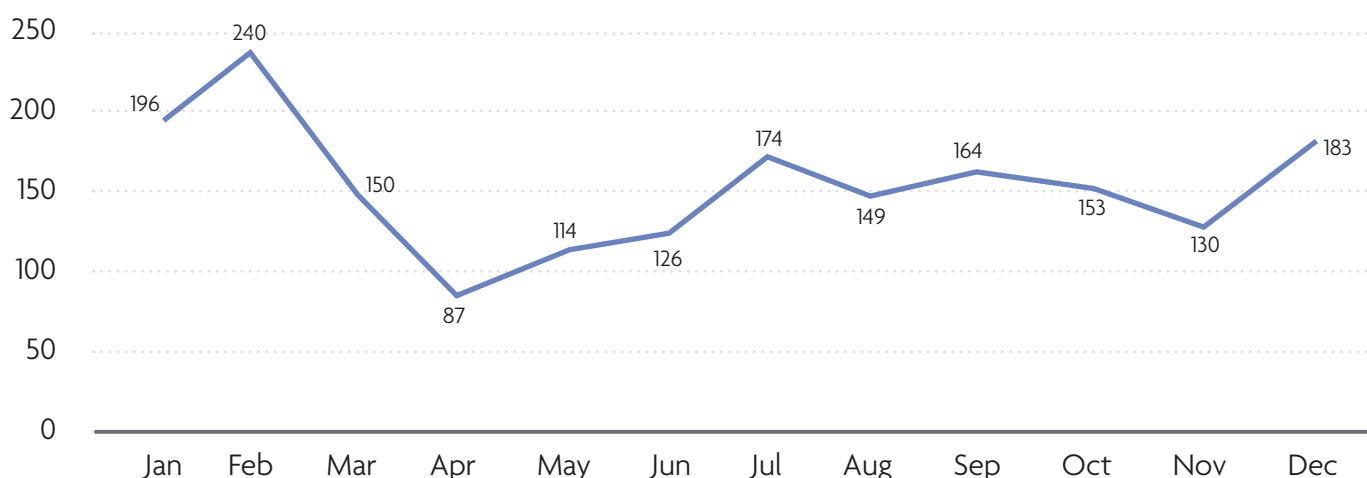
Chart 05: Number of calls by month for 2020



The number of webforms was also affected by the first pandemic lockdown, with webform volumes dipping to **87** in April, the lowest number of web forms received in one month for some time. During the **12** months, webforms mainly tracked similarly to calls; however, there was a noticeable upturn towards the end of the year. It is not clear why this was the case, but it may have been due to more of the economy opening up prior to Christmas and thus more people being out in communities.

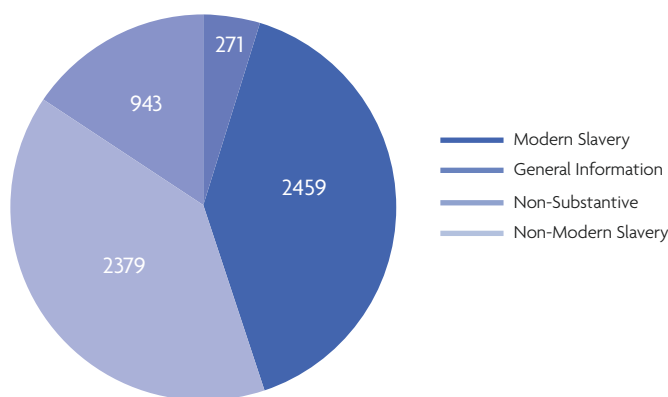


Chart 06: Number of webforms by month for 2020



Unlike 2019, 2020 saw the greatest number of calls received into the Helpline being classified as indicating modern slavery. This may be surprising for a Helpline focused on dealing with modern slavery situations; however, wider exploitation is a key issue reported to the Helpline, and one that had been increasing over time. This increase in modern slavery calls is bucking the more recent trend of a greater number of contacts being received related to non-modern slavery situations such as labour abuse and domestic violence.

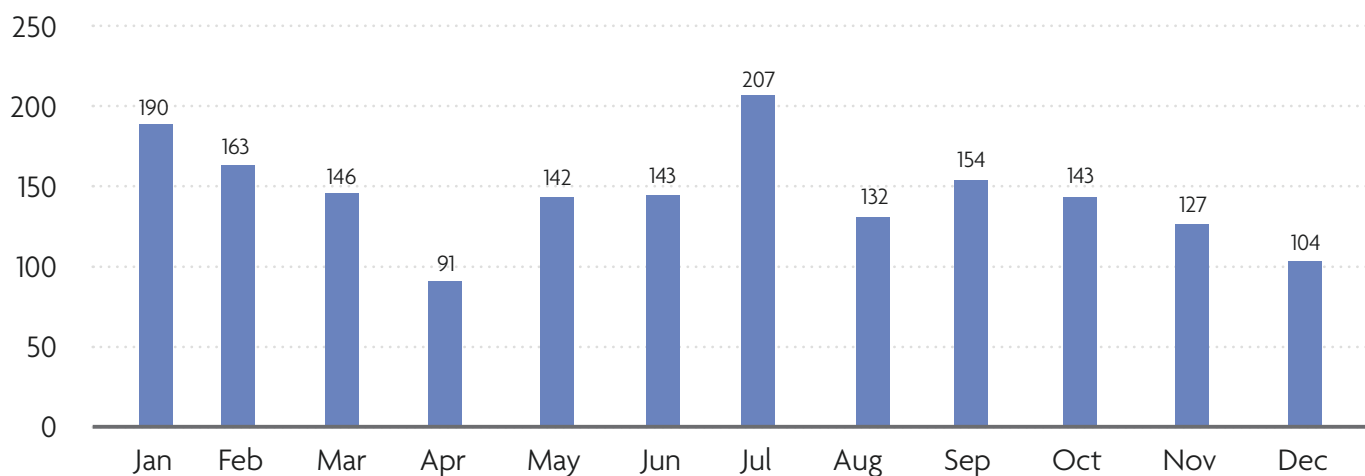
Chart 07: Breakdown of 2020 calls



Both cases and the number of potential victims have declined slightly in 2020 compared to 2019 but possibly not as much as expected, given the pandemic. Given that many sectors have not been in operation, the number of modern slavery situations being reported has only slightly decreased. This highlights that modern slavery is still occurring, and people caught up in situations are still in need and seeking support.

The number of modern slavery cases has stayed fairly static, with **1,742** cases being recorded by the Helpline in 2020, compared to **1,812** in 2019. Again this shows how indicated cases of modern slavery continue to be raised despite a reduction in calls and contacts from members of the public.

Chart 08: Number of modern slavery cases recorded in 2020



The average number of potential victims indicated per case of modern slavery in 2020 was 2, down from 2.6 in 2019. Fewer potential victims are likely to be indicated where more calls and contacts are received from those in exploitative situations than a third party, such as a member of the public. In cases where there is no direct contact with the situation or the individuals reported, the information provided is less accurate and uncorroborated. As has always been the case, the Helpline continues to record the most conservative estimate.

See Table 05 for the total number of cases indicated by the Helpline by type of case and UK country.

The number of potential victims indicated in different types of modern slavery cases reported to the Helpline has changed significantly in 2020, from previous years.

It is believed that the impact of the pandemic has directly affected these numbers. See Table 06 for the percentage increase and decrease in the numbers of potential victims by exploitation type.

The type of modern slavery cases raised by the Helpline can be broken down further by UK country, which provides a useful overview of the volumes and different types of exploitation experienced in each of the four jurisdictions. See Table 07 for an overview of the cases and potential victims indicated in each of the four UK countries by exploitation type.

Table 05: Total number and type of cases by UK country

Type	ENG	SCT	WAL	NIR
General info	142	13	4	1
Modern Slavery	1089	45	41	11
Non-Modern Slavery	1221	48	33	10
Non Sub	132	8	1	0
Total	2584	114	79	22
% (rounded)	(92.3%)	(4.0%)	(2.8%)	(0.8%)

Table 06: Increase/decrease in number of potential victims by typology 2020

PVs of types of exploitation	2020	% increase
Sexual	481	14%
Labour	1889	-43%
Criminal	329	10%
Domestic Servitude	139	-3%

Table 07: Type of modern slavery case by UK country 2020

Type of Exploitation	England				Scotland				Wales				Northern Ireland			
	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs
Labour	476	44%	1,682	65%	17	38%	51	52%	20	49%	58	66%	2	18%	13	34%
Sexual	189	17%	338	13%	9	20%	22	22%	6	15%	15	17%	2	18%	2	5%
Criminal	173	16%	225	9%	15	33%	22	22%	9	22%	9	10%	2	18%	9	24%
Domestic	89	8%	105	4%	0	0%	0	0%	1	2%	1	1%	1	9%	1	3%
Various	38	3%	72	3%	3	7%	3	3%	2	5%	2	2%	2	18%	11	29%
Unknown	124	11%	171	7%	1	2%	1	1%	3	7%	3	3%	2	18%	2	5%
TOTAL	1089	100%	2593	100%	45	100%	99	100%	41	100%	88	100%	11	100%	38	100%

Types of case reports

Despite lower case numbers overall in 2020 compared to 2019, there was a **95%** increase in modern slavery reports related to cannabis farms, up from **20** in 2019 to **39** in 2020. The number of cases involving construction sites in 2020 was almost the same as in 2019 despite lower modern slavery case numbers overall.

The number of cases reported in restaurants has decreased by over **50%**, which may be due to many restaurants not being able to function fully throughout large parts of the year due to lockdown requirements.

One of the most prevalent venues for exploitation in 2018 and 2019 was nail bars. Again, likely due to the pandemic, the number of nail bar cases deemed modern slavery decreased by **86%**. Conversely, the Helpline saw five times as many cases involving exploitation on ships or boats than in 2019.

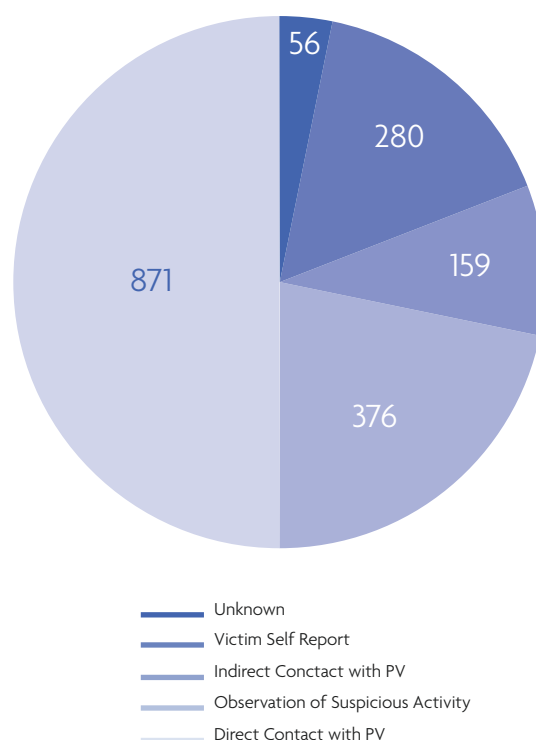
Caller Proximity

Caller proximity is important in determining the situation being reported and whether it is corroborated in any way. That is why when a call or contact comes into the Helpline. The Advisor will always try to establish the proximity of the caller to the situation they are reporting. A person reporting a situation in which they have been involved or are directly aware will have a completely different understanding of the situation to a member of the public reporting what they perceive to be a concerning situation on their high street or in their community. Both types of contact are equally important to the Helpline as both can result in action being taken to alert the authorities and support to remove an individual from an exploitative situation.

Referrals made to law enforcement agencies will include the caller's proximity to the situation where it helps to do so and does not put the person reporting at risk of harm. This supports the agency in receiving the referral and understanding the important relationships involved, and subsequently establishing the circumstances of the reported instance.

The Helpline has consistently seen a healthy percentage of calls from potential victims themselves. In 2020, **12.5%** of individuals who contacted the Helpline (**246**) on cases relating to potential modern slavery situations were potential victims. This is up from **8.7%** in 2019. Adding in all contact types (webforms and App submissions), **280** cases indicating modern slavery were related to a victim directly reporting to the Helpline; this is a **34%** increase on 2019 figures. Additionally, cases with an individual who was in direct contact with a potential victim also increased by **20%**, with **871** modern slavery cases noting this type of contact. As expected through the pandemic, the number of modern slavery cases based on observations of suspicious activity declined by **37%** to **376** in 2020.

Chart 09: Proximity of caller to situation in modern slavery cases 2020



Caller types and nature of calls

Although the Helpline sees a spread of diverse callers on all types of cases, it is interesting to break this down to establish the prevalence of different types of callers on different case types. Unsurprisingly, looking across modern slavery cases, **72%** of callers from businesses call about labour exploitation situations, and **51%** of callers indicated as community members also call about labour situations. As the highest proportion of callers in total on modern slavery cases, community members also call in relation to sexual exploitation making up **42%** of callers for that typology and **41%** of callers reporting domestic servitude.

Family members of potential victims are recorded as prevalent contact types in relation to criminal exploitation, with **39%** of family member callers contacting the Helpline regarding criminal exploitation, almost two times the number of family members calling about sexual exploitation cases (**22%**) and almost three times many as those calling about labour exploitation at **14%** and domestic servitude at **8%**. With legal professionals contacts, **45%** of these callers contacted the helpline regarding criminal exploitation cases.

Translation calls

Providing a translation service to those contacting the Helpline remains an important part of the service offered. More and more

complex situations are being reported to the Helpline, and when those reporting do not speak any or little English, having real-time translation services is vital. Despite lockdown and a purge on international travel, the Helpline still deals with such a variety of individuals with diverse nationalities and different dialects and languages spoken.

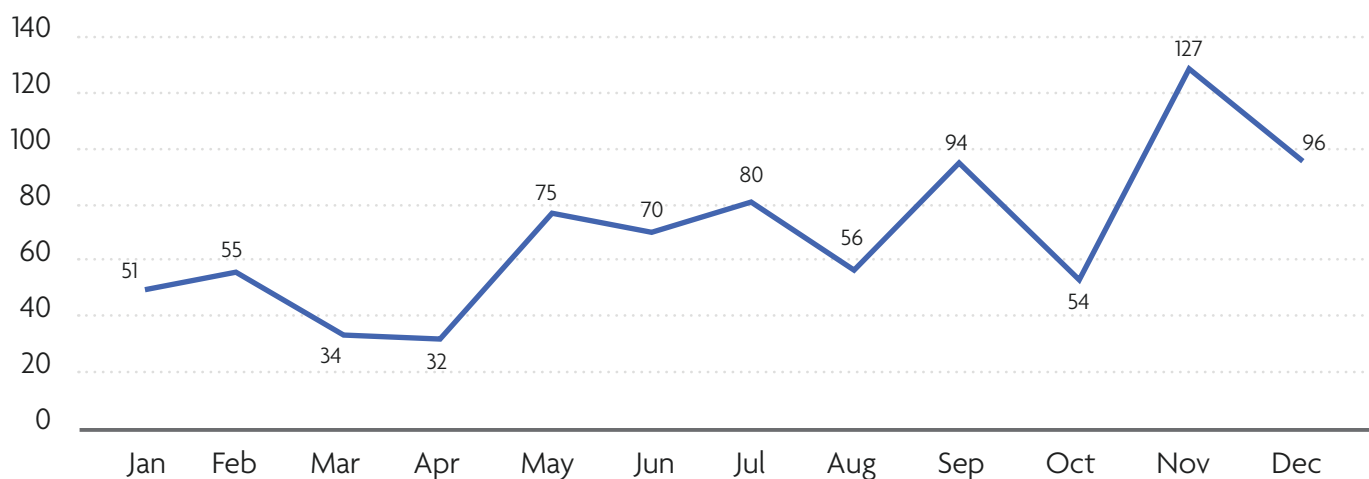
The only way for a non-English speaking individual to raise the alarm when in a situation of exploitation is to explain their circumstances in their own language. That is why translation services are such a vital part of the service offered by the Helpline. The Helpline continues to utilise translation services provided through Clear Voice, run by Migrant Help. In 2020, the Helpline utilised translators on **824** calls, increasing **43%** from 2019 (**578 calls**). These calls used a total of **47** different languages, up slightly from **45** in 2019.

This remains a crucial element of the Helpline's services. Providing such a service gives vulnerable people whose first language is not English and who are scared or cannot understand what is happening to them; is a route to seek help and understand their options.



17 minutes
average translation
call length

Chart 10 : Number of translation calls by month



As is consistent with the prevalence of potential victims indicated from Romania, the most common language used for translation calls during 2020 was Romanian. This has consistently been the most used translation language on Helpline calls for the past two years. Numbers have increased from **117** Romanian translation calls in 2019 to **158** in 2020. Chinese Mandarin remained the second most prevalent language, with **132** in 2020, compared with **78** calls in 2019. See Table 08 for a full breakdown of the languages used in translation calls utilised by the Helpline.

“The COVID-19 pandemic has exacerbated the vulnerability of victims and survivors and has created new vulnerabilities. It has required many organisations to change their ways of working and move services online, potentially reducing opportunities to identify victims. The Modern Slavery and Exploitation Helpline has provided an important alternative mechanism for those in situations of modern slavery or exploitation to seek help and support. Over the past year I have also been particularly impressed with their efforts to produce thematic reports on areas of risk, for example on small boats crossings.”

- Dame Sara Thornton,
Independent Anti-Slavery Commissioner

Table 08: Languages used on Helpline translation calls

Language	# of calls	Language	# of calls
Romanian	158	Amharic	4
Chinese Mandarin	132	Bengali	4
Arabic	75	Kurdish Sorani	4
Albanian	74	Spanish	4
Punjabi	40	Tamil	4
Farsi	34	Czech	3
Vietnamese	32	Krio	3
Polish	30	Shona	3
Bulgarian	22	Slovak	3
Urdu	21	Macedonian	2
N/A	16	Sinhalese	2
Lithuanian	19	Turkish	2
Tigrinya	17	Yoruba	2
Russian	16	French	1
Pashto	15	Gujarati	1
Thai	14	Hungarian	1
Wolof	12	Latvian	1
Twi	11	Oromo	1
Chinese Cantonese	7	Polish	1
Dari	6	Serbo-Croat	1
Greek	6	Somali	1
Hindi	6	Swahili	1
Portuguese	6	Taiwanese	1
Italian	5		

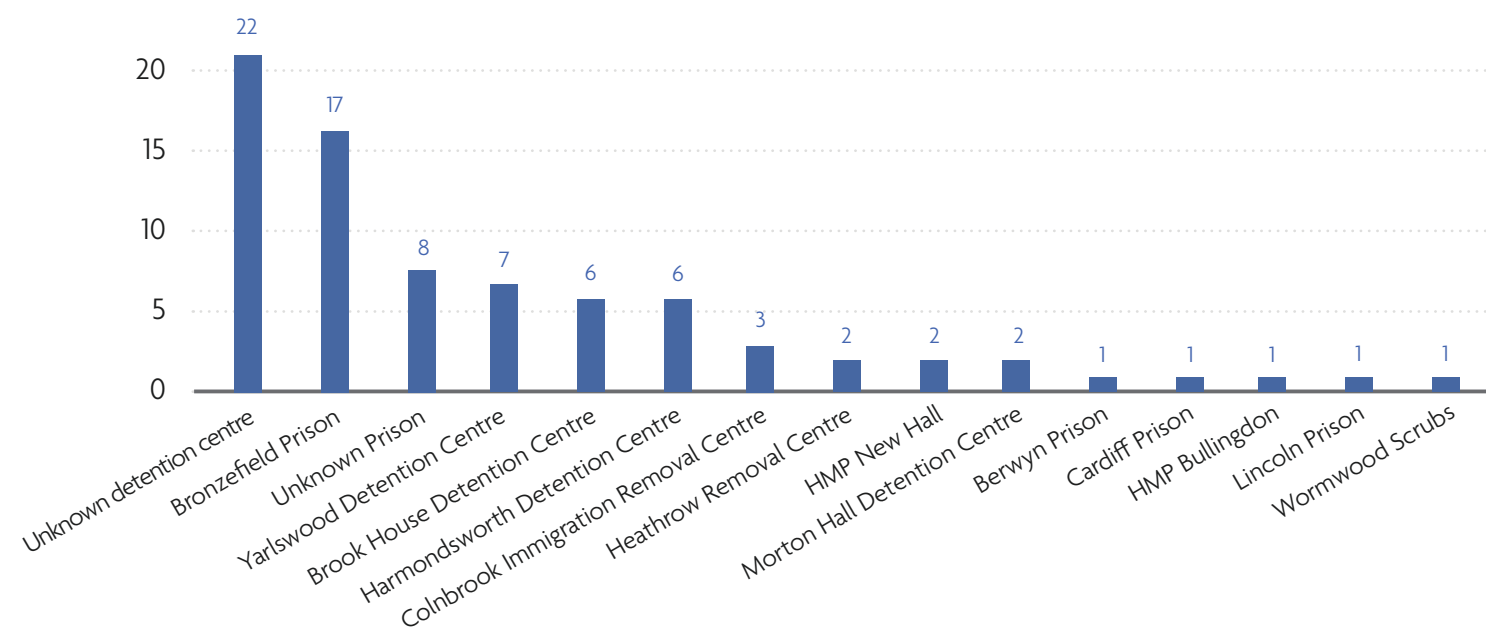
Detention Centre/Prison cases

The Helpline continues to see an increase in the number of contacts received from individuals currently in a detention centre and have recently been released or are in prison. Because of the nature of these cases, the Helpline team will always be cognizant of the need to signpost individuals to relevant support organisations who can assist with any immigration issues they may have. This may be their own solicitor or legal representative where one is available or has been assigned. The Helpline team is not trained and cannot give any advice concerning immigration matters.

