unseen

modern
slavery
helpline

Annual Assessment 2017

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Foreword

Andrew Wallis OBE, CEO, Unseen
It's a privilege and an honour to be one of the key organisations leading the way in the fight against modern slavery. The UK-wide Modern Slavery Helpline is a vital tool in that regard. Victims can safely seek the help and information they urgently need, members of the public can report potential and suspected incidences of modern slavery and trafficking and frontline professionals and businesses can call for support and advice. The Helpline significantly increases the UK's effective capability of dealing with the scourge of modern slavery. Increased data and understanding of the problem will enable a more targeted and informed proactive response to the crime. Modern slavery is global; and we are working with victims, NGOs, law enforcement agencies and businesses to ensure the benefits of the Helpline are maximised to help as many victims as possible as we work towards a world without slavery.

Justine Currell, Executive Director, Unseen
As director with oversight of the Helpline, I have the responsibility of ensuring that the Helpline genuinely meets the needs of those in exploitative and abusive situations. I am proud to have a team that is dedicated and focused on putting the victim at the heart of what we do. To hear that a victim has been helped out of a situation of exploitation, as a direct result of a call into the Helpline and our subsequent and prompt engagement with the relevant authorities, is so rewarding. Not only are we supporting some of the most vulnerable in our society to get the help and support they need, we are also working with law enforcement agencies to target the criminals. Our approach is based on prevention rather than displacement ensuring that information and data can be shared quickly to prevent others from falling into similar situations.
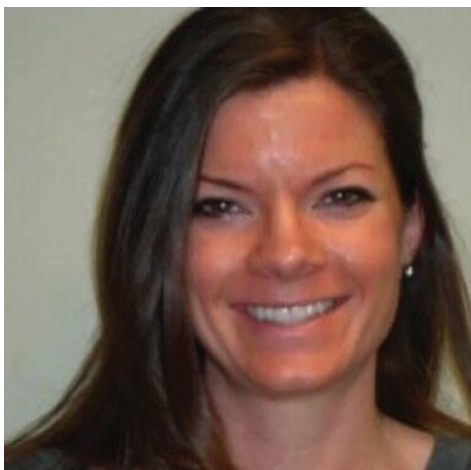
Rachel Harper, Helpline Manager, Unseen
Seeing how the Helpline meets a real need in combatting modern slavery is very encouraging. We have many victims call who are scared and not ready to disclose to police or other agencies but who need support. The Helpline team are strong victim advocates, who listen, build trust and discuss options with victims in confidence. Members of the public also call who do not want to be identified but they boldly report valuable information that we can pass on, as appropriate. Ensuring the Helpline is available 24/7 is challenging, but after seeing the team facilitate repeated extractions late at night and over the weekend, and offer support to frontline agencies outside regular business hours, I know a Helpline staffed with modern slavery specialists, that is free and constantly available is absolutely key.

4,886 potential victims

3,710 Helpline calls

710 webforms

94 different nationalities

1,442 referrals

1,271 modern slavery cases

Introduction

This report sets out an assessment of the UK-wide Modern Slavery Helpline's first full year of operation. The assessment highlights the number of calls and web forms received during 2017 and the potential victims indicated as a result.

The assessment demonstrates the vital role played by the Helpline in supporting vulnerable people and providing information to law enforcement agencies for action.

Partnership working

Partnership working is key in ensuring the Helpline can work effectively with a wide and diverse range of partner agencies and organisations. The success of the Helpline is premised on the strong relationships built with BT and Salesforce who have been instrumental in the setup and development of the Helpline.

What is Modern Slavery?

Modern slavery is a hidden and complex crime which is still not well understood by many. It is an illicit crime perpetrated by those who seek to exploit and abuse vulnerable men, women and children. The specialist Helpline team seek to identify instances of modern slavery by asking appropriate questions, identifying indicators and providing help, advice and support for each caller, regardless of their circumstances.

Nature and Scale of Modern Slavery in the UK and Internationally

Due to its hidden nature, the scale of modern slavery is difficult to estimate. However, both the 2017 National Referral Mechanism figures and the number of potential victims indicated by the Helpline in 2017 highlight how prevalent modern slavery in the UK is.

Gathering Information and Data

Data and information is key to better understanding modern slavery and targeting limited resources. Through a better understanding, key and effective prevention activities can be developed to ensure further people are not caught up in situations of modern slavery.

2017 Summary Helpline Data

During 2017, the Helpline received 3,710 calls and 710 webforms. From these contacts, 4,886 potential victims were indicated, 1,271 modern slavery cases raised, and 1,442 referrals sent to every law enforcement agency and a number of safeguarding teams. 54% of calls related to modern slavery cases were from victims themselves or from someone in direct contact with a victim.

The Number and Demographics of Potential Victims Indicated

Potential victims of modern slavery come from all corners of the world. In 2017, the Helpline dealt with modern slavery cases involving 4,886 potential victims from 94 different countries. Many of the Helpline cases involve adults with only a small percentage involving minors.

Modern Slavery Situational Data

A vital role undertaken by the Helpline is to support people out of exploitative situations. Helpline Advisors work with the caller to establish what help and support they want, working with potential victims to help them safety plan, and advocating with the police and other partners to ensure potential victims get access to the support they need.

Sexual Exploitation

Sexual exploitation is probably one of the more understood forms of modern slavery and human trafficking. In 2017, the Helpline saw 774 potential victims of sexual exploitation. This is 16% of all potential victims indicated by the Helpline.

Labour Exploitation/ Forced Labour

Labour exploitation/forced labour is becoming more understood as a form of modern slavery and affects many different sectors and industries. During 2017, the Helpline raised 711 cases indicating 3,540 potential victims, which is 72% of all potential victims indicated by the Helpline.

Domestic Servitude

Domestic servitude is one of the most hidden forms of modern slavery as it generally takes place in a private household. In 2017, 40 different nationalities were recorded by the Helpline for potential victims indicated in domestic servitude situations. The most common nationality for potential victims of domestic servitude was Nigerian.

Criminal Exploitation

Criminal Exploitation can take many forms and often involves the abuse and exploitation of minors. 52 cases of criminal exploitation were recorded by the Helpline in 2017.

Referrals and Signposts to other Organisations or Support Services

The Helpline provides referrals and signposts to many different organisations.
In 2017, the Helpline made 1,442 referrals predominantly to law enforcement agencies and local authorities. A small number were also sent to NGOs.

The Role of Business

The Helpline works with businesses to understand modern slavery and identify ways in which they can mitigate potential risks. Businesses play a vital role in ensuring that workers are safeguarded and protected from the possibility of forced labour.
In 2017, the Helpline received 136 calls from businesses wanting more information about transparency in supply chains, training or support following identification of a potential modern slavery situation.

International Calls

Although the Helpline is not promoted internationally, we do receive calls from outside the UK. In 2017, Helpline calls were received from 35 different countries, resulting in 93 cases of modern slavery.

General Information

Not all calls into the Helpline are related to situations of modern slavery. Some callers are simply seeking general information about modern slavery, want to know about training or may want some promotional materials.

Non-modern slavery Cases

Cases which are not related to modern slavery but are situations being reported to the Helpline will be recorded as non-modern slavery cases.
These include domestic abuse situations or those involving labour abuse where indicators of modern slavery are not evident.

Emerging Trends

Because of the broad range of calls received, and how the Helpline uses the case management system provided by Salesforce, emerging trends can be identified quickly and simply. This information can be shared with strategic partners to ensure these trends are factored into strategic and operational plans.

Conclusion

The success of the Helpline is based on effective partnership working. It is vital that anyone who needs help and support knows who to contact.

Since the Modern Slavery Helpline was established by Unseen in October 2016, it has become a vital tool in the UK's fight against modern slavery. Due to its independent, confidential nature, and specialist staff the Helpline can support, advocate and signpost potential victims in a way that statutory agencies are unable to.

Who we are

Unseen is a leading UK-wide modern slavery charity with one mission: to end slavery. We seek to do this by supporting survivors, informing stakeholders and influencing systemic change.

- We provide direct survivor support services to men, women and children through accommodation and outreach services.

- We inform stakeholders through the provision of training, advice and resources, training around 2,000 front-line personnel per year.

- We influence systemic change working closely with the UK and overseas Governments.

Unseen has been at the forefront of change in the UK. CEO Andrew Wallis OBE chaired the Centre for Social Justice report 'It Happens here' the catalyst for the Modern Slavery Act. Justine Currell, Executive Director at Unseen and Deputy PCC for Bedfordshire was previously the Senior Policy Advisor at the Home Office and had responsibility for developing and drafting the Modern Slavery Act.

Establishing the Helpline

In December 2015, Polaris (a US NGO), UK Home Secretary Theresa May, and Google. org announced a plan to launch an enhanced Modern Slavery Helpline in the UK.

Polaris issued a request for proposals from UK non-governmental organisations (NGOs) interested in operating the Helpline and ran a bidding process, independent from the UK Government.

Unseen was selected by Polaris, in March 2016, to operate the UK's Modern Slavery Helpline and Resource Centre (Helpline) and received some technical support from Polaris during the development phase and the Helpline's initial months of operation. Google Foundation of Tides Foundation provided £1 million in funding to cover Unseen's start-up and operating costs (£750k) and Polaris's role as a technical partner (£250k). Throughout the summer of 2016, Unseen worked with many local, regional and national partners to raise awareness of the Helpline and the issue of modern slavery.

The Helpline was formally launched on 18 October 2016 and was marked with a launch event at the BT Tower courtesy of the Helpline's founding partner, BT. From the outset, and because of our engagement activity with partners, the Helpline took over 40 calls in its first week.

Minister for Preventing Abuse, Exploitation and Crime, Karen Bradley at the time said:

"The UK Modern Slavery Helpline and Resource Centre represents a major leap forward in support for victims of modern slavery. It will give victims the confidence to come forward, knowing that they will be listened to and helped out of their exploitation. This innovative approach between Polaris and Unseen, funded by Google, is precisely the kind of collaboration that will help us to stamp out slavery. I commend the ambition behind this project and I know that Polaris and
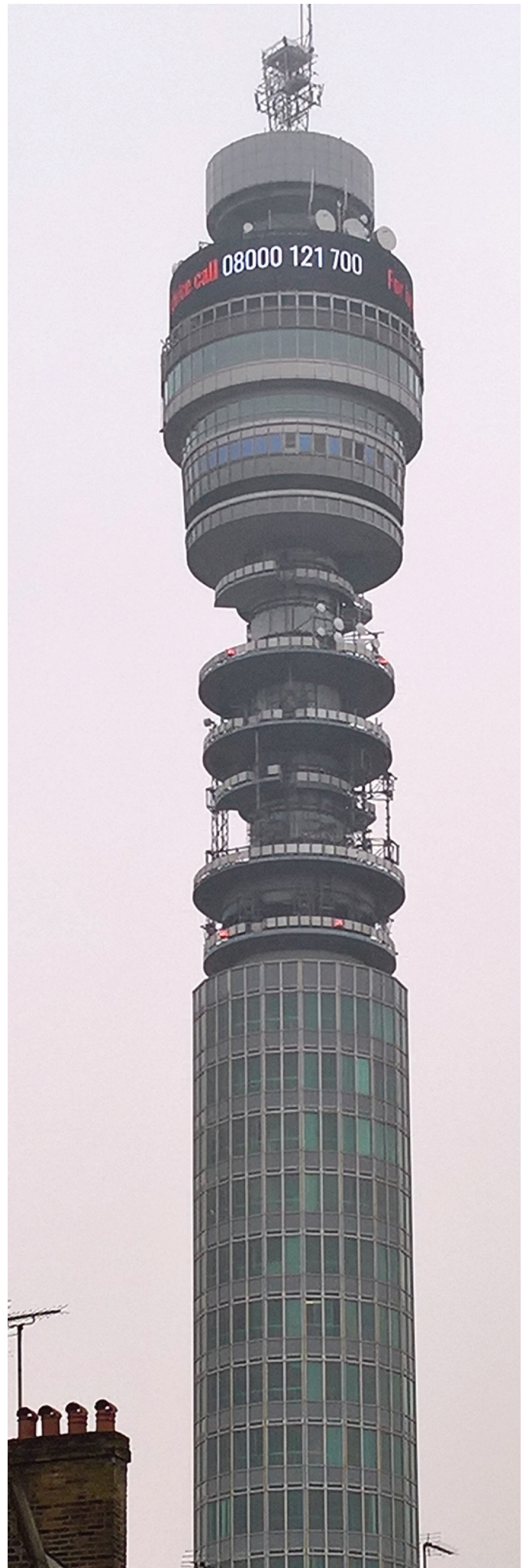
Unseen will work closely with other NGOs, law enforcement agencies and partners to make it a success - helping more victims to escape and recover from their ordeal and seeing the perpetrators of slavery brought to justice."

Unseen is committed to doing what is best for victims, in pursuit of its commitment to end modern slavery. The partnership working between Unseen, Google and Polaris to establish an enhanced helpline in the UK gave Unseen an opportunity to deliver a significantly enhanced, world-leading service to victims, the public and law enforcement.

UK Modern Slavery Helpline and Resource Centre

The UK-wide Modern Slavery Helpline is a confidential Helpline providing information, advice and guidance to potential victims, businesses, statutory agencies and the public about any modern slavery issue. Importantly, it is independent of the government and law enforcement agencies ensuring that callers can come forward and speak in confidence to a fully trained Helpline Advisor. It is also free to anyone calling and therefore ensures that those in need who have no resources can still access the help and support they need.

The Helpline is open 24 hours a day, 365 days a year and takes calls from across the whole of the UK: England, Wales, Scotland and Northern Ireland. The Helpline also receives international calls. When a caller contacts the Helpline from outside the UK we will respond by providing advice, information and support, based on their circumstances. This may be signposting the caller to services available in the relevant country, identifying NGOs or other stakeholders who may be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

Callers who are potential victims can be offered help to consider their options: access crisis assistance; safety planning; emotional support; help with access to critical social and legal services; and help to connect with law enforcement agencies to get out of a situation and stay safe. The Helpline can also 'warm'[1] transfer potential victims to other services and support providers including providing help to access the National Referral Mechanism (NRM)[2] . Using the Helpline's Directory of Services, we can signpost and support potential victims to get help and advice linked to their circumstances and location in the UK. The Directory of Services is a comprehensive list of organisations and agencies that we routinely engage with to help and support victims of modern slavery and those who are vulnerable. The directory consists of police and local authority contacts, wider services such as immigration advice, domestic abuse charities, homeless shelters and other relevant NGOs. We are encouraging all NGOs to be included in the directory of services to ensure that we have the widest coverage possible to support and help victims regardless of where they are in the UK. NGO partners are asked to complete a Directory of Services application form setting out the range of services they offer and to whom.

Callers can also contact the Helpline regardless of what language they speak. The Helpline has access to telephone interpreters who provide over 80 different languages in real time, ensuring that anyone in a situation of modern slavery can get the help and support they need at the time they call.

Additionally, the Helpline has a range of materials including posters, leaflets, desk cards, key rings and window stickers in 16 different languages. These materials highlight the helpline number and the signs to spot and have been provided to many statutory agencies, NGOs and businesses.
The Helpline plays a key role in preventing modern slavery by reporting situations to law enforcement partners and local authority safeguarding teams.

The Helpline is in a unique position to help the four UK Governments, law enforcement agencies and others to better understand the nature and scale of the issue in the UK due to the breadth and diversity of the calls it receives.

1. A 'warm' transfer is connecting the individual with an alternative service whilst they are on the call to ensure they connect with the organisation or agency who can best help and support them.
2. **The National Referral Mechanism (NRM)** is the Government's system for identifying potential victims and providing support, including accommodation and outreach for a minimum period of 45 days.

Some of the calls into the Helpline involve callers in highly agitated states of mind. Some of these callers may exhibit strong signs of non-modern-slavery-related mental illness, while others may be expressing the effects of trauma that have come about through a direct modern slavery experience.

Whatever the cause of the trauma to the caller, the outward manifestations of that trauma, which may present as abusive language, mood swings, threats of suicide, teary outbursts, and more, present a significant challenge to the Helpline Advisor.

All Helpline Advisors are trained in both de-escalation techniques (to help the distressed caller) as well as self-care techniques (to help the Helpline Advisor who has been subjected to secondary trauma).

While de-escalation techniques can certainly help bring a caller to a calmer, more empowered state of mind (for example, breathing exercises focusing on surroundings or other distraction methods), the Helpline Advisor needs to take their own further steps to ensure that they do not become overwhelmed by the well-documented effects of secondary trauma. As well as receiving the benefits of compulsory external supervision, Helpline Advisors are given training on ways to ensure that the effects of secondary trauma do not become overpowering, thus ensuring their wellbeing.

The Helpline Team

DIRECTOR

EXECUTIVE ASSISTANT / OFFICE ADMIN

HELPLINE MANAGER .... **SUPERVISOR**

COMMS OFFICER

SENIOR HELPLINE SUPERVISOR

SUPERVISOR

CASE ANALYST

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Views from the Helpline

'I love working on the helpline because of the opportunity that we are given every day to provide a little bit of courage to a caller, communicate value to an individual, enable someone to find their voice and to stand up and fight for justice, that all makes for a pretty awesome day's work'. - **Kat, Helpline Advisor.**

'Working at the Helpline has opened my eyes to how deep and widespread the problem of modern slavery is. Fortunately, the Helpline is here to assist potential victims by showing them the pathways towards rebuilding their lives.' - **Stephen, Senior Helpline Advisor.**

'Empowering callers and helping victims on a daily basis reminds me that I am doing an important as part of a wider effort to eradicate modern slavery. This gives my life meaning and motivates me to come to work every day.' - **Rebecca, Helpline Advisor.**

'Working with Unseen on the Helpline as an Advisor has inspired me to do more within society to inform, educate and improve knowledge surrounding Modern Slavery. The ability to be able to offer support to those in desperate and terrible situations is something I will never tire of doing'. - **Brian, Helpline Advisor.**

'Knowing that our work has a real impact on people's lives is challenging and exciting. We are often the first place victims turn to when they need help and don't know where to start; the responsibility is huge, but the reward of helping someone empower themselves to seek freedom and justice is unparalleled'. - **Courtenay, Helpline Supervisor.**

'As a Muslim, one of my duties of my faith is to recognise and tackle social injustice through my own actions – whether that is by my work, my words or within my heart. I work with data and information, and through my actions on a daily basis, I hope that I am fulfilling my part to help raise awareness of modern slavery and exploitation and support Unseen to reach those people who most desperately need help and support' - **Julie, Case Analyst.**

"Working at the helpline has been incredibly rewarding as we regularly see the impact that we are making through call backs and through data reports. Speaking to vulnerable individuals that we are helping and supporting on a daily basis can be challenging. But seeing these helped victims add up to large totals in quarterly and annual reports is satisfying and heart warming.' - **Danielle, Helpline Advisor.**

"Having worked at the Helpline since its launch in October 2016, it has been an honour to be part of making a difference in the fight against modern slavery and to see the Helpline grow and develop, overcoming many challenges, and changing the lives of the survivors of this crime". - **Jonathan, Helpline Advisor.**

Partnership working is key because no one agency or organisation can tackle modern slavery in isolation. In setting up the Helpline, Unseen has been unequivocal in its partnership approach recognising that collaboration is the only way we can share knowledge, expertise and experience to stop this vile practice.

Working in partnership with the business community

Fighting modern slavery and trafficking is not an issue that can be approached in isolation. Law enforcement, governments, businesses, the media, the third sector and the public must be involved if we are to truly see an end to this hideous trade in our lifetime.

Unseen prides itself on developing strong partnerships with a wide range of stakeholders, particularly businesses, law enforcement agencies, NGOs and the Government.

We are very pleased that our founding partner, **BT**, has provided much needed technical support and equipment to ensure the Helpline runs effectively and uses appropriate technology to ensure a good service is always available to those in need. BT has been instrumental in the success of the Helpline.

"We're thrilled to be a founding partner of the Modern Slavery Helpline and to be working in partnership with Unseen. BT is committed to fighting modern slavery and the helpline has already proven itself a vital tool in helping vulnerable individuals." - Eric Anderson, Senior Consultant, BT

Salesforce has also been instrumental in the setting up and running of the Helpline. Salesforce provides ongoing technical assistance to the Helpline and has supported the development and delivery of the Case Management System to ensure the Helpline makes the most of the technology available. The Case Management System also provides Unseen with the tools it needs to identify and run reports, send referrals to third parties and identify trends.

The Helpline offices are powered by **Bristol Energy** who has agreed to operate an affiliate scheme for anyone wanting to switch energy companies. For every customer switching their fuel supply to Bristol Energy, they will make a small contribution to the running of the Helpline, at no cost to the consumer. We are very grateful to Bristol Energy for their support and creativity.

Monsoon/Accessorize are supporting the Helpline and ran a charity raffle in October 2016 to raise additional funds for the Helpline. We are very grateful for their commitment.

Marks & Spencer is partnering the Helpline, recognising the key contribution the Helpline makes in offering information, advice and guidance to both workers and businesses on the issue of forced labour.

