

2021

# annual assessment 2021

WORKING TOWARDS A  
WORLD WITHOUT SLAVERY

What we're  
achieving together





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# foreword

Having reached its five-year anniversary, the Modern Slavery & Exploitation Helpline continues to provide much-needed support to those individuals caught up in abusive, traumatic and harrowing situations of slavery and exploitation.

However, without the support of our founding partner BT and Salesforce, who provided our technological platform, and our dedicated specialist volunteers, the last five years would simply not have been possible. We thank our corporate partners for their ongoing support of such an important service.

Successfully setting up a new service like the Helpline requires vision, dedication, determination and effective partnership working. The partnerships developed since the Helpline became operational in October 2016 have helped to support and promote the Helpline number to thousands of individuals trapped in exploitative situations. The rise in the number of calls and contacts into the Helpline between 2016 and 2019 demonstrates how strong collaboration and effective partnerships can make a real difference. As our data bank grows, we learn more about the terrible situations people are put into, the demographics of those involved and the methods of recruitment and control. Using our unique data supports the Helpline and other stakeholders to understand more about the issue and the push and pull factors that create such vulnerabilities.

As in many spheres of life, the Covid-19 pandemic has provided many challenges, not least continuing to fully operate the Helpline's 24/7 services remotely. Nevertheless, the resiliency of the team and the robust infrastructure has enabled Unseen to continue providing this vital service at a time when much of the criminal activity, often reported to the Helpline, has been pushed further under the radar.

As we look back on the past five years and consider what the future holds, our determination to end modern slavery is unwavering. We have embarked on a recent journey to improve our technological capabilities, having been selected to participate in the Tech Against Trafficking (TAT) accelerator programme. Through TAT, the Helpline is improving its analytical capabilities, ensuring that as trends emerge, the Helpline can quickly spot them and provide this information to our strategic partners. As long as there are criminals ready to pounce on the vulnerable and exploit them, Unseen is committed to maximising its understanding of the issue and keeping the Helpline open and available 24/7 to those who need it most.



**Andrew Wallis OBE**  
CEO, Unseen



**Justine Currell**  
Director, Unseen



**Rachel Harper**  
Helpline Manager, Unseen

# executive summary

**3,019**

potential  
victims

**6,302**

helpline  
calls

**2,186**

webforms  
and App

**76**

different  
nationalities

**5,504**

referrals and  
signposts

**1,526**

modern slavery  
cases

**- Dame Sara Thorton DBE QPM  
UK Independent Anti-Slavery Commissioner**

*“The landscape of exploitation is constantly evolving, presenting new risks for vulnerable individuals and new challenges in our response to complex and often hidden criminality and abuse. During the last year The Modern Slavery and Exploitation Helpline has continued to deliver essential guidance to those who are concerned about potential exploitation through intelligent and effective signposting and information. This annual assessment report provides great data and useful insights into current and emerging areas of concern. The Helpline is a hugely valuable part of the UK’s response to the most egregious crimes.”*

## □ Introduction

This report provides a comprehensive assessment of the UK-wide Modern Slavery & Exploitation Helpline's operations in 2021 setting out the number, type and nature of calls, webforms and app submissions received between 1 January 2021 and 31 December 2021 and the number and demographics of potential victims indicated. The report also compares the Helpline data over the past five years, since it commenced operations in 2016.

## □ Comparison of Helpline data 2017 - 2021

Although 2021 has been a year of change, the Helpline has seen the number of contacts gradually increasing throughout the year. In the early months of 2021, contacts were quickly back to pre-pandemic levels. During the past five years, the Helpline has seen a steady growth in contacts year on year, only interrupted by the COVID-19 pandemic.

## □ 2021 Summary Helpline call data

In 2021, the Helpline took **6,302** calls and **2,186** webforms and App submissions. A total of, **3,019** potential victims were indicated, **1,526** modern slavery cases raised, and **1,248** referrals sent to law enforcement agencies, NGOs and safeguarding teams. A significant proportion of calls into the Helpline remain related to wider abuse and exploitation, such as labour abuse and domestic violence.

## □ Victim demographics

In 2021, the Helpline indicated a total of **3,019** potential victims from **76** different nationalities, highlighting the ongoing diversity of those found in or experiencing exploitative situations.