During 2020, the Helpline team dealt with **48** cases involving detention or immigration removal centres, up **92%** from the **25** cases dealt with in 2019. Of those **48** cases, **35** were detained, up **169%** from the **13** cases involving detention in 2019 and **13** were released, up **30%** from the **10** cases indicating release in 2019. Additionally, the Helpline dealt with a further **32** cases involving individuals in prison.

The chart below shows the location of cases relating to those reporting they are in prison or a detention/immigration centre.

Chart 11: Indicated location of detention centre and prison related cases



Understanding how callers found out about the Helpline is important as it helps awareness-raising activities and supports the Helpline in better targeting individuals, communities and organisations to increase calls and contacts into the Helpline. For many reasons, this data is not captured in all cases and is only requested when appropriate or recorded by the Helpline when given by the caller. In a total of **3287** cases, the information about

how they found out about the Helpline was not offered by the caller or requested by the Helpline Advisor. In 2020, the most common way callers heard about the Helpline was via the Helpline website. This was in **50%** of cases where this information was recorded. In just under **8%** of cases, callers referenced the police and an internet search in **7%** of cases. The table below sets out the full list of ways callers found out about the Helpline number.

Table 09: Comparison of number and type of contacts 2017-2020

	Non-Substantive	Non-Modern Slavery	Modern Slavery	General Info	Totals
Not Offered	588	1498	1000	201	3287
modernslaveryhelpline.org	47	874	345	37	1303
Police	7	31	133	27	198
Internet Search	22	77	65	14	178
Local Authority	3	45	108	12	168
Prior Knowledge	2	51	67	19	139
Colleague/ Friend	3	60	66	4	133
Other NGO	6	44	60	8	118
NHS	0	43	40	1	84
Government	5	14	43	8	70
Unseen	5	16	4	23	48
Leaflet/Pamphlet	4	21	4	2	31
Training	0	16	9	4	29
External App	3	11	8	0	22
Payslip	20	1	0	0	21
Vehicle Sticker	7	0	0	2	9
Newspaper	1	3	3	1	8
Social Media	0	4	3	0	7
Phonebook	1	2	0	1	4
TV	0	3	0	1	4
Radio	0	3	0	0	3
Billboard	0	1	0	2	3
Can't remember	1	1	0	0	2
Event	0	1	0	0	1
Total	725	2820	1958	367	5870



CASE STUDY

A solicitor contacted the Helpline to explain that his client, Parvan*, was detained in an immigration removal centre and had removal directions set for less than two weeks away. Parvan had owed money to loan sharks in another country and feared for his life. The loan sharks threatened to torture Parvan and sell his body parts. Parvan's friend offered to help him escape, saying that he had a contact that could arrange a job for him in Europe. Parvan's friend paid for his flight to Europe and told Parvan that he could pay him back once he started working. When Parvan arrived in Europe, he was picked up at the airport and then driven to a construction site to work. Parvan's passport and papers were confiscated, and he was left at the site and locked in. Parvan was made to work 11 hours a day without pay and only fed one meal a day. Another victim attempted to escape from the site and, according to Parvan, had his fingers chopped off.

Parvan managed to escape through an unlocked door, walked for hours before riding in a lorry for part of his journey and then travelled to the UK via boat. When Border Force detained Parvan, no mention was made to Parvan about human trafficking or modern slavery. The Helpline assessed Parvan as a potential victim of human trafficking and labour exploitation and sent a referral to UK Visas and Immigration (UKVI) advocating for Parvan and highlighting the indicators of trafficking. The Helpline requested UKVI complete the National Referral Mechanism (NRM) for Parvan.

As a result of Helpline intervention, Parvan was transferred from the immigration removal centre, entered into the NRM and received a positive reasonable grounds decision to access the help and support he is entitled to.

**Name has been changed to protect identity.*

Chapter 4 – Victim demographics

Potential victims indicated in reports to the Helpline continue to be from a wide range of backgrounds, nationalities and ethnicities. In 2020, the Helpline indicated a total of **3,481** potential victims from **80** different nationalities.

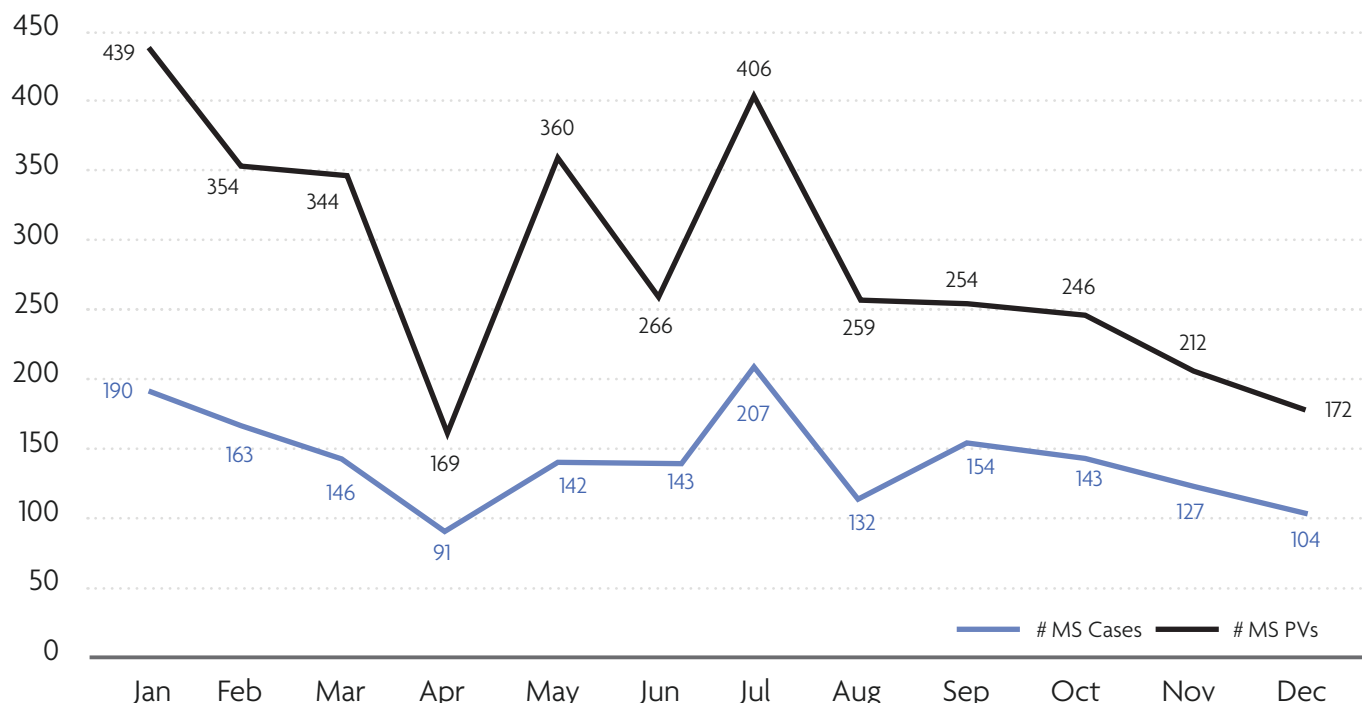


The average number of potential victims per modern slavery case continues to decline, with 2 potential victims per case reported in 2020, down from 2.6 in 2019. The number of potential victims per case will often differ from month to month depending on the type of cases reported and the information provided by the caller or contact. It only takes a few cases with multiple victims to significantly

increase the average number of potential victims per case.

As seen in previous years, the number of potential victims does not necessarily correlate with the number of modern slavery cases or the number of contacts into the Helpline.

Chart 12: Number of cases and potential victims indicated per month during 2020



As has been the case for the past two years, the prevalence of male potential victims in situations of modern slavery is greater than females, with **1,256 males (36%)** compared to **1,006 females (29%)**. However, the proportion of male victims has decreased from 2019, where **48%** of potential victims were reported to have been male. This may be a direct result of the decrease in reports relating to labour exploitation through the pandemic period, which ordinarily comprises more male potential victims than females.

The gender of **35%** of potential victims was recorded as unknown. This may be due to the caller being unable to accurately state how many victims in a situation appeared to be of which gender. The Helpline also received reports indicating **2** transgender victims or gender non-conforming victims in situations of modern slavery. The Helpline continues to recognise the importance of engaging with the LGBTQ+ community, who remain particularly vulnerable to exploitation.

Breakdown of adult/minors

The majority of those indicated to the Helpline as potential victims in 2020 were reported to be adults with **2,071 (59%)**. **10% (340)** of potential victims were recorded as minors, with **1,070 (31%)** where the age of the potential victim(s) was unknown. The Helpline continues to be conservative in its data collection and will not assume an age or gender where the Helpline contact is unsure of those details. In such cases, unknown will be recorded to avoid detrimentally influencing the data.

Chart 13: Breakdown of potential victims indicated by gender

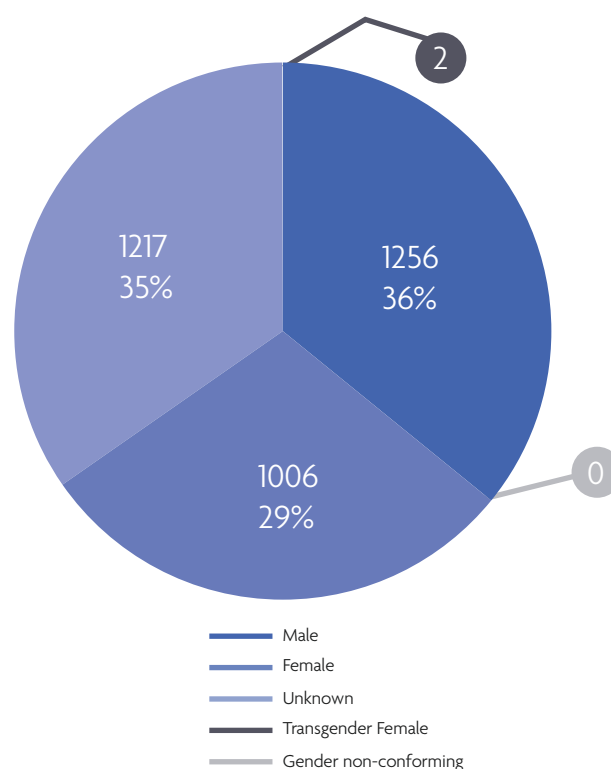
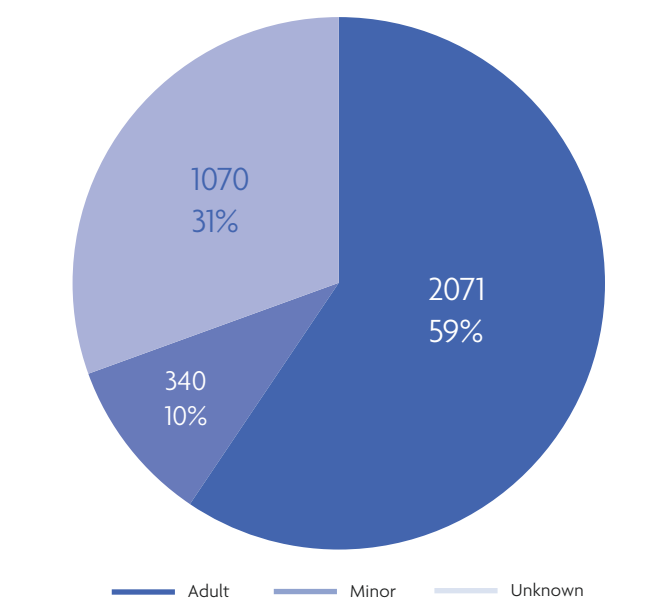
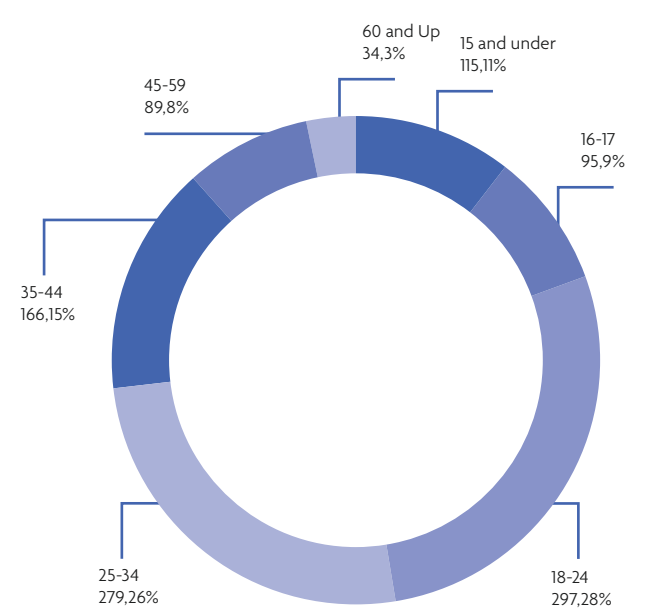


Chart 14: Breakdown of adult/minor potential victims indicated



The most prevalent age group recorded for potential victims in 2020, where age was known, is 18-24 years old (28%). This has consistently been the most indicated age group for modern slavery situations reported but is down 6% from 2019. The second most prevalent age group is the 25-34 year comprising 26% (279) of those where the age is known. Although over half of those indicated in situations are reported to be between 18-34, in 2020, 34 (3%) of those indicated were over 60 years of age. Worryingly, 115 of the minors indicated are reported to be only 15 years of age or younger, 57 of whom are reported to be female. This highlights the breadth of those in exploitative situations and shows how vulnerability and susceptibility are not constrained to one specific age group.

Chart 15: Breakdown of potential victims by age range (excluding unknowns)



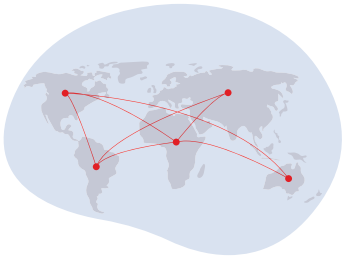
Even in such unprecedented times, the Helpline continues to deal with potential victims from a wide range of nationalities, ethnicities and backgrounds. The number of different nationalities of potential victims indicated in 2020 was 80. Although this is 5 fewer than in 2019, it is against the backdrop of a national pandemic and the closure of many commonly reported sectors where modern slavery is ‘usually’ prevalent. Nevertheless, these figures indicate the complexity and diversity of the individuals indicated to the Helpline who are reported to be in exploitative situations.

The table below sets out the top 20 most common nationalities reported to the Helpline in 2020. In over 61% of cases the nationality was recorded as unknown.

Table 10: Top 20 most common nationalities in 2020

Nationality	Number	Percentage
Romania	398	11.4%
China	127	3.6%
Albania	103	3.0%
England	85	2.4%
Vietnam	53	1.5%
Poland	52	1.5%
Bulgaria	35	1.0%
Afghanistan	35	1.0%
India	34	1.0%
Nigeria	33	0.9%
Bangladesh	32	0.9%
Hungary	22	0.6%
Philippines	21	0.6%
Ghana	20	0.6%
Taiwan	19	0.5%
Pakistan	19	0.5%
Slovakia	16	0.5%
Lithuania	14	0.4%
Brazil	14	0.4%
Sudan	12	0.3%

Romania
Most prevalent
nationality
indicated



Romania features significantly once again for potential victims indicated to the Helpline.

It is **8%** more prevalent than the second most common nationality indicated, China, with **127 (3.6%)**. Of note is the drop in Vietnamese nationals indicated reducing from **199** in 2019 to **53** in 2020. Many media channels and NGOs in the sector have historically reported Vietnamese nationals in situations involving cannabis cultivation and forced labour in nail bars. With nail bars closed for most of 2020

due to national restrictions, this may have affected the number of Vietnamese nationals indicated to the Helpline. It may also be due to media around the terrible tragedy of the 39 Vietnamese nationals found deceased in a lorry in Essex in October 2019.

The table below provides an overview of the exploitation typologies by gender. It shows the gender bias towards males for labour exploitation and females for sexual exploitation.

Table 11: Summary of potential victims by gender and exploitation type

Type of Exploitation	Male	% of Males	Female	% of Females	Transgender Female	Gender Non-Conforming	Unknown	% of Unknown	PVs per Exploitation Type
Labour	859	68%	212	21%	0	0	818	67%	1889
Sexual	18	1%	440	44%	1	0	22	2%	481
Domestic	20	2%	98	10%	0	0	21	2%	139
Criminal	204	16%	77	8%	0	0	48	4%	329
Various	29	2%	60	6%	0	0	23	2%	112
Unknown	126	10%	119	12%	1	0	285	23%	531
Totals	1256		1006		2	0	1217		3481

Understanding the methods of control used in exploitative situations is important in establishing what tactics and behaviours are used to prevent people from leaving situations. For the first time, tied accommodation is the most indicated control method for all modern slavery case types, with **30%** of potential victims reported to have experienced this as a factor in their exploitation. Financial control remains prevalent, with **27%** of potential victims indicated as having experienced this connected to their exploitation.

Recruitment tactics

Individuals in exploitative situations are subject to several tactics to recruit and maintain control over them. Tactics such as force, deception and coercion are regularly deployed to recruit individuals, but seemingly harmless job offers or an offer of help can be just as likely. Showing compassion to a vulnerable person can be a particularly effective tactic as the person believes the individual making the offer is genuine and has their best interests at heart. Once 'recruited', it is difficult for the vulnerable person to leave the situation and often, Stockholm syndrome can play a factor. Stockholm syndrome is a psychological response to a situation and occurs when abuse victims bond with their exploiters or abusers. This bond develops over the course of the time when the individual is being abused or exploited.

Recruitment tactics for **77%** of potential victims are recorded as unknown. The most prevalent recruitment tactic reported by contacts to the Helpline, for the third year running, is that of a job offer or advertisement offering some form of work or opportunity. This tactic accounts for **10%** of potential victims where a report of a modern slavery situation has occurred. In addition to job adverts, on-line tactics are also being used to facilitate sexual exploitation and criminal exploitation.

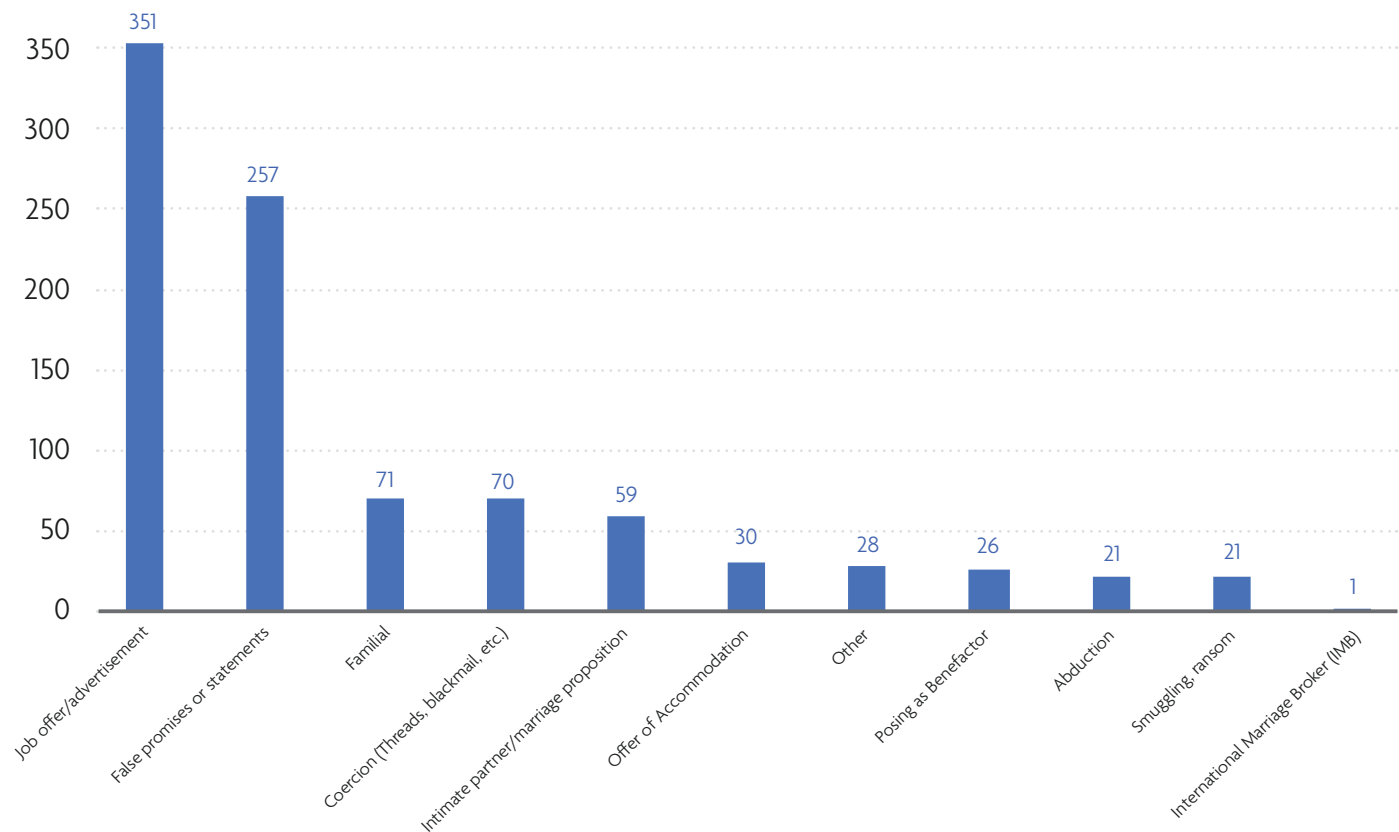
Table 12: Methods of control reported by potential victims in all types of modern slavery cases

Method of Control	# of PVs
Tied accommodation	1037
Other	1022
Financial control	926
Monitoring	809
Confinement, restricted movement	508
Emotional abuse	431
Isolation	405
Physical abuse	354
Withheld or destroyed documents	289
Threat to subject, family or other	261
Threat, other	237
Sexual abuse	218
Substance abuse	80
Police/immigration	52
Cultural	15
Threat to expose	13
Threat to make homeless	13
Total*	6,670

*number is higher than total number of PVs as one PV may experience multiple methods of control.