Law Enforcement Agencies

We work collaboratively with all law enforcement agencies across the UK. This includes Police Service of Northern Ireland (PSNI), Police Scotland, National Crime Agency (NCA), Gangmasters and Labour Abuse Authority (GLAA), Border Force, as well as the 43 police forces of England and Wales. We provide written referrals to law enforcement agencies indicating potential modern slavery situations or other situations where a crime has potentially taken place. In 2017, we have provided referrals to all police forces in the UK.

NGOs

We work closely with several NGOs to ensure that the Helpline number is well known by agencies and organisations who are likely to encounter potential victims. These grassroots organisations are key in ensuring potential victims know their rights and how to access the support on offer.

"We at the Human Trafficking Foundation are delighted to see the increasing number of people contacting the Modern Slavery Helpline. As an organisation which seeks to bring people and organisations together across the anti-trafficking sector it is incredibly useful for us to have the Helpline as a centralised point in which to report concerns and to collate information. This first year is a great platform on which to build and we look forward to seeing this encouraging work continue next year." - Euan Fraser, Human Trafficking Foundation

Local Authorities

Local authorities have a remit to protect and safeguard vulnerable adults and children. Often, they will encounter individuals who have been abused and exploited. We work across all local authorities in England, Wales and Scotland and Health and Social Care Boards in Northern Ireland providing referrals to ensure vulnerable individuals are appropriately safeguarded and protected.

Health Professionals

Health professionals and those working in health settings play a vital role in identifying and supporting potential victims of modern slavery. Potential victims may seek medical help, and this may be the only opportunity they have to be identified and supported out of an abusive or exploitative situation. In 2017, the Helpline published a thematic report on calls from health professionals recognising that the diversity of health settings presents opportunities for health professionals to intervene where potential victims are presenting for medical advice or help.

Supporting Partners

Unseen provides CPD accredited training to a range of professionals and businesses whose work may bring them into contact with potentially trafficked persons or those who have the potential to be trafficked, enslaved and exploited. It is applicable for staff working in Local Authority departments, Social Care, Police, Health, Legal Services, Non-Governmental Organisations and those who have a statutory duty under the Modern Slavery Act (2015) to report. The training builds on the first-hand experience Unseen and the Helpline team have gained in dealing directly with a range of modern slavery issues. We provide frontline professionals with an initial understanding of modern slavery.

Throughout the training attendees develop greater knowledge of human trafficking and slavery and explore the issues facing individuals who have been trafficked, how to correctly identify and spot the signs of potential exploitation and learn about what is available to support those who have been trafficked. These events are open to any frontline professional who thinks they may come across slavery and trafficking in their day to day work.

Unseen also offers bespoke training to businesses, recognising the important role business plays in tackling modern slavery.

Courses can be booked via our website:

https://www.unseenuk.org/training1

Modern Slavery is an illicit supply and demand trade where people are bought, sold and exploited for vast profits, with very little chance of prosecution for the perpetrators and horrendous human rights outcomes for the victims.
In its simplest form, it is abuse and exploitation of one person over another for gain.

Modern slavery is the umbrella term used for the crimes of human trafficking and slavery, servitude and forced or compulsory labour. Sections 1 and 2 of the Modern Slavery Act set out these offences and bring the offences contained previously in three separate acts of parliament under one legislative framework. In its simplest term, modern slavery is the abuse and exploitation of one person by another, largely for profit.

Human trafficking is the movement of people by means such as force, fraud, coercion or deception, with the aim of exploiting them; it is a form of modern slavery.

There are three elements to human trafficking:

- **The act:** recruiting, transportation, transfer, harbouring or receipt of persons

- **The means:** force, fraud, coercion, deception

- **The purpose:** exploitation

The exploitation of a person may be by any means as long as it provides a benefit to the perpetrator. Recognised types of exploitation include sexual exploitation, labour exploitation, criminal exploitation, domestic servitude, and organ harvesting. In the case of minors, for the purposes of establishing whether human trafficking has occurred, the means is irrelevant.

Slavery, servitude and forced or compulsory labour is an offence of holding someone in a situation of slavery, having ownership of a person or forcing a person to work although the consent of the individual to work is irrelevant.

Victim profiles

There is no typical victim of slavery. Victims are men, women and children of all ages, ethnicities and nationalities and cut across the population. However, it is normally more prevalent among the more vulnerable or within minority or socially excluded groups.

Poverty, limited opportunities at home, lack of education, homelessness, unstable social and political conditions, economic imbalances, climate change and war are some of the key drivers that contribute to someone's vulnerability in becoming a victim of modern slavery. Victims can often face more than one type of abuse and slavery, for example, being sold on to another trafficker and then forced into another form or type of exploitation or being forced to work, for example, in a nail bar during the day and then being forced into prostitution at night.

Chapter 4 - Nature and scale of Modern Slavery in the UK and internationally

Modern slavery is a truly international crime that knows no boundaries. Although historically it has often been seen through an immigration lens, we know that UK nationals are affected as much as other nationals. The number of people affected by modern slavery is likely to be significantly higher than estimated due to its complex and hidden nature.

International data and profits

According to the International Labour Organisation more than 40 million people are estimated to be victims of modern slavery, 25 million of those in forced labour.

As the third most prolific international crime after drug and gun trafficking, modern slavery brings about huge profits. In 2014, the International Labour Organisation estimated that the global profits made by using forced labour were at least US$150 billion per year. This is considered to be a very conservative estimate.

Most of the profits are generated in Asia, with two-thirds in this region originating from forced sexual exploitation.' (ILO, 2014, p. 4).

National UK Data

There are challenges associated with measuring the prevalence of modern slavery given the hidden nature of the crime. The most recent available estimate of the prevalence of modern slavery in the UK was produced by the Home Office in November 2014. It suggested that in, 2013, there were between 10,000–13,000 potential victims of modern slavery in the UK at any one time. (pp. 3-4). However, many working in the antislavery field believe this is a gross underestimation. Between 2013 and 2017, 16,302 potential victims of human trafficking were referred into the National Referral Mechanism.

According to the **National Crime Agency** (2017), there has been a consistent and sustained increase in the number of potential victims of modern slavery identified in the UK since 2009 – partly due to the increased priority of tackling modern slavery and improved awareness of this crime. In 2017, in the UK, 5,145 people were identified through the National Referral Mechanism (NRM) as potential victims of trafficking. This is a 35% increase on 2016 figures. Of the potential victims of trafficking identified in 2017 through the NRM, 2,118 (41%) of these were children.

Modern slavery is a hidden crime, which makes it difficult to identify and to measure. In England and Wales, modern slavery was introduced as a separate crime recording category in April 2015.

According to the **Home Office**, up to March 2017 police in England and Wales recorded 2,255 modern slavery crimes. In the year to March 2016, the Police Service of Northern Ireland recorded 35 modern slavery offences. In 2016, Police Scotland recorded 29 modern slavery crimes.

One of the weakest pillars of the UK response to modern slavery is the lack of coordinated data and the plethora of data silos. To really understand and address the underlying issues of modern slavery we need to coordinate the gathering of data and accurately analyse it to ensure it is used as a key **prevention** tool in tackling modern slavery both here in the UK and internationally.

At Unseen, we recognise the importance of information and data in the fight against modern slavery. The Helpline receives a significant amount of personal and situational information relating to the experiences of individuals in abusive and exploitative situations. Our intention is, through the information and data we gather, to prevent further people from becoming victims of this horrendous crime. The only way we can do this is through sharing the information and anonymised data we hold. We seek to do this at every opportunity. However, we will respect the wishes of the caller or the potential victim by always seeking their consent except where there is a threat to life or a minor involved, in which case we will waive consent to ensure that individuals are not put at further risk of harm.

Callers to the Helpline can speak to a member of the Helpline team in confidence. Advisors talk to callers in a non-judgemental, professional and supportive manner to give help and advice about any modern slavery-related issue. If calling about a tip-off the Helpline Advisor will ask for further information about the situation, where it's taking place and the caller's proximity to it. If a caller is a potential victim, the Helpline Advisor will check to see if the person is safe, seek more information about the situation and offer advice, guidance and support based on what the caller wants. The Helpline will also signpost to wider support services where a caller wants information relating to another related issue, such as domestic violence or honour-based violence.

Helpline Advisors give help and advice regarding any situation of exploitation/slavery, regardless of whether the person feels able to leave the situation or not. Helpline Advisors can help callers to safety-plan to keep themselves safe, think through their situation and provide options to access support and information should they choose to do so. It is vital that the confidence and wishes of the caller are maintained at all times ensuring the best possible outcome.

Helpline data standards and protocols

All calls to the Modern Slavery Helpline are confidential. If a caller does not want to provide their personal details they do not have to, and we will respect their wishes. The exceptions are where there is a threat to life or a minor is involved and at risk of harm. We have a range of protocols setting out how we deal with such instances.

The Helpline will never pass on any personal information to the immigration authorities. The role of the Helpline is to support callers with issues related to Modern Slavery and Human Trafficking. If a caller seeks support from the National Referral Mechanism (NRM) (the Government-funded support system for potential victims of modern slavery) their details may be shared by the NRM competent authorities (UK Visas and Immigration and the National Crime Agency) with the police and immigration authorities or other relevant authorities to assist in the identification and decision-making process. The Helpline makes callers fully aware of this prior to making any decision about seeking help through the NRM. The Helpline will never share personal information directly with immigration authorities unless the individual gives their specific consent.

The Helpline is predominantly an inbound contact centre, however, in some circumstances, we may call our callers back if agreed with them beforehand. We would never call someone back without their prior agreement. This is to ensure that we do not place an individual at risk of harm.

If a child calls the Helpline, the Helpline Advisor will check to see if the child is safe and ascertain the reason for the call. The Advisor will advise the child that if they are in danger or at risk the Helpline will need to contact the police regardless of whether they want the police involved, in line with our child protocols based on data protection and child safeguarding principles. Any referral will depend on whether the child is prepared to provide their personal details and the facts of the case. Nevertheless, the Helpline will continue the call with the minor, even where the minor does not wish to give their personal details. The Helpline will discuss the child's situation with them and offer the appropriate

support and guidance.

Information taken from each call is recorded and used to provide regular monthly and quarterly statistics. Where information is uncertain or unclear, the Helpline Advisor will mark as unknown or use the most conservative estimate to avoid inflation. For example, if a caller estimates the number of potential victims in a situation to be 10-20, the Helpline will record 10 potential victims. If the caller states that a potential victim is Eastern European, possibly Romanian or Latvian, the Helpline will record their nationality as unknown.

The Helpline receives a range of different calls relating to modern slavery and other related issues. During the call, the Helpline Advisor will ask several questions to ascertain the situation in order to make an informed assessment, classify the case accordingly and identify next steps. Cases are recorded based on the indicators identified. These may be:

- **General Information** is used when general information about modern slavery is required, if there are requests for data/statistics, media related queries, donations, or directory questions. General information is only used if it does not relate to a specific instance of slavery or a specific victim.

- **Modern Slavery** is selected when there are one or more indicators of Modern Slavery or exploitation.

- **Non-Modern Slavery** covers adjacent crimes, and other issues, including those such as employment, immigration, labour abuse – where there are no indicators of slavery.

- **Non-Substantive** include non-starter calls (hang-ups without saying anything), wrong numbers or when the caller disconnects before the Helpline Advisor can ascertain why they called.

Throughout the life of a case, the classification may change due to new information being received. Each time a case classification is amended the case is flagged for review by a

Helpline Supervisor to ensure the appropriate action has been taken.

Similarly, any case marked as **Modern Slavery** may have the type of modern slavery changed according to any new information received. The types of modern slavery used on the Helpline reflect the offences set out in Section 1 and 2 of the Modern Slavery Act 2015 and include the following:

- **Human Trafficking for Sex** involving the movement of an individual.

- **Human Trafficking for Non-Sex** involving the movement of an individual.

- **Forced labour** covers all instances of forced labour but does not cover domestic servitude.

- **Slavery/Servitude** covers situations of slavery and domestic servitude.

- **Unknown** for cases where the type is not clear.

- **Various** for cases where there are indicators of multiple types of modern slavery.

Case study

A potential victim of modern slavery was trafficked to the UK from Bangladesh, where he experienced labour exploitation at a restaurant. The potential victim was kept in a property and suffered domestic violence at the hands of the same people. A contact of the potential victim managed to call the Helpline on the potential victim's behalf, and eventually the potential victim himself was able to communicate with the Helpline directly.

Over a series of weeks, the potential victim called the Helpline several times to update on his situation (the exploitative work in the restaurant had by then come to an end, but the potential victim was still living in a situation of domestic violence). The potential victim reported to the Helpline that he wanted the police to help him, but not

immediately. The potential victim's further calls to the Helpline indicated that the domestic violence was escalating. Each time the potential victim called, he was offered the help and support he needed, to safety plan and to discuss his options. The Helpline had to tread carefully, making sure not to put the potential victim at even greater risk.

Finally, the potential victim called the Helpline to report that he had been beaten, was hiding, and needed police help immediately. The Helpline called 999 on behalf of the potential victim and advocated for him with the police. The police responded and immediately removed the potential victim from his harmful situation. Due to the Helpline's speedy actions, including the sending of a subsequent referral to police, the potential victim successfully escaped his situation of exploitation and entered the National Referral Mechanism to receive Government-funded help and support.

Home Office Typologies

In October 2017, the Home Office published its modern slavery typologies, categorising modern slavery crimes in the UK into 17 different subcategories focused on labour exploitation, sexual exploitation, domestic servitude and criminal exploitation. These are:

Table 1: Home Office Typologies

Labour exploitation:

- Victims exploited for multiple purposes in isolated environments
- Victims work for offenders
- Victims work for someone other than offenders

Domestic servitude:

- Exploited by partner
- Exploited by relatives
- Exploiters not related to victims

Sexual exploitation:

- Child sexual exploitation – group exploitation

- Child sexual exploitation – single exploiter
- Forced sex work in a fixed location
- Forced sex work in changing location
- Trafficking for personal gratification

Criminal exploitation:

- Forced gang-related criminality
- Forced labour in illegal activities
- Forced acquisitive crime
- Forced begging
- Trafficking for forced sham marriage
- Financial fraud (including benefit fraud)

To align with these typologies the Helpline works with the Home Office to ensure that a level of consistency can be obtained between the Helpline data and data owned by the Home Office. The gathering of Helpline data informing our collective understanding of methods of control, recruitment tactics, vulnerabilities and routes of travel provide an informed and strategic view of how individuals are trapped in situations of exploitation and inform subsequent prevention activities. Such data also aids developing trend analysis and a better understanding of the nature and scale of modern slavery in the UK.

In 2017, the Helpline received **3,710** calls from across the UK, and internationally. This volume is significantly higher than expected and highlights how prevalent modern slavery in the UK may be. Because of the calls related to modern slavery received into the Helpline in 2017, a total of **4,886** potential victims have been indicated.

During 2017, the Helpline received calls from all countries of the UK, including international calls from 31 other countries. The Helpline saw a steady increase in calls during the first six months of the year. In August, calls increased by almost 100% and this increased volume continued throughout the remainder of the year, peaking at 527 calls in October. (chart 1)

During the same period, the Helpline saw a similar trajectory with web contacts steadily rising during the first six months and similar increases during August. The increase in both calls and web contacts correlate with media activity undertaken by the National Crime Agency during August 2017. (chart 2)

The chart 3 shows the total number of calls and webforms received for each UK country on cases classified as modern slavery and non-modern slavery. These calls figures include calls made in 2018 on cases opened from an initial contact made in 2017. (chart 3)

Chart 1: Number of Helpline Calls 2017
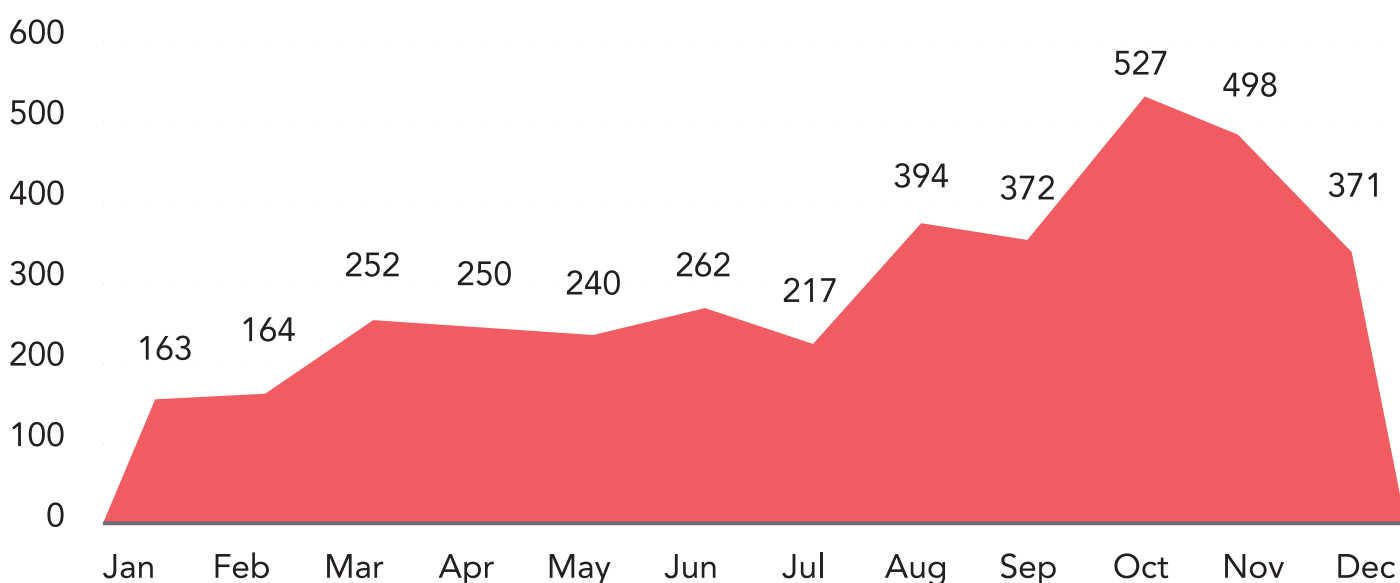
Chart 2: Number of Webforms 2017
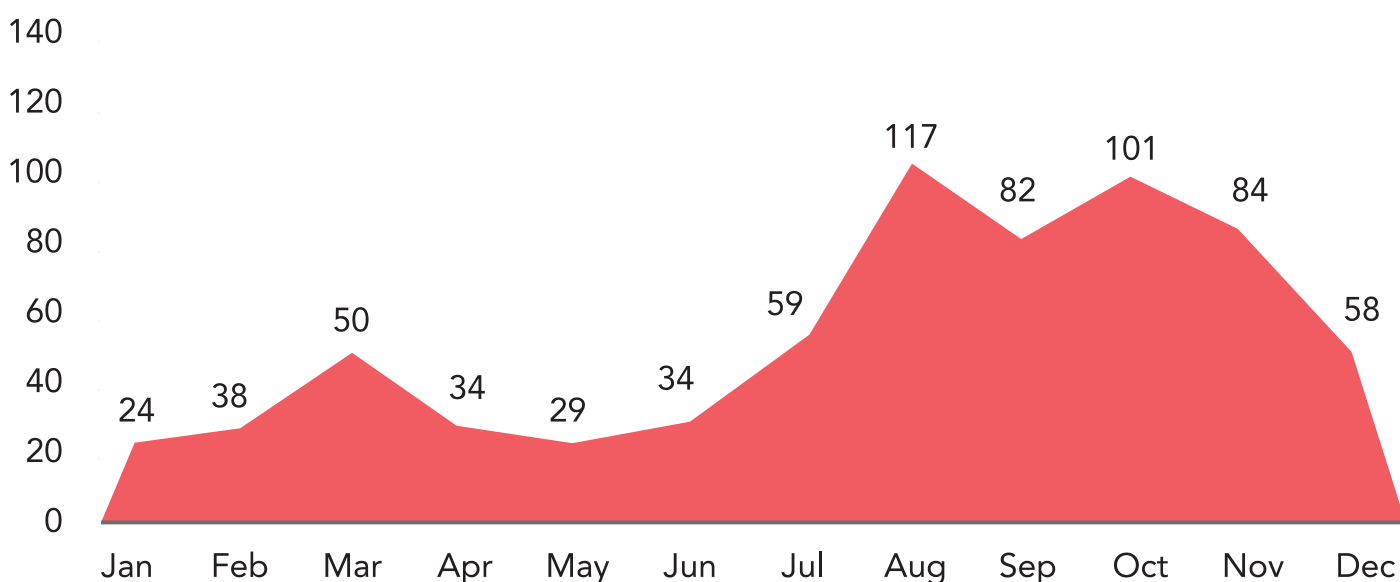
Chart 3 – Total Calls and Webforms by UK Country 2017

Types of Calls

Although the Helpline is specifically set up to deal with modern slavery-related issues, callers often report other concerns or issues that may require a different response. The table below shows that 1,089 (29%) of calls received by the Helpline were not related to modern slavery. These cases often relate to situations such as domestic abuse, homelessness, labour abuse or mental health concerns. 353 (10%) calls were received and classified as general information. In these types of calls, callers are often wanting to understand more about modern slavery, obtain materials, or ask about potential training. A call involving a specific concern or individual will not be classed as general information. The Helpline also records non-substantive calls. Calls classified as non-substantive include hang-ups and wrong numbers. (table 2)