## □ Potential exploiters

From the calls and contacts to the Helpline, **2,008** potential exploiters were indicated from **46** different nationalities. The Helpline is seeking to improve its data collection in relation to potential exploiters to aid a better understanding of those who perpetrate this crime.

## □ Sexual exploitation

During 2021, sexual exploitation situations indicated to the Helpline have risen for the second year in a row, with **289** cases indicating **555** potential victims. **94%** of those potential victims were indicated as female.

## □ Labour exploitation

While labour exploitation remains the most prevalent form of exploitation, it is not the fastest growing due to the increases in sexual exploitation cases. In 2021, the Helpline raised a total of **447** cases, down from **578** raised in 2020. However, labour exploitation still comprised **29%** of modern slavery cases raised by the Helpline in 2021.

## □ Domestic servitude

Domestic servitude, mainly perpetrated in private households, remains one of the most hidden and complex typologies of modern slavery. In 2021, **65** cases were raised by the Helpline indicating **98** potential victims. This is lower than in the two preceding years and highlights the need to continue raising awareness of this particular typology.

## □ Criminal exploitation

Following a sharp rise in criminal exploitation cases through the pandemic, the Helpline saw a slight decline in the numbers reported, from **250** cases in 2020 to **194** in 2021. These reports indicated a total of **262** potential victims, of which **15%** were minors. The two most prevalent criminal exploitation types continue to be drugs and begging.

## □ Referrals and signposts

Referrals and signposts continue to be an important aspect of the Helpline's work to support individuals out of situations of exploitation. In 2021, the Helpline raised a total of **5,504** signposts and referrals to other organisations and agencies.

## □ International cases

International calls continue to be received via the Helpline from a wide array of locations across the world. In 2021, the Helpline saw a rise of **73%** in international cases involving caller locations from **49** different countries.

## □ Non-modern slavery cases

The number of non-modern slavery cases increased significantly in 2021, rising from **2,654** to **3,539**. A large proportion of these cases were related to labour abuse. All non-modern slavery cases still require the expertise and knowledge of the Helpline Team to respond effectively and provide appropriate support.

## □ General information cases

A total of **273** general information cases were raised by the Helpline in 2021. A range of diverse requests comprises general information cases such as advice about modern slavery in general, training and materials. In 2021, the number of businesses seeking general advice rose by **186%**.

## □ Role of business

The Helpline, in conjunction with Unseen's Business Services and Engagement Team, continues to provide key support and advice to businesses on all aspects of modern slavery and worker exploitation. In 2021, the Business Services and Engagement Team raised **131** cases via the Helpline Business Portal from information received through the Helpline relating to labour abuse and worker exploitation.

## □ Challenges and opportunities

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

## □ Emerging trends


Unseen remains committed to ensuring the Helpline is at the fore of identifying and understanding emerging trends and threats in order to inform statutory agencies, partners and businesses of what is happening on the ground. In 2021, one key trend was the continuing rise of sexual exploitation cases indicated through the Helpline.





# chapter 01: introduction

The Helpline has now been in operation for over five full calendar years. During that time it has been instrumental in supporting many individuals in complex and difficult situations, provided referrals to law enforcement agencies, local authorities and NGO partners, and has produced strong data, trends and evidence to support a wider understanding of the push and pull factors that contribute to people getting into exploitative situations in the first place.





# Who we are

As one of the leading UK-wide modern slavery charities, Unseen continues to work with a wide range of national, regional and local stakeholders, partners and businesses to move closer to our ambition of a world without slavery. Our operations and activities are centred on three key elements: supporting survivors, educating and informing stakeholders and influencing systemic change. We do this by:

- providing direct survivor support services to both women and men through our safe accommodation and our outreach and reintegration services.
- educating a diverse range of stakeholders by providing high-quality CPD accredited training, advice and resources. Our training is reaching more people than ever, with more than 30,000 individuals getting access to our training content each year.
- influencing others through advocating for systemic change, working closely with the four Governments across the UK and with those overseas.

With an ever-growing unique data set, Unseen is one of only a few organisations with the understanding and evidence base to support partners, the UK Government and businesses to better understand the complex nature of modern slavery and the emerging trends and tactics being deployed. To effect the best use of our Helpline data, Unseen continues to partner with many diverse organisations across the sector and beyond and is increasingly partnering with academia in modern slavery-related research projects.