The chart below provides the most prevalent recruitment tactics indicated to the Helpline for all exploitation types.

Chart 16: Recruitment tactic indicated for potential victims



One of the most limited areas of knowledge surrounding modern slavery crimes is related to those who offend. With each referral made by the Helpline, information pertaining to potential offenders is provided where that is offered to the Helpline by contacts. In this way, the Helpline can support law enforcement agencies to better understand the demographic of offenders and the tactics used to coerce and control their victims.

Chapter 5 – Potential exploiters



Understanding of the potential exploiters involved in the trafficking and enslavement of vulnerable people is limited. Often potential victims are unwilling or unable to divulge information about their exploiters. This could be because they don't know, or it could be because they fear repercussions.

Many victims of modern slavery will report threats of or actual physical violence to themselves and their families, which plays a big part in their decision as to whether or not they are prepared to support a criminal investigation. Unfortunately, law enforcement agencies still rely heavily on witness testimony to launch an investigation, let alone consider prosecution. The Helpline continues to see much diversity in the nationalities and circumstances of potential exploiters (PEs) indicated in reports it receives.

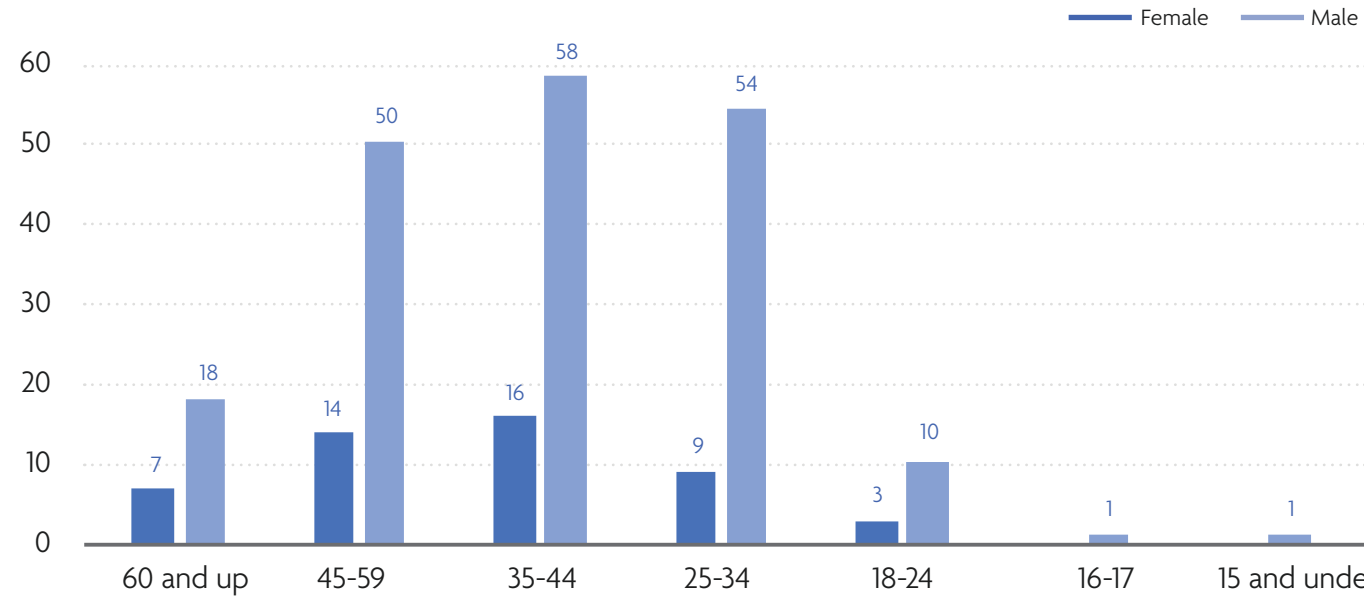
As with potential victims where a report is being made from a third party, information relating to the age of a potential exploiter is often not available and therefore, our understanding is limited. Of the 1,674 potential exploiters described to the Helpline in 2020, 1024 (61%) were reported to be male, 219 as female (13%), 1 as transgender female, and 430 of unknown gender (26%).

Information pertaining to the age of a potential exploiter has been recorded in relation to just under 15% of individual potential exploiters reported, 248 potential exploiters out of a total of 1,674 indicated. As was the case in 2019, the majority of potential exploiters were indicated as being in the 35-44-year-old age category (76 potential exploiters – a total of 31% of those where age was recorded). However, the 25-34 and 45-59-year-old age categories were also significant, with 65 and 67 individual potential exploiters, respectively (26% and 27%).

The chart below shows the total number of potential exploiters recorded in 2020, where their age and gender were known.

60
different nationalities of potential exploiters indicated

Chart 17: Breakdown of gender and age of potential exploiters indicated



The number and demographics of potential exploiters can be diverse across the different modern slavery typologies. Table 13 sets out the number of potential exploiters recorded against the number of cases by exploitation type, including the highest number of potential exploiters reported in one case.

15
The highest number of potential exploiters recorded on one reported case, for criminal exploitation

Table 13: Number of potential exploiters recorded against the number of cases by exploitation type

Type of Exploitation	# of cases	# of PEs	% of PEs	Highest # of PEs reported on one case
Labour	578	711	42%	8
Sexual	273	387	23%	7
Domestic	110	174	10%	8
Criminal	254	250	15%	15
Various	68	80	5%	6
Unknown	459	72	4%	5
Totals	1742	1674	100%	

During 2020, the number of potential exploiters indicated in sexual exploitation situations rose from **16%** of PEs in 2019 to **23%** of PEs in 2020, increasing from **302** to **387**. Equally, those indicated in labour exploitation fell from **53%** to **42%**.

This tracks in a similar fashion with the exploitation types reported

to the Helpline across the year, which show a reduction in labour exploitation cases and an increase in sexual exploitation cases indicated.

The table below set out the Helpline's potential exploiter nationalities recorded in 2020 by UK country. In all UK countries, Romania features prominently as do nationals from within the UK, as expected.

Table 14: Reported nationality of potential exploiter in all MS situations reported – England 2020

England

Country	#	Country	#	Country	#	Country	#	Country	#	Total	1316*
Romania	73	Vietnam	7	Uganda	2	Egypt	2	Indonesia	1	*This number is higher than PEs indicated as there are PEs with more than one nationality/dual nationality recorded.	
England	66	Slovakia	6	Russia	2	Czech Republic	2	Ghana			
China	39	Afghanistan	6	Oman	2	Brazil	1	Gambia	1		
Albania	30	Lithuania	5	Northern Ireland	2	Botswana	1	Colombia	1		
Pakistan	23	Bangladesh	5	Latvia	2	Wales	1	Canada	1		
India	21	Sri Lanka	5	Kuwait	2	Ukraine	1	Cameroon	1		
Poland	13	Iraq	4	Kosovo	2	Thailand	1	Algeria	1		
Nigeria	13	Somalia	3	Kenya	2	South Africa	1				
Bulgaria	13	Italy	3	Japan	2	Qatar	1	Unknown	911		
Ireland	12	Hungary	3	Jamaica	2	Moldova	1				
Turkey	8	Greece	3	Hong Kong	2	Malaysia	1				

Table 15: Reported nationality of potential exploiters - Scotland/Wales/Northern Ireland

Scotland		Wales		Northern Ireland	
Country	#	Country	#	Country	#
Scotland	3	Romania	7	Romania	1
Romania	2	England	5	Northern Ireland	1
Ireland	2	Turkey	3	Bangladesh	1
Turkey	1	Ireland	3	Unknown	17
Russia	1	Somalia	1		
Unknown	54	Pakistan	1		
		Bulgaria	1		
		Unknown	27		
Total		63	48	20	

Relationship of potential exploiter to potential victim

In cases where information about the potential exploiter relationship to the potential victim has been given to the Helpline, overwhelmingly, the highest proportion indicates the potential exploiter as the potential victims' employer. This is the case for **38%** of the potential exploiters indicated. In many of the situations reported to the Helpline, the relationship between the potential victim and potential exploiter is not known, because the call came from someone not in direct contact with the potential victim, the caller is in a situation where it is not appropriate for them to be questioned, or there is no clear relationship. The table below shows the relationship of potential exploiters to potential victims recorded by the Helpline by exploitation type.

Table 16: Reported relationship of potential exploiters to potential victims

PE Relationship	# of PEs by exploitation type						Total	%of PEs
	Labour	Sexual	Domestic servitude	Criminal	Various	Unknown		
Employer	454	25	85	41	25	0	630	38%
Intimate partner of victim(s)	7	33	11	6	9	3	69	4%
Recruiter	92	43	9	33	10	10	197	12%
No clear relationship	106	216	42	110	18	32	524	31%
Familial relationship	15	20	31	17	14	4	101	6%
Foster parents of victim(s)	0	0	0	0	1	0	1	<1%
Not specified	52	62	4	46	6	23	193	12%
Other	8	3	2	4	0	0	17	1%
Total	734	402	184	257	83	72	1732	100%

Methods of control

A range of methods of control is usually reported by contacts relating to cases assessed by the Helpline as likely to be modern slavery. Several different methods of control may be reported by one potential victim or in one case; hence the number of types of methods of control do not directly correlate with the total number of potential victims or potential exploiters indicated. For the first time, financial control has been reported as the most prevalent method of control indicated. This follows from the Helpline indicating in 2019 that financial control, as a key control mechanism, is on the rise.

Table 17: Breakdown of methods of control used by potential exploiters

Method of control	# of potential exploiters	% of potential exploiters
Financial control	559	33%
Monitoring	526	31%
Tied accommodation	444	27%
Physical abuse	403	24%
Confinement/restricted movement	362	22%
Emotional abuse (verbal/manipulation)	299	18%
Threat to harm subject, family/other	281	17%
Sexual abuse	259	15%
Other	217	13%
Withheld/destroyed documents	212	13%
Isolation	208	12%
Threat - other	136	8%
Induced substance abuse	82	5%
Threat to report to police/immigration	41	2%
Cultural/familial/religious pressure	15	1%
Threat to abandon subject/make homeless	13	1%
Threat to expose or shame subject	13	1%
Total	4070*	

*total is higher than total number of PEs as one PE can use multiple methods of control against one or more PVs in a situation.

At a time when reports and contacts to the Modern Slavery & Exploitation Helpline have reduced, the continued prevalence of instances of sexual exploitation being reported is notable. During 2020, **16%** of cases reported to the Helpline, assessed to have indicators of modern slavery, were related to sexual exploitation. This prevalence highlights the need to retain a focus on sexual exploitation.

Chapter 6 – Sexual exploitation



It is true to say that sexual exploitation continues to thrive despite a global pandemic and national lockdown. Arguably the most known and understood typology of modern slavery in the past, sexual exploitation has more recently been overshadowed by labour exploitation. With a growing understanding of labour exploitation and increasing awareness activities, the Helpline is keen to ensure understanding and activity to support those in sexual exploitation is not overlooked.

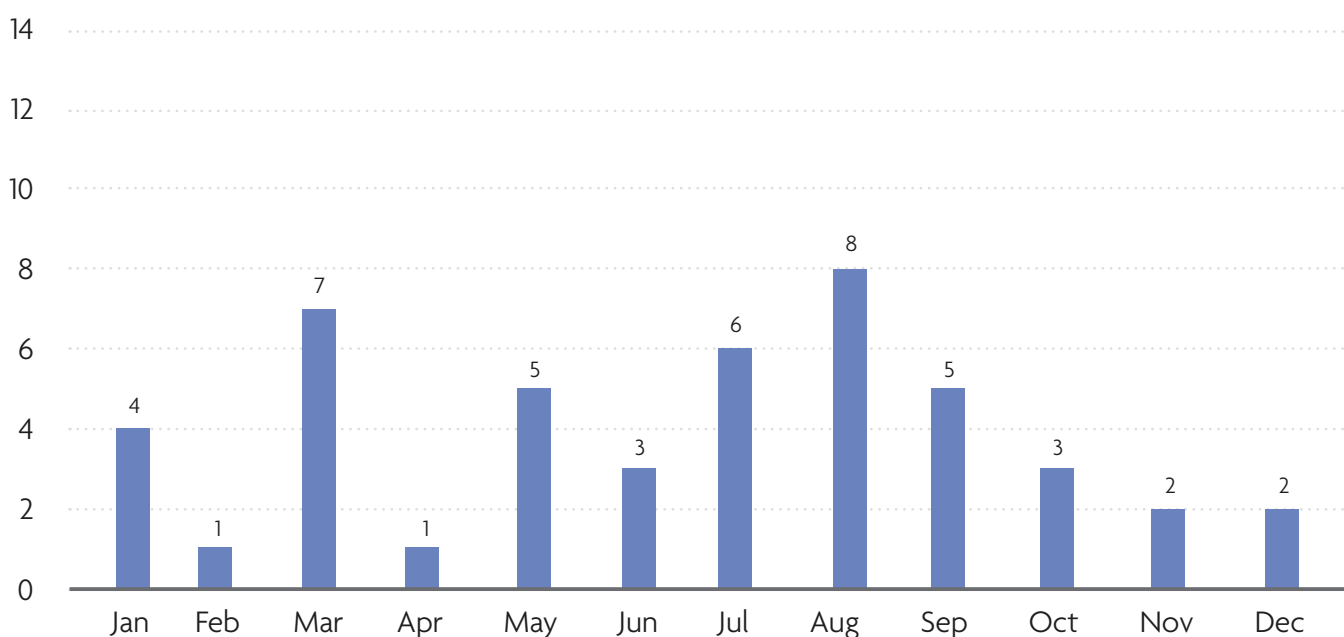
The Helpline will classify the information received relating to situations of sexual exploitation based on the following categories, which align with the Modern Slavery Act.

- human trafficking for sex - commercial sex;
- slavery/servitude - sexual slavery;
- forced labour- forced prostitution.

Table 18: Number of sexual exploitation cases and PVs

Type of sexual exploitation	# of cases	% of sex exploitation cases	# of PVs
HT Sex - commercial	152	56%	245
Sex Slavery/Servitude	18	7%	39
Forced prostitution	103	38%	197
Totals	273	100%	481

Chart 18: Monthly volume of potential sexual exploitation cases online



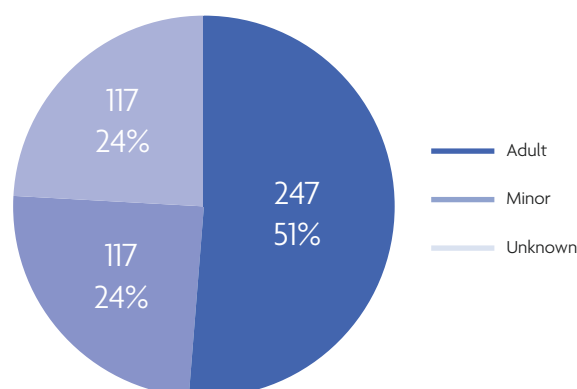
Cases indicating sexual exploitation are up from **219** in 2019 to **273** in 2020, indicating **481** potential victims up from **421** in 2019. Of those **273** cases, **47** cases raised concerns of potential sexual exploitation online through the internet or, more specifically, adult services websites.

Interestingly, the third-highest caller type on cases indicating sexual exploitation is medical professionals highlighting the need for all health care professionals to know how to spot the signs of sexual exploitation and how to seek help and support. And, **6%** of callers or contacts on cases indicating sexual exploitation were sex buyers reporting concerns about a 'sex worker' they had interacted with or reviewed online.

For the second year in a row, the proportion of minors indicated in situations of sexual exploitation has increased from **20%** to **24%**, equating to **117** minors. This is the highest exploitation type recorded for minors by the Helpline. **247** adults were indicated as sexual exploitation victims (**51%**), with **117** recorded as unknown (where the contact was not able to state whether a victim was over the age of 18).

In all cases, the Helpline will try to understand and glean information about potential victims' demographics to support understanding about what has happened and what options should be offered. If concerns are raised that someone may be a minor, but the caller or contact is unsure, the Helpline will take all necessary safeguarding measures, including a referral to the appropriate safeguarding team or authority, to prevent any/further harm to a minor.

Chart 19: Breakdown of age status



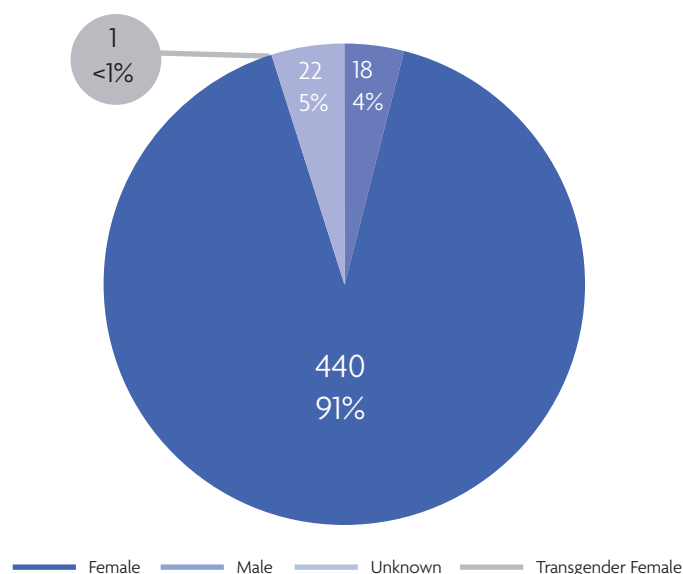
Females continue to be the overwhelming majority of potential victims indicated in situations of sexual exploitation, with **91%** of those indicated. See Chart 20 for the breakdown of gender for all potential victims indicated in situations of sexual exploitation.

The number of potential victim genders recorded as unknown is likely to be due to a third party reporter or complex situation or situations where the number and gender of potential victims is not clear and cannot be assumed by the Helpline.

33.6%

of potential victims indicated in sexual exploitation are reported as Romanian nationals, excluding unknown

Chart 20: Breakdown of gender of potential victims in sexual exploitation



Unusually, in 2020, sexual exploitation cases were raised relating to situations and calls from all four countries of the UK. This has not been the case in previous years. In 2019, no cases were raised or indicated in Northern Ireland and only two cases in Scotland. The table below shows the breakdown of sexual exploitation cases in each of the four UK countries.

Table 19: Breakdown of sex exploitation cases by UK country

Type of sex exploitation	England		Scotland		Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs
HT Sex	102	178	5	12	1	1	1	1
Slavery	12	14	0	0	0	0	0	0
Forced Labour	75	146	4	10	5	14	1	1
Total	189	338	9	22	6	15	2	2

See Table 20 for the top potential victim nationalities indicated to the Helpline in sexual exploitation cases, where the nationality is known. There are **270** potential victims where nationality has been recorded as unknown – this is more than **56%** of all potential sexual exploitation victims.