The Helpline call data can be further broken down by type of call and exploitation type for each UK country (table 3 and 4)

Types of Caller and Proximity to the Situation

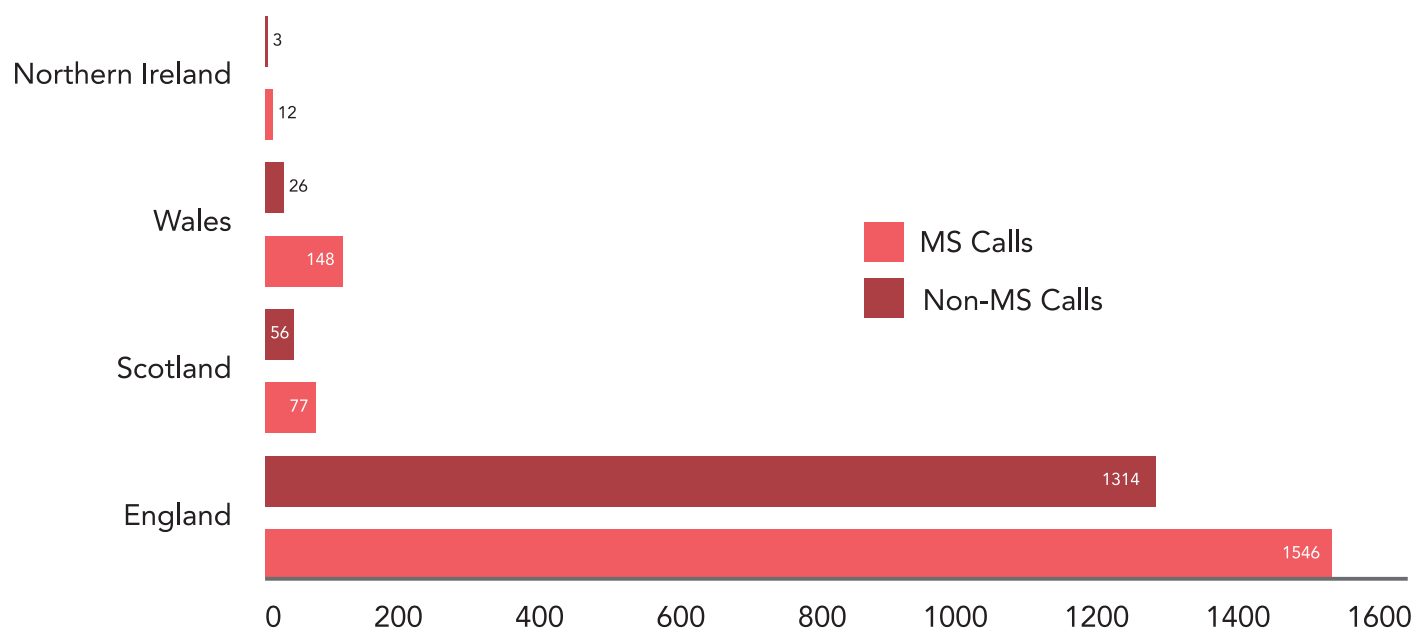The Helpline receives many different types of calls related to modern slavery.

People contacting the Helpline either by telephone or through the online reporting form can generally be broken down into four

Table 2: Breakdown of total calls in 2017

Type of Call	Number of Calls
General Information	353
Modern Slavery	1784
Non-Modern Slavery	1089
Non-Substantive	484
Total	3710

Table 3: Breakdown of cases by UK Country

Type of Case	ENG	SCT	WAL	NIR
Gen. Info	288	21	10	0
MS	1065	64	36	14
Non-MS	758	38	16	3
Non-Subst.	140	4	1	0
Total	2251	127	64	17

broad categories:

- Potential victim
- Statutory agency
- Business
- Member of the public

These broad categories are used to target communications at key groups recognising that raising awareness of the Helpline amongst potential victims will require an entirely different communications strategy to raising awareness amongst businesses, for example. The chart below shows the breakdown of caller types in relation to cases classified as modern slavery. Overwhelmingly, the majority of calls related to modern slavery come from members of the public with 61% of calls.

Table 4: Breakdown of cases by UK Country
*Total forced labour number includes cases classified as forced labour – forced prostitution.

Type of Modern Slavery	Number of Cases ENG	Number of PVs ENG	Number of Cases SCT	Number of PVs SCT	Number of Cases WAL	Number of PVs WAL	Number of Cases NIR	Number of PVs NIR
Forced Labour*	485	2057	31	128	24	126	8	55
Slavery/Servitude	79	223	4	4	2	2	1	2
HT Sex	119	526	11	40	2	4	2	3
HT Non-Sex	252	1256	12	49	5	13	2	26
Various	26	44	2	5	0	0	0	0
Unknown	104	158	4	4	3	3	1	1
Total	**1065**	**4264**	**64**	**230**	**36**	**148**	**14**	**87**

Chart 4: Type of caller on Modern Slavery Cases

Caller type	Value
Employee	27
NHS Professional	74
NGO Officer	99
Law Enforcement	101
LA Officer	106
Survivor	136
Member of the Public	854
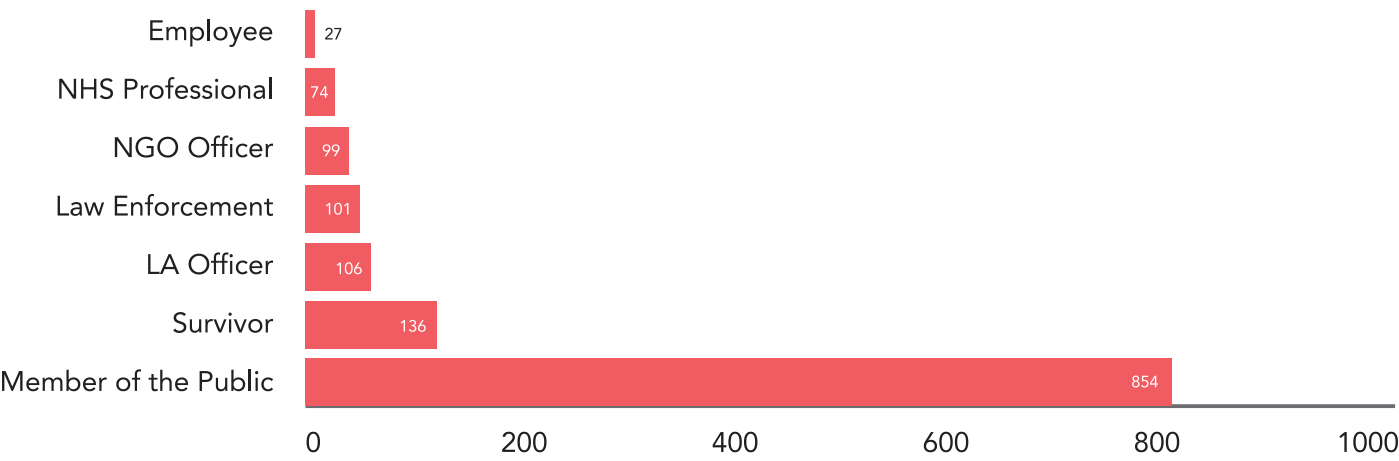
In speaking to callers, Helpline Advisors identify the proximity of the caller to the situation they are reporting and ensure this is recorded accurately. Calls are recorded using the following sub-categories:

- Direct contact with a potential victim

- Indirect contact with a potential victim

- Observation of suspicious activity

- Victim self-report

- Unknown

Identifying the proximity of the caller to the situation is important because it is often an indication of whether the account can be corroborated. Where a caller is in direct contact with a potential victim we will encourage the caller to ask the potential victim to call the Helpline directly, if that is possible and would not put the potential victim at risk. Interestingly, the Helpline receives a significant number of calls from potential victims themselves and those in direct contact with a potential victim. In 2017, 10% of calls relating to modern slavery were directly from potential victims themselves. A further 44% were from someone in direct contact with a potential victim.

Chart 5: Proximity of Caller to the Situation
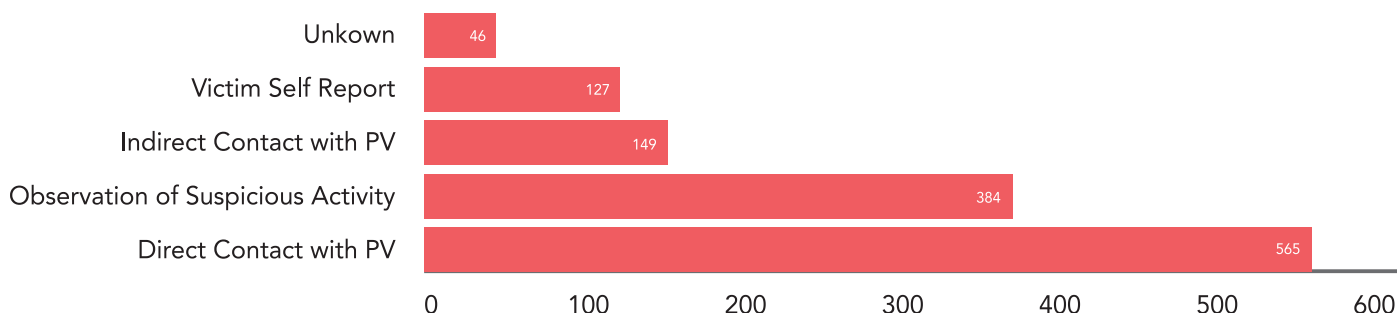
All third-party tip-offs are recorded as 'observation of suspicious activity'. These are generally the cases with the least amount of detail because the caller has witnessed a concerning situation but is often not aware of the full circumstances or the individuals involved. To ensure the correct cases are referred to the relevant law enforcement agencies, the Helpline Advisor will ask a series of questions to determine if the situation appears to be modern slavery, labour abuse or some other crime.

Language Translation

Recognising the international dimension of modern slavery, the Helpline provides real-time translation for callers who are unable to speak English. The chart below shows the number of minutes per month spent on translation calls.

"Migrant Help fully supports the Modern Slavery Helpline. It is an important option for potential victims of slavery to seek help, get advice and to be listened to. We have, yet again, seen an increase in the number of referrals into the National Referral Mechanism last year. We hope that this is in part due to increased awareness of modern slavery thanks to the work of organisations such as Unseen. We are also pleased that by using Migrant Help's interpreting service Clear Voice, the Helpline enables people to talk to advisors in a language they understand." - Phil Dailly, Migrant Help's National Operations Manager.

Chart 6: Time Spent on Translation Call
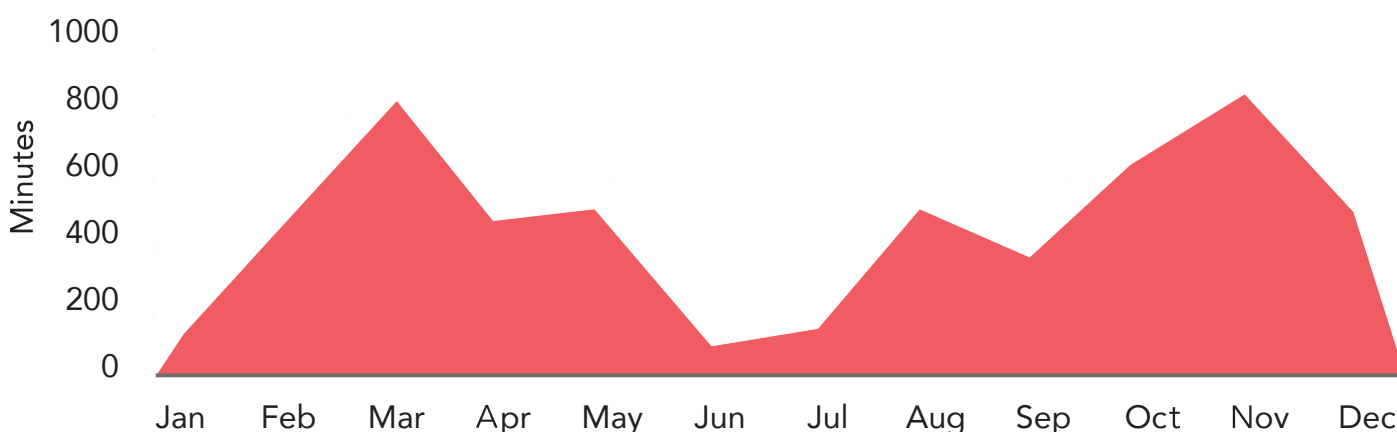
The most common languages requested by callers for translation are Romanian, Polish, Arabic and Vietnamese. More than 20 different languages have been requested by callers for translation services. These real-time translation services are invaluable in communicating with those who may not otherwise have a voice.

"Border Force and Unseen Collaborate to help protect the most vulnerable in society. The Helpline is displayed across ports by our Safeguarding & Modern Slavery Teams to share with the travelling public. This asks them to be an extra pair of eyes and ears for us and the police in the fight against *this heinous crime. The Helpline acts as a lifeline to those who might come to the UK but later find themselves in a position of exploitation. Officers share details during our regular operational intensification to protect victims and stop the callous criminals who exploit them. Through our joint working, Border Force and Unseen have established a process whereby any modern slavery concerns reported to the Helpline are escalated through our National Command Centre. This intervention has already seen positive results and is being extended to include any modern slavery concerns reported by airline crew."* - Amanda Read, National Modern Slavery Lead, Border Force

Infographic 1 - Prevalence of Helpline Modern Slavery Cases in the UK by County

- London: 172 cases
- 21-35 cases
- 11-20 cases
- 1-10 cases
- 0 cases

Base map © maproom.net
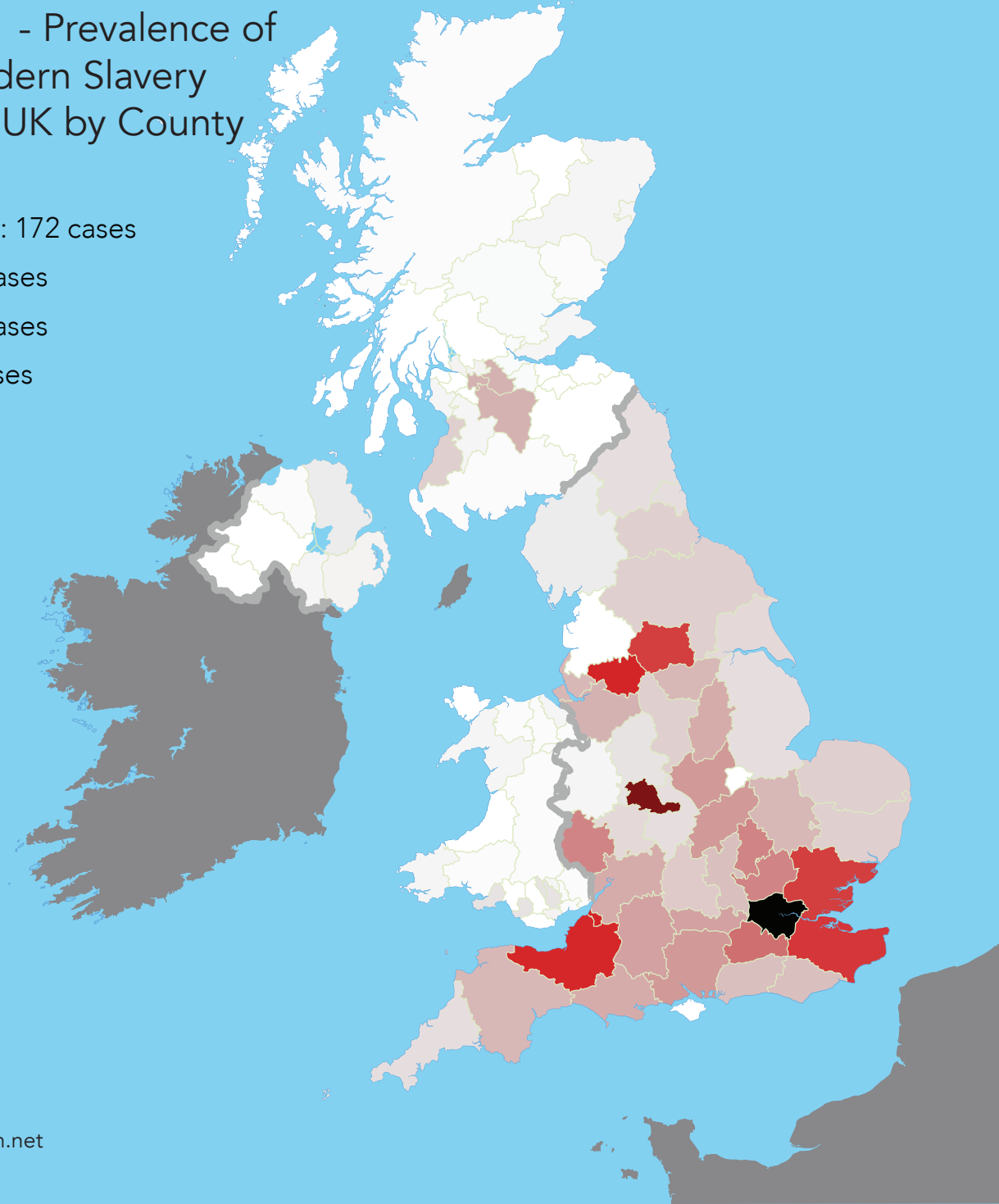
From the **3,710** calls the Helpline has received in its first full year of operation, a total of **4,886** potential victims of modern slavery have been indicated.

This equates to an average of **3.8** potential victims per modern slavery case. In 2017, the helpline recorded **94** different nationalities for potential victims indicated.

The total number of potential victims indicated through the calls and contacts made to the Helpline in 2017 was 4,886. In line with our data principles, this is a conservative estimate based on the lowest number of victims indicated in each potential situation.

Gender of Potential Victims Indicated

Out of the 4,886 victims indicated through calls to the Helpline, 47% are male. This is in line with the increasing volumes of men being identified in situations of forced labour and labour exploitation.

The chart 7 shows the breakdown of gender for potential victims indicated.

Although the gender of a potential victim is more likely to be known by the caller, 1,051 cases still have unknown recorded for the gender. This is because the caller may indicate a situation involving men and women but may not be able to indicate how many there are of each gender. In these situations, the Helpline will record one male, one female and the rest of the victims as unknown, unless the caller is confident there is only one male or female involved in the situation.

Chart 7: Gender of Potential Victims for all Modern Slavery Cases
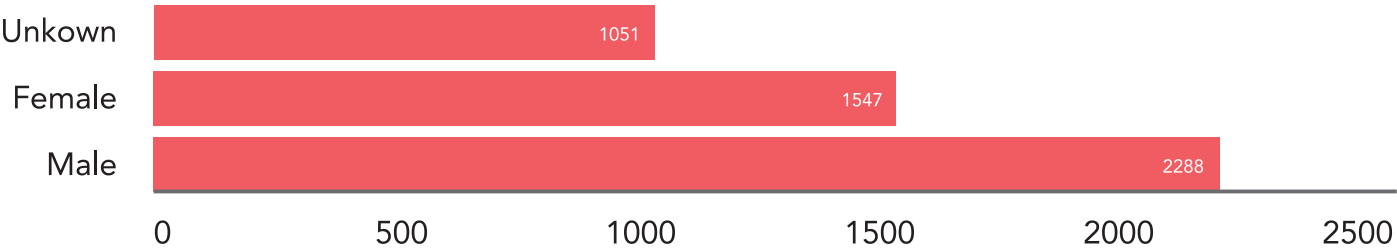
Age of Potential Victims Indicated

When assessing a situation reported by a caller, the Helpline Advisor will try and ascertain whether the individuals involved are adults or minors. The table below shows the breakdown of adult and minor potential victims reported to the Helpline. The adult/minor

status of 1,052 potential victims in 2017 was recorded as unknown.

It is often difficult to obtain the age of a victim where a third party is providing the information. Rather than make assumptions, the Helpline Advisor will record the age as unknown if the caller does not know this information or appears to be guessing the information.