Although we continue to experience the ongoing fallout of the pandemic and have had to extend home working, this has not interrupted the operation of the Helpline, which has continued to provide a strong 24/7, 365 days a year service to those who need it. A greater challenge has been the onboarding of new team members during this time, with our unwavering commitment to provide optimal training and support to all our team members, ensuring we have the best specialist trained staff available to effectively manage any call the Helpline receives.

Renaming the Helpline in April 2020 to the Modern Slavery & Exploitation Helpline was needed and has certainly helped to convey the breadth and reality of the situations that are routinely reported to the Helpline. Not only, since that time, has it increased the number of calls we receive relating to labour abuse it has also increased the number of contacts we receive that are closely interrelated to modern slavery, particularly in situations such as domestic violence. Our Helpline service continues to provide translation services in over 200 different languages, ensuring those whose first language is not English can still get the help and support they need without struggling to explain their situation.

The Unseen App, originally launched in July 2018, is still benefiting users who can understand more about the different typologies of modern slavery and use the App as an effective reporting tool. Our desire to improve and expand our services and the communication channels available to those who want to contact us continues. Having succeeded in becoming a participant on the Tech against Trafficking accelerator programme during 2021, the Helpline is working with

technology experts to expand our Helpline analytical capabilities and improve our service and Helpline Advisor user experience. This exciting work will continue to ensure that Helpline data is leading the way in providing an evidence base of emerging trends that can be utilised to develop appropriate prevention activities.

As the economic and political landscape changes, it is crucial for the Helpline to retain its confidential and independent nature. The impending Nationality and Borders Bill could see potential victims of modern slavery at a distinct disadvantage compared to current circumstances and make them much less likely to make themselves known to the authorities. Securing the trust of those who are not willing to engage with the authorities is key, to give them honest advice and information to provide options for them moving forwards.

As our partnerships continue to grow both within the Helpline and across Unseen, we can influence more individuals, organisations and agencies to understand the issue of modern slavery and how it manifests in so many aspects of modern life. The Helpline data genuinely helps in this regard, as it provides some of the much absent evidence bases we have, for so long, been missing.

The increasing need for front-line professionals to seek technical advice and support from the Helpline in cases that are often difficult and complex remains evident. A wide range of front-line professionals, including police officers, local authority personnel and health professionals, continue to contact the Helpline for information and support in relation to vulnerable individuals they have come into contact with and who appear to be victims of modern slavery or some form of exploitation. Many do not know how to deal with or engage with potential victims, and the specialist support provided by our Helpline Advisors in these instances is key. This covers information and guidance pertaining to the process for accessing Government-funded support through the National Referral Mechanism, wanting to know more about the law enforcement tools available such as Slavery and Trafficking Risk and Prevention Orders, and understanding the wider support available for those who are vulnerable and at risk.

To maintain awareness of and provide a better insight into modern slavery, the Helpline continues to provide informative statistical returns to partners and the public on a monthly, quarterly, and annual basis. Thematic and ad-hoc statistical reports are also produced to share insights on new trends or where further analysis of a particular issue is needed. For example, in early 2021, the Helpline produced an ad-hoc report on the increasing number of reports involving the use of small boats across the English channel to move people to the UK. These types of thematic and ad-hoc reports are key as the Helpline is often at the fore of new and emerging trends. Reports are published and shared with key partners such as the Home Office, policing, the National Crime Agency, the Gangmasters and Labour Abuse Authority and businesses.

Our newly established dedicated policy and research function will give Unseen, and the Helpline, a more structured avenue to expand our policy and research portfolio, ensuring Helpline data is maximised and, where appropriate, shared with partners.

## Testimony

*"There has never been a more important time for Unseen's helpline and work to support those exploited through trafficking and abuse. Their commitment to ending modern slavery and protecting the most vulnerable has always inspired us at Salesforce and we are so proud to be a part of their journey" said Triona Byrne, Senior Director Strategic Relations. "One of the main ways we support their work is through collaboration and our shared belief in the power of data. The ability to manage, analyse, and share data quickly and accurately can not only mean the difference between success and failure for a [particular case] for Unseen but also empower them for the future."*

**- Triona Byrne,  
Senior Director Strategic Relations**







## chapter 2: comparison of data 2017-2021

During the past five years the Helpline has dealt with a huge number of contacts, cases, potential victims and referrals from across the whole of the UK, and in some cases internationally. Despite a drop in contacts during the height of the pandemic in 2020, the Helpline has seen an increase in reports throughout 2021.