Thailand is the fifth most prevalent nationality in sexual exploitation situations yet does not feature in the top ten overall nationalities for all modern slavery potential victims. Equally, Somalia features in the top ten nationalities indicated for sexual exploitation potential victims but not overall. Conversely, no sexual exploitation victims were indicated from Afghanistan or India despite both nationalities featuring in the top ten indicated nationalities for all potential victims of modern slavery.

more than **32** different nationalities indicated for potential victims of sexual exploitation

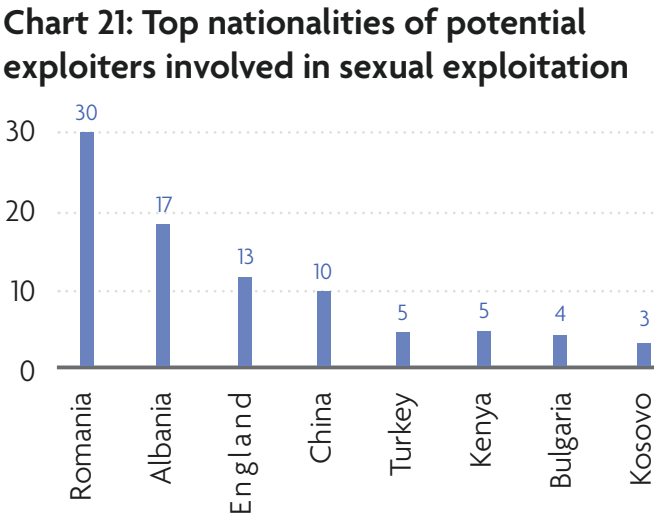
Table 20: Top nationalities of PVs in sexual exploitation

Nationality	# of PVs	% of PVs (excluding unknowns)
Romania	71	34%
Albania	28	13%
China	27	13%
England	13	6%
Thailand	10	5%
Nigeria	8	4%
Hungary	7	3%
Bulgaria	7	3%
Vietnam	4	2%
Somalia	4	2%
Brazil	4	2%

Potential victims indicated in sexual exploitation situations have also been reported from the following countries: **3** potential victims from Spain; **2** each from Turkey, Slovakia, Poland, Kenya and Gambia. There was one potential victim indicated from further **15** different countries.

On average, there were **1.42** potential exploiters per case indicated in sexual exploitation situations. Romania is the most prevalent nationality for potential exploiters indicated in sexual exploitation cases with **30** individuals.

This comprises **27%** of potential exploiters in sexual exploitation cases, excluding PEs of unknown nationality. The most prevalent nationality in 2019 was China, with **35** potential exploiters (**27%**), which has reduced to the fourth most prevalent with 10 potential exploiters indicated in 2020 (**9%**). Albania and England are the second and third most prevalent with **17** and **13** respectively (**15% and 12%**). A total of **24** different nationalities have been recorded for potential exploiters indicated in situations involving sexual exploitation in 2020.



For the second year in a row, the most prevalent location reported in cases of sexual exploitation was a private house, with **35%** of cases reporting this as a location of exploitation. This is compared to **37%** in 2019. Other locations of exploitation reported include via online and in a brothel with **47** and **32** cases respectively. In **119** cases, the location of exploitation was unknown or not specified by the contact.

Table 21: Reported locations of sexual exploitation

Type of location	# of cases where location has been reported*	% of sex exploitation cases where location has been reported**	# of PVs exploited per location*
Private house	96	35%	186
Website/online	47	17%	53
Brothel	32	12%	69
Other	10	4%	12
Street	9	3%	36
Multiple	6	2%	9
Hotel	2	1%	2
Pop up brothel	1	0%	1
Not specified/unknown	84	31%	188
Totals	287	-	522

*number of cases and PVs is higher than the total number of cases and PVs recorded as PVs may report more than one location of exploitation.
 **Total % will exceed 100% as this is the % of cases per location reported and not related to overall percentage of sexual exploitation cases.



CASE STUDY

Sophie* and Debbie* contacted the Helpline with concerns that their friend's daughter, Becca*, had been trafficked to the UK for sexual exploitation. Becca had been promised a job in the UK working in hospitality that would earn her good money. On arrival, Becca was forced into sexual exploitation and was not allowed to leave her location. At first Sophie and Debbie did not know where Becca was being kept. The Helpline advised Sophie and Debbie to keep in contact with Becca's mother and to contact the Helpline with any new information received from Becca. Over several calls, the Helpline worked with Sophie and Debbie to get as much identifiable information as possible to refer to the police.

The police later contacted the Helpline thanking staff for the excellent information in the report. Sophie and Debbie also contacted the Helpline to thank them and explained that through our assistance and that of the police, Becca had been identified and helped to return home to her mother. Sophie and Debbie also passed on a huge thanks to the Helpline from Becca's mother.

**Name has been changed to protect identity.*

Chapter 7 – Labour exploitation

For the first time since Helpline operations began in October 2016, there has been a decline in the number of labour exploitation cases indicated to the Helpline, with **578** cases compared to **886** cases in 2019. This decline is assumed to result from the COVID-19 pandemic and subsequent lockdown of certain sectors and industries. Despite this, labour exploitation continues to be the most prevalent exploitation type indicated to the Helpline.



The Helpline records modern slavery cases for labour exploitation in one of three ways:

- human trafficking non-sex, labour
- slavery/servitude – labour slavery
- forced labour

Cases deemed as labour abuse, and therefore not meeting the threshold of modern slavery are recorded as non-modern slavery cases and do not feature in labour exploitation data.

2020 saw a significant decline in the number of labour exploitation cases indicated. It is assumed that this is largely related to the national lockdowns experienced throughout the year and the fact that many typical sectors associated with modern slavery risks were not trading. Throughout the year, the Helpline recorded **578** labour exploitation cases accounting for **33%** of all modern slavery cases for the year.

Despite the decline, labour exploitation remains the most prevalent type of modern slavery reported in 2020.

Table 22 : Labour exploitation cases and potential victims indicated

Type of labour exploitation	# of cases	% of labour cases	# of PVs	% of labour PVs
HT Non Sex Labour	218	38%	658	35%
Labour slavery	2	<1%	3	<1%
Forced Labour	358	62%	1228	65%
Total	578	100%	1889	100%

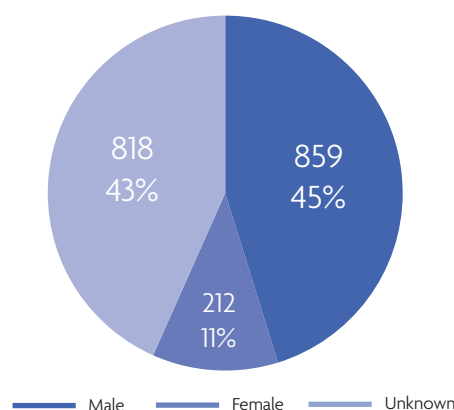
Gender of potential victims

Male victims remain the most prevalent victims indicated in labour exploitation situations, with **859 (45%)** compared to **212** for females, which only equates to **11%**. The gender of the remaining **44%** of victims is recorded as unknown. This may be because the caller or contact may not be able to state with any certainty how many male or female potential victims are in a situation where there are several potential victims indicated. As with the nationality of potential victims, the Helpline will make no assumptions about the gender of any potential victim to avoid over-inflating figures.

A total of **515** cases of labour exploitation were recorded by the Helpline covering the four UK countries, which is significantly lower than in previous years and, we believe is due to the pandemic lockdowns and lack of open venues during 2020.

578
Labour
exploitation cases

Chart 22: Breakdown of gender in labour exploitation cases



The table below further breaks down the age status by gender for those indicated in labour exploitation.

Table 23: Breakdown of potential victims of labour exploitation by gender and age status

	Adult	Minor	Unknown
Male	715	26	118
Female	172	15	25
Unknown	365	40	413
Total	1252	81	556

This has resulted in a **39%** decrease in England's labour cases, **41%** in Scotland, **44%** in Wales and **82%** in Northern Ireland. The tables below sets this out in more detail. It also highlights the importance of members of the public understanding the signs of modern slavery, spotting the issues when they are out and about and reporting their concerns.

Table 24: Labour exploitation cases by UK country

Sub Type of MS	England		Scotland	
	# MS cases	# of PVs	# MS cases	# of PVs
HT Non Sex	176	577	6	22
Labour Slavery	1	1	0	0
Forced Labour	299	1104	11	29
Total	476	1682	17	51

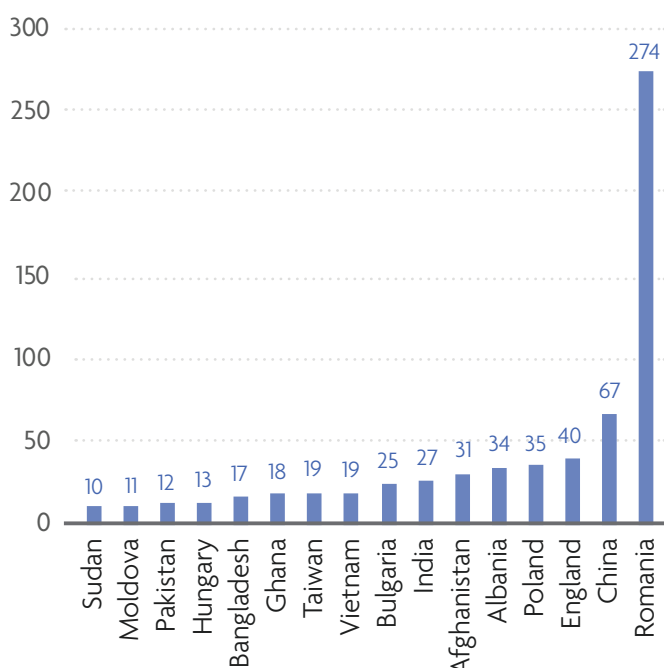
Sub Type of MS	Wales		Northern Ireland	
	# MS cases	# of PVs	# MS cases	# of PVs
HT Non Sex	6	11	1	3
Labour Slavery	0	0	0	0
Forced Labour	14	47	1	10
Total	20	58	2	13

Nationality of labour exploitation cases

For the third year running, Romania remains the most prevalent nationality indicated in reported labour exploitation cases through the Helpline with **274** potential victims **14.51%**. This is up slightly from **13.3%** in 2019. Looking at the prevalence, removing those whose nationality is recorded as unknown, this figure rises to **36%**.

China, England, Poland and Albania also feature prominently. Vietnamese potential victims were ninth most prevalent for labour exploitation but fifth overall for all modern slavery cases. England was recorded as the third most prevalent nationality for labour exploitation compared to seventh in 2019 and the fourth overall for all types of modern slavery cases. In approximately **59%** of cases, the nationality of potential victims was recorded as unknown. This is down from **65%** in 2019.

Chart 23: Most prevalent nationalities indicated in labour exploitation cases



Sectors and industries

The Helpline has always reported potential incidences of modern slavery in a diverse range of sectors and industries. As a result of COVID-19 and lockdowns, the Helpline has seen a real shift in the sectors and industries where reports of modern slavery are coming from. For the past three years, nail bars and car washes have dominated the headlines because they are on the high street, easy to spot, and much publicity has surrounded potential issues in these sectors and venues.

The Helpline continues to receive information relating to potential labour exploitation in a range of different sectors and industries, including the care sector, transportation, and maritime. Despite the lack of open venues, the services sector collectively was the most prevalent sector indicated in 2020. However, construction was the single most prevalent sector, with **107** cases indicating **352** potential victims. Hospitality and agriculture were sectors also prevalent in 2020, with **62** and **43** cases, respectively.

Table 25: Breakdown of labour exploitation by sector

Sector/Industry	# of cases	# of PVs
Services*	168	536
Construction	107	352
Other	99	183
Hospitality**	62	177
Agriculture/Farm	43	197
Manufacturing	22	257
Domestic Work/Au Pair/Nanny	17	34
Utilities	15	22
Transportation	13	48
Care Sector	12	27
Various	12	21
Maritime Industry/Boat/Shipping	7	34
Tech	1	1
Total	578	1889

*Includes car washes and nail bars

**Hospitality includes restaurants, takeaways, catering companies, and Hotel/motels (there may be more than one location recorded for some cases)

Table 26: Location of exploitation

Location of exploitation	# of cases	# of PVs
Business	222	711
Private House	94	246
Not Specified	64	117
Other	49	114
Farm	33	146
Factory	24	251
Construction site	23	106
Nail bar	23	55
Take away	21	39
Residential Facility	16	52
Restaurant	14	70
Undisclosed/ Unknown	9	12
Multiple location types	5	13
Ship/Boat	5	31
Hotel/Motel	4	6
Shop	4	4
Travellers / Caravan site	3	3
Marina/Port/seacoast	2	3
Hair salon	2	2
Motorway services	1	2
Street	1	1
TOTAL	1889	578

Potential exploiters indicated in labour exploitation

Throughout 2020, the Helpline indicated a total of **711** potential exploiters in cases of labour exploitation. The majority of potential exploiters were reported to be male, making up **65%** of potential exploiters where the gender was known/recorded, with **9%** recorded as female. For **26%** of potential exploiters, gender is unknown. The table below shows the age and gender of the potential exploiters indicated in labour exploitation situations, where such information was reported by the contact.

Table 27: Demographics of potential exploiters indicated in labour exploitation

Age Status	# of PEs	Male	Female	Unknown
Adult	498	377	52	69
Minor	2	1	1	0
Unknown	211	84	10	117
TOTAL	711	462	63	186

As with previous years, there is still a significant correlation between the nationalities indicated for potential victims and potential exploiters, with the most prevalent being Romania for both exploiters and victims. China and England also feature prominently for both showing a further correlation between nationalities of those offending and those being offended against. Although Poland is the fourth most prevalent nationality for potential victims, it does not feature in the top ten potential exploiter nationalities, appearing twelfth on the list. The table below provides information on the top ten potential victims and potential exploiters nationalities related to labour exploitation.

Table 28: Top ten potential victim and potential exploiter nationalities

#	Top Ten PV nationalities	Top ten PE nationalities
1	Romania	Romania
2	China	England
3	England	China
4	Poland	India
5	Albania	Ireland
6	Afghanistan	Albania
7	India	Pakistan
8	Bulgaria	Libya
9	Vietnam	Bulgaria
10	Taiwan	Vietnam

Labour exploitation contacts

The greatest proportion of contacts into the Helpline related to potential instances of labour exploitation continue to be from those classed as community members, with **698** contacts equating to around **35%** of contacts. Interestingly, the number of potential

victims of labour exploitation contacting the Helpline themselves has increased from **44 (6%)** in 2019 to **246 (12%)** in 2020.

Given the economic situation and the fact that the volume of labour exploitation cases and contacts has declined, believed to be due to the pandemic, this is a significant shift. Obtaining information directly from potential victims not only aids data collection it makes any decision on subsequent follow-up action easier as the potential victim can be directly consulted, and their wishes taken into account.

Also of prominence are the number of contacts made by the local authority or regional government agencies and the police with increases from **38** and **27** to **226** and **208** respectively, both seeing an increase of over **83%** from 2019. In addition, contacts from medical professionals have also increased from **17** in 2019 to **74** in 2020, highlighting the Helpline's importance in providing technical advice to frontline professionals.

Table 29: Number and type of contacts on labour exploitation cases

Contact type	# of contacts	% of contacts
Community member	698	72%
Potential victim	246	12%
LA/Regional Govt	226	11%
Police	208	10%
Medical professional	74	4%
Legal professional	73	4%
NGO Other	70	4%
Unknown	68	3%
Government	43	2%
Family member of potential victim	36	2%
NGO Anti-trafficking	32	2%
Friend of potential victim	30	2%
Business	22	1%
Sex buyer	21	1%
NGO General services	20	1%
Other	19	1%
Mental health professional	17	1%
NGO Immigrant/refugee	11	1%
NGO – DV/SA	10	1%
Family/Friend/Acquaintance of potential controller	9	>1%
Faith-based organisation	8	>1%
Family/Friend of potential victim of other crime	7	>1%
Potential victim of other crime	3	>1%
Asylee/refugee	2	>1%
Airline/Airport Personnel	2	>1%
GLA	1	>1%
NGO – Worker rights	1	>1%
Educator/School personnel	1	>1%
TOTAL	1958	100%

CASE STUDY

David* contacted the Helpline after hiring builders to complete construction work on his house. One day, one of the builders, Alexei*, broke down to David and explained that his employer had confiscated his passport, phone, and bank cards. Alexei was taken to and from work by his employer, who paid him with food and a pouch of tobacco. Alexei had nothing but the clothes he was wearing and, as his accommodation was with his employer, had nowhere else to go.

David phoned the Helpline to seek help for Alexei. The Helpline talked through the options available and potential next steps. David called back with Alexei, and the Helpline helped them to put a plan in place. Alexei went to a police station and explained what had happened to him at the same time as the Helpline sent a referral advocating for Alexei and explaining the indicators of modern slavery. The police helped to safeguard Alexei and referred him to the National Referral Mechanism, where he received support, including safe accommodation.

**Name has been changed to protect identity.*



As one of the most hidden typologies, domestic servitude can be difficult to detect and difficult for potential victims to seek help.

In 2020, the Helpline raised **110** cases of domestic servitude, indicating **139** potential victims.

Chapter 8 – Domestic servitude



At a time when labour exploitation has been falsely suppressed by the pandemic, domestic servitude continues to feature in cases indicated to the Helpline. It is a crime that is predominantly perpetrated against females but also has the highest number of female potential exploiters (34%) compared to other modern slavery exploitation types. This is likely to be due to the nature of the work in private households where couples and families reside.

In 2020, the Helpline recorded 110 cases of domestic slavery or servitude, indicating 139 potential victims.

Although the Helpline did not raise any domestic servitude cases related to Scotland, both Wales and Northern Ireland had one case related to situations reported in those jurisdictions. Of those potential victims indicated in domestic servitude, the Helpline recorded a total of 33 different nationalities, four more than the 29 recorded in 2019.

139 potential victims of domestic servitude

Table 30: Domestic servitude cases for UK countries

Type of MS	England		Scotland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex - Domestic Slavery/ Servitude	24	31	0	0
Slavery/ Servitude	65	74	0	0
Total	89	105	0	0

Type of MS	Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex - Domestic Slavery/ Servitude	0	0	1	1
Slavery/ Servitude	1	1	0	0
Total	1	1	1	1

The remaining 19 cases were related to domestic servitude cases reported outside of the UK. In 2020, 6% of potential victims indicated in domestic servitude were minors, up from zero in 2019. The gender in 15% of cases is unknown, and the adult/minor status in 32% of cases is unknown.

See Table 31 for the gender and age status of those potential victims indicated in domestic servitude situations in 2020.

Nationality of potential victims indicated in domestic servitude

In 2020, the most prevalent nationality of potential victims indicated in domestic servitude situations was the Philippines. This

is different from 2019, where the most prevalent nationality was Nigeria. However, Nigeria still featured prominently as the second most prevalent nationality in 2020. Again, the nationalities prevalent in domestic servitude cases differ significantly from the overall nationalities recorded for all modern slavery cases. For example, China and Albania feature highly on the list of nationalities for all modern slavery cases but do not feature in the top ten for domestic servitude cases. Nigeria features prominently as the second most prevalent nationality for domestic servitude but is the tenth most prevalent when looking at all types of modern slavery cases.

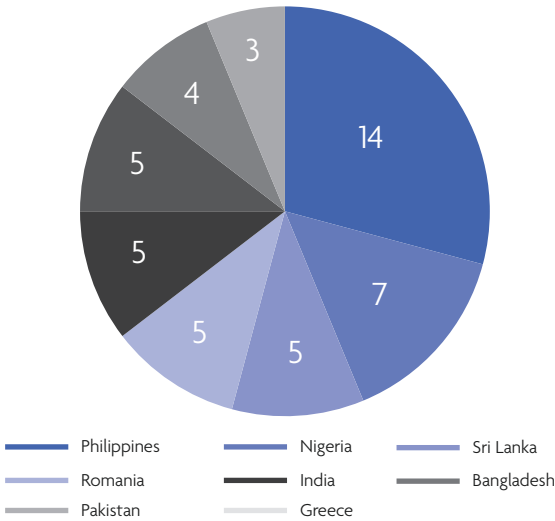
Table 31: Gender and age status of potential victims in domestic servitude

Gender	# potential victims	% of total
Male	20	14%
Female	98	71%
Unknown	21	15%
Total	139	

Age Status	# potential victims	% of total
Adult	87	63%
Minor	8	6%
Unknown	44	32%
Total	139	

See Chart 24 for the most prevalent nationalities indicated in domestic servitude cases reported to the Helpline.

Chart 24: Top ten most prevalent nationalities for domestic servitude potential victims



As we have seen in previous years, the correlation between potential victim nationalities and potential exploiter nationalities is less in domestic servitude situations than with other modern slavery typologies.



33 different victim nationalities



CASE STUDY

Ndidi* was offered a job as a domestic helper in the UK. Ndidi was told she would be paid every month and have a contract for two years. When Ndidi arrived in the UK, her passport was withheld by her employer, and then they refused to pay her. Ndidi's employer claimed they would save the money for her. Ndidi worked all day and was only able to rest when the children were sleeping and wasn't allowed to take time off. Ndidi asked for some money to buy a phone to keep in touch with her friends and family, but her employers got angry and verbally abused her. Her employer did not allow her to use the internet and restricted her movements, only allowing her to leave for food shopping for the family or to visit the church. Ndidi told her employer that she no longer wished to work for them and would like her salary and passport. Ndidi's employer refused to give her passport and claimed they owned it because they sponsored her visa; they then threatened to cancel her visa. The employer also threatened to report Ndidi to the police for a fictional crime. Ndidi's employer started to beat her and dragged her by her hair.

Ndidi fled and called the Helpline from a stranger's phone. The helpline advised Ndidi on how to get help and suggested Ndidi go to a police station and tell them what has happened and ask for the National Referral Mechanism. The Helpline followed up with a referral to police advocating for Ndidi. Police completed the NRM for Ndidi and helped to find safe accommodation for her.