Chart 8: Adult/minor Potential Victims for all Modern Slavery Cases

Chart 9: Age of potential victims indicated in Modern Slavery Cases

Age	Number
15 and under	144
16-17	82
18-24	548
25-34	268
35-44	224
45-59	93
60 and up	36
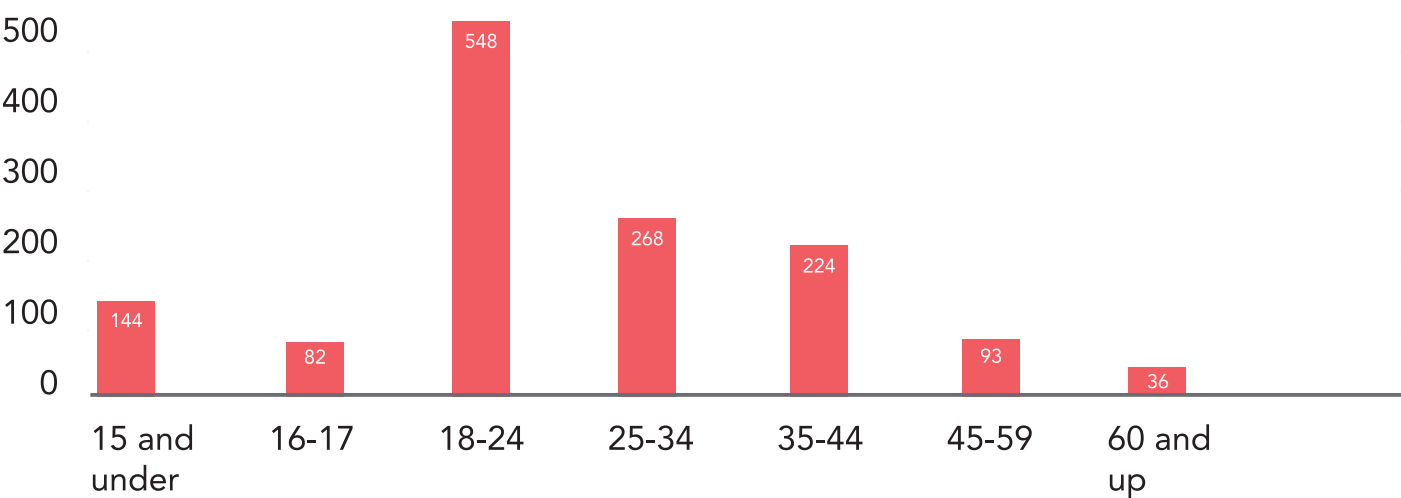
The large number of unknowns may include potential minors where the caller is confident the potential victim is a minor, but they cannot say how old they believe the victim is. Where there is a possibility of a potential victim being a minor the Helpline will always treat the case as such and involve safeguarding agencies promptly.
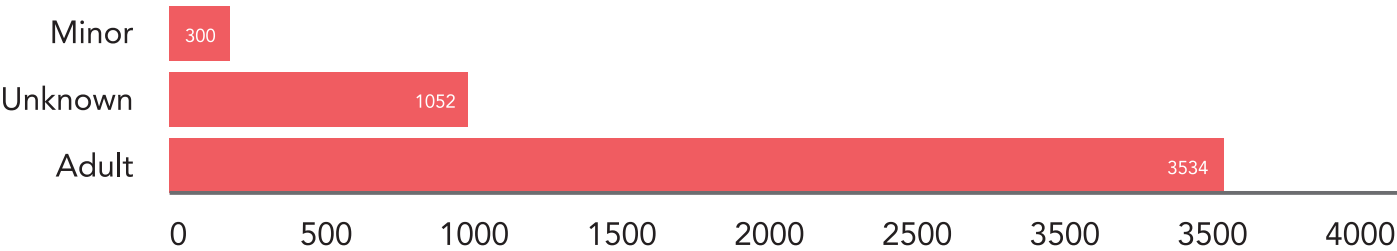
Key Fact: Romania is the most common nationality of potential victims indicated through the Helpline.

The nationality of potential victims indicated As with gender and age, the nationality of potential victims is difficult to record particularly when callers are reporting suspicious activity. Often callers will provide a region, such as Eastern Europe or Asia rather than a nationality. In such cases, the nationality is recorded as unknown as the Helpline Advisor cannot make assumptions about the nationality of those involved. To improve understanding of this issue the Helpline has commenced recording the region of where the potential victim is from to aid future trend analysis and reporting. The table below shows the top ten nationalities of potential victims recorded by the Helpline. To aid understanding of the situation the data shows UK nationals who are potential victims broken down into England, Scotland, Wales and Northern Ireland, rather than the UK as a whole.

In 2017, calls indicated potential victims from 94 different nationalities. The tables below show the top 20 most common nationalities for all potential victims indicated, and the additional tables show the breakdown across the four UK countries.

Table 5: Top 20 most common nationalities of potential victims

Country	Number of potential victims
Romania	756
Poland	233
England	212
Thailand	211
Bulgaria	98
India	95
Vietnam	84
Albania	80
Hungary	75
China	74
Nigeria	64
Pakistan	55
Philippines	44
Lithuania	43
Ghana	32
Bangladesh	30
Russia	18
Scotland	13
Wales	13
Indonesia	12

If we take the UK as a whole, the total number of potential victims indicated by the Helpline, in 2017, for UK nationals is 238.

Romania is the most common nationality for potential victims in England, Scotland and Northern Ireland, and is the second most common nationality in Wales. Romania also features highly in the National Crime Agency's NRM statistics as the sixth most prevalent nationality. Interestingly, Poland and England are the only other two nationalities that appear in the top ten for each UK country. These two both appear on the NRM statistics with the UK as the top nationality and Poland as the tenth most prevalent, showing some correlation with the NRM and what the Helpline is seeing.

Table 6: Top 10 most common nationalities by UK country
*dual nationality

Top 10 most common nationalities - ENG

Romania	677
Thailand	210
England	199
Poland	164
Bulgaria	95
India	84
Vietnam	73
Hungary	69
Albania	68
China	60

Top 10 most common nationalities - SCT

Romania	29
China	14
Poland	14
Nigeria	12
Scotland	10
Vietnam	10
India	7
Malaysia	3
Northern	3
Ireland	2

Top 10 most common nationalities - WAL

Poland	40
Romania	17
Philippines	16
Wales	12
England	4
Albania	3
Ireland	3
Nigeria	3
Portugal; USA*	2
Sudan	2

Top 10 most common nationalities - NIR

Romania	30
Ghana	10
Lithuania	8
Albania	4
Latvia	4
Poland	4
Bulgaria	2
England	1
Kenya	1
NIR	1

Key Fact: Calls into the Helpline indicated potential victims from **94** different nationalities.

"The National Crime Agency has worked collaboratively with the Modern Slavery Helpline over the last year both to raise awareness of modern slavery amongst the general public and drive up reporting, and to respond to reports received by the Helpline. National Crime Agency's Invisible People Exhibition, recently toured the country to show the public the signs of modern slavery in local communities and how to report to the Modern Slavery Helpline.

As a direct result of working together on this initiative there has been an increase in public reporting, enabling us to protect vulnerable

victims of modern slavery. Our understanding of the victims and perpetrators in this emerging threat area is still developing but our response is embedded in the wider partnership

approach to Modern Slavery and Human Trafficking within which the Modern Slavery Helpline is a key contributor". - Will Kerr, Director, National Crime Agency

Infographic 2 - Number of Potential victims indicated through the Helpline by county

The infographic below provides a pictorial representation of the number of potential victims indicated through the Helpline in 2017.

- London: 908 potential victims
- 401-550 potential victims
- 201-400 potential victims
- 1-200 potential victims
- 0 potential victims

Base map © maproom.net

35
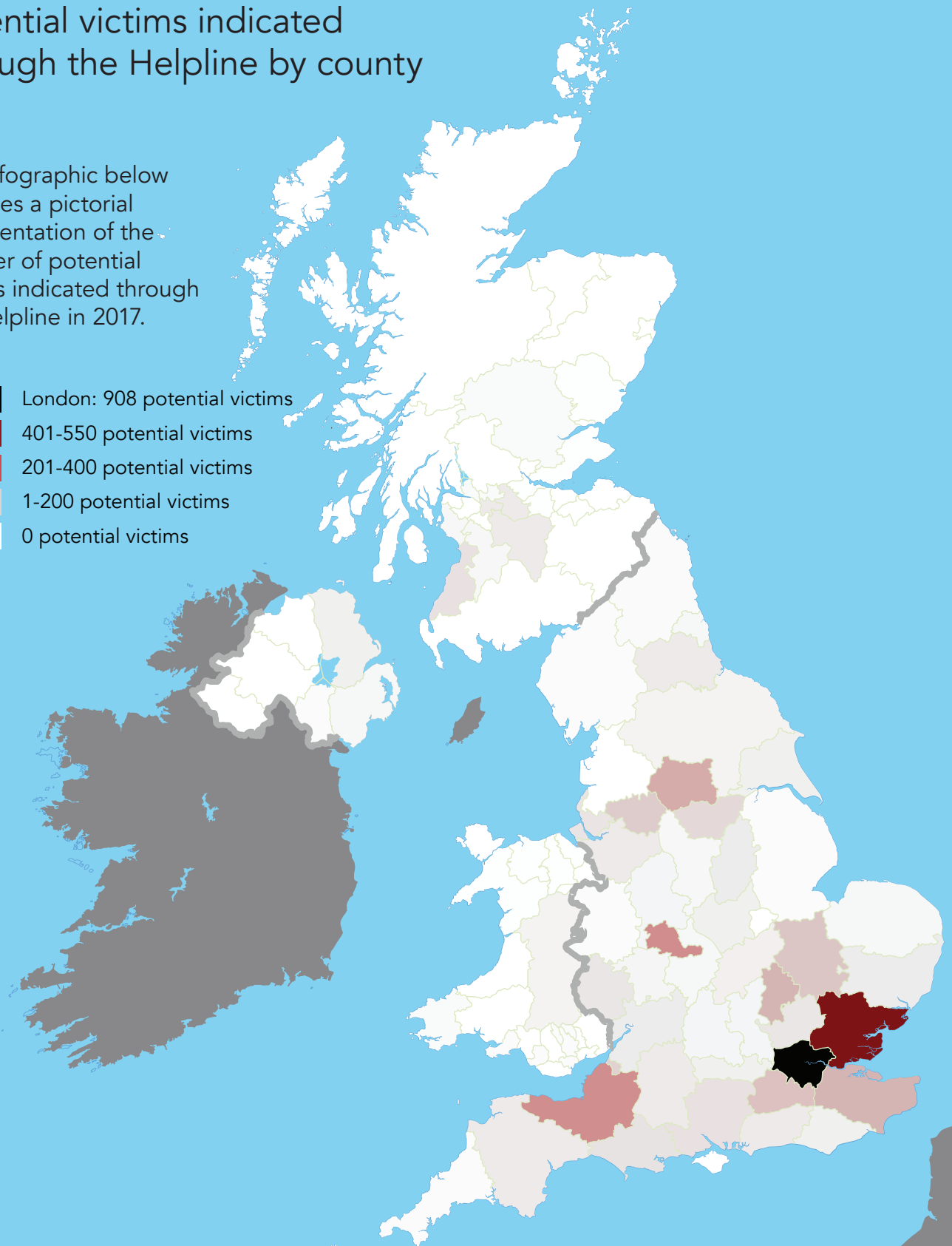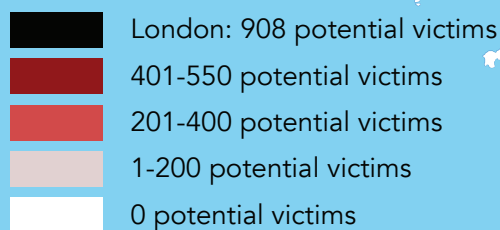
Chapter 7 - The Number and Demographics of Potential Victims Indicated

There are many aspects to situations involving modern slavery including how a person is coerced or deceived, and subsequently controlled that support a better understanding of the crime. This information is vital to inform appropriate and effective prevention measures and activities.

Potential victims supported out of exploitative situations by Unseen

Potential victims may call the Helpline for several reasons: advice, information, support or advocacy. When a potential victim is still in a situation of abuse or exploitation they may call the Helpline for assistance to leave that situation. In these circumstances it is paramount that the Helpline works sensitively, being fully aware of the potential risks to the individual. Where a potential victim indicates that they want to leave a situation the Helpline Advisor will work with the individual to understand the situation fully, safety plan to ensure the person can remain safe whilst in the situation and identify the steps the caller wants to take through further questioning.

Case Study

The Modern Slavery Helpline receives many cases that require intensive support and assistance to both potential victims and frontline personnel. One such case involved a potential forced labour situation involving a Romanian adult male who did not speak English. When the potential victim called the Helpline, the Helpline Advisor promptly connected him with a Romanian interpreter. The man explained that he had travelled from Romania for work after the encouragement from a friend. The man went to work in a restaurant, washing dishes. However, the man's employer (and potential exploiter) forced him to work excessively for 14 hours each day, 6 days per week, paying him below the minimum wage. The man did not have a contract with this employer.

The man lived in accommodation provided for by his employer and was expected to share a bedroom with three other men. The man's employer often threatened and assaulted him. While at work, the man badly burnt his arm and his employer refused to allow him to go to hospital or have painkillers, threatening him with deportation for asking. The man went to the police station. However, due to the language barrier the police did not understand him. Believing he was homeless, the police sent the man to the council services. The council services referred the man for safeguarding but due to the lack of an interpreter, they turned the man away saying they could not help him.

After receiving the number from the Romanian Embassy, the man called the Modern Slavery Helpline. Upon learning the man's situation, the Helpline Advisor identified key indicators of modern slavery, and explained that there was help and support available through the National Referral Mechanism (NRM). The man wanted to go into the NRM because he was afraid to return to his employer, who was looking for him, as he was currently missing his shift for work. The Helpline Advisor suggested to the man that he should return to the police station to complete the NRM, offering that the Helpline could advocate on his behalf to the police that he was a victim of modern slavery.

When the man went back to the police station, he was initially refused entry because the station had closed, and the officers did not understand him.

Another Helpline Advisor contacted the station through 101 and explained the situation. When the man was admitted to the station, the on-duty police officer spoke with the Helpline. The Helpline Advisor explained the NRM and the Police's duty to notify as a first responder. The officer agreed to complete the NRM with the man.

Once the man had completed the NRM interview, the Police took him to a hotel and paid for his accommodation, while he waited for safe house accommodation to be made available to him through the NRM. During this time the man continued to contact the Helpline due to communication difficulties with hotel staff and to arrange for assistance to seek hospital treatment for his injuries. The Representative of the Romanian Embassy who was in contact with the potential victim, praised the work of the Modern Slavery Helpline and said she would recommend its services to other Romanian citizens in the UK who may be at risk of exploitation. The man has since entered the NRM and is currently

Methods of control/ exploitation

Callers into the Helpline will often cite a range of control methods in relation to the abuse or exploitation they are reporting or have suffered. Most potential victims will report more than one method of control. In 2017, a total of **9,144** instances of control methods being used were reported to the Helpline. For 1,683 potential victims, the method of control was unknown/ not recorded. The most common methods of control reported were isolation with 1,716 (19%) reports and economic abuse reported in 1,690 (18%) of cases.

Chart 10: Methods of Control
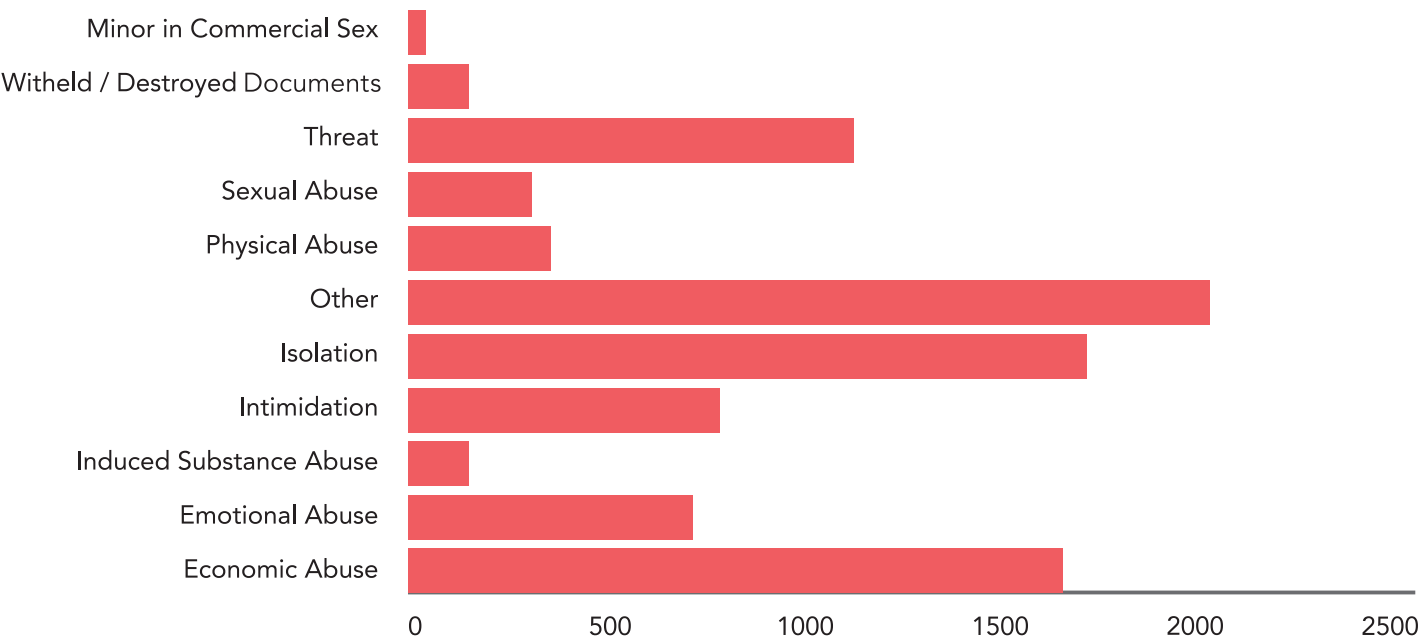
Those reporting economic abuse/exploitation cited debt, limits to finances, small allowances and taking the money they had earned as ways in which economic or financial exploitation was used to control them by their exploiters.

Recruitment Tactics

The Helpline also seeks to establish recruitment tactics from callers but often this information is not forthcoming. For 2,848 out of the 4,886 potential victims indicated in 2017, no recruitment tactics were recorded or known. Again, more than one recruitment tactic may be reported and recorded in a situation. The following recruitment tactics were reported to the Helpline by callers:

Table 7: Recruitment Tactics

Recruitment Tactic	Number of reports
Abduction	5
Coercion	154
False promises	463
Familial	65
Intimate partner/marriage proposal	35
Job offer/advert	1444
Posing as benefactor	15
Smuggling/ransom	10

It can be seen that the most common recruitment tactic reported to the Helpline was the offer of a job or use of a job advert to encourage individuals into exploitative situations.

The location of recruitment again is cited in a small number of cases. The following have all been recorded by the Helpline as recruitment locations: internet, homeless shelter, school and foster home. In many cases, particularly with third-party tip-offs, this type of information is not known. The Helpline is seeking to improve its knowledge and understanding of location and type of recruitment to better inform future publications and prevention activities.

To better understand the relationship between the exploiter and the victim(s) the Helpline Advisor will seek to establish further information about how the exploiter knows the potential victim as part of the call. In cases where the relationship has been recorded 82% cited their employer, 13% a recruiter, and 5% cited an intimate partner.

Cases reported in detention or prison

It is recognised that potential victims of modern slavery may be in detention or in prison because of their prior situation and because of the potential exploitation, they have suffered. We are aware of several instances where a potential victim has been prosecuted for a crime they have committed and subsequently been convicted. Often potential victims will plead guilty to crimes, even though they have been coerced or forced to commit them as many fear the repercussions from their exploiter. It is only once they have been detained or imprisoned do they feel safe to come forward and explain their situation. In 2017, a total number of 51 cases were recorded by the Helpline where the potential victim was either in or had been in, detention or prison.

Table 8: Cases reported to the Helpline involving Prison or Detention

Status of the potential victim at the time of the call	Number of Cases
Detained	24
Released	26
Unknown	1
Total	51

Type of Institution	Number of Cases
Prison	25
Detention	26
Total	51

Of the 25 cases involving prisons, 19 were reported by individuals who did not provide the name or location of the prison and so are recorded as unknown. One case involved a prison in Libya, one a prison in Bulgaria, one a prison in Scotland and two involving prisons in England.

The Helpline recorded 26 cases involving detention centres. Of these, 9 were recorded as unknown. The remaining cases were recorded in London or Greater London, Bedfordshire, Surrey, Scotland and Heathrow.

Case Study

A solicitor called about a client one Friday afternoon in November 2017. He explained that his client was due in court on Monday and had been charged with committing 'crimes'. The solicitor had discussed the situation with his client and was convinced that he was a victim of modern slavery. He had called the Helpline to seek advice about what he could do next. The Helpline Advisor took some details about the case including what his client's circumstances were, what he had been 'forced' to do, and whether there were any indicators of modern slavery.

Through speaking with the solicitor, the Helpline Advisor deduced that there were indicators of modern slavery and talked to the solicitor about the Statutory Defence contained in Section 45 of the Modern Slavery Act which the Solicitor was unaware of. The Helpline Advisor advised the solicitor to raise the statutory defence as soon as possible with the court to advise of his client's situation and to ensure the statutory defence could be considered.

A week after the initial call by the solicitor, the Helpline received news that the Solicitor had raised the statutory defence with the court successfully and his client was now receiving help and support through the National Referral Mechanism. The solicitor was very thankful for the information he had received from the Helpline to support his client in this difficult situation.

Sexual exploitation is still one of the most prevalent forms of modern slavery with **774** potential victims being indicated through the Helpline in 2017. Most potential victims indicated are female, although a small number of males have also been recorded.