## Yearly data comparisons

For the Helpline, the past five years have been both challenging and insightful. From the moment the Helpline was launched in October 2016, calls and contacts rose steadily, peaking in 2019 before falling in 2020 largely, we believe, as a consequence of the COVID-19 pandemic and subsequent lockdowns. However, since the turn of 2021, the Helpline saw calls and contacts rising again, peaking in July and remaining fairly constant throughout the remainder of the year.

The number of calls received by the Helpline in 2021 increased slightly, up by **4%** from the previous year, from **6,052** to **6,302**. This was expected, with the COVID-19 situation improving slightly throughout 2021 and no further lockdowns having been put in place.

The number of submissions received via the Unseen App continued to decline slightly in 2021, from its peak in 2019 at **121** to **58** in 2020 and **50** in 2021. For 2021, this is a **14%** decrease from the previous year. The Helpline is keen to keep this channel of communication open for members of the public, as well as for the many police forces across the UK who use the App as an aide-memoir for front-line officers and staff.

The number of modern slavery cases indicated by the Helpline peaked in 2018 at **1,849** and has since steadily declined to **1,526** in 2021. However, the number of contacts relating to labour abuse and other types of exploitation not deemed to be modern slavery continues to be prevalent in Helpline statistics.

Although the number of contacts overall for 2021 rose by just over **6%**, the number of potential victims indicated has fallen from **3,481** in 2020 to **3,019** in 2021, in line with the declining numbers of modern slavery cases indicated. This may be as a result of the increasing number of contacts related to labour abuse, which continue to increase, alongside other types of contacts classified as non-modern slavery, such as domestic violence.