**Name has been changed to protect identity.*



34%

of potential exploiters in cases of domestic servitude were reported as female

A total of at least **21** different potential exploiter nationalities were indicated through the Helpline in 2020 concerning domestic servitude. Unknown nationality was recorded in **114** instances (**66%**). Interestingly, the most prevalent nationality for potential exploiters of domestic servitude where the nationality was recorded was English with **10**. Nigeria and India also feature in the top five nationalities.

Table 32: Top ten nationalities of potential victims and potential exploiters related to domestic servitude

#	Top Ten PV nationalities	Top ten PE nationalities	# of PEs
1	Philippines	England	10
2	Nigeria	Nigeria	8
3	Sri Lanka	India	7
4	Romania	Saudi Arabia	3
5	India	Romania	3
6	Bangladesh	Pakistan	3
7	Pakistan	Greece	3
8	Greece	Afghanistan	3
9*	Zimbabwe	Slovakia	2
10*	Uganda	Oman	2

*2 potential victims were also recorded for the following nationalities: Sierra Leone, Nepal, Morocco, England, Albania, Afghanistan. And, 2 potential exploiters recorded for the following: Kuwait, Pakistan, Egypt, Bulgaria, Botswana.

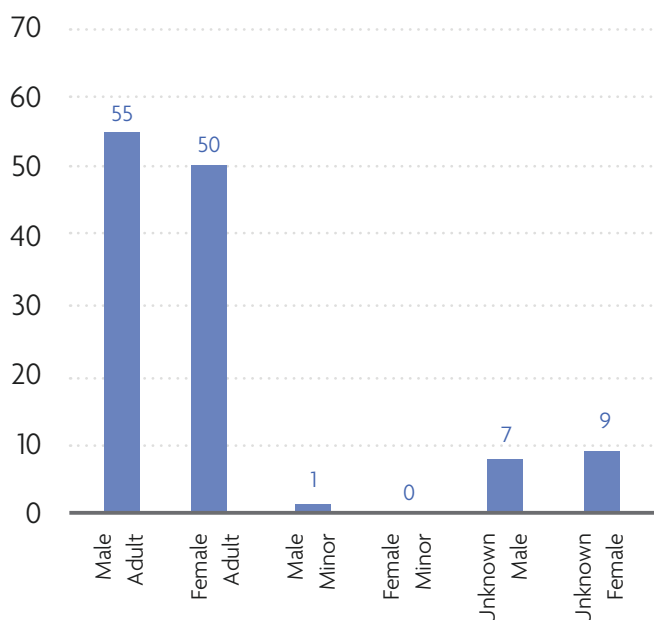
The gender of the majority of potential exploiters indicated to the Helpline tends to be male for all modern slavery typologies, except in the case of domestic servitude. For cases involving domestic servitude, more female potential exploiters are indicated in these situations than in any other exploitation typology. This could be due to the fact that potential exploiters in domestic servitude cases are more likely to be related to a home or family setting rather than in other external locations. In 2020, **34%** of potential exploiters for domestic servitude were indicated as female.

See Table 33 for a breakdown of the adult/minor and male/female split of potential exploiters indicated in domestic servitude cases based on information provided to the Helpline.

Table 33: Number and percentage breakdown of potential exploiters indicated in domestic servitude cases

	Total # of PEs	% of PEs	# of male PEs	% of total PEs
Adult	133	76%	55	32%
Minor	1	1%	1	1
Unknown	40	23%	7	4%
Total	174	100%	63	36%
	# of female PEs	% of total PEs	# of unknown PEs	% of total PEs
Adult	50	29%	28	16%
Minor	0	0%	0	0%
Unknown	9	5%	24	14%
Total	59	34%	52	30%

Chart 35: Breakdown of gender and age status of potential exploiters indicated in domestic servitude cases



Criminal exploitation continues to thrive, and the Helpline has seen a marked increase in the number of reported cases in 2020. Unlike the regular economy, those seeking to exploit others through criminal acts are, unfortunately, not disrupted or suppressed by decisions to limit or close economic activity.

Chapter 9 – Criminal exploitation



Criminal exploitation

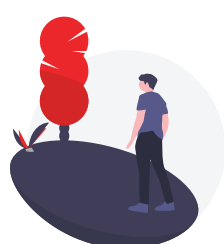
Criminal exploitation is a pernicious crime perpetrated against the vulnerable, often younger potential victims or those with learning difficulties, mental health concerns or a drug dependency. The majority of cases classed as indicating criminal exploitation now involve some level of drugs activity, such as selling or running drugs. Forced shoplifting and other criminal acts are also included in this typology. In 2020, the Helpline dealt with **254** criminal exploitation cases, up from **179** cases in 2019. This is a significant rise and demonstrates the stranglehold such activity has in communities. Of those potential victims, **20%** were minors. This is up again from **16%** in 2019.

Table 34: Number of criminal exploitation cases and potential victims

	# of cases	# of PVs
HT non-sex	90	124
Forced labour, criminal	164	205
Totals	254	329

Table 35: Criminal exploitation cases and potential victims by UK country

Type of MS	England		Scotland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex	62	85	7	8
Forced labour	111	140	8	14
Total	173	225	15	22
Type of MS	Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex	3	3	1	8
Forced labour	6	6	1	1
Total	9	9	2	9



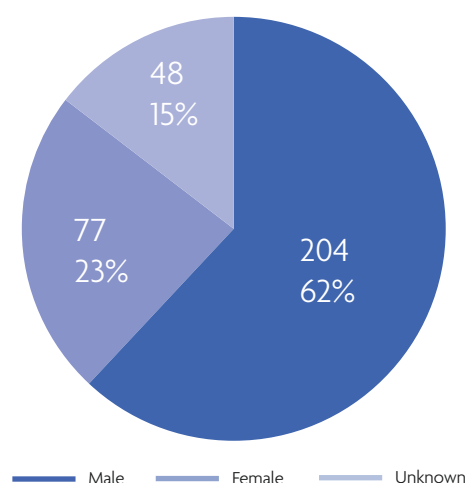
72%
of PVs of criminal exploitation involving drugs were male



20%
minors indicated in criminal exploitation

The reports of criminal exploitation received through the Helpline channels show an increase in the number of minors indicated. **65** minor potential victims were reported for 2020, up from **49** in 2019. For those criminal exploitation cases involving drugs, **72%** of potential victims indicated were male as opposed to **83%** in 2019. This is because in 2020, more female potential victims (**31**) were reported to have been exploited in situations involving drugs, and **22%** of potential victims indicated in criminal exploitation for drugs cases were minors.

Chart 25: Breakdown of gender for criminal exploitation potential victims



The gender of **48** reported potential victims in cases assessed to be potential criminal exploitation by the Helpline is recorded as unknown. Minors continue to feature prominently in criminal exploitation cases, but this is no longer the most prevalent type of exploitation for minors. However, minors are indicated in **20%** of all criminal exploitation cases and in **19%** of cases, the age status of the potential victim is unknown. This means that the percentage of minors could be as high as **39%**, up from **34%** in 2019. The Helpline will always act with caution and raise safeguarding concerns where minors are indicated in situations, or the contact is uncertain as to whether a potential victim is a minor. In these types of situations, the Helpline will make an appropriate referral to instigate safeguarding procedures where it can.

The nationalities of those potential victims indicated in situations of criminal exploitation continues to change each reporting year. In 2020, Albanian victims were most prominent, with 28 potential victims making up just under **9%** of all potential victims of criminal exploitation and just over **22%** of potential victims where nationality is indicated. Romania was the second most prevalent nationality indicated, down from being the top nationality in 2019. Although Romanian potential victims remained prevalent in 2020, the decrease is significant, down in 2020 from **55%** for all criminal exploitation victims to just over **21%** for those where the nationality is indicated.

Table 36: Nationalities of potential victims indicated in criminal exploitation

Nationality	# of PVs	% PVs of criminal exploitation
Albania	28	8.51%
Romania	27	8.21%
Vietnam	19	5.78%
England	18	5.47%
Poland	9	2.74%
Iran	3	<1%
China	3	<1%
Slovakia	2	<1%
Other	2	<1%
Lithuania	2	<1%
Bulgaria	2	<1%
Afghanistan	2	<1%
Wales	1	<1%
Turkey	1	<1%
Syria	1	<1%
South Africa	1	<1%
Scotland	1	<1%
Portugal	1	<1%
Northern Ireland	1	<1%
Maldives	1	<1%
Czech Republic	1	<1%
Bangladesh	1	<1%
Unknown	202	61.4%
Total	329	100%

Cases involving drugs are significant in the Helpline's criminal exploitation data, showing a marked increase from **83** cases in 2019 to **152** cases in 2020. This is a **83%** increase.

The average number of potential victims per case of criminal exploitation differs. In 2019, begging was significantly higher than other criminal exploitation types, with **2.47** potential victims per case. In 2020, the highest average potential victim to case ratio regarded benefit fraud, with just under **1.8** victims per case. Begging was second with **1.6** potential victims per case, and drugs **1.2** potential victims per case. See Table 38 for the number of cases and potential victims per type of criminal exploitation reported in 2020.

Male potential exploiters indicated in criminal exploitation remain the overwhelming majority with 129 male adults indicated in cases, a further 34 males where the age status was recorded as unknown and one minor. Of the 250 potential exploiters recorded on criminal exploitation cases, 164 were male, 12 were female, and 74 were recorded as unknown. See Table 38 for a breakdown of potential exploiters.

The nationality for a large proportion of those indicated as potential exploiters in relation to criminal exploitation is unknown,

Table 37: Number of cases and potential victims related to types of criminal exploitation case

Types of Criminal Exploitation	# of cases	% of cases	# of PVs
Drugs	152	60%	187
Begging	36	14%	58
Benefit Fraud	9	4%	16
Shoplifting	5	2%	9
Theft/Robbery/Burglary	5	2%	6
Cuckooing	3	1%	3
Pickpocketing	1	<1%	1
Possession of a weapon	1	<1%	1
Fraud	1	<1%	1
Illegal sales (cigarettes)	1	<1%	2
Money laundering	1	<1%	1
Unknown	39	15%	44
Total	254*	100%	329*

*Totals may equal more than number of cases and PVs as multiple types of exploitation have been reported in some cases.

Table 38: Age and gender status of potential exploiters indicated in criminal exploitation

Age status	# of PEs	Male	Female	Unknown
Adult	149	129	10	10
Minor	1	1	0	0
Unknown	100	34	2	64
Total	250	164	12	74

with **75%** recorded as such. In 2020, **18** different nationalities were indicated. As in 2019, Romania remains the most prevalent nationality with **14** potential exploiters making up **22%** of potential exploiters where nationality has been recorded. Albania, Poland, Somalia and England make up the other top five nationalities for potential exploiters related to criminal exploitation.

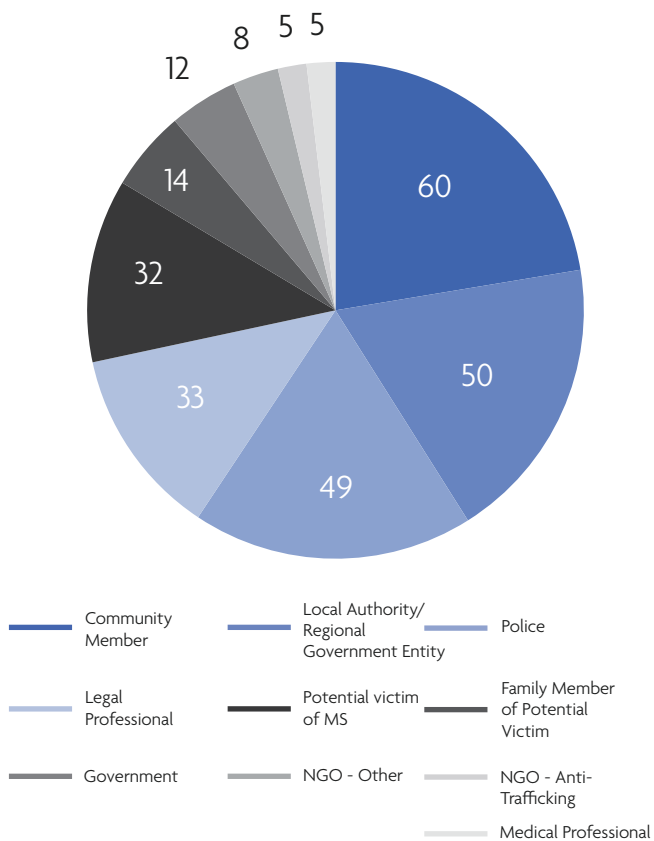
Types of contact

Contacts into the Helpline continue to come from a diverse range of individuals and organisations. As we have seen with other aspects of the cases and situations the Helpline had supported in 2020, the types of contacts and callers into the Helpline has changed. In 2019, the most prevalent caller type recorded on cases relating to criminal exploitation was community member with **42%** of contacts. This was significantly higher than any other contact type. However, in 2020 and likely due to the pandemic, the number of contacts from community members has decreased to just **21%**. Although this remains the most prevalent contact type on criminal exploitation, the Helpline has received more of a mix of calls from local authorities (**17%**), police (**17%**) and legal professionals (**11%**). The percentage of potential victims calling themselves on criminal exploitation cases is **11%**.

Table 39: Breakdown of potential exploiters nationalities indicated in cases of criminal exploitation

Nationality	# of PEs
Romania	14
Albania	7
Poland	6
Somalia	5
England	5
Pakistan	4
China	4
Afghanistan	4
Turkey	3
Jamaica	2
Bangladesh	2
Vietnam	1
United States	1
Slovakia	1
Russia	1
Lithuania	1
Colombia	1
Bulgaria	1
Unknown	187
Total	250

Chart 26: Top caller types related to criminal exploitation cases



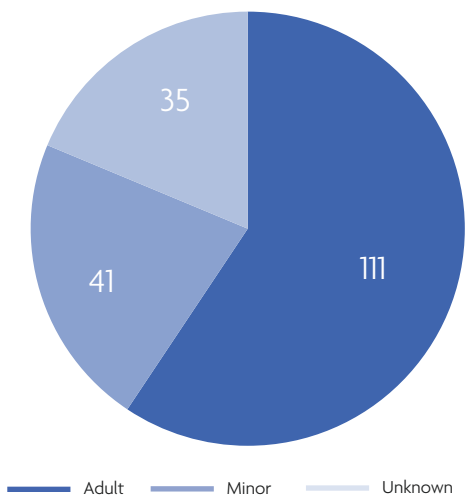
In addition to the top ten caller types, the Helpline also received contacts from NGOs (Social Services), mental health professionals, family/friend/acquaintance of potential controller, potential victim

of another crime, domestic abuse NGO, family/friend of a potential victim of other crime, faith-based organisation and business.

Criminal exploitation involving drugs

A growing number of cases involving criminal exploitation for drugs was recorded by the Helpline in 2020, with 152 cases, up from 83 in 2019. 22% of potential victims indicated in criminal exploitation involving drugs in 2020 were reported as minors compared to 30% in 2019. The age status of 19% of potential victims related to criminal drugs exploitation was recorded as unknown.

Chart 27: Breakdown of age status of potential victims involved in criminal exploitation for drugs



The majority of potential victims indicated in situations of criminal exploitation involving drugs were, for the third year in a row, male with 135 potential victims (over 72%). In a further 11% of instances, the gender of potential victims is unknown and for only 7% of potential victims, the age status and gender are recorded as unknown.

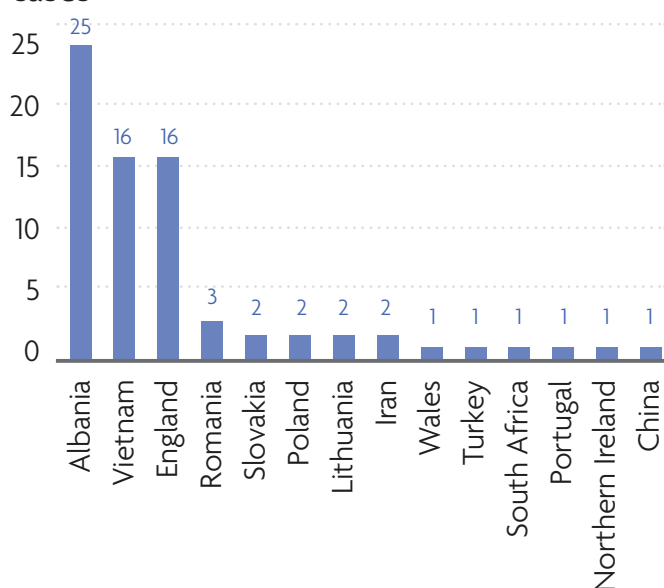
Table 40: Breakdown of gender and age status on criminal exploitation involving

	Totals	Male	Female	Unknown
Adult	111	84	25	2
Minor	41	35	1	5
Unknown	35	16	5	14
Total	187	135	31	21

As with previous years, the nationality of potential victims indicated in a large proportion of cases of criminal exploitation for drugs is unknown, staying fairly consistent at around 60%. For the second year running, the most prevalent nationality for criminal exploitation for drugs is Albania, with Vietnam and England featuring second and third again. Interestingly, Romania did not feature in the top ten nationalities in 2019 and features fourth in 2020 but with only 3 potential victims. This is low, given Romania

is the most prevalent nationality for potential victims overall. The chart below shows the number of PVs indicated where nationality is reported to the Helpline. For 113 potential victims, nationality is recorded as unknown.

Chart 28: Nationality of potential victims indicated in criminal exploitation for drugs cases



Similar to 2019, the second most prevalent type of criminal exploitation reported to the Helpline is begging, with 36 cases indicating 58 potential victims. Just under 52% of potential victims are female, down slightly from 59% in 2019. Male potential victims account for 36% of those indicated in forced begging situations, with a further 12% where the gender was recorded as unknown.

Table 41: Number of potential victims indicated in criminal exploitation for begging situations

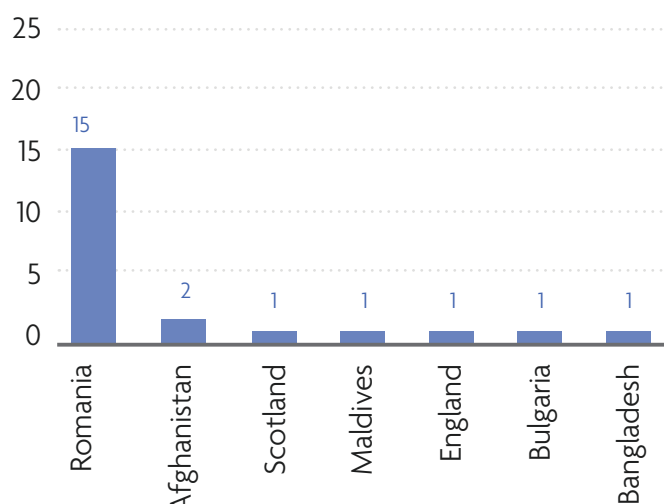
	Totals	Male	Female	Unknown
Adult	47	21	24	2
Minor	3	0	1	2
Unknown	8	0	5	3
Total	58	21	30	7

Romanian nationals continue to feature prominently in Helpline data for criminal exploitation involving begging. As was the case in 2019, Romania remains the highest nationality for potential victims indicated with 15 potential victims (68%, excluding unknown nationalities). See Chart 29 for a further breakdown of the seven nationalities seen in these types of cases. In the case of 36 potential victims, the nationality was recorded as unknown.

68%

of potential victims involved in criminal exploitation for begging are indicated as from Romania, where nationality has been indicated.

Chart 29: Nationality of potential victims indicated in criminal exploitation for drugs cases



“Since its creation in 2016, the Modern Slavery Helpline has become instrumental in raising professional and public awareness about the scale and nature of modern slavery in the UK. It is a reliable source of information and support available 24/7 to frontline professionals seeking guidance on how to identify victims of slavery. Most importantly, it has been and continues to be a lifeline to freedom for thousands of slavery victims.”

- Tatiana Gren-Jardan,
Head of Modern Slavery Unit
Centre for Social Justice (Justice & Care)

CASE STUDY

Bujar's* solicitor contacted the Helpline with concerns that their client was a victim of criminal exploitation. After speaking to the Helpline, the solicitor contacted Bujar and advised him to call himself.

Bujar explained that his exploiters trafficked him to the UK and forced him to work on a cannabis farm to pay off a £5,000 debt for his travel to the UK. Bujar's exploiters threatened that if he did not work, they would physically hurt him, as well as his father. Bujar was isolated on the farm in the middle of nowhere.

Bujar was arrested but did not tell the police about his exploitation. The Helpline, based on several indicators, considered Bujar to be a victim of human trafficking and criminal exploitation. The Helpline sent a referral to the police advocating for Bujar and highlighting his experience and why the Helpline considered him a victim.

The police later confirmed that, due to the Helpline's referral, another government department had completed the National Referral Mechanism with Bujar to receive the help and support he needed.