Historically, sexual exploitation has been the most understood form of human trafficking and modern slavery. However, sexual exploitation can take several forms and for the purposes of the Helpline is classified and recorded as one of the following:

• Human Trafficking for Sex - Commercial sex;
• Slavery/servitude - Sexual slavery; and
• Forced Labour - Forced Prostitution.

Human trafficking for sexual exploitation requires the movement of the potential victim in line with any classification of Human Trafficking. Its sub-type is 'Commercial sex', where sex may be exchanged for anything of value, (accommodation, drugs, money). For adults, some form of control is needed to indicate modern slavery, as consensual adult commercial sex/sex work is not de facto sexual exploitation.

Slavery/ Servitude: For sexual slavery, a relationship of ownership should exist; the potential victim is treated as property. The potential victim may have been called a 'slave' or the potential exploiter may be perceived as the 'master.' For servitude, monitoring is closer than for forced labour and the potential victim may reside at the same location as an exploiter.

Forced Labour for forced prostitution is the classification used where there is no element of movement that amounts to human trafficking. Threats alone may be an adequate method of control. Payment/wage may be rendered but will likely be much less than the paid for service or excessive amounts may be taken for rent, food, etc. or for repayment of debt. In some situations, those subject to forced prostitution may not receive any money at all.

For those in situations of sexual exploitation, they may find themselves living in accommodation provided or owned by exploiter, and this may be either on-site or off-site from where the exploitation takes place. The gender of potential victims involved in sexual exploitation is overwhelmingly female with nearly 97% of potential victims reported as being female, compared to less than 1% reported as male. The gender of 20 (3%) potential victims was recorded as unknown.

The largest percentage of minor cases reported to the Helpline involve sexual exploitation with over 11% of cases involving minors where the adult/minor status is known. This is 5% higher than the 6% of minor potential victims reported in all Helpline modern slavery cases.

Often when a call is made to the Helpline by a safeguarding lead or social worker and relates to an individual they are safeguarding, they do not always divulge information about the person to the Helpline. The Helpline Advisor will record as much information as they are told and classify the case as modern slavery where indicators are present but may not have sufficient information to ascertain whether the individual is an adult or minor or whether they are male or female.

Overwhelmingly, cases related to sexual exploitation are from England with 97% of cases. Very few cases have been reported from Scotland, Wales or Northern Ireland.

Table 9: Number of sexual exploitation Helpline cases by UK Country

Country	Number of Cases
England	119
Scotland	11
Wales	2
Northern Ireland	2

Chart 11: Gender of potential victims of modern slavery

Category	Value
Unkown	7
Male	20
Feale	747
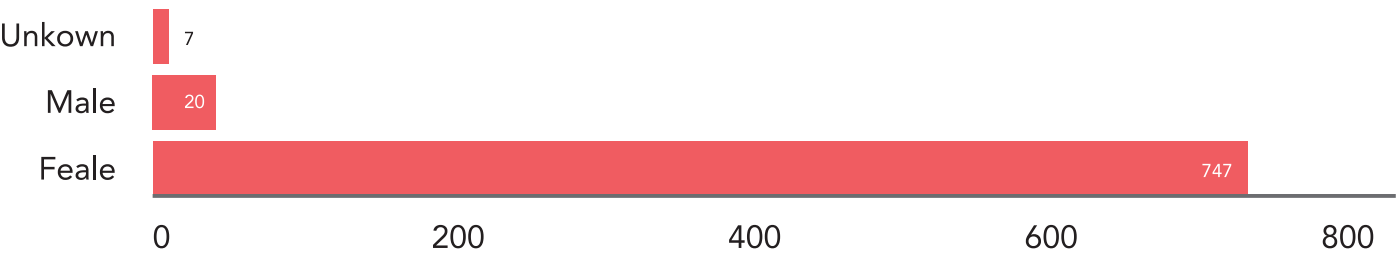
Chart 12: Adult/minor breakdown of potential victims of sexual exploitation

Category	Value
Minor	86
Adult	343
Unkown	345
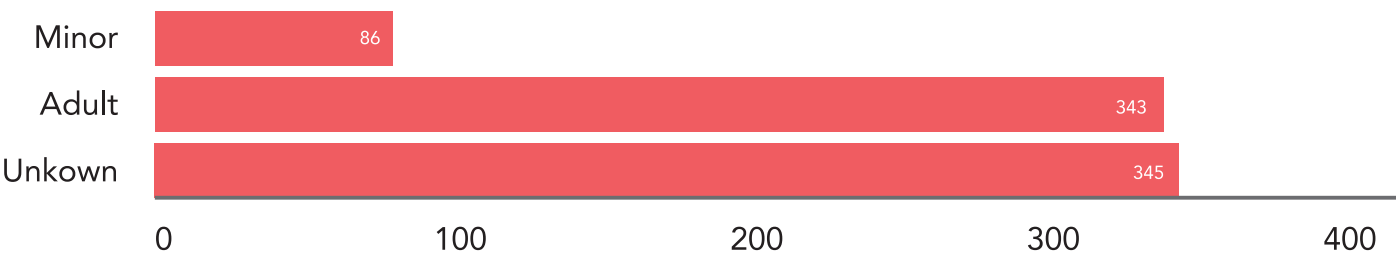
When taking information about a situation the Helpline will record where the exploitation is happening. The city/town/village is recorded as well as the county, and the relevant Police Force that covers the location. If the location cannot be confirmed by the Helpline Advisor, the location will be recorded as unknown unless it is known to be happening in England or Scotland for example. In such cases, the relevant country will be recorded.

The most common location of exploitation reported by callers on cases classified as sexual exploitation is a private house, followed by brothel and street. In many sexual exploitation cases, the caller may not wish to divulge much information about the location of potential sexual exploitation, particularly if they are a third party and concerned about their role in the situation. The Helpline is also aware of pop-up brothels that are a potential location of sexual exploitation.

Key Fact: 11% of sexual exploitation cases involve a minor where the adult/minor status is known.

For those in sexual exploitation, several methods of control have been reported to the

Table 10: Location of Sexual Exploitation Cases

Location Data (where known and recorded)	Number of cases reported in the location
Private House	64
Brothel	42
Street	18
Hotel/Motel	12
Internet/Website	7
Business (not already counted in the other categories)	12

Helpline. These have been used to ensure the potential victim remains 'compliant'. Isolation, threats, emotional abuse, intimidation and physical abuse each feature in more than 100 cases of sexual exploitation. Interestingly, substance abuse was reported in 84 cases suggesting that this is increasingly being used to pacify or maintain control over the potential victim. This coincides with our experience of dealing with survivors in our safe houses who report similar tactics being used.

Table 11: Prevalence and Types of Methods of Control

Methods of Control	Number of potential victims reporting method
Sexual Abuse	293
Other	224
Isolation	205
Threats	180
Emotional Abuse	151
Intimidation	125
Physical Abuse	121
Induced Substance Abuse	84
Economic Abuse	69
Minor in Commercial Sex	30
Withheld/Destroyed Important Documents	20
Total	**1502**

Key Fact: The most common nationality reported in sexual exploitation cases was Thailand (26%), followed by England (12%), Romania (7%) and Nigeria (4%)

Case Study

The Modern Slavery Helpline received a call from an NGO support worker, who had concerns for a potential victim of modern slavery. The potential victim, Ruth, had escaped from her abusers approximately two weeks previously. After encouraging the support worker to invite Ruth to call us directly, the Helpline received a call from Ruth two hours later.

Ruth reported that she had been kept in a situation of slavery and had been sexually exploited and abused for two years in the UK. Ruth was raped and physically abused by her potential exploiter and by the potential exploiter's friend, who was in the same profession and social circle. Ruth struggled to recall the addresses where she had been living. She explained that she had run away from the potential exploiter and was now homeless, with no place to stay and was worried about her immigration status. After assessing Ruth's situation and confirming indicators of modern slavery, a trained Helpline Advisor explained the National Referral Mechanism (NRM) to Ruth explaining how she could access support services, including accommodation, counselling and medical care to victims of modern slavery. Maintaining our victim-centred approach, the Advisor further explained that that as an adult, Ruth would need to consent to accept the services available through the NRM and what that would mean for her, including what agencies would have access to her reported exploitation.

Ruth consented to pursuing support through the NRM and the Advisor offered options for connecting with a First Responder, realising that the next steps in this case were to find shelter for the potential victim for that night, which was Ruth's most urgent need. The Helpline then made a timely referral to another NGO to facilitate the NRM application and accommodation for that night.

The Helpline Advisor subsequently followed up with the support worker and was very pleased to hear that Ruth had been accepted into the NRM and was now being cared for in a safe place.

Labour exploitation is extremely diverse as it affects many industries and sectors. Of the **4,886** potential victims indicated by the Helpline in 2017, **3,540** of those were related to situations of labour exploitation. Overwhelmingly, Romania was the most common nationality reported for labour exploitation.

Reporting of instances of labour exploitation has increased over the last six years with greater awareness of the issue. During 2017, several partner agencies undertook public awareness-raising campaigns specifically targeted around labour exploitation. Often when these campaigns run and are aired on television or radio, the Helpline sees a small spike in calls.

Often calls correlate with specific and targeted action, such as the Unseen's 'Let's Nail It' campaign highlighting forced labour in nail bars or the number of campaigns launched to raise awareness of exploitation in car washes. Labour exploitation was by far the most prevalent type of modern slavery reported to the Helpline with over 860 calls, resulting in 711 cases indicating a total of 3,540 potential victims. The table below shows the breakdown of activity in relation to all labour exploitation cases, potential victims, number of calls and number of web forms.

Table 12: Number of Labour Exploitation/Forced Labour Cases
*This table includes international cases

Type (and Sub-type) of MS	Number of MS Cases	Number of PVs	Number of calls	Number of web forms
HT Non-Sex - Labour	182	1216	230	55
Slavery/Servitude - Labour Slavery	13	27	16	6
Forced Labour - Labour	516	2297	614	212
Total	711	3540	860	273

Due to its prevalent nature, we see labour exploitation occurring across all four UK countries and in a range of sectors or industry. Most commonly, forced labour is seen in the unregulated workforce sectors where there is a high proportion of low skilled, low paid workers. Labour exploitation/forced labour is the most prevalent exploitation type reported to the Helpline in all four countries of the UK.

Table 13: Breakdown of Labour Exploitation/Forced Labour Cases by UK Country

*Does not include cases classed as forced labour: forced prostitution or forced criminality

ENG - Type of MS, sub-type of MS	Number of MS Cases	Number of PVs
HT Non-Sex - Labour	156	1105
Slavery/ Servitude - Labour Slavery	10	21
Forced Labour - Labour	447*	1976
Total	**613**	**3102**

SCT - Type of MS, sub-type of MS	Number of MS Cases	Number of PVs
HT Non-Sex - Labour	10	47
Slavery/ Servitude - Labour Slavery	1	1
Forced Labour - Labour	28	122
Total	**39**	**170**

WAL - Type of MS, sub-type of MS	Number of MS Cases	Number of PVs
HT Non-Sex - Labour	5	13
Slavery/ Servitude - Labour Slavery	0	0
Forced Labour - Labour	23	123
Total	**28**	**136**

NIR - Type of MS, sub-type of MS	Number of MS Cases	Number of PVs
HT Non-Sex - Labour	2	26
Slavery/ Servitude - Labour Slavery	1	2
Forced Labour - Labour	8	55
Total	**11**	**83**

Even though labour exploitation can affect both men and women equally, because it affects all industries and sectors, we have seen an increase in male victims over female victims. Male potential victims make up 58% of all potential victims indicated in labour exploitation/forced labour situations. This is compared to 47% of male potential victims overall for all types of modern slavery cases.

Only 14% of potential victims of labour exploitation are reported to be female against an overall 32% of females reported for all types of Modern Slavery. However, there is a large proportion of potential victims (27%) where the gender is unknown

Key Fact: over **72%** of potential victims indicated through the Helpline in 2017 are because of situations of labour exploitation or forced labour.

Predominantly, it is adults who are involved in labour exploitation in the UK with a small percentage of potential victims classed as minors. Most of the cases involving minors are likely to include cases where the caller has indicated that a minor may be working, who appears 16 or 17 years of age. It is uncommon for a caller to indicate a minor in a situation of labour exploitation in the UK who is under the age of 16 years of age. However, the Helpline has had a few situations reported indicating minors working in fast food outlets or shops who appear to be younger, perhaps 14 or 15 years of age. The age of many of the potential victims we get information about is unclear, so we will always use caution when logging the information and considering any referral or further safeguarding action.

In the case of 647 potential victims of labour exploitation/forced labour, the adult/minor status was marked as unknown. These are

likely to be from third party tip-offs where the caller cannot give any information about the potential victims involved. However, where there is a concern for someone who may be a minor, appropriate action to safeguard and protect them is undertaken as the top priority.

Chart 13: Gender of potential victims of labour exploitation

Category	Value
Unkown	509
Female	968
Male	2063

(Bar chart, x-axis 0 to 2000)
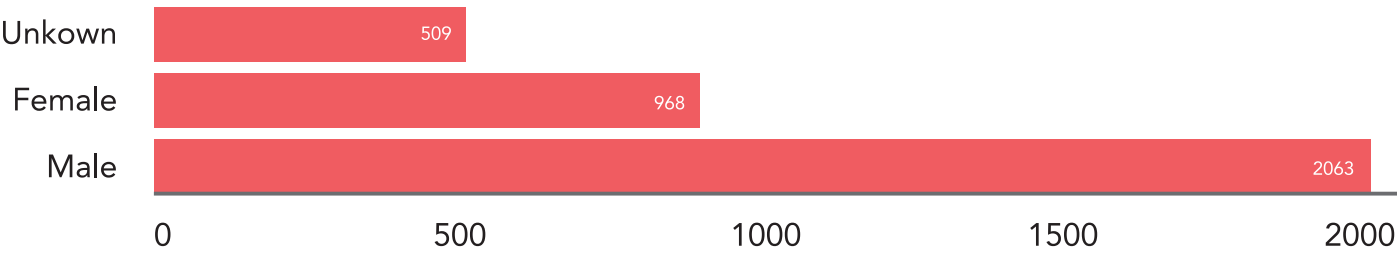
Chart 14: Breakdown of adult/minors in labour exploitation

Category	Value
Minor	129
Unkown	647
Adult	2764

(Bar chart, x-axis 0 to 2000)
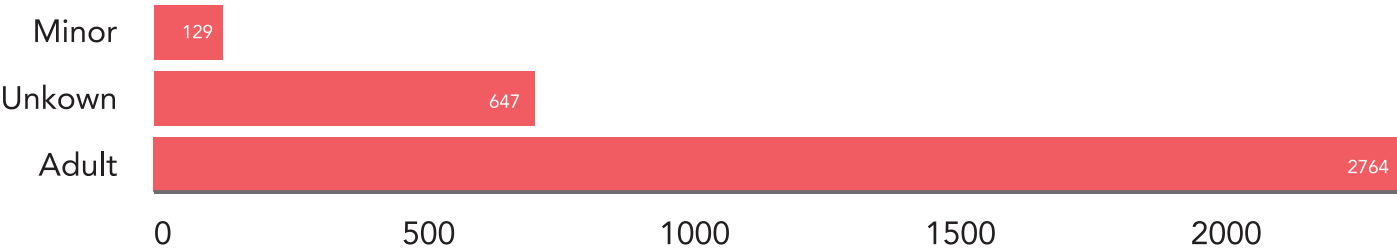
The most prevalent nationality recorded for potential victims in situations of labour exploitation/forced labour is Romanian. Romanians make up **18.7%** of all potential victims indicated by the Helpline in relation to situations of labour exploitation/forced labour. In total, 68 different nationalities have been recorded by the Helpline in relation to labour exploitation/forced labour.

Key Fact: 27% of all modern slavery cases related to labour exploitation/ forced labour and reported to the Helpline involved car washes

The top ten nationalities indicated through Helpline calls include many nationalities reported through the National Referral Mechanism by the National Crime Agency. Romanian is the top nationality reported, followed by Polish, Bulgarian, Indian and English.

The table below shows the list of nationalities where four or more potential victims have been indicated as involved in labour exploitation/forced labour

Table 14: Nationality of potential victims of Labour Exploitation/ Forced Labour Outside The top 10 Nationalities

Country	Number of Potential victims indicated
Lithuania	38
Philippines	29
Bangladesh	23
Ghana	17
Russia	14
Indonesia	12
Scotland	10
Wales	10
Nigeria	9
Italy	7
Turkey	7
Afghanistan	6
Portugal	6
Thailand	6
Belgium	5
Sudan	5
Iceland	4
Latvia	4
Malaysia	4
Northern Ireland	4

Chart 15: Top 10 nationalities for labour exploitation

Nationality	Value
Romania	662
Poland	209
Bulgaria	96
India	76
England	70
Vietnam	57
Hungary	56
China	48
Albania	45
Pakistan	41
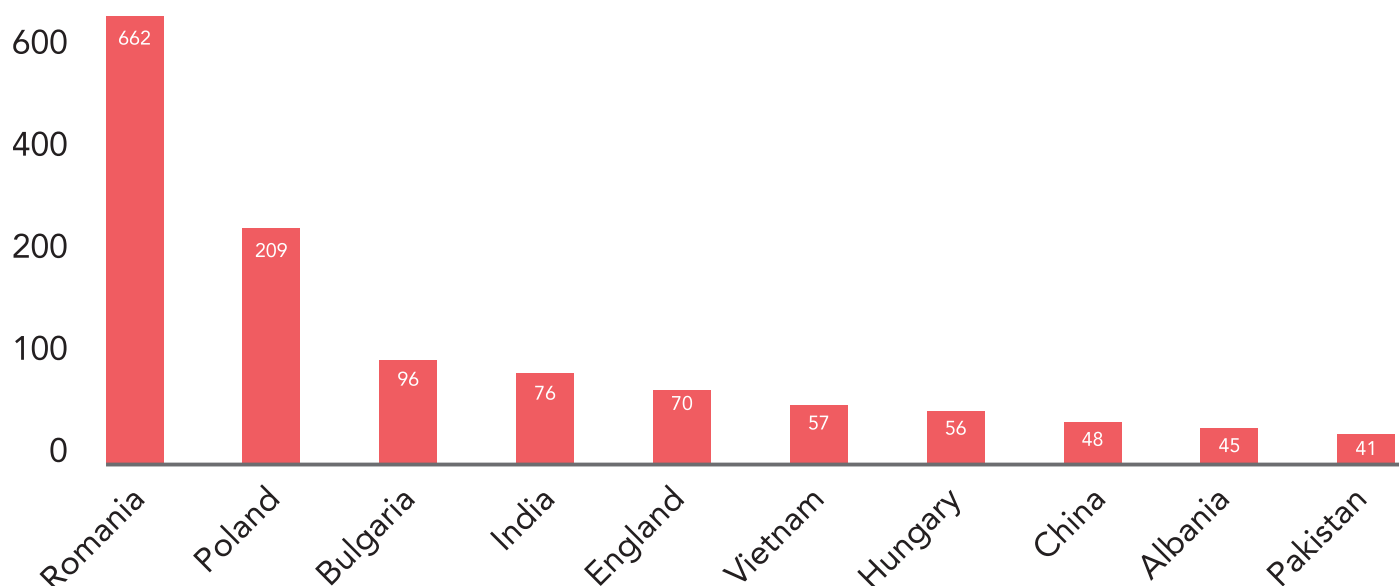
The Helpline has seen several industries and locations reported in relation to labour exploitation and forced labour situations. The largest percentage of cases involve car washes with construction, hospitality and nail bars also featuring heavily. Many of the calls received into the Helpline about these types of situations and industries are because of increased media activity and awareness-raising campaigns by partners.

The table 14 includes 20 cases where the location of the exploitation is unknown (this can occur where a webform is submitted with very limited information and the sender has not given consent for the Helpline to contact them) or where labour exploitation was reported to occur outside of the UK.
The classification of Street included in the above table includes situations involving Big Issue sellers where indications are that exploiters are infiltrating this legitimate means of income for those who are homeless. Street as a classification also includes cases where potential victims have been forced to sell goods on a street or in an outside location.
In situations where information is received by the Helpline about a particular issue or siutation we will always try and work with the organisations or businesses involved to ensure vulnerable people are protected.
Work classified as *Private Home includes activities such as painting and decorating, window cleaning, block paving and other

Table 15: Industry/Location by labour exploitation/forced labour Cases

Industry/Location by case	Number of cases	% of total MS labour cases
Car Wash	194	27%
Various	103	14%
Construction	82	12%
Hospitality	82	12%
Nail Bar	60	8%
Private home*	44	6%
Agriculture/farm	33	5%
Factory	26	4%
Traveller's site	25	4%
Street	17	2%
Transportation	13	2%
Domestic Work	13	2%
Manufacturing	9	1%
Care workers	7	<1%
Maritime/shipping/ boat	3	<1%
Totals	**711**	**100%**

works undertaken at private residences. Travellers sites have been reported in 25 cases and often these cases involve forced labour related to construction, block paving, and agriculture. The Helpline is reviewing

the industry/location options to ensure that future recording of cases can identify both the industry/sector and the location or venue, where relevant.

Labour exploitation/forced labour has also been reported in hospitality which covers a wide range of jobs and roles.

The following table sets out the three venues where hospitality cases have been reported to the Helpline.

Table 16: Breakdown of Hospitality Cases

Hospitality Breakdown	
Restaurant	49
Takeaway	23
Hotel/Motel	10
Total	82

Case Study

In January 2017, the Modern Slavery Helpline received an anonymous report of a male victim in a forced labour situation in the Norfolk area. The report described the location of the victim which was an industrial unit. The information indicated the number of exploiters as well as providing strong indicators of modern slavery such as verbal abuse, working exceptionally long hours, incorrect work wear, living on site in unsuitable accommodation as well as working whilst being injured.

The Helpline Advisor took all the information and drafted an intelligence report to Norfolk Constabulary and a safeguarding report due to the vulnerabilities of the potential victim and the report was sent to Norfolk Constabulary the following day.

The intelligence report was picked up by Norfolk Constabulary Missing, Adult Sex Working and Trafficking (MAST) team and following local enquiries officers from the MAST team and local CID attended the location a few days later and located the

victim John. The victim was clearly worn out and in need of some rest. He was referred into the National Referral Mechanism (NRM) the same evening and was safely housed by The Salvation Army on the same night. John was also given a full ABE (achieving best evidence) interview by MAST and CID officers.

A conclusive grounds decision is still awaited on this case. John has since left the Salvation Army accommodation and is now living with his partner and is safe and well following this situation. Safeguarding by Norfolk Constabulary continues and the MAST officer dealing remains in contact with John.

This is an excellent example of how the Modern Slavery Helpline receives information and takes steps to pass this to the relevant police force in a timely and professional manner.

As with other types of exploitation, methods of control are used to ensure potential victims remain in their exploitative situation. A total of 6,618 control methods were indicated by callers contacting the Helpline. This is significantly more than the number of potential victims because callers often cite multiple control methods. Economic abuse, isolation, threats, intimidation and emotional abuse all feature in at least **500** separate cases of labour exploitation/forced labour.

Labour exploitation cases can be further broken down by UK country. The most prevalent industry/sector reported in all four countries of the UK is car washes. This is likely to coincide with the public awareness of modern slavery highlighting potential exploitation in car washes. In England, construction (12%), restaurants/takeaways ((10%) and nail bars (8%) all feature significantly too.

Table 17: Prevalence and Type of Methods of Control in Labour Exploitation/Forced Labour Cases

Methods of Control	Number of potential victims reporting method of control
Other	1601
Economic Abuse	1480
Isolation	1344
Threats	771
Intimidation	563
Emotional Abuse	518
Physical Abuse	206
Withheld/Destroyed Important Documents	108
Induced Substance Abuse	15
Sexual Abuse	12
Minor in Commercial Sex	0
Total instances of reported control methods	6618

Labour exploitation cases can be further broken down by UK country. The most prevalent industry/sector reported in all four countries of the UK is car washes.

This is likely to coincide with the public awareness of modern slavery highlighting potential exploitation in car washes. In England, construction (12%), restaurants/takeaways (10%) and nail bars (8%) all feature significantly too.

In Scotland, we see similar industries being reported to the Helpline: nail bars (20%), restaurant/takeaways (13%) and agriculture/ farms (8%).

In Wales, agriculture/farms and restaurant/ takeaways make up 18% and 14% of labour exploitation respectively, although overall figures are low.

The Helpline has seen a range of different sectors/industries being reported in Northern Ireland however the overall numbers are very low.

Chart 16: Labour Exploitation Cases by Industry/Venue in England

Chart 16 bar values:
- Car Wash: 171
- Various: 89
- Construction: 77
- Restaurant / Take Away: 59
- Nail Bar: 51
- Private Home: 39
- Warehouse / Factory: 29
- Agriculture / Farm: 23
- Traveller Site: 23
- Street: 15
- Transport / Delivery: 12
- Domestic Work: 10
- Hotel / Motel: 7
- Residential Facility: 7
- Maritime: 1
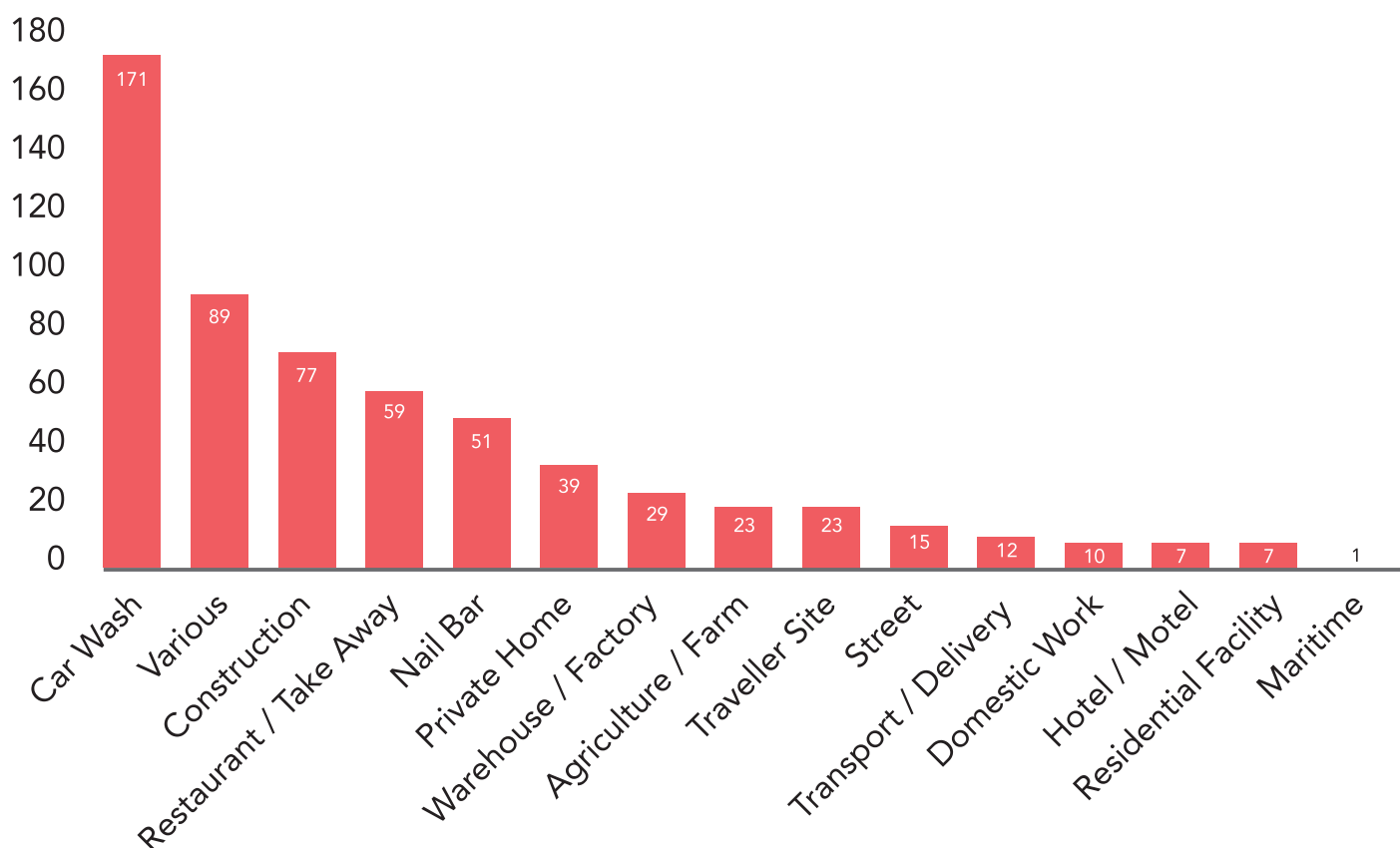
Chart 17: Labour Exploitation Cases by Industry/ Venue in Scotland

Chart 17 bar values:
- Car Wash: 10
- Nail Bar: 8
- Restaurant / Take Away: 5
- Various: 5
- Agriculture / Farm: 3
- Factory: 3
- Construction: 2
- Domestic Work: 2
- Hotel / Motel: 1
- Private Home: 1

Chart 18: Labour Exploitation Cases by Industry/Venue in Wales

Bar chart showing cases by industry/venue in Wales:
- Car Wash: 7
- Agriculture / Farm: 5
- Restaurant / Take Away: 4
- Street: 2
- Construction: 2
- Various: 2
- Factory: 2
- Domestic Work: 1
- Maritime: 1
- Private Home: 1
- Residential Facility: 1
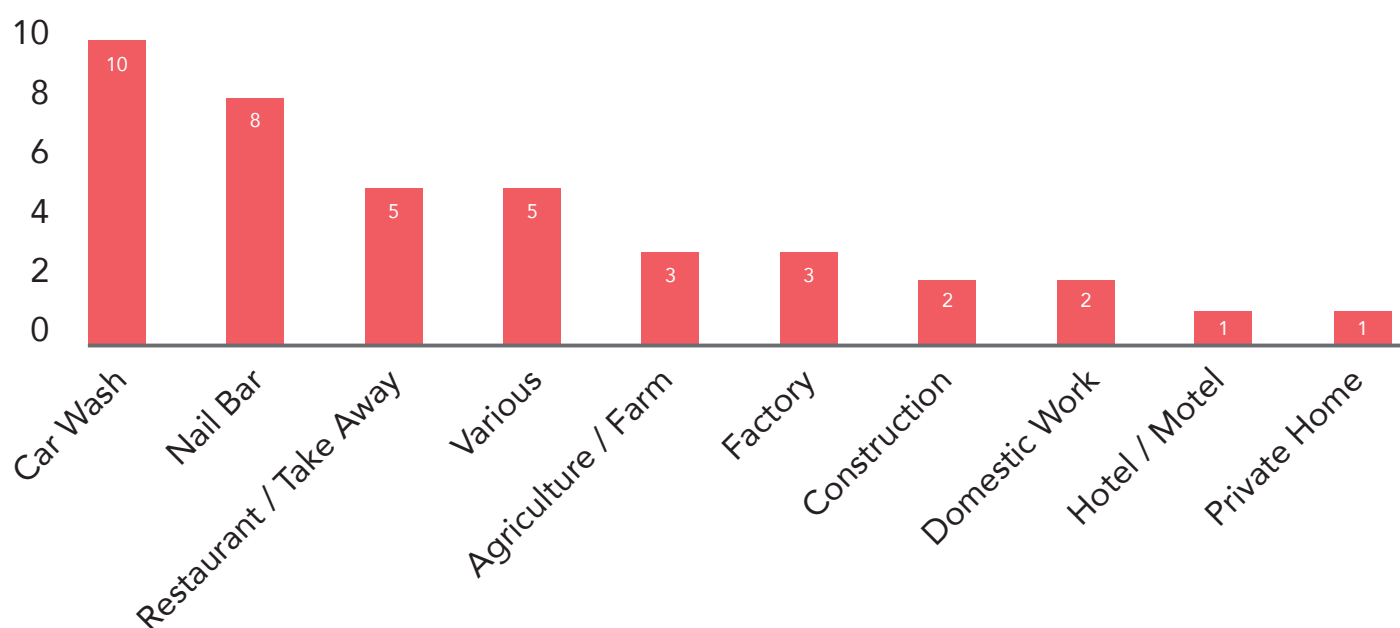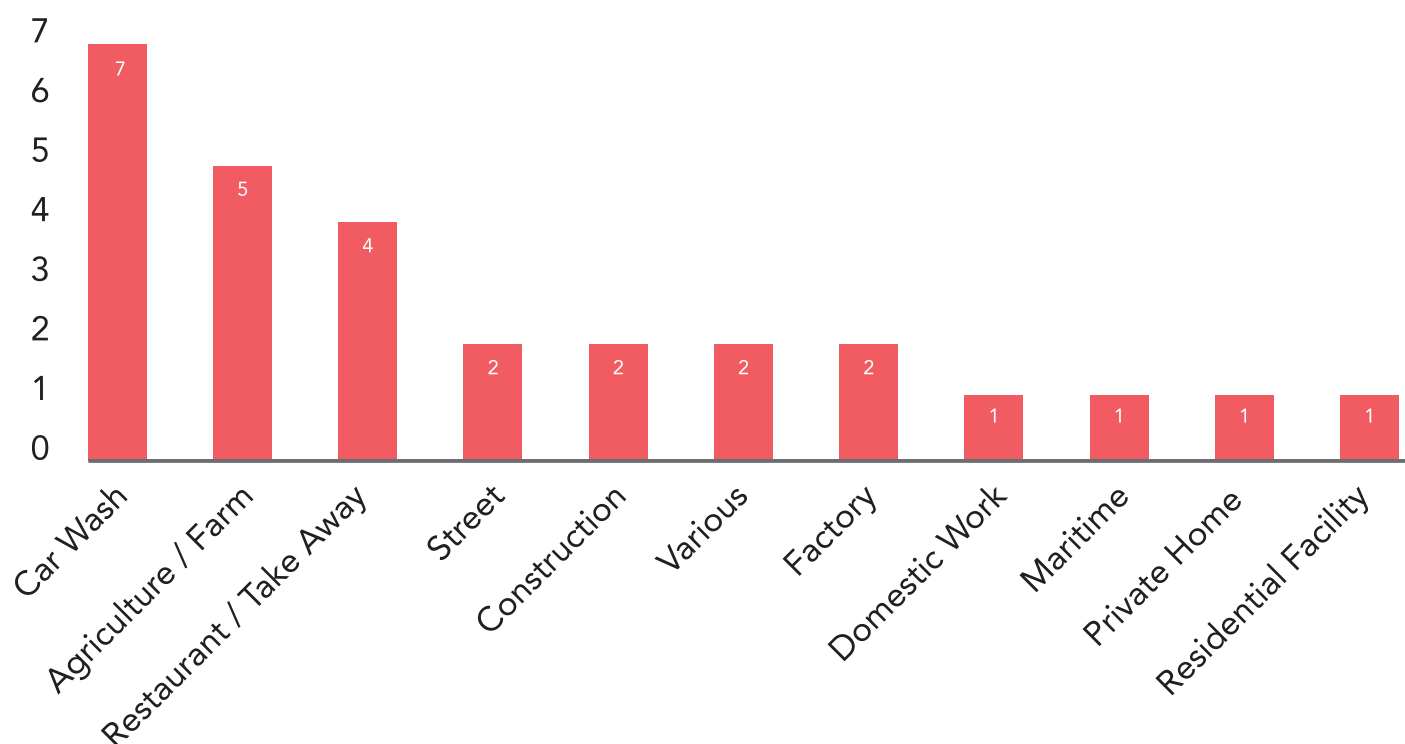
Chart 19: Labour Exploitation Cases by Industry/Venue in Northern Ireland
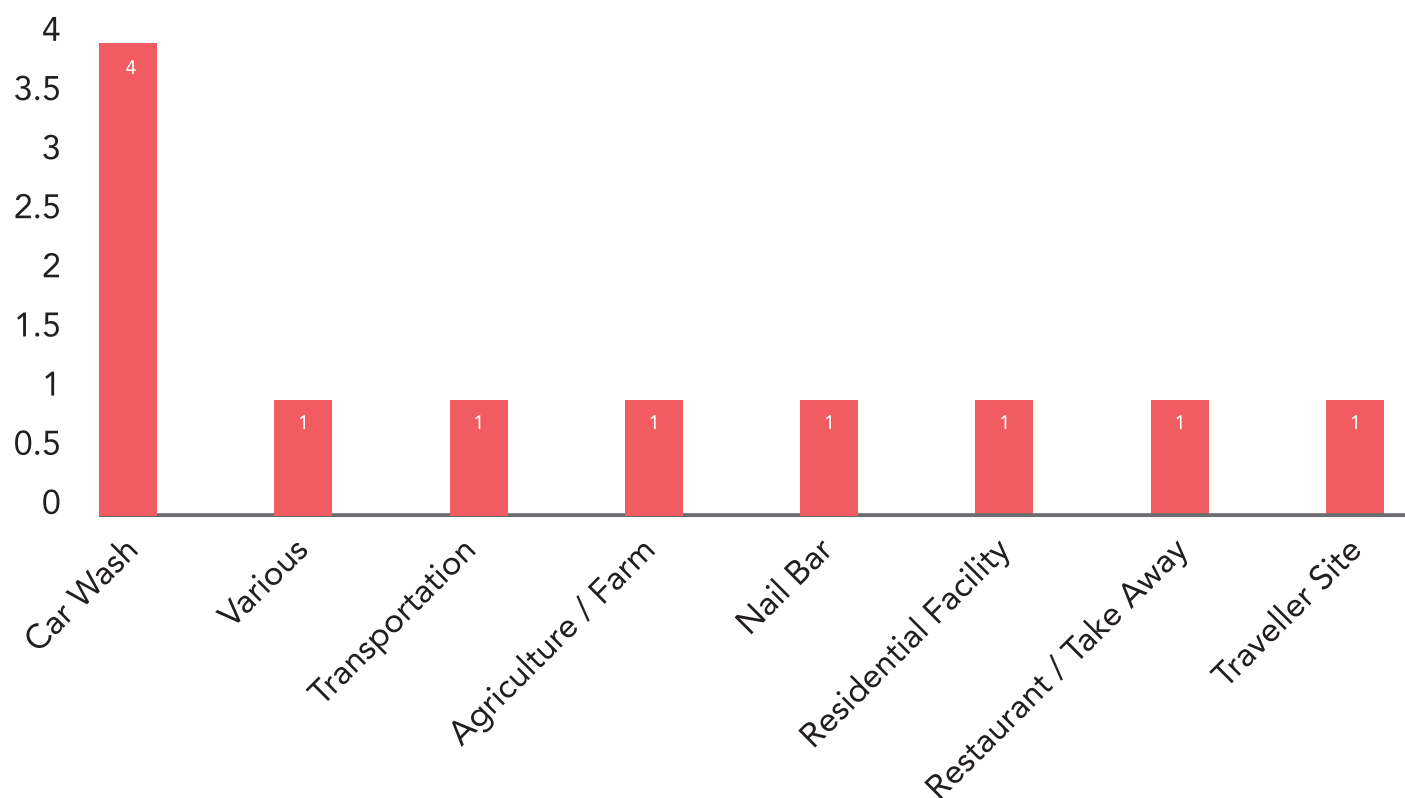
Bar chart showing cases by industry/venue in Northern Ireland:
- Car Wash: 4
- Various: 1
- Transportation: 1
- Agriculture / Farm: 1
- Nail Bar: 1
- Residential Facility: 1
- Restaurant / Take Away: 1
- Traveller Site: 1

Domestic Servitude is one of the most hidden forms of modern slavery and most victims are female. Most of the cases reported to the Helpline were from situations in England with the most prevalent nationality recorded as Nigerian.

Domestic servitude is often difficult to detect because it is arguably the most hidden form of the crime. Potential victims are often hidden away behind closed doors in private households for much of the time and may only encounter others during the school run, at church or when allowed to run errands. For the purposes of classification, the Helpline records domestic servitude cases as either:

- Non-sexual exploitation for domestic servitude

- Slavery/servitude for domestic servitude

In 2017, the Helpline recorded 128 cases of domestic servitude involving 196 potential victims. Most of the cases classified by the Helpline as domestic servitude involved situations in England (115), with only 3 in Scotland, 2 in Wales and no cases recorded in Northern Ireland.

Most of potential domestic servitude victims indicated are adults (87%), with less than 3% reported as minors. In 10% of cases, the adult/minor status of the potential victim is unknown.

Chart 20: Breakdown of adult/minor potential victims of domestic servitude

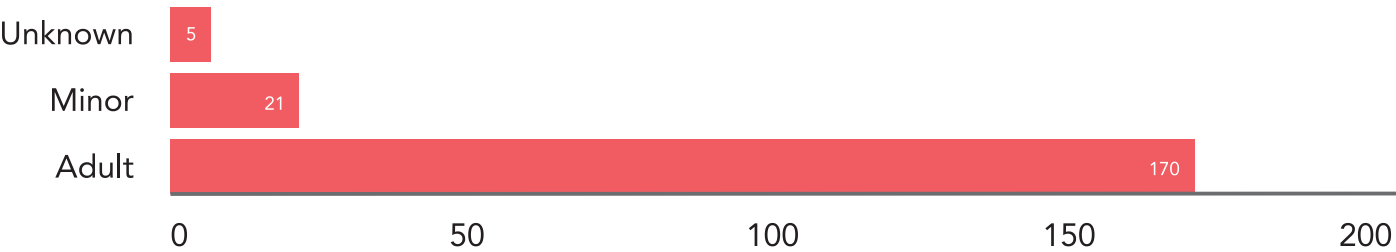Forty different nationalities have been recorded against potential victims reporting domestic servitude to the Helpline. The nationality of 56 potential victims of domestic servitude was recorded as unknown. The most prevalent nationality was Nigeria, followed by England and Pakistan. Table 18 shows the top 10 nationalities for all cases classified as domestic servitude by the Helpline.

Key Fact: 40 different nationalities have been recorded by the Helpline for potential victims of domestic servitude alone.