**Name has been changed to protect identity.*





Chapter 10 - Child victims

Protecting young people from the risks of exploitation is paramount. The Helpline is seeing a steady increase in the number of minors indicated in situations of modern slavery, particularly sexual exploitation and criminal exploitation. In total, the Helpline indicated **340** potential minor victims in 2020, equating to **10%** of all potential victims indicated.



Although the Helpline is infrequently called by minors directly, the Helpline builds a more comprehensive picture of minors who are caught up in exploitative situations. This is because, proportionally, the Helpline is receiving more calls from contacts that involve minors' exploitation. In 2020, the Helpline indicated **340** potential victims of modern slavery who were reported as under the age of 18. This is **10%** of all potential victims indicated in modern slavery situations and up from **7%** of minors indicated in situations in 2019. However, this figure could be higher as the age status was recorded as unknown for a further **31%** of potential victims. If the majority of these were minors, the figure could be as high as **41%** of all potential victims indicated as minors.

In many instances, contacts are unable to confidently say whether a victim is under or over the age of 18 if they do not know them personally and they appear young. In these circumstances, the Helpline will record the age status as unknown, assess the situation, and, if it is likely that a minor is involved, instigate appropriate safeguarding actions to ensure any minors' safety. The Table below provides a breakdown of the number of minor potential victims by exploitation type.

Table 42: Number of minor potential victims by exploitation type

Type of Exploitation	Total PVs	% of PVs
Sexual	117	34%
Labour	81	24%
Criminal	65	19%
Domestic Servitude	8	2%
Various	9	2%
Unknown	60	18%
Total	340	

Of the **340** potential minor victims indicated, **115** were as being 15 years of age or less, comprising of **57** females, **31** males and **27** where the gender was unknown or not recorded. **95** potential minor victims were indicated as being in the 16-17 age category, with **47** males, **32** females and **16** where the gender was unknown or not recorded.

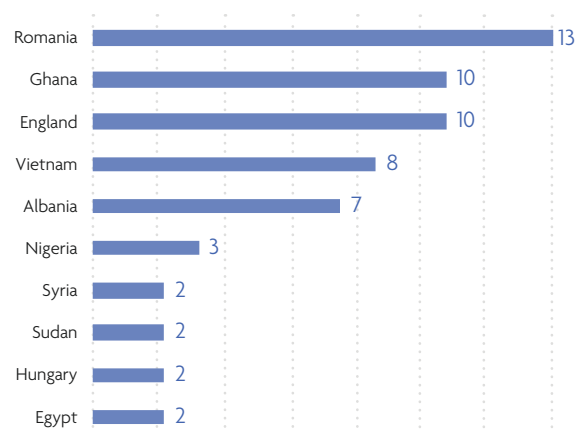
The majority of minors indicated in modern slavery situations are females, making up **39%** of minor potential victims, with **29%** male and **33%** recorded as unknown. The table below sets out the gender indicated in minor potential victims reported to the Helpline in 2020.

Table 43: Minor potential victims by gender

Gender of PVs	# of minor PVs	% of PVs
Male	98	29%
Female	131	39%
Unknown	111	33%
Total	340	

In total, minor potential victims were indicated from 19 different nationalities. The most prevalent nationality indicated was Romanian. This correlates with the prevalence of Romanian potential victims across all modern slavery cases. Interestingly, five of the top ten nationalities indicated for minors are not present in the top ten nationalities for all potential victims. These are Ghana, Syria, Sudan, Hungary and Egypt. The chart below sets out the top nationalities indicated by the Helpline in 2020.

Chart 30: Top nationalities of minor potential victims indicated to the Helpline



As calls are not often directly from minors themselves, the information gleaned from any contact is limited. Sometimes, calls will be made from professionals involved in the safeguarding of a minor seeking help and information. It is not always necessary for the professional to provide comprehensive details if the Helpline can support without knowing the personal information. This is important where personal information must be protected and consent sought from the potential victim to share with any third party.

When considering how a minor is caught up in exploitation, understanding how they were approached or recruited is essential. In the majority of cases the Helpline is involved, a recruitment location for minors is recorded as unknown. However, it is interesting to see that the most prevalent recruitment location indicated by contacts is an educational establishment. It correlates with anecdotal evidence from others in the sector about young people being recruited at school or university. The table below sets out the recruitment locations recorded by the Helpline from contacts received.

Table 44: Number of minor potential victims by exploitation type

Recruitment Location Type	% of minor PVs	% of minor PVs
Unknown	315	93%
Educational facility (school or university)	16	5%
Internet - Facebook	5	1%
Internet - Instagram	2	<1%
Foster Home - Other	1	0%
Internet	1	0%
Total	340	100%

The range of tactics used to recruit minors is also crucial to understand so that prevention activities and strategies can be deployed and informed by evidence. Again, in **86%** of instances involving minor potential victims, the recruitment tactic is recorded as unknown. In **4%** of minor potential victims, a familial relationship is a primary tactic indicated, with coercion and false promises featuring in relation to **9** and **6** potential victims, respectively.

Table 45: Number of minor potential victims by exploitation type

Recruitment tactic	# of minor PVs	% of minor PVs
Unknown	294	86%
Familial	13	4%
Coercion (Threads, blackmail, etc.)	9	3%
False promises or statements	6	2%
Job offer/advertisement	6	2%
Other	5	1%
Posing as benefactor	5	1%
Smuggling, ransom	3	1%
Abduction	2	1%
Offer of accommodation	1	<1%
Intimate partner/marriage proposition	1	0%
Total	340	

Understanding the methods of control used against minors can provide insight into how young people are manipulated or forced into activities they would otherwise not do and remain in that situation for some time. See Table 47 for the methods of control reported in cases involving minors. The most common control method reported was monitoring, raised for **22%** of minor potential victims indicated, with sexual abuse accounting for **13%** and financial control **11%**. The use of sexual abuse as a control method is more prevalent in minors than in adult potential victims, with **6%** of adult potential victims indicating this as a control method used.

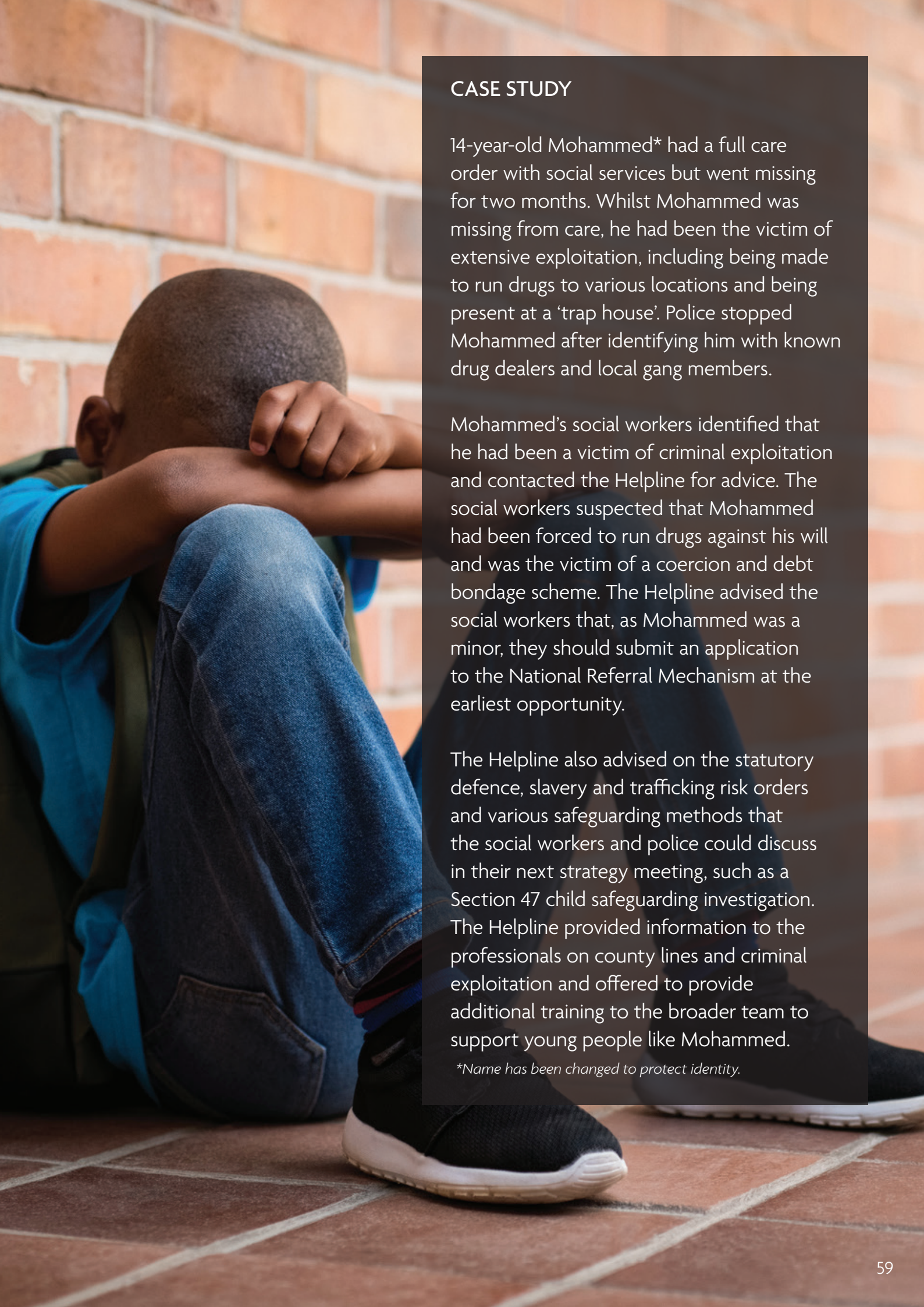
“It is incredibly useful for those working both within and outside our anti-slavery sector to have a number that survivors can be directed to in order to access help, support and information, especially when many survivors don’t feel comfortable working with statutory services. The very large number of calls and cases the helpline receives is a real testament to this need.”

- Tamara Barnett

Human Trafficking Foundation

Table 46: Methods of control reported in cases involving minors

Type of control	# of minor PVs	% of minor PVs
Monitoring	75	22%
Sexual abuse	44	13%
Financial control	38	11%
Threat - other	29	9%
Confinement	24	7%
Tied accommodation	24	7%
Physical abuse	22	6%
Isolation	18	5%
Emotional abuse	17	5%
Threat to harm family	11	3%
Induced substance abuse	9	3%
Threat to expose subject	2	1%
Withheld important docs	2	1%
Other	150	44%
Total	340	



CASE STUDY

14-year-old Mohammed* had a full care order with social services but went missing for two months. Whilst Mohammed was missing from care, he had been the victim of extensive exploitation, including being made to run drugs to various locations and being present at a 'trap house'. Police stopped Mohammed after identifying him with known drug dealers and local gang members.

Mohammed's social workers identified that he had been a victim of criminal exploitation and contacted the Helpline for advice. The social workers suspected that Mohammed had been forced to run drugs against his will and was the victim of a coercion and debt bondage scheme. The Helpline advised the social workers that, as Mohammed was a minor, they should submit an application to the National Referral Mechanism at the earliest opportunity.

The Helpline also advised on the statutory defence, slavery and trafficking risk orders and various safeguarding methods that the social workers and police could discuss in their next strategy meeting, such as a Section 47 child safeguarding investigation. The Helpline provided information to the professionals on county lines and criminal exploitation and offered to provide additional training to the broader team to support young people like Mohammed.

**Name has been changed to protect identity.*

Chapter 11 - Referrals and Signposts

When dealing with each contact or situation it receives, the Helpline team assesses the needs of those involved, whether police assistance is required, safeguarding teams informed or wider services needed. The Helpline will work through options with the contact to understand what a potential victim wants or needs and to make an appropriate referral to ensure they access the support that's right for them.



Not only does the Helpline provide information and advice at the moment, but referrals are also made to ensure the right services and support can be accessed by any potential victim. This is not just victims of modern slavery but also victims of other crimes, abuse and exploitation. Whenever a contact needs help, the Helpline will try and find the most appropriate route for them to access services or advice in their locality. Additionally, the Helpline may also make a referral to the Police, National Crime Agency or the Gangmasters and Labour Abuse Authority to investigate claims of a modern slavery crime or labour abuse situation.

Alternatively, a signpost may be made where the individual wants information about other related services available in their area but does not want to be formally referred by the Helpline.

Table 47: Total number of signposts and referrals

Activity	# Sent
Signposts	1498
Referrals	1582
Total	3080

Table 48: Number of referrals by case type

Case Type	# of referrals
Modern Slavery	956
Non Modern Slavery	626
Total	1582

Labour exploitation remains the most prevalent type of exploitation of referrals made by the Helpline to other organisations and agencies. A total of **509** referrals, relating to labour exploitation, were made in 2020. However, **202** referrals were also made on cases relating to sexual exploitation and **122** on criminal exploitation cases.

The Helpline referred to **113** different organisations for all case types and 97 organisations for cases relating to modern slavery. The Gangmasters and Labour Abuse Authority remain the organisation the Helpline has most referred to with **332** referrals. A further **234** referrals were made to the Metropolitan Police Service, **75** to The Salvation Army and **72** to the National Crime Agency.



1582
referrals made on modern
slavery and non modern
slavery cases in 2020

Chart 31: Number of referrals by exploitation type

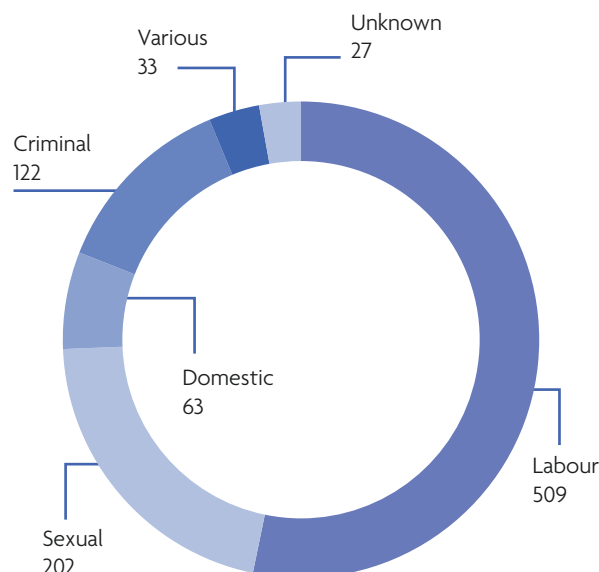
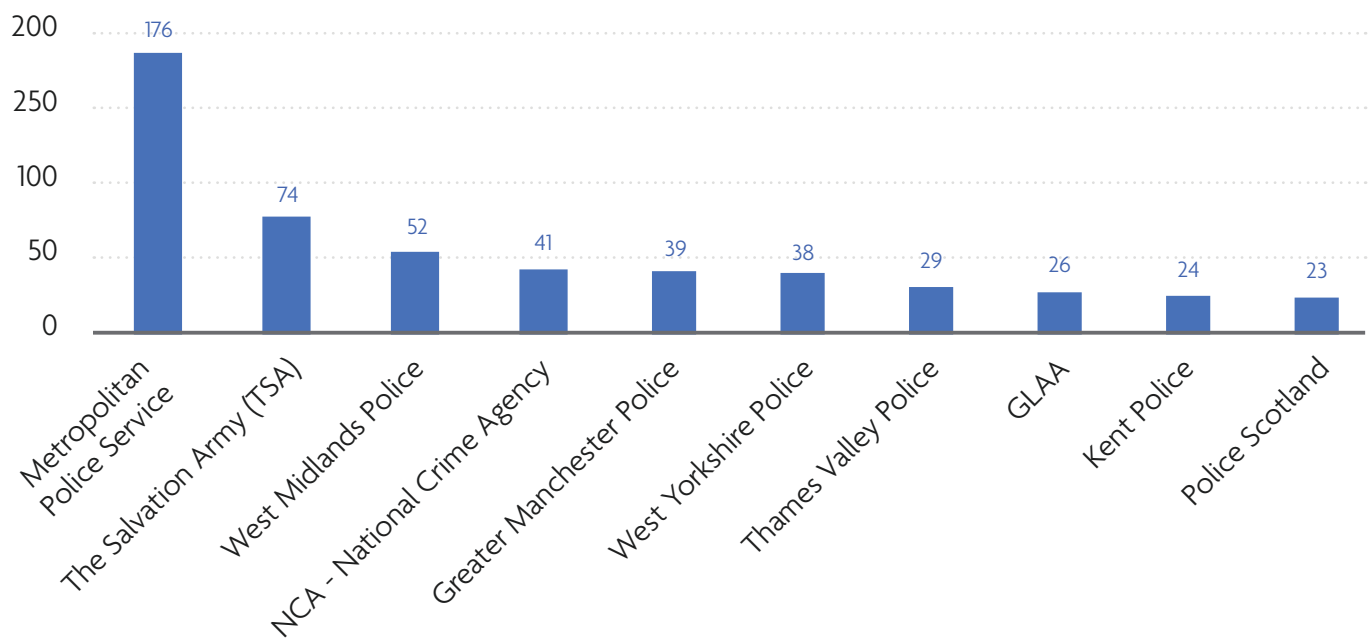


Chart 31: Top twenty referrals on all case types

Organisation/Agency	# of referrals
GLAA (Gangmasters and Labour Abuse Authority)	332
Metropolitan Police Service	234
The Salvation Army (TSA)	75
NCA - National Crime Agency	72
West Midlands Police	69
West Yorkshire Police	51
Greater Manchester Police	45
Police Scotland	38
Thames Valley Police	37
Avon and Somerset Constabulary	33
Kent Police	31
South Yorkshire Police	29
Essex Police	24
Surrey Police	22
Sussex Police	20
Cambridgeshire Constabulary	20
Hertfordshire Constabulary	19
UK Visas & Immigration (UKVI)	18
Hampshire Constabulary	18
Devon and Cornwall Police	18

The Metropolitan Police Services remains the organisation receiving the most referrals from the Helpline on modern slavery cases, with **176** made in 2020. The Salvation Army and West Midlands Police also featured in the top three with **74** and **52** referrals, respectively.

Chart 32: Referrals made on modern slavery cases



“In Hertfordshire, we are grateful for the existence of the 24/7 modern slavery and exploitation helpline, which is an indispensable resource for practitioners, from an advice and support stand-point, but also the public and those affected by exploitation, who have the ability to access the helpline directly. For this reason, we promote the helpline on all our local anti-slavery partnership publicity materials.”

- Kate Rolle,
Hertfordshire Modern Slavery
Partnership Coordinator

As a national resource, the Helpline receives calls and contacts from right across the UK. But, calls do not only come from the UK. Due to the power of the internet and the growing understanding of modern slavery, the Helpline receives international calls on a regular basis. The Helpline will support any caller whatever the situation to ensure the right actions are taken and options considered.

Chapter 12 – International cases



Modern slavery remains an international crime that knows no boundaries. Although the Helpline was set up to deal with all cases of modern slavery and exploitation affecting the UK, it also receives calls and contacts from a wide range of individuals located in different countries. These contacts could seek general advice, want to report something concerning in the UK or overseas, or want to get help for themselves or someone else. As with any call, the nature of any contact will determine the steps taken by the Helpline and the urgency of the situation being indicated. For example, if a caller is reporting a concerning situation featuring movement of an individual across a national boundary, the Helpline will work in quick time to get the information to the relevant organisation or individuals in order to safeguard and protect any vulnerable individuals. The Helpline continues to grow its connections to ensure all local, regional, national and, where appropriate, international partners are identified, and their expertise and services well understood.



Helpline calls received from
more than
36
different countries

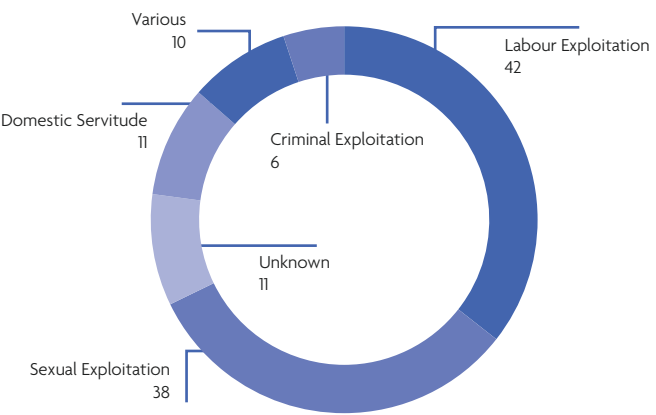
Table 49: Number of international cases by case type

Type of case	# of cases	% of international cases
General Information	3	2%
Non Modern Slavery	63	32%
Modern Slavery	118	60%
Non Substantive	12	6%
Totals	196	100%

In total, the Helpline raised a total of 196 international cases, a 17% increase from 2019, of which 118 were related to modern slavery. These results again demonstrate the fact that modern slavery and exploitation has no boundaries.

The most significant proportion of international cases were related to labour exploitation with 42 cases in total. However, sexual exploitation was also prevalent, with 38 cases having been raised. Domestic servitude was raised in 11 international cases and criminal exploitation in 6 cases. In 11 cases the exploitation type was recorded as unknown and in 10 cases the exploitation type was recorded as various (meaning more than one exploitation type was indicated). A total of 179 potential victims were indicated in the 118 modern slavery cases raised.