Several control methods have been reported by callers in cases involving domestic servitude. These control methods are often used collectively rather than in isolation and often make the potential victim further isolated as instances of domestic servitude generally take place in private houses.
Emotional abuse and withheld documents feature in over 40 cases of domestic servitude reported to the Helpline. This is consistent with our wider understanding of how potential victims are controlled in domestic servitude

Table 18: Number of Potential Victims by Nationality

Nationality	Number of Potential Victims
Nigerian	22
English	12
Pakistani	12
Indian	11
Ghanaian	10
Filipino	10
Hungarian	5
Polish	4
Bangladeshi	3
Chinese	3

situations from our engagement with survivors in our safe houses and support services.

Key fact: The most prevalent nationality indicated by callers reporting situations of domestic servitude is Nigerian.

Table 19: Type and Prevalence of Control Methods in Domestic Servitude Cases

Type of control Method	Number of instances reported
Other	106
Economic Abuse	82
Isolation	85
Threat	73
Emotional Abuse	48
Intimidation	34
Withheld/Destroyed Documents	41
Physical Abuse	28
Sexual Abuse	11
Induced Substance Abuse	1

The Modern Slavery Helpline connects someone who is worried with someone who can help. If anybody – whether a professional or a member of the public – suspects exploitation, they can contact the Helpline for information and support that is delivered by a wide range of NGOs, alongside the police. Data provided through the Helpline is making exploitation more visible. A shared understanding of the threat empowers law enforcement, wider government and businesses to work ever more collaboratively to prevent modern slavery. - Chief Constable Shaun Sawyer, NPCC Lead for Modern Slavery

Case Study

A call came into the Helpline in December 2017 from a woman who wanted to report a Pakistani lady involved in a situation of domestic servitude. The potential victim had contacted a friend who in turn had contacted her brother to get help. The Helpline Advisor took all the information from the caller confirming that the situation appeared to be one of domestic servitude. The caller was very concerned for the potential victim indicating that she had injuries to her hands where she has been abused and was not allowed to leave the private home unless someone else was accompanying her. The caller also stated that the potential victim's identity documents had been taken from her, so she was unable to leave the situation. The Helpline Advisor assured the caller that the information would be passed quickly to the police for action.
A call was made, and a referral was drafted promptly to the police force for the location of where the exploitation was taking place. The police visited the address given by the caller and a woman was removed from the property. The police confirmed to the Helpline that the woman was in fact being held in a situation of domestic servitude and had been referred to the NRM for help and support.

Criminal exploitation is the abuse and exploitation of others through criminal means. In 2017, the Helpline recorded **52** cases of criminal exploitation involving **83** Potential Victims. There is a significantly higher proportion of minors indicated in criminal exploitation situations than any other exploitation type reported to the Helpline.

Criminal exploitation can take many guises. Criminal exploitation may be recorded as Human Trafficking non-sex or forced labour, depending on the circumstances indicated by the caller. The difference in this classification is related to whether movement has formed a part of the exploitation and whether the criminality would be classed under section one or section two of the Modern Slavery Act.

Table 20: Number of Cases, Potential Victims, Calls and Webforms for Criminal Exploitation

Type of Criminal exploitation	MS Cases	PV Cases	Calls	Web forms
HT Non-Sex Criminal	33	49	33	6
Forced Labour Criminal	19	34	19	5
Total	52	83	52	11

Most cases involving criminal exploitation occur in England. However, three cases were reported in Scotland and one case in Wales. Northern Ireland had no cases of criminal exploitation reported.

Table 21: Breakdown of Criminal Exploitation Cases by UK Country

England	MS Cases	Number of PV Cases
HT Non-Sex Criminal	29	40
Forced Labour Criminal	15	25
Total	44	65

Scotland	MS Cases	Number of PV Cases
HT Non-Sex Criminal	1	40
Forced Labour Criminal	2	25
Total	3	65

Wales	MS Cases	Number of PV Cases
HT Non-Sex Criminal	0	0
Forced Labour Criminal	1	3
Total	1	3

Northern Ireland	MS Cases	Number of PV Cases
HT Non-Sex Criminal	0	0
Forced Labour Criminal	0	0
Total	0	0

As expected, there is a significantly higher percentage of minors involved in criminal exploitation than any other exploitation type. This is because of the increase in the number of calls relating to the issue of county lines, where young people are forced to move and sell drugs, often from larger cities into the suburbs or smaller cities and towns. The number of minors involved in criminal exploitation is **25.6%** as opposed to 6% of all minors indicated in all modern slavery situations.

Most potential victims indicated in criminal exploitation are male with 54.5% of all potential victims indicated as male.

Chart 21: Gender Breakdown of Potential Victims of Criminal Exploitation

Gender	Value
Unkown	16
Female	22
Male	45

(Horizontal axis: 0, 10, 20, 30, 40, 50)
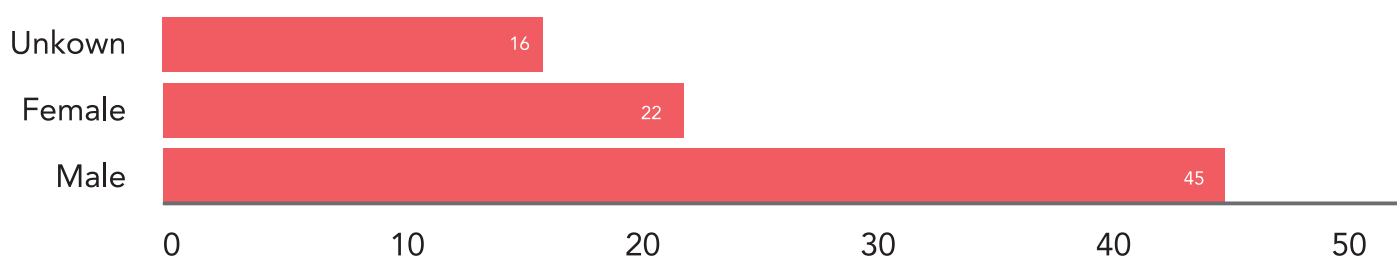
A wide range of crimes are associated with criminal exploitation. Begging is the most prevalent type of criminal exploitation reported to the Helpline. Many of the cases involving begging cite potential victims being dropped off by their exploiter in a van or car to beg on the street all day. They are then picked up at the end of the day and the money they have been given taken from them.

Chart 22: Gender Breakdown of Potential Victims of Criminal Exploitation
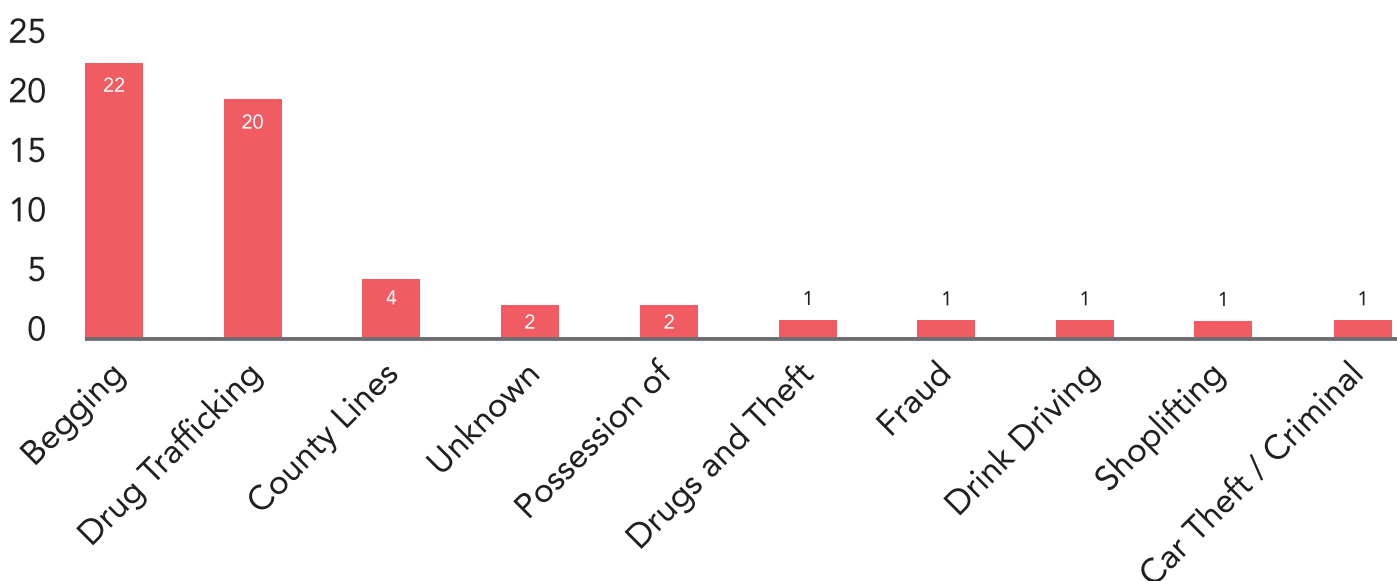
Crime Type	Value
Begging	22
Drug Trafficking	20
County Lines	4
Unknown	2
Possession of	2
Drugs and Theft	1
Fraud	1
Drink Driving	1
Shoplifting	1
Car Theft / Criminal	1

(Vertical axis: 0, 5, 10, 15, 20, 25)

Criminal exploitation does not happen in isolation. Indicators suggest that it is linked to wider crime types such as money laundering, fraud and violence.

Young people are targeted for criminal exploitation and anecdotally those youngsters doing well academically are now being pursued by criminals who want to ensure their drugs and money are well looked after. As young people, with limited experience, their vulnerabilities are targeted. Many youngsters are offered gifts or told they will have greater status if they comply with the exploiter's wishes. Because many are under 18, they cannot consent to their own exploitation.

A range of nationalities has been reported in relation to potential victims of criminal exploitation.

The highest recorded nationality for potential victims of criminal exploitation is English. However, in 45 instances the nationality of the potential victim was recorded as unknown. Again, this could be because the nationality

cannot be confirmed, or the caller is unclear what the nationality of the potential victim is.

Table 22: Nationality and Number of Potential Victims in Criminal Exploitation Cases

Nationality	PVs
Unknown	45
England	10
Vietnam	8
Romania	3
Wales	3
China	2
Iraq	2
Italy	2
Slovakia	2
US	2
Albania	1
Lithuania	1
Portugal	1
Syria	1
Total	83

Aside from English potential victims, Vietnamese potential victims feature as the second most prevalent nationality in relation to criminal exploitation. This is consistent with anecdotal evidence which suggests that many young Vietnamese men and women are targeted to grow cannabis.

Key Fact: Over **25%** of criminal exploitation cases involve minors, where the adult/minor status is known.

In 2017, the Helpline made a total of **1,442** referrals and **1.041** signposts to other agencies and organisations, demonstrating our commitment to sharing information with those who can prevent modern slavery crimes, safeguard and protect vulnerable adults and minors and provide relevant services and support.

Referrals

The Helpline makes referrals to law enforcement agencies to ensure that relevant information is shared timely to protect, safeguard and prevent modern slavery crimes. Referrals are also sent to local authorities for safeguarding purposes and to NGOs and other support providers for support and advice. Through referrals, the Helpline acts as a mediator between potential victims and third parties. Checks are made to ensure all referrals / signposting are correctly marked with the type of service(s) needed such as an investigation by law enforcement, safeguarding or accommodation.

Although the Helpline ensures that the agency to whom the referral is being sent has received it and is actioning it, the Helpline does not track final outcomes of slavery cases. We follow up with the referral agency to ensure that, where a referral is made to an organisation or agency they have successfully received the referral and have engaged with the individual in question. The Helpline is concerned to ensure that the caller is receiving the services they require and will continue to engage with the relevant agency and the caller to ensure that this is the case. The Helpline will look for alternative services, as appropriate, where the original referral agency is unable to assist the caller.

In 2017, the Helpline made a total of 1,442 referrals to other agencies and organisations made up of the following:

- Law Enforcement = 1027

- Local Authority = 204

- GLAA = 184

- NGOs = 27

The chart below shows the total number of referrals that have been sent to the four countries of the UK.

Chart 23: Total law enforcement referrals by UK country
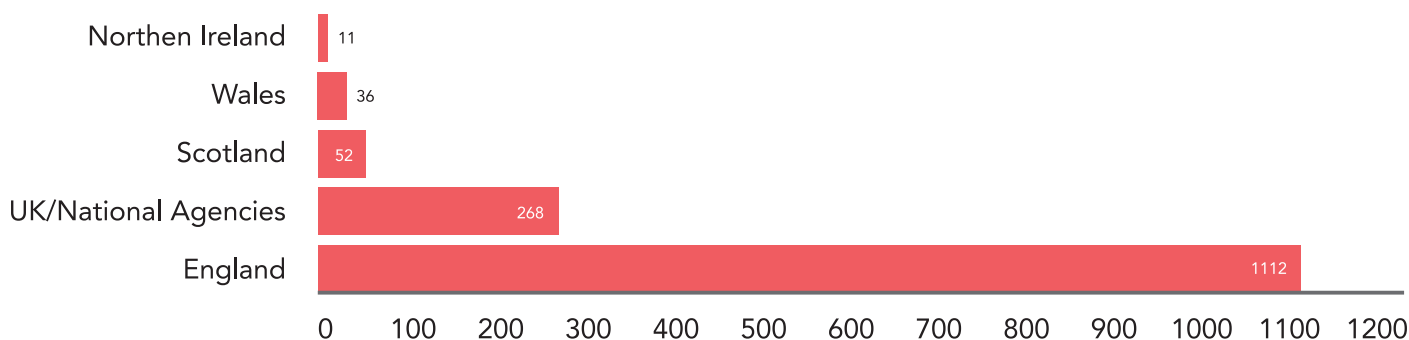
UK/national agencies in the above chart include the Gangmasters and Labour Abuse Authority, National Crime Agency, Border Force, British Transport Police, Anti-terrorist Hotline and Missing Persons Bureau.

Referrals are made based on what the caller wants or needs and are made to several partner agencies and organisations. These referrals include support for, but are not limited to:

- Training to statutory partners

- Training to the private sector

- Counselling

- Safe housing

- Client transportation

- Legal advice, including for immigration advice

- Interpretation / translation service

- Campaigning services

- NRM application

- An investigation by law enforcement

- Vulnerable Adult Safeguarding by LA

- Child safeguarding by LA

Signposting victims and agencies to other services

Often a caller simply wants or needs to be signposted to other services, particularly when they are unwilling to engage with authorities.

In some cases, where we think it will be beneficial to the caller, because they are upset or extremely vulnerable, we will 'warm' transfer them to a relevant organisation to ensure they are successful in making contact.

The total number of signposts made by the Helpline in all cases in 2017 was 1,041, broken down as follows on chart 24.

Signposts, rather than referrals, may be made when a caller does not want to be connected directly to another agency or support provider at that time. Instead, they simply want the relevant contact details of an organisation or they may want a range of support options to consider in their own time. Callers are always encouraged to call the Helpline back if they require further help or assistance.

Chart 24: Breakdown of number of Signposts by Case Type

Case Type	Value
Non-substantive	78
General Information	81
Non-Modern Slavery	360
Modern Slavery	522
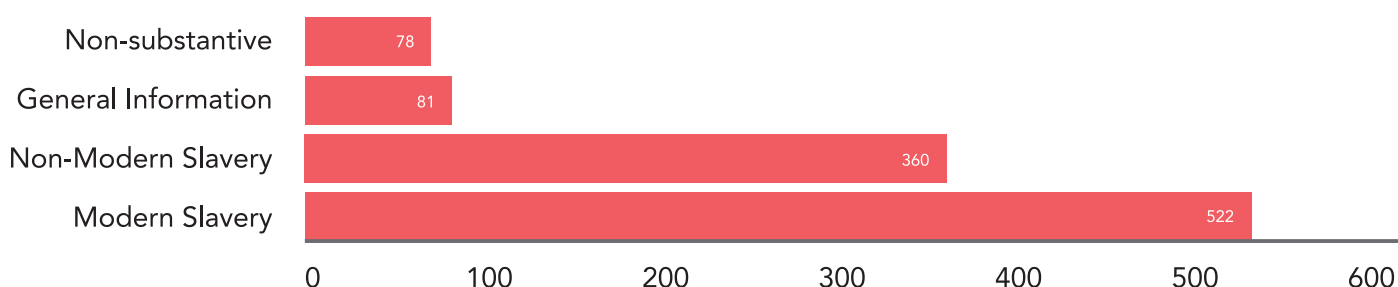
Businesses play a vital role in ensuring that modern slavery cannot infiltrate work settings - through supply chains or their own organisation.

Working collaboratively with business

The business community plays an important part in tackling modern slavery. Since the establishment of the Helpline, we have been working in collaboration with many businesses to raise awareness of modern slavery and to support businesses in better understanding forced labour and how it may present in their own work environment. We are working with businesses to encourage them to promote the Helpline and ensure that workers know where they can get help, advice and information if they are in a situation or know about a situation of forced labour.

The origin of the majority of the 70 business-related cases were from calls made to the Helpline. Only two came from email contacts and six from webforms. This can be seen in the chart below.

As well as providing general advice about modern slavery to businesses the Helpline has also provided specific advice about potential forced labour situations. In these circumstances, we work confidentially with the business involved to ensure that workers are safeguarded, appropriate protections are put in place, and effective remediation action is undertaken.

We also work with businesses to highlight the importance of Section 54 of the Modern Slavery Act which requires all businesses operating in the UK, with a gross annual turnover of £36m or more to produce an annual Transparency in Supply Chains statement setting out the steps they have taken to ensure there is no slavery in their supply chains or own organisation. Many businesses have never thought about modern slavery and so supporting businesses to understand how it could affect them, through recruitment or HR practices, buying or procurement of services, or through their own policies and business protocols is extremely important.

Unseen works with businesses to improve their understanding of the issue and to bring about sustainable change that will have a long-term positive impact on worker welfare. To this end, we are working with business to

Table 23: Number of Calls related to Business

Business-related Helpline interactions	Number of calls	Number of cases
Businesses seeking advice	136	70

establish a Helpline Business Portal that will provide aggregate information about instances of forced labour relevant to their sector. This platform will help to inform business about potential risks and where situations of exploitation are occurring or likely to occur.

Businesses are encouraged to file their Transparency in Supply Chains statement on **TISCReport.org**, the Central Registry established to increase business transparency and support the UK's efforts in tackling modern slavery. This Open Data platform has reached critical mass for big data analytics and when combined with other data sets, including the Helpline it is enabling greater understanding of the prevalence and typology of modern slavery.

Chart 25: Case Origin of Business-related Helpline Contacts

Origin	Count
Web	2
Email	6
Phone	62
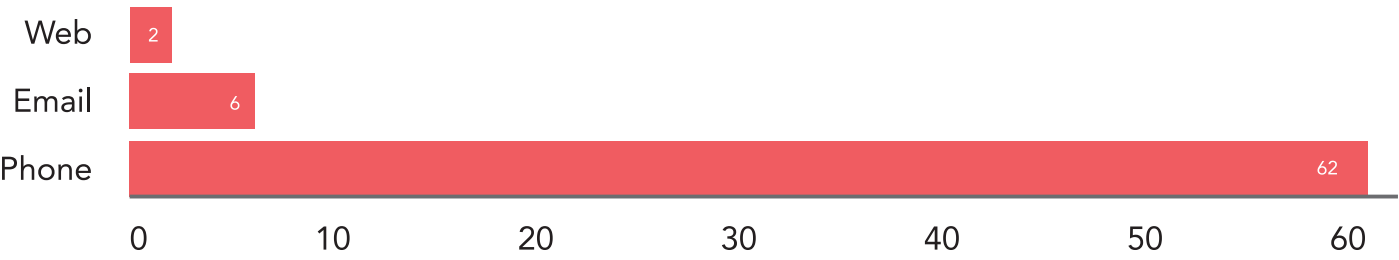
TISCreport Infographic

Our data has reached critical mass

- **5M** Deeper-tier Supply chain links
- **500k+** UK Suppliers
- **917** UK Public Bodies
- **>1k** Conflict Mineral Statements
- **6.5k+** Processed UK Modern Slavery Act Compliance Statements
- **2k** TISC CA Statements
- **108k+** Global Suppliers
- Welsh Government Ethical Employment in Supply Chains Code of Practice data

TISC REPORT

tiscreport.org

Although the Helpline does not actively promote its services abroad, in 2017 calls were received from callers calling from **35** different countries, resulting in **93** cases involving situations of modern slavery in over **45** different countries.

The Helpline receives calls from abroad regarding exploitation reportedly happening in the UK, but the Helpline also receives calls of reports regarding exploitation reported to occur in countries outside of the UK. In response to these cases, the Helpline refers calls with an international dimension to the National Crime Agency where appropriate, so that they may effectively, and safely liaise with trusted external agencies or offices abroad, as appropriate. The expectations of those calling from abroad are appropriately managed to ensure they know the limitations of the helpline, what the next steps are, and how they might be able to seek help outside of the UK.

Although the Helpline has not been actively promoted outside of the UK we have received calls from callers across 35 different countries. These calls have resulted in 93 cases involving situations of modern slavery in over 45 different countries.