Chart 33: Breakdown of exploitation type on international cases



The following table sets out the top locations of contacts made to the Helpline on cases deemed international. The numbers do not include information about where exploitation may be taking place but instead provides an overview of where callers were calling from. The United States remains the top location of callers outside of the UK. For a total of 3,042 contacts, the caller's location was unknown.

Table 50: Most prevalent country by caller location

Location of caller	# of contacts
United States	35
Romania	6
Canada	6
Iran	4
Pakistan	3
Ireland	3
Saudi Arabia	2
Portugal	2
Philippines	2
Italy	2
India	2
Germany	2
France	2
Bulgaria	2

Table 51: Most prevalent countries of exploitation indicated in cases of modern slavery cases outside the UK

Countries	# of contacts
Libya	30
France	26
Albania	11
Italy	12
Belgium	7
United States	8
China	7
Germany	7
Sudan	6
Saudi Arabia	5



CASE STUDY

Jamal* was imprisoned, interrogated, and tortured in his home country. He managed to escape to Libya, where he worked for several months for a man who promised to pay him; Jamal never got paid. He later was promised another job, but was instead taken to a camp with other victims, and where he was subjected to physical and sexual abuse. Jamal was told that he would be released if his family paid a ransom to the exploiters. Jamal's family could not afford to pay the ransom, so he was forced to work on another farm for six months.

The exploiters were paid for Jamal's labour, but he never received any of the money. One day Jamal fell ill and was abandoned by his exploiters. Jamal managed to escape to Europe, where he made his way to the UK and was met by Border Force. Jamal never disclosed what happened to him until he called the Helpline for assistance. The Helpline considered Jamal was a potential victim of human trafficking and labour exploitation and advocated on his behalf to the police and UK Visas and Immigration (UKVI). Police met with Jamal and completed an application to the National Referral Mechanism (NRM) to get him support. Jamal was so grateful for the Helpline belief and intervention in his case.

**Name has been changed to protect identity.*

Chapter 13 – Non-modern slavery

A large proportion of calls into the Helpline are related to abuse and exploitation but don't necessarily fall into what would be termed as modern slavery. However, it is important to recognise that all abuse and exploitation is on a spectrum and a holistic approach ensures that no-one contacting the Helpline falls between the cracks.



Aside from modern slavery cases, the Helpline deals with many situations deemed to be non-modern slavery but abuse and exploitation nonetheless. The Helpline view is that no abuse or exploitation should be tolerated, whatever the circumstance. Even when a contact is reporting what would be termed as lower-level abuse or exploitation, such as non-payment of the national minimum wage (NMW), the Helpline will deal with the situation sensitively and provide as much support and guidance as possible. Actions such as the non-payment of the NMW can have severe consequences on a worker who desperately needs that cash to pay for food and accommodation for themselves and their family. Equally, the Helpline receives contacts about serious domestic abuse situations or child neglect and must have in place the appropriate escalation and support routes to respond accordingly.

In 2020, the Helpline received a total of **3,565** contacts (**2,379** calls, **1,171** web forms, and **15** App submissions) on **2,654** cases related to issues other than modern slavery, such as labour abuse.

Chart 34: Number of non-modern slavery cases by UK country

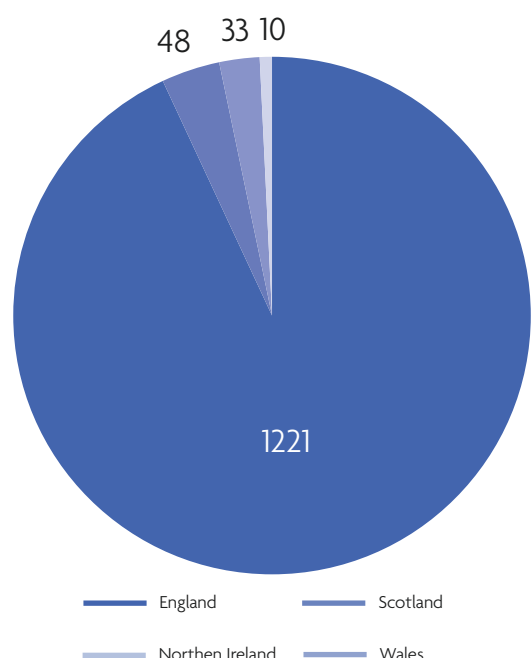


Table 52: Total contacts by UK country on non-modern slavery cases

	England	Scotland	Wales	Northern Ireland
# of calls	1316	35	25	10
# of webforms	354	28	12	2
# of App subs	4	0	1	0
TOTAL # of Contacts	1674	63	38	12

*total number of contacts on non-modern slavery cases in 2020, regardless of when case was opened.

In 2020, the most prevalent type of non-modern slavery issue reported to the Helpline was labour abuse, with **22%** of the total high risk and related crime contacts received raising this as an issue. **51%** of non-modern slavery cases were classified as other.

620
number of labour abuse
cases in 2020

Table 53: Breakdown of number of inter-related high risks and crime cases

High risk and related crimes	# of cases
Labour Abuse	620
Commercial sex	160
Domestic Abuse	91
Asylum/Immigration	87
Sexual Abuse/assault	70
Violence	70
Child abuse/neglect	61
Benefit Fraud/identity theft	45
Runaway/Homeless	42
Drug Crime	41
Smuggling	19
Stalking	14
Unknown	14
Forced Marriage	9
Pornography	3
FGM	2
Other	1,425
Total	2,759

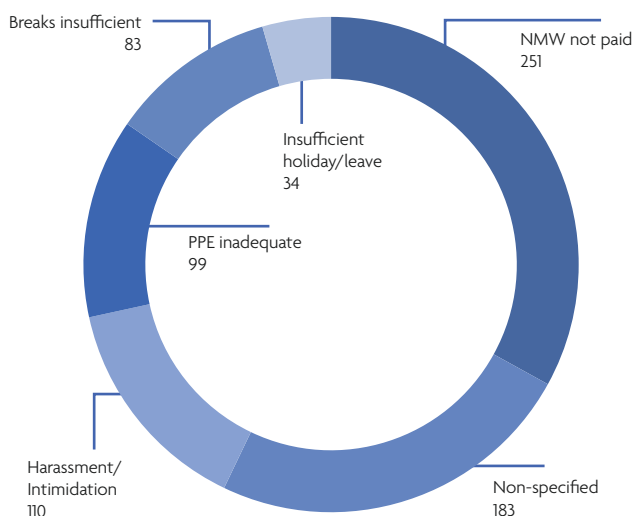
*Total number is higher than number of cases as a case may have more than one risk and/or crime.

The Helpline continues to see an array of different but cross-related issues being reported regarding some form of abuse or exploitation. The complexity of such issues requires sensitive handling and a good understanding of abuse types, local and national support routes and statutory agency roles and remits. The number of instances classed as 'other' in Table 53 includes observation of suspicious activity, welfare concerns, mental health issues, physical abuse or assault, hate crime, missing persons and bullying or harassment. Each of these cases requires action further than simply answering a call. That is why the Helpline team receives ongoing training and support to ensure each case, contact and individual is handled professionally and appropriately. Cases indicating potential labour abuse often report a range of indicators. The most prevalent of those continue to be non-payment of the national minimum wage (NMW) followed by harassment and intimidation and inadequate personal protective equipment.

Where cases of labour abuse are made known to the Helpline, a referral will usually be made to the Gangmasters and Labour Abuse Authority for consideration and appropriate action. Such referrals

will summarise the situation, the indicators of labour abuse being reported and the situation of the exploited worker. The chart below provides an overview of the issues reported to the Helpline, which sum to more than the cases raised as multiple issues may be raised on one case or by one contact.

Chart 35: Indicators of labour abuse



For the first time in over two years, in labour abuse cases, the most prevalent industry indicated in contacts is construction with **95** cases (**15%**). This figure has exceeded the number of cases related to car washes prevalent in Helpline statistics for the past two years. Car wash labour abuse cases have decreased from **24%** of all labour abuse cases in 2019 to **14%** in 2020.

Table 54: Most prevalent industries related to labour abuse cases

Industry	# of cases
Construction	95
Car wash	86
Hospitality	81
Transportation	34
Factory	33
Retail	32
Agriculture/farm	29
Beauty/spa services	23
Janitorial/cleaning services	19
Care sector	15
Manufacturing	14
Domestic work/au pair/nanny	9
Landscaping/gardening	4
Various	3
Maritime industry/boat/ship	1
Travellers/caravan site	1
Commercial sex	1
Not specified	75
Other	65
Total	620

15% of all labour abuse cases reported relate to construction

Although the number of cases related to labour abuse has declined, along with overall contacts to the Helpline, some sectors have remained prevalent in Helpline statistics. For example, there has been a huge drop in the number of car wash cases, likely due to the pandemic and many not operating for some time, from **267** cases to **86** (a drop of nearly **68%**). Conversely, construction has experienced a much smaller decrease from **104** cases in 2019 to **95** cases in 2020 (just under **9%**). This scenario could be a consequence of the sector being closed for less time during the year. One sector that has increased in the number of cases in 2020 is transportation. The Helpline has seen a steady increase in the number of cases from logistics and transportation with **34** cases in 2020 up from **24** in 2019, almost a **42%** increase. The Helpline monitors labour abuse situations as they are often signs that something more worrying may be occurring. The Helpline continues to raise awareness of the issues in all sectors, particularly construction, logistics, retail and car washes with partners.

Of the cases recorded as "other", there are many different industries and venues reported to the Helpline. The table below provides the most prevalent of these.

Table 55: Breakdown of cases where industry is classed as 'other'

Industry/Venue	# of cases
Security	
Race horse track/ stables/ riding school	7
Mechanic/car garage	5
Warehouse	5
Charity	3
Waste & recycling	3
Recruitment	3
Entertainment/ Fairground	3
Decorating	3
Laundry service	2
Scrapyard/ scrap collection	2

In addition to the cases mentioned above, the Helpline has recorded cases from a further **24** different industries or venues, including gyms, tattoo parlours, cockle picking and valeting, amongst others.

"NHS Safeguarding and Modern Slavery (MS) Helpline are establishing a collaborative partnership to raise the awareness of Modern Slavery ensuring the MS helpline number is highlighted in resources such as NHS Safeguarding App, for clinicians to outreach for support and advice if they suspect a person is a potential victim of modern slavery"

- NHS Safeguarding Team

The number of general information calls and contacts highlights the importance of the Helpline in raising awareness, offering training and signposting to wider support services. Many organisations will use the Helpline to seek support in understanding the issue as well as what they can do to support the Helpline's efforts.

Chapter 14 – General information cases

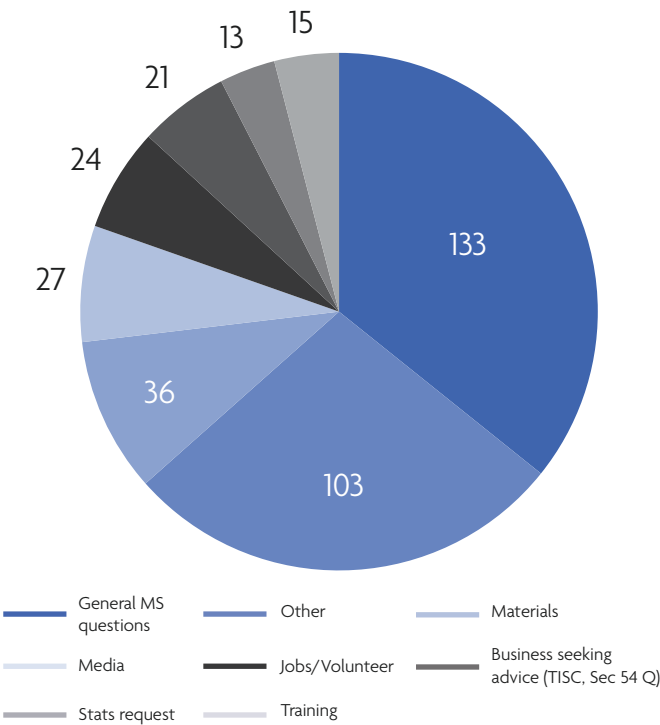


The Helpline dealt with a total of **357** general information cases in 2020 related to a range of enquiries. **160** of these cases were related to contacts whose location was recorded as the UK. This comprised of a total of **658** contacts to the Helpline: **271** Helpline calls, **32** webforms, **349** emails and **6** Unseen App submissions. The table below shows the breakdown of general information cases by UK country and the total number of different contacts made.

Table 56: Breakdown of cases and contacts on general information cases by UK country

	England	Scotland	Wales	Northern Ireland	UK Totals
# of cases	142	13	4	1	160
# of calls	104	12	5	1	122
# of webforms	4	1	0	0	5
# of App subs	0	0	0	0	0

Chart 36: Breakdown of general enquiry calls



A caller or contact wanting general information about modern slavery or exploitation may call or email the Helpline multiple times. Contacts relating to general information include questions about available training, information about modern slavery generally, the Helpline or Unseen role, or to source Helpline materials. See Table 57 for the caller types and prevalence on general information cases raised in 2020.

In 2020, community members were the most prevalent callers on cases deemed general information by the Helpline, comprising **42%** of callers. Businesses made up **10%** of callers to the Helpline on general information cases with the police and local authority personnel **9%** and **8%** respectively. Many of these callers will seek more information about modern slavery, with **21** business contacts seeking advice about Transparency in Supply Chains and Section **54** of the Modern Slavery Act.

Table 57: Type of contacts on general information cases in 2020

Top Type of contacts on general info case	# of contacts	% of contacts
Community member	154	42%
Business	35	10%
Police	33	9%
Local authority/regional government entity	31	8%
Unknown	19	5%
NGO - anti-trafficking	18	5%
NGO - other	17	5%
Government	14	4%
Press/media	12	3%
Student	7	2%
Medical professional	7	2%
Legal professional	7	2%
Educator/school personnel	6	2%
NGO - DV/SA	3	1%
Other	1	<1%
NGO - general social services	1	<1%
Mental health professional	1	<1%
Faith-based	1	<1%
Organisation/representative	1	<1%
Total	367	100%

“[She] is so pleased that help is coming and is very grateful that we have been there when she was feeling low and lonely [and decided to] seek help and support.”

- case notes from a Helpline Advisor regarding a call with a potential victim



CASE STUDY

Fiona* noticed that her son Daniel*, a young adult, had started to change and was spending more time away from home. Daniel had started using drugs and had lost weight. One night, the police dropped Daniel home. He disclosed to his mother that he was befriended by gang members who offered him alcohol and drugs. The gang members used that relationship to force a debt that Daniel owed to them. To pay off the debt, Daniel was forced to sell drugs on behalf of the gang and threatened to hurt him if he tried to leave the scheme.

Fiona was terrified of the situation, and Daniel was struggling to talk about what happened to him. Fiona phoned the Helpline, and the Helpline team considered that Daniel was a potential victim of criminal exploitation. The Helpline provided Fiona with advice and support, including information regarding the appropriate protective and disruptive powers the police could use to protect Daniel. The support available to him as a potential victim through the National Referral Mechanism (NRM) and the statutory defence that could be invoked under the Modern Slavery Act. Daniel was not ready to speak to the Helpline himself, but the Helpline continued to support him indirectly by assisting Fiona in helping her son move on from his exploitation. The Helpline put Daniel and Fiona in touch with a non-profit that completed the NRM application for Daniel to access support.

The Helpline provided ongoing emotional support to Fiona for approximately three further weeks. Fiona kept the Helpline updated with Daniel's progress and let the Helpline know that Daniel had started to feel better in himself and was making positive steps to move on. Fiona thanked the Helpline for providing much-needed advice to her as a mother in a very stressful and delicate situation.

**Name has been changed to protect identity.*

Chapter 15 – Role of business

The Helpline provides a range of services to support businesses in understanding more about labour exploitation and worker abuse. As the most prevalent modern slavery typology, businesses need to factor into their thinking mechanisms and approaches to preventing labour exploitation in their operations and their suppliers.



Businesses play a crucial role in preventing worker exploitation. Knowing more about how modern slavery can infiltrate business operations and supply chains helps businesses to become more resilient and hostile to those seeking to make a profit from them. In the main, businesses contact the Helpline to seek advice about a potential issue, get support around their modern slavery statement or enquire about bespoke training. Unseen seeks to partner with businesses utilising the unique services of the Helpline to improve knowledge, educate others and influence positive behaviours.

Table 58: Number of contacts related to business

Type of request	# of contacts
General information	18
Modern slavery cases	8
Non-modern slavery cases	9
Other	1
Total	36

123 situations published to the Helpline Business Portal in 2020

The Modern Slavery Helpline Business Portal has been in operation for over three years. In 2020, portal membership rose from four businesses at the start of the year to 8 businesses by December 2020, and membership continues to grow. The portal is a critical tool in supporting businesses to understand what is happening on the ground and seek help in getting to the bottom of situations reported, collaborating with other relevant businesses and organisations and remediating where appropriate. It helps members better understand the issues affecting their business and sector, improving business collaboration, facilitating remediation and support, and strengthening longer-term prevention activities.

Portal membership covers five key sectors/industries:

- Supermarket/retail
- Construction/real estate
- Recruitment
- Auditing/compliance

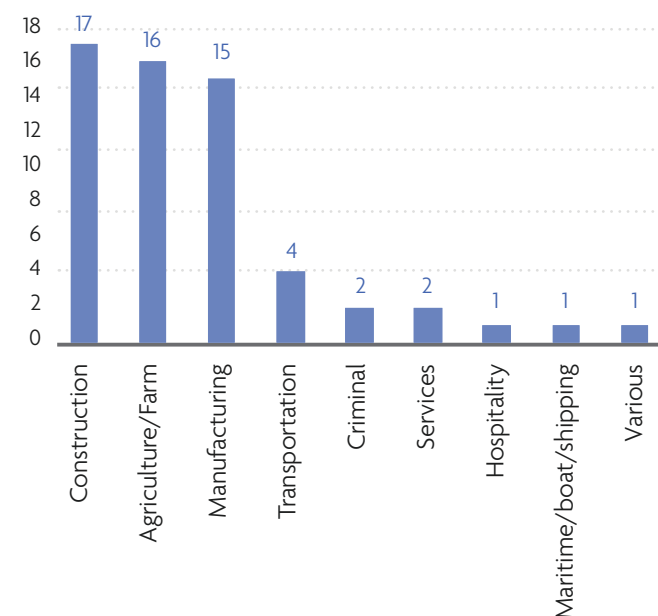
In 2020, the Helpline shared a total of 123 situational reports to the Helpline Business Portal, comprised of 59 modern slavery cases and 64 non-modern slavery. These 'cases' have not been corroborated by the Helpline but have been deemed to be modern slavery or labour abuse based on the information provided by the worker or third party. The Helpline offers two types of cases to businesses via the portal: a private case specific to a named business and a community case that is non-specific but relevant by sector.

Information relating to a range of industries and sectors is shared with portal members. Information will only be shared via the portal relating to the industries or sectors the portal members are operating in. See a breakdown of these in Chart 37.

Table 60: Numbers and type of portal case

Type of Portal Case	# of cases
Private	53
Public/community	70
Total	123

Chart 37: Breakdown of labour exploitation cases published to the portal



Modern slavery cases

Information received from callers and contacts is always triaged and assessed based on the specific circumstances to determine if a situation has indicators of modern slavery. Where there are indicators of modern slavery and they are related to labour exploitation, the Helpline team will raise the case to be published on the portal for members to review. The Business Engagement Team review all cases before publication to ensure only relevant information is included and the case is relevant to the members. Modern slavery cases can be both private cases and community cases. Which type of case will determine whether it is shared with one or more named businesses or with everyone where no businesses have been named or implicated.

"Labour exploitation and slavery continues to grow within the UK and across all supply chains, and businesses play a key role in tackling this. The John Lewis Partnership is committed to upholding the highest human rights standards, and partnering with Unseen is a key part of this. The Helpline Portal gives us visibility to cases of exploitation and helps us pinpoint our response. The Business Team's expert insight adds significant value to our understanding of the issue we're facing and we are proud to work with them."

JOHN LEWIS
PARTNERSHIP

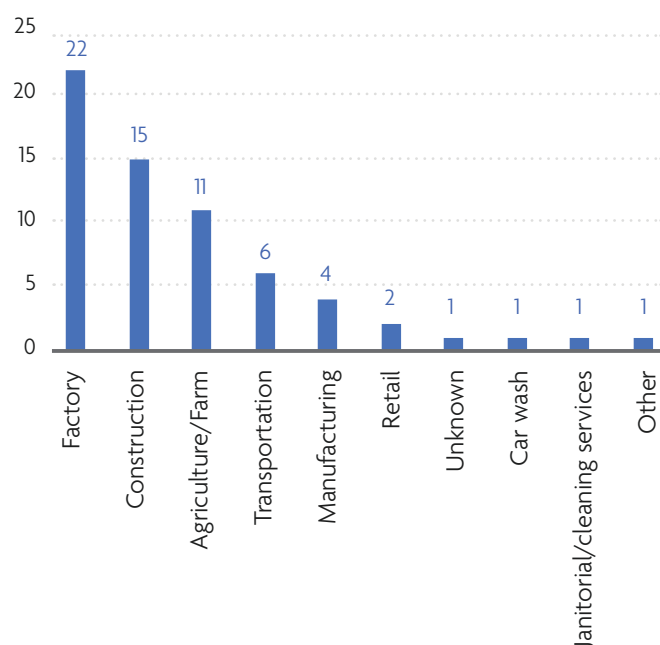
JOHN LEWIS & PARTNERS WAITROSE & PARTNERS

- Sam Ludlow Taylor
Partner & Ethical Trade Manager
John Lewis Partnership

Non-modern slavery cases

An essential aspect of the work the Helpline does is related to wider exploitation and labour abuse. Therefore, as well as cases indicating modern slavery, the portal also publishes non-modern slavery cases related to labour abuse and other issues that portal members have indicated they would like to be appraised. In 2020 this amounted to 64 cases. Labour abuse cases are often an indication that there may be other issues or problems, so it is reassuring that portal members agree and want to know about such cases. Labour abuse and other related cases have been published to the portal regarding issues in factories, construction, farms, transportation and manufacturing. Members have also asked to see broader issues reported, such as begging or financial control being exerted on their premises or affecting their business. So these are also published when relevant.

Chart 38: Breakdown of non-modern slavery cases published to the portal



Private cases

When onboarding a new member to the portal, the business and Unseen sign a non-disclosure agreement and agree on how any information can and should be used or shared. If it wishes to, the business can share its supplier details with Unseen so that checks can be made on cases as they come through that may be relevant to the business concerned because a supplier is implicated in a situation. The Helpline receives information about a range of exploitation issues, and in many cases of labour exploitation and labour abuse, businesses or suppliers will be named. By sharing situational information with a business about trends and hotspots, the business is better informed of where risks may be. No personal information is shared with a business. The Helpline never divulges personal information to a third party without the concerned individual's consent, and in portal cases, personal information is simply not required.

Community cases

Community cases are important as they involve situations and information shared with all portal members where the information is not specific to one particular business. For example, a report may be made to the Helpline indicating a potential situation of modern slavery in a food processing site. The contact may not know the specifics of the business or businesses involved but can provide the type of products being produced and the business's address or location. In these situations, all portal members will see situational information and speak confidently to the Helpline Business Team to agree on a course of action if they believe their business or suppliers may be implicated. The importance of this is the ability to confidently collaborate with other portal members, facilitated through the Helpline, to agree on the best course of action, which prevents the individuals from being put at further risk of harm. In 2020, the Helpline published 70 community cases to the portal.

“Marks and Spencer are proud to be members of the Modern Slavery Helpline Business Portal. This unique platform is like nothing else on offer in response to Modern Slavery. It is an invaluable way for those in retail, as in all high-risk sectors, to commit to addressing their very real risk of modern slavery within their business and supply chains. In a climate where stakeholders and customers are seeking greater assurance that the brands they choose are proactive on this issue, using the Business Portal to maintain oversight is not only the right thing to do, it makes business sense. The close support and training the experts in the Helpline Business team provide makes sure that every angle is covered, and makes this service a holistic offering to companies.”

- Vicky Dodman,
Senior Ethical Trade and Human Rights Manager

M&S
EST. 1884

Working with business

As well as publishing cases to the portal, Unseen's Business Team supports businesses to assess cases raised, facilitate conversations, plan action and support remediation. By collaborating and partnering not only with individual businesses but multiple portal members Unseen can influence collective action to ensure the situation is not made worse by inappropriate or unhelpful intervention, thus ensuring workers are protected.

“The independence, confidentiality and round-the-clock nature of the Modern Slavery Helpline are particularly important for people directly experiencing abuse and those close to them. Alongside the vital provision of advice and support, the Helpline is important in improving the evidence base on suspected exploitation. Through our research collaboration with the Helpline, I’ve been impressed by its commitment to data integrity and quality assurance. Its carefully structured datasets offer valuable insights into how, where and when suspected exploitation occurs and who is involved. Such collaborative research helps to identify drivers of reporting abuse, barriers to identification and opportunities for more effective, nuanced responses.”

- Dr Ella Cockbain, Associate Professor,
Department of Security and Crime Science, UCL

Chapter 16 – Challenges and opportunities

As an independent Helpline supporting organisations and individuals to better understand modern slavery and exploitation, raise awareness and influence positive action, there will always be opportunities and challenges to face. Despite these, the Helpline team remains focused on supporting those most vulnerable to exploitation.



Challenges

Following on from a tough 2019 dealing with significant financial challenges, who could have predicted the year we have all just experienced? Despite the whole world being affected by a global pandemic for much of the year, Unseen seamlessly moved its 24/7 Helpline services remotely in April 2020 to ensure those still in need could access help and support whenever they wanted it.

Not only did the Helpline successfully move operations remotely, but the team has also been stretched for much of the year with very limited staffing resource. However, the team has remained committed and has met every challenge head-on, keeping the telephone lines open throughout the year, managing difficult referrals to other organisations and dealing with agencies who also have limited capacity.

Throughout 2020, the Helpline has seen the changing nature of modern slavery and exploitation to circumvent the 'inconvenience' of the pandemic and the closure of many sectors and industries. The Helpline team remains cognisant that modern slavery and exploitation know no boundaries, and it is perpetrated by individuals who are adept and agile at moving their victims to where the most profit is.

Despite these difficult times, the team has continued to see a good percentage of individuals in difficult situations contacting the Helpline directly. It is imperative as it helps the team to really understand the potential victim's perspective and their concerns and wishes about what they want to happen next.

With limited staffing and technical capacity, the plethora of data requests submitted to the Helpline continues to be very challenging. However, it is so pleasing to know that the Helpline is being seen as a hub of data and information and is called upon to support policy and strategic thinking and operational activity at a local, regional and national level.

Opportunities

Despite operating during such an unprecedented time, when members of the public are not out and about as much as usual, the Helpline number continues to be utilised by many agencies, organisations and individuals seeking help, advice and information about a range of exploitation typologies. Ongoing awareness raising is vital to keep the issue in the conscience of the public, businesses and the Government. The Helpline continues to work collaboratively with a wide range of partners to continue to educate, inform and encourage others to take action.

In April 2020, to better reflect the breadth of exploitative activities related to broader abuse and exploitation the Helpline deals with, Unseen changed its name to the Modern Slavery & Exploitation Helpline. This has been highly pertinent and opportune in raising awareness of the Helpline's invaluable contribution to tackling all forms of exploitation among individuals, businesses, the Government and statutory agencies. It also ensures that the continuous labelling of different abuse and exploitation types does not prevent the Helpline from offering support to vulnerable people regardless of what exploitation they may be facing.

A high percentage of calls and contacts into the Helpline continues to be related to exploitation not deemed to meet the threshold of

modern slavery and, therefore, require a different response. As the amount of data the Helpline collates grows, so does our understanding of the issue, but only if we genuinely maximise usage of the data. Unseen is pursuing a range of opportunities to increase the technical capability of the Helpline so that trend analysis, relevant connections between cases and user experience can be optimised.

Media, academic research, and TV/radio producers are all regularly engaging with the Helpline to better understand the landscape and obtain a grassroots understanding of the issue. It is important in ensuring that any myths surrounding modern slavery are quelled, and real-life case studies can be used as an educational tool across these diverse disciplines.

As a national service, the Helpline receives calls for help from across the UK. Many individuals want help and support but are afraid of or do not want to engage with the authorities. Seeking NGO first responders who can refer potential victims into support is limited, which creates challenges for the Helpline to find routes and channels that vulnerable people are content to use. Available options for both services and access to Government-funded support through the National Referral Mechanism vary significantly depending on the locality. Some areas have very few options. The real-life impact and post-code lottery effect for individuals in need are stark and concerning. Data and feedback from the Helpline are vital when looking at wide-spread system improvements.

Although businesses have been hit hard through the pandemic Unseen and the Helpline has continued to grow its corporate partnerships. With over forty strong business partner relationships, the Helpline is growing from strength to strength in supporting businesses with concerning situations and providing the information and advice they need when issues arise. Through the latter part of 2020, the Helpline, via Unseen, has been represented in discussions centred around Leicester's garment sector. This again is key, as a single clear call to action for anyone with concerns is extremely important. Given the Helpline is both independent and confidential, it can facilitate the full range of conversations and support mechanisms needed to deal with diverse enquiries, whether that be a potential victim needing support, a business needing guidance or action, or a statutory agency requiring advice.

Having in place from the outset strong and nationally agreed referral routes to support the Helpline's activities has ensured that the right information reaches the right people timely. There is an opportunity for others to utilise the Helpline's experience and expertise by creating an information hub centred around the Helpline which can then inform all partners of aggregate reports and risk hotspots, the scale and nature of exploitation being reported via the Helpline, and the trends being identified to inform future activity.

"The Helpline is one of our most important sources of data about exploitation and modern slavery. Advances in data science will allow us to uncover more insights, enabling government and company organisations to react more quickly and effectively to these issues."

- Phil Bennet
Independent Consultant and data specialist

Chapter 17 – Emerging trends

One of the fundamental roles of the Helpline is to identify emerging trends through the data it collates to inform partners and support operational and strategic activity. Promptly identifying potential trends can support others in taking a different course of action to prevent further targeting of vulnerable people.



As a key point of contact for many agencies and organisations across the UK, the Helpline is at the forefront of not only tackling modern slavery and exploitation but also understanding more about the trends and hotspots. The Helpline is growing in reputation and importance as a hub of expert advice and guidance. It is borne out by the increase in the number of contacts received from front-line professionals seeking technical advice and support, often when they are in contact with a potential victim.

For example, in 2020, the Helpline saw an increase in the number of frontline professionals contacting the Helpline for advice and guidance. Increases were seen in the number of contacts for local authority personnel and the police. It highlights the complex nature of modern slavery and the ongoing challenge of raising awareness of those who are most likely to come into contact with a potential victim.

2020 has been a unique year and one in which calls and contacts to the Helpline declined but at the same time threw up some interesting dynamics. Although the number of labour exploitation cases indicated via the Helpline remains higher than other exploitation types, sexual exploitation and criminal exploitation cases increased, whilst labour exploitation cases decreased. It is most likely wholly due to the pandemic and the subsequent impacts on different sectors and businesses. However, it highlights that despite a pandemic and national lockdowns, sexual exploitation and criminal exploitation still thrive.

Again, likely to be pandemic-related, the number of calls and contacts relating to labour abuse has declined; however, it is still the most prevalent type of exploitation recorded by the Helpline for cases not deemed to be modern slavery. Construction features prominently in both modern slavery cases and labour abuse cases indicated by the Helpline. This is against a backdrop of a large reduction in car wash and nail bar cases.

The Helpline remains cognisant that, often, lower level indicators on a case, suggesting labour abuse, can sometimes transpire into more severe cases of modern slavery. Getting information about labour abuse cases to the relevant agencies and organisations is therefore paramount.

The Helpline continues to see an increase in minors indicated in modern slavery situations. The most commonly reported type of exploitation for minor potential victims is sexual exploitation (34%), followed by labour exploitation (24%), criminal exploitation (19%) and domestic servitude (2%). To better support minors, the Helpline is linked with safeguarding teams across the UK, ensuring prompt action is taken when reports relating to minors in exploitation are received.

“Everyone at Modern Day Slavery Helpline/Unseen UK are authoring an essential, highly evolved, victim-centred approach to Modern Day Slavery in the UK. Their latest report is detailed and essential but perhaps, more importantly, involving and accessible; a crucial element when trying to raise awareness of the issue. We as filmmakers wholeheartedly support UNSEEN - a wonderful, leading-edge charity that is relentless, informed and dedicated in its work.”

- Henry Blake,
Film Director



Reports related to sexual exploitation increased by **25%**



7% increase in minor potential victims indicated to the Helpline, predominantly in criminal exploitation and sexual exploitation



All four UK countries experienced an increase in criminal exploitation. Overall, reports of criminal exploitation were up by **42%**

	2017		2018		2019		2020		% in/dec 2019 to 2020	
England	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS cases % in/dec	# of PVs % in/dec
Avon & Somerset Constabulary	74	314	78	355	46	98	41	77	-11%	-21%
Bedfordshire Police	23	151	17	68	31	81	17	56	-45%	-31%
Cambridgeshire Constabulary	16	123	22	85	30	73	22	121	-27%	66%
Cheshire Constabulary	14	44	25	113	16	71	10	112	-38%	58%
Cleveland Police	4	4	11	32	7	19	4	15	-43%	-21%
Cumbria Constabulary	5	15	15	46	5	10	5	25	0%	150%
Derbyshire Constabulary	12	26	24	73	19	39	16	27	-16%	-31%
Devon & Cornwall Constabulary	25	72	31	105	20	58	20	52	0%	-10%
Dorset Police	17	65	11	18	8	21	10	21	25%	0%
Durham Constabulary	10	54	5	13	7	29	10	18	43%	-38%
Essex Police	30	487	36	365	35	80	25	77	-29%	-4%
Gloucestershire Constabulary	14	48	13	35	16	29	7	36	-56%	24%
Greater Manchester Police	45	128	70	408	60	165	68	142	13%	-14%
Hampshire Constabulary	22	71	39	185	35	92	25	45	-29%	-51%
Hertfordshire Constabulary	25	72	27	65	28	101	18	52	-36%	-49%
Humberside Police	9	45	12	44	21	70	13	27	-38%	-61%
Kent Police	31	150	59	285	31	104	26	89	-16%	-14%
Lancashire Constabulary	23	50	33	84	38	101	17	44	-55%	-56%
Leicestershire Constabulary	22	58	19	67	24	68	15	45	-38%	-34%
Lincolnshire Police	7	12	9	25	18	51	15	29	-17%	-43%
Merseyside Police	18	59	15	66	32	92	23	60	-28%	-35%
Metropolitan Police Service	266	928	378	1481	341	883	269	541	-21%	-39%
Norfolk Constabulary	11	25	14	33	11	28	12	38	9%	36%
Northamptonshire Police	10	43	5	30	20	87	10	33	-50%	-62%
Northumbria Police	18	36	18	59	21	53	16	29	-24%	-45%
North Yorkshire Police	19	64	13	44	16	44	10	18	-38%	-59%
Nottinghamshire Police	17	41	34	127	29	112	15	21	-48%	-81%
South Yorkshire Police	15	88	31	79	33	121	32	53	-3%	-56%
Staffordshire Police	7	66	23	89	14	49	17	54	21%	10%
Suffolk Constabulary	11	51	16	91	16	46	13	25	-19%	-46%
Surrey Police	25	112	32	131	32	99	24	63	-25%	-36%
Sussex Police	28	100	30	309	41	145	25	63	-39%	-57%
Thames Valley Police	52	124	77	364	66	247	50	109	-24%	-56%
Warwickshire Police	8	28	13	35	9	28	7	20	-22%	-29%
West Mercia Constabulary	11	30	17	62	18	99	12	22	-33%	-78%
West Midlands Police	56	245	91	304	93	223	89	183	-4%	-18%
West Yorkshire Police	31	130	68	455	71	259	69	171	-3%	-34%
Wiltshire Constabulary	19	52	12	35	10	31	12	23	20%	-26%
SCOTLAND										
Scotland Police	64	230	59	255	58	149	46	105	-21%	-30%
WALES										
Dyfed Powys Police	6	60	10	23	6	23	8	9	33%	-61%
Gwent Police	4	15	10	81	12	45	5	8	-58%	-82%
North Wales Police	11	34	12	52	6	17	12	44	100%	159%
South Wales Police	15	38	31	103	22	71	15	26	-32%	-63%
NORTHERN IRELAND										
Police Service of Northern Ireland	14	87	16	56	16	63	11	38	-31%	-40%

Police Force	# of MS Cases	Labour	Sexual	Criminal	Domestic	Various	Unknown	# of PVs	Adult			Minor			Unknown			LE MS Ref	LA MS Ref
									Male	Female	Unknown	Male	Female	Unknown	Male	Female	Unknown		
England																			
Avon & Somerset Constabulary	41	18	9	4	0	2	8	77	28	21	10	1	1	2	2	3	9	22	0
Bedfordshire Police	17	8	2	3	1	1	2	56	17	8	20	0	0	0	1	0	10	8	1
Cambridgeshire Constabulary	22	14	1	3	2	1	1	121	47	7	2	0	1	0	5	3	56	16	0
Cheshire Constabulary	10	5	3	1	0	0	1	112	5	2	1	0	2	0	0	2	100	6	0
Cleveland Police	4	4	0	0	0	0	0	15	3	0	10	1	0	0	1	0	0	5	0
Cumbria Constabulary	5	4	1	0	0	0	0	25	18	4	0	0	0	0	0	0	3	4	0
Derbyshire Constabulary	16	10	0	2	0	1	3	27	14	5	2	0	1	1	0	1	3	8	0
Devon & Cornwall Constabulary	20	9	1	8	2	0	0	52	10	8	16	2	1	1	5	6	3	11	0
Dorset Police	10	2	1	3	2	0	2	21	10	5	0	3	0	0	0	1	2	2	0
Durham Constabulary	10	6	1	0	0	0	3	18	5	4	0	0	1	1	0	2	5	6	1
Essex Police	25	11	0	8	3	1	2	77	25	5	17	3	2	3	1	1	20	17	2
Gloucestershire Constabulary	7	1	0	0	0	2	4	36	0	1	31	1	0	0	2	1	0	2	0
Greater Manchester Police	68	24	20	7	6	1	10	142	48	28	2	5	32	1	2	8	16	39	1
Hampshire Constabulary	25	12	3	3	2	0	5	45	11	9	1	1	0	0	1	5	17	13	1
Hertfordshire Constabulary	18	10	1	3	3	0	1	52	19	13	1	1	1	14	0	0	3	13	3
Humberside Police	13	6	2	3	0	0	2	27	15	1	0	1	0	2	4	1	3	6	1
Kent Police	26	15	5	3	4	2	5	89	26	15	27	2	1	3	6	4	5	24	1
Lancashire Constabulary	17	11	3	2	1	0	0	44	19	4	2	0	0	5	9	1	4	9	0
Leicestershire Constabulary	15	10	5	0	0	0	0	45	17	10	9	0	2	2	0	3	2	9	0
Lincolnshire Police	15	11	4	0	0	0	0	29	7	7	5	0	0	0	4	0	6	10	1
Merseyside Police	23	14	3	4	0	1	1	60	18	9	0	3	2	0	4	0	24	10	1
Metropolitan Police Service*	269	100	55	42	32	4	36	541	113	141	112	12	17	14	19	44	68	176	11
Norfolk Constabulary	12	8	1	3	0	1	2	38	19	8	0	2	0	0	0	2	7	12	1
Northamptonshire Police	10	5	0	2	1	1	1	33	3	3	7	0	0	1	4	1	14	7	2
Northumbria Police	16	7	6	0	0	0	3	29	9	6	0	0	1	0	0	5	8	8	1
North Yorkshire Police	10	5	2	2	1	0	0	18	1	4	6	1	0	0	2	4	0	5	1
Nottinghamshire Police	15	5	3	2	1	1	3	21	6	2	0	0	2	2	1	3	5	7	0
South Yorkshire Police	32	11	5	11	1	0	4	53	21	12	0	5	5	0	2	4	4	19	11
Staffordshire Police	17	8	0	3	0	2	4	54	14	10	8	1	5	1	0	0	15	10	1
Suffolk Constabulary	13	4	3	1	1	1	3	25	15	4	0	0	0	0	0	6	0	5	0
Surrey Police	24	16	0	2	3	1	2	63	23	7	0	6	0	0	22	1	4	19	0
Sussex Police	25	13	3	4	0	1	4	63	31	5	9	2	0	0	1	4	11	17	0
Thames Valley Police	50	17	12	12	4	1	4	109	36	27	11	2	2	1	10	8	12	29	2
Warwickshire Police	7	5	1	0	0	0	1	20	6	0	2	0	0	0	0	1	11	9	0
West Mercia Constabulary	12	5	2	3	0	0	2	22	12	3	0	2	2	0	0	0	3	7	1
West Midlands Police	89	31	20	14	4	4	16	183	72	37	13	4	9	6	2	22	18	52	5
West Yorkshire Police	69	32	7	10	4	6	10	171	50	31	8	11	0	0	17	5	49	38	3
Wiltshire Constabulary	12	7	1	3	0	0	1	23	12	6	0	0	0	1	4	0	0	9	0
SCOTLAND																			
Scotland Police	46	18	9	14	0	4	1	105	20	31	20	2	3	7	4	5	13	25	0
WALES																			
Dyfed Powys Police	8	3	0	3	0	0	2	9	5	0	0	3	0	0	1	0	0	4	1
Gwent Police	5	5	0	0	0	0	0	8	5	0	3	0	0	0	0	0	0	6	0
North Wales Police	12	6	0	2	1	2	1	44	6	1	29	3	0	0	0	2	3	8	0
South Wales Police	15	5	5	3	0	0	2	26	5	2	0	2	2	0	1	10	4	9	2
NORTHERN IRELAND																			
Police Service of Northern Ireland	11	2	2	2	1	2	2	38	5	2	19	2	2	3	0	1	4	6	2

*one adult transgender female