This may be signposting the caller to services available in the relevant country, identifying NGOs or other stakeholders who may be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

An important role for the Helpline is to provide general advice and resources to support others in better understanding modern slavery and how it may manifest itself. This can be achieved through training, providing materials or supporting people to access the right organisations or agencies to get the best advice.

General information cases may include a variety calls and contacts. In 2017, general information cases made up **10%** of all calls received into the Helpline. Often calls classified as general information are those requesting general information (rather than information about a specific situation or individual) about modern slavery, seeking information about the Helpline or Unseen, or requests for materials or training. In 2017, 412 calls, web forms and emails were sent to the Helpline and classified as general information.

These calls form an important part of what the Helpline does, even though they do not amount to modern slavery and arguably do not support people directly out of exploitative situations. Raising awareness of the issue of modern slavery is vital if we are to stamp this vile practice out. Making sure that people have the tools and knowledge they need to spot the signs and know what to do if they think they have come across a situation or individual involved in modern slavery is paramount.

In several instances, the Helpline has received a call from an individual reporting a situation of modern slavery following an initial call to the Helpline to better understand the issue. This highlights how the Helpline is making a difference by raising the awareness of the public and those working in statutory agencies.

Table 24: Type of General Information Queries

Type of Query	Number of cases
Materials	79
Helpline Queries	57
N/A	57
Media	37
MS - Indicators and General Advice	31
Training	28
Other Organisations	28
TISC/MSA15 questions	22
Volunteering/Employment	18
Research	17
Data	14
Donations	14
NRM	10

Chart 26: Breakdown of General Information Cases
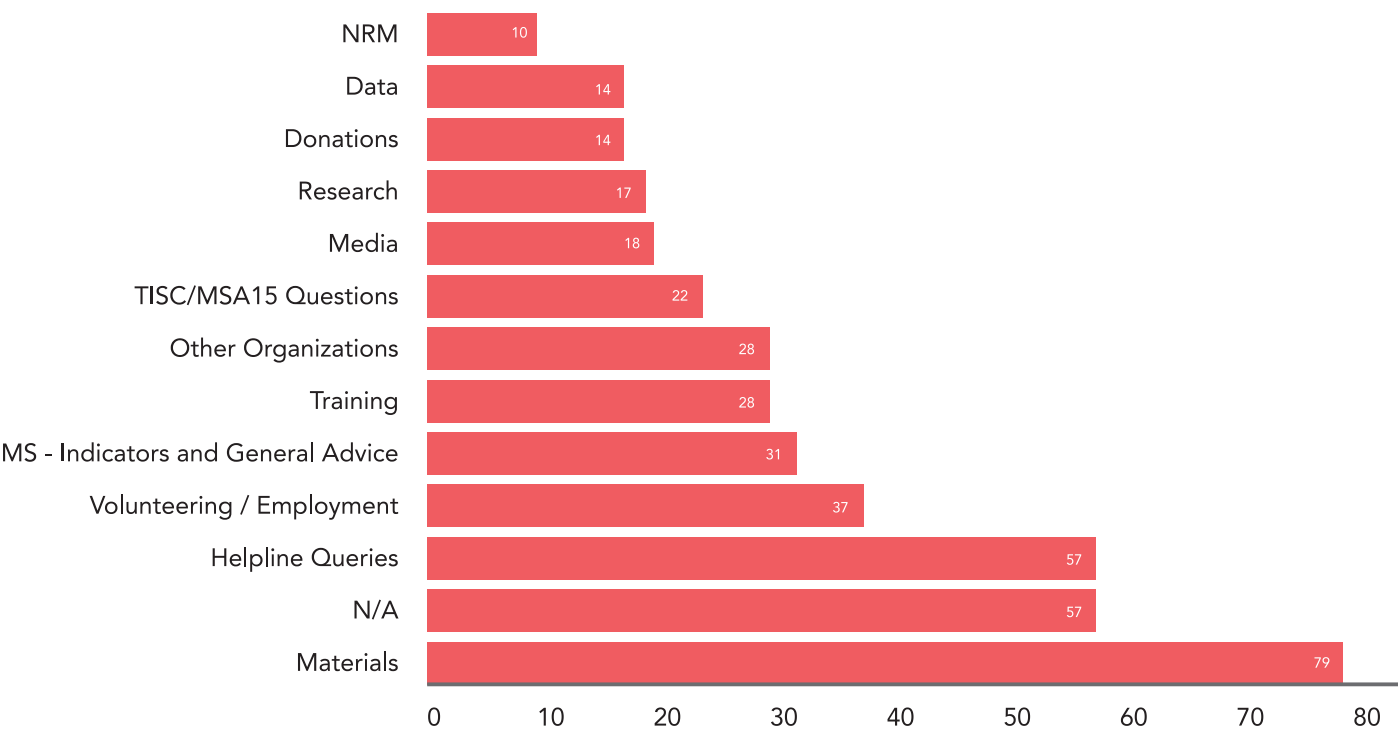
In 2017, the Helpline recorded **922** cases of non-modern slavery. This is 30% of all cases involving over 1,000 Helpline calls. This constitutes **29%** of calls for 2017.

A large proportion of calls received by the Helpline are related to issues other than modern slavery but are often interrelated. For example, we receive calls about situations of domestic abuse, child abuse, violence, stalking as well as a significant number of calls relating to labour abuse. In 400 cases, the related crime was classified as other.

Table 25: Number and Type of Non-Modern Slavery Cases

High Risk and Related Crimes (types of issues raised on non-modern slavery calls	Number of cases
Other	400
Labour Abuse	202
Unknown	176
Sexual Abuse/Assault	43
Runaway/Homeless	40
Domestic Abuse	39
Violence	25
Commercial Sex	23
Child Abuse/ Neglect	22
Asylum/Immigration Qs	15
Smuggling	14
Drug Crime	11
Stalking	10
Pornography	9
Benefits Fraud/Identity Theft	8
Forced Marriage	4
FGM	1
Total by issue:	**1042**

Cases marked as other are recorded as such when the nature of the call is not related to a high risk or related crime. A case may be marked as unknown where a caller does not or will not provide sufficient information to the Helpline Advisor to allow an accurate assessment of their situation.

The Helpline regularly signposts non-modern slavery cases to organisations reported to specialise in the topic or need expressed by the caller to ensure they get the best possible service and advice. In 2017, the Helpline offered 365 signposts on non-modern slavery cases.

Labour Abuse

Situations involving concerns about labour practices and treatment of workers are often seen as being on a spectrum, with labour abuse at the lower end and modern slavery at the higher end. Many calls into the Helpline that are classed as non-Modern Slavery are related to labour abuse. The Helpline Advisor will work with the caller to establish whether the situation they are reporting is modern slavery or labour abuse based on the indicators they present.

This may be difficult when the caller knows only limited information about the situation. For some calls, it may be appropriate to simply signpost to ACAS or the National Minimum Wage Team in HMRC. In other cases, it will be appropriate to make a referral to the Gangmasters and Labour Abuse Authority for further action.

During 2017, the Helpline recorded **202** cases reporting labour abuse; this is 22% of all non-modern slavery cases. As a result, 86 referrals were sent to the GLAA for further action. Some of these referrals may have been related to cases classed as modern slavery as the Helpline will often send a referral to both the police and the GLAA for action, where that is appropriate.

The most prevalent sectors/industries involving labour abuse are restaurants (Hospitality) (15%), car washes (14%), construction (12%) and retail (7%). The list of all cases related to labour abuse can be found in the table 25.

A range of issues has been reported by callers about cases classified by the Helpline as labour abuse. The most common concerns include: non-payment of the national minimum wage (52); harassment/intimidation (30); lack of personal protective equipment (26); insufficient breaks (11); and long or excessive hours (7). Other concerns raised include general wage concerns, lack of holiday pay, payslip issues or payment disputes and concerns raised about a worker.

Table 25: Number and Type of Non-Modern Slavery Cases

High Risk and Related Crimes (types of issues raised on non-modern slavery calls	Number of cases
Restaurant	31
Car wash	28
Construction	24
Other	20
Retail	14
Nail bar	10
Warehouse/factory	10
Hotel/Motel	8
Cleaning	7
Domestic	6
Farm/agriculture	5
Transport/delivery	5
Various	5
Gardening/refuse	4
Rehab/Hosp/nursing	3
Care	3
Hairdresser	2
School/teaching	2
Street	2
Launderette	1
Embassy	1
Gym	1
Voluntary	1
Insurance	1
Job advert	1
Betting shop	1
Agency	1
Shellfish	1
Window cleaning	1
Beauty/spa	1
Public house	1
Religious cult	1

"As a law enforcement and compliance agency the Gangmasters and Labour Abuse Authority relies on good intelligence to help us focus our resources in the fight to eradicate labour exploitation and modern day slavery. We have already had more than 200 referrals from the Modern Slavery Helpline since we became the GLAA in May last year, a figure that demonstrates the ongoing need for a confidential helpline of this kind. More though still has to be done to encourage the reporting of slavery from both the public who need increased awareness and its victims, who must have the confidence to know help is out there." **- GLAA interim chief executive Roger Bannister**

Chapter 18 - Emerging Trends

A key role for the Helpline is assisting others to better understand the developing picture of modern slavery across the UK. Through our case management system provide by Salesforce, we can assess current trends and identify new and emerging trends which can be fed into law enforcement agencies and the Government at a strategic level.

Being able to assess current and emerging trends is important to better understand the complexities and changing nature of modern slavery and the Helpline plays a vital role in this regard. Working closely with the four Governments of the UK, law enforcement agencies and local authorities the Helpline seeks to provide information and advice about situations of modern slavery that otherwise would not be known by the authorities.

Financial Exploitation

Many of the cases raised by the Helpline following a call or contact about a modern slavery situation indicate debt bondage, financial restrictions, excessive deductions from wages or another form of financial exploitation or extortion. Financial exploitation in its general sense plays a significant part in the abuse and exploitation of others. In some cases, financial exploitation rather than labour or sexual exploitation has been the overriding factor in a person's experience. In one case reported to the Helpline a caller relayed his experience of being befriended by an acquaintance around the time his marriage was failing, and he was in the throes of a divorce. He was coerced into signing his property into joint names with the acquaintance to 'stop the ex-wife from getting her hands on it'. Over a period of a few months, the caller stated that the acquaintance took over the property, moved him out and rented it out to someone else, keeping all the profits for himself. The caller was vulnerable at the time the acquaintance befriended him and as a result, lost his home and his confidence and self-worth. Under the law this type of crime may be classed as fraud or deception, however the financial and psychological consequences for the potential victim are significant.

Adult Services Websites

The Helpline is already starting to see a rise in the number of reports about adult services websites. Many of these callers are reporting concerns about the welfare of women they have 'encountered' on an adult services website, some raising concerns about the reviews written by others indicating that women may be in situations of exploitation. We expect to see a continuation of these types of reports as the internet is a key enabler of sexual exploitation due to the ease with which sexual services can be offered.

We are working collaboratively with the National Crime Agency and the police to ensure that where a concern is raised, the information is passed to the relevant agency for consideration and appropriate action. In many instances, these reports are made anonymously due to the caller fearing repercussions. Our primary concern is to ensure that anyone in a situation of exploitation is identified and supported out of it, rather than focusing on an individual that may have paid for or considered paying for sexual services and is calling to report their concerns. Websites of this nature often focus on providing the services of women however, we note that websites of this nature also involve the sexual exploitation of children and men. The Helpline remains alive to this particular threat and is working collaboratively with partners to identify trends and support the development of prevention activities.

Sex for Rent

Sex for rent and the use of other control mechanisms are likely to rise as exploiters look for alternative ways of controlling and manipulating vulnerable people. The Helpline has only seen a small number of these types of cases, however the potential for vulnerable people to be exploited in this way is very real. Although sex for rent is not strictly unlawful, it is an abhorrent practice that preys on a person's vulnerabilities, one of those being the potential for homelessness. Unscrupulous 'landlords' advertise online or in publications for tenants who agree to live in the 'landlords' property rent free in exchange for sex. This is forcing often vulnerable young women who have very limited choice to enter into an agreement of this nature because they cannot afford to rent their own room or property. As the Helpline receives information about such cases referrals are made to the police and the National Crime Agency to ensure that the adoption of such practices is understood and curtailed where possible.

Conclusion

The Modern Slavery Helpline has had a very successful first year of operation, working closely with local, regional, national and international partners. Our success is based on effective partnership working ensuring that people know who to call if they suspect someone may be a potential victim or if they are suffering themselves. Our focus on dealing specifically with modern slavery issues means that we have the specialist knowledge and expertise to support, guide and advise frontline professionals, potential victims, businesses and the public on all aspects of modern slavery from the Modern Slavery Act, including Transparency in Supply Chains, the National Referral Mechanism through to the support available to potential victims.

We encourage any who wants help or information to call the Modern Slavery Helpline on **08000 121700** or via the website at **www.modernslaveryhelpine.org**

ENGLAND

☎ **2,785** Calls relating to cases in England

🖥 **529** Online Reports

📁 **1,065** Cases of Modern Slavery

👪 **4,264** Potential Victims of Modern Slavery Indicated

	Total of Modern Slavery Cases	Type of Exploitation						Total # of Victims	Adults			Minors			Unkown Age			Total of Modern Slavery Referrals	
		Slavery/Servitude	Forced Labour	HT Sexual Exploitation	HT Non-Sexual Exploitation	Unknown	Various		Male	Female	Unknown	Male	Female	Unknown	Male	Female	Unknown	Police	Local Authority
Avon and Somerset Police	74	5	31	13	9	12	4	314	93	43	99	5	9	6	20	2	37	38	9
Bedfordshire Police	23	2	5	2	10	3	1	151	78	62	0	0	0	0	2	1	8	16	1
Cambridgeshire Police	16	0	8	0	7	1	0	123	27	8	79	1	1	0	1	0	6	11	1
Cheshire Police	14	1	9	1	3	0	0	44	24	7	0	1	0	0	5	2	5	15	1
Cleveland Police	4	1	2	0	0	1	0	4	2	1	0	0	0	0	0	0	1	3	0
Cumbria Constabulary	5	0	2	0	1	2	0	15	14	0	0	0	0	0	0	1	0	5	0
Derbyshire Police	12	0	8	1	0	2	1	26	11	10	2	0	1	0	0	0	2	8	5
Devon and Cornwall Police	25	0	12	1	9	2	1	72	47	10	7	3	0	0	1	0	4	14	4
Dorset Police	17	1	10	1	3	1	1	65	39	4	8	4	4	2	0	2	2	12	2
Durham Police	10	0	7	2	0	1	0	54	30	20	0	2	0	0	0	0	2	8	3
Essex Police	30	2	17	3	6	1	1	487	197	9	23	2	0	4	0	201	51	26	5
Gloucestershire Police	14	0	5	1	5	1	2	48	21	12	9	1	0	0	1	2	2	10	1
Greater Manchester Police	45	3	22	3	10	4	3	128	74	21	7	3	4	0	8	0	11	34	5
Hampshire Police	22	1	13	2	5	1	0	71	16	12	0	0	1	1	20	6	15	18	3
Hertfordshire Constabulary	25	1	10	2	6	4	2	72	42	19	4	3	1	1	0	0	2	17	4
Humberside Police	9	0	7	0	1	1	0	45	28	4	2	1	0	0	6	0	4	8	0
Kent Police	31	3	18	3	6	1	0	150	116	14	7	2	2	0	2	2	5	22	4
Lancashire Police	23	1	11	3	5	3	0	50	27	11	2	0	1	0	4	4	1	15	4
Leicestershire Police	22	0	14	2	2	3	1	58	25	16	0	0	0	0	2	3	10	19	2
Lincolnshire Police	7	0	4	0	2	1	0	12	7	4	0	0	0	0	1	0	0	5	0
Merseyside Police	18	0	12	0	3	3	0	59	28	14	11	4	1	0	0	0	1	14	2
Metropolitan Police	266	33	84	47	71	26	3	928	248	294	25	15	37	10	13	131	166	195	32
City of London	1	0	1	0	0	0	0	30	0	0	0	0	0	0	1	0	29	1	0
Norfolk Police	11	1	5	1	3	1	0	25	14	5	2	1	0	0	1	2	0	7	1
North Yorkshire Police	10	0	8	1	1	0	0	43	27	13	0	0	0	0	2	0	1	6	0
Northamptonshire Police	18	2	11	2	2	1	0	36	13	16	2	0	2	1	0	0	2	15	2
Northumbria Police	19	2	8	1	8	0	0	64	18	32	1	0	1	0	0	0	12	10	0
Nottinghamshire Police	17	0	9	1	6	1	0	41	26	4	0	6	1	0	2	0	2	10	3
South Yorkshire Police	15	1	7	1	5	1	0	88	40	14	22	1	7	1	0	2	1	8	2
Staffordshire Police	7	0	4	0	1	2	0	66	33	4	1	0	1	0	25	0	2	5	0
Suffolk Police	11	0	7	1	1	0	2	51	19	6	19	0	1	0	0	0	6	8	0
Surrey Police	25	1	13	5	3	3	0	112	57	14	32	1	1	2	1	0	4	15	4
Sussex Police	28	2	11	4	8	3	0	100	55	17	9	0	0	2	1	12	4	18	0
Thames Valley	52	2	30	0	12	4	2	124	66	21	8	5	2	3	2	1	16	35	5
Warwickshire Police	8	0	6	1	1	0	0	28	4	8	10	0	0	0	1	1	4	8	0
West Mercia Police	11	1	6	0	3	1	0	30	9	0	15	1	0	1	1	0	3	9	1
West Midlands Police	56	5	14	10	20	6	1	245	103	35	22	9	16	4	3	6	47	44	7
West Yorkshire Police	31	4	14	4	5	4	0	130	65	49	0	1	5	0	8	1	1	28	5
Wiltshire Police	19	2	12	1	3	1	0	52	20	16	0	1	0	0	1	0	14	12	2
Unknown	20	1	7	3	3	4	2	13	5	6	2	0	0	0	0	0	0	0	0

SCOTLAND

130 Calls relating to cases in England

27 Online Reports

64 Cases of Modern Slavery

230 Potential Victims of Modern Slavery Indicated

	Total of Modern Slavery Cases	Type of Exploitation						Total # of Victims	Adults			Minors			Unkown Age			Total of Modern Slavery Referrals	
		Slavery/Servitude	Forced Labour	HT Sexual Exploitation	HT Non-Sexual Exploitation	Unknown	Various		Male	Female	Unknown	Male	Female	Unknown	Male	Female	Unknown	Police	Local Authority
Police Scotland	64	5	28	11	12	6	2	230	102	55	11	7	16	4	5	7	23	49	10

WALES

63 Calls relating to cases in England

13 Online Reports

36 Cases of Modern Slavery

148 Potential Victims of Modern Slavery Indicated

	Total of Modern Slavery Cases	Type of Exploitation						Total # of Victims	Adults			Minors			Unkown Age			Total of Modern Slavery Referrals	
		Slavery/Servitude	Forced Labour	HT Sexual Exploitation	HT Non-Sexual Exploitation	Unknown	Various		Male	Female	Unknown	Male	Female	Unknown	Male	Female	Unknown	Police	Local Authority
Dyfed Powys Police	6	0	5	0	0	0	0	60	30	17	0	1	10	2	0	0	0	8	2
Gwent Police	4	0	4	0	0	0	0	15	12	1	1	0	0	1	0	0	0	5	3
North Wales Police	11	0	6	0	3	2	0	34	20	2	5	5	1	0	1	1	0	8	3
South Wales Police	15	1	8	2	2	1	0	38	24	2	0	2	4	0	0	0	6	15	2
Unknown	1	1	0	0	0	2	0	1	0	1	0	0	0	0	0	0	0	0	0

NORTHERN IRELAND

15 Calls relating to cases in England

5 Online Reports

14 Cases of Modern Slavery

87 Potential Victims of Modern Slavery Indicated

| | Total of Modern Slavery Cases | Type of Exploitation | | | | | | Total # of Victims | Adults | | | Minors | | | Unkown Age | | | Total of Modern Slavery Referrals | |
		Slavery/Servitude	Forced Labour	HT Sexual Exploitation	HT Non-Sexual Exploitation	Unknown	Various		Male	Female	Unknown	Male	Female	Unknown	Male	Female	Unknown	Police	Local Authority
PSNI	14	1	8	2	2	1	0	87	45	21	1	1	4	0	3	4	8	11	2

Important Notes:

The number of potential victims and modern slavery cases recorded by force area in these tables may be different than the total number of victims and cases indicated for that country in the remainder of this report. This is because a victim may have been reported as having been exploited in more than one force area or location and therefore may be represented twice in these table. These tables simply represent an aggregate of the previously published quarterly reports and do not show the total number of individual cases or potential victims for 2017.
The information provided in this annual assessment (other than the tables above) is based on case details as at 31 March 2018. Any further information provided on a case after 31 March 2018 may change its classification or the number of potential victims in subsequent reporting due to the live nature of the cases.

Modern Slavery Helpline on
08000 121700
or via the website at
www.modernslaveryhelpine.org