# 4%

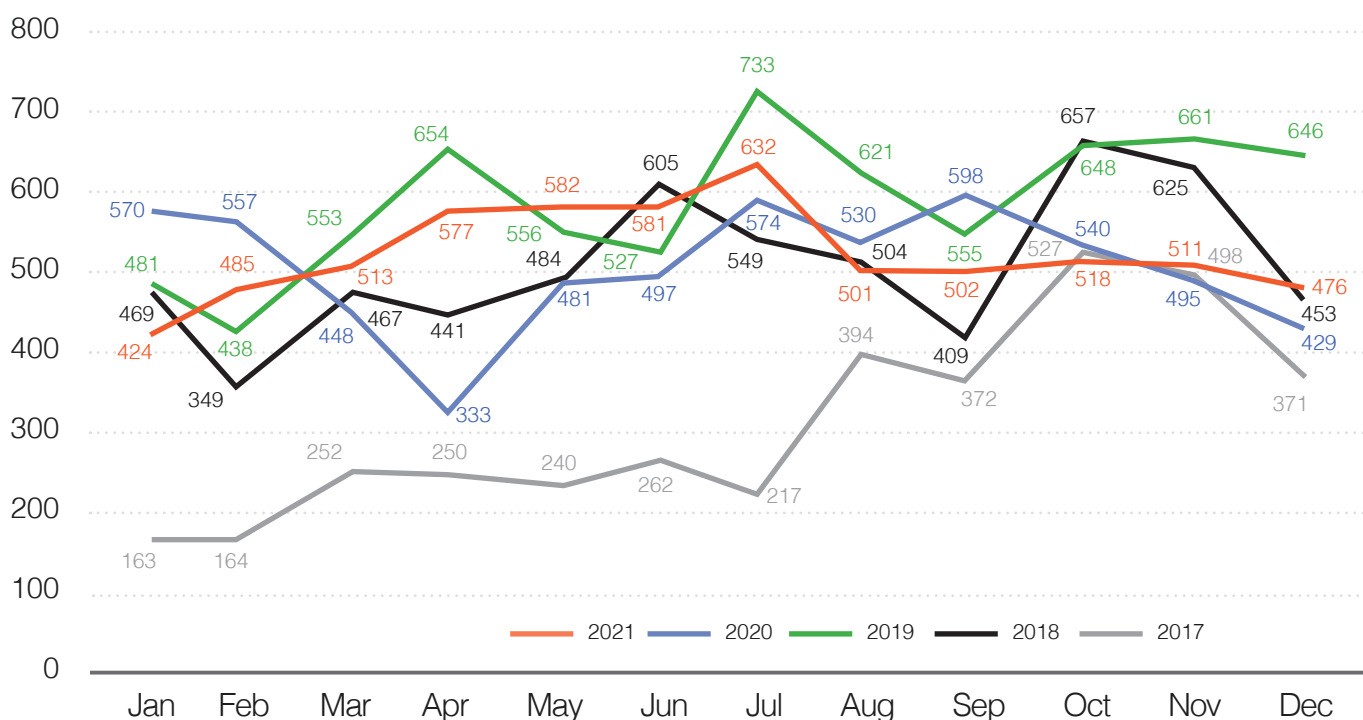
increase in  
calls

# 14%

increase in  
webforms

The chart below shows the number of Helpline calls by month for the first five full years of operation from 2017 to 2021.

**Chart 01: Number of Helpline calls by month 2017-2021**



Helpline calls throughout 2021 remained fairly static, steadily building from January 2021 with **424** calls to a peak in July of **632**, then dropping to **501** in August and remaining fairly static throughout the rest of the year. In previous years, peaks have been seen around times when the promotion of the Helpline and campaigns running to

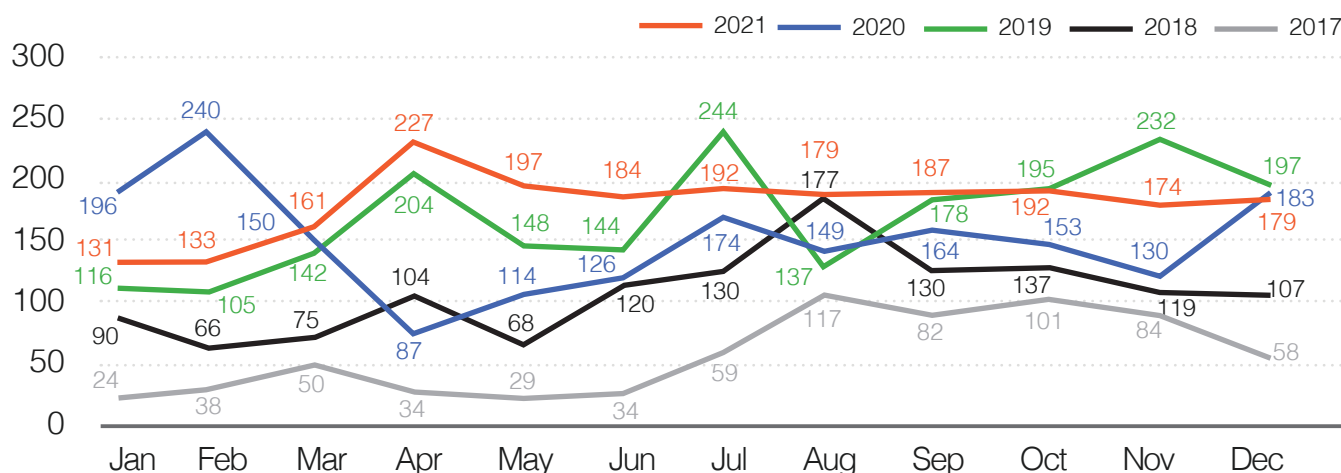
raise awareness of modern slavery are prevalent, such as around Anti-Slavery Day, which occurs each October. However, this was not the case in 2020, nor in 2021 where numbers either stayed static or fell slightly. This could be a result of fewer organisations promoting Anti-Slavery Day due to the pandemic.



Conversely, the number of web forms received by the Helpline continues to rise, with the numbers received in 2021 surpassing all previous annual figures with **2,136** compared to **1,866** in 2020 and **2,042** in 2019. This could be as a result of other platforms promoting the Helpline number and including a reporting form with direct links to the Helpline's secure database and telephony, making it easier

for concerned individuals to report. Aside from January and February, where the number of web forms was lower than the preceding December, from March onwards, the numbers received remained fairly consistent, peaking in April with **227**, a huge increase of **161%** from the number received in the previous April at **87**.

**Chart 02: Number of web forms by month 2017-2021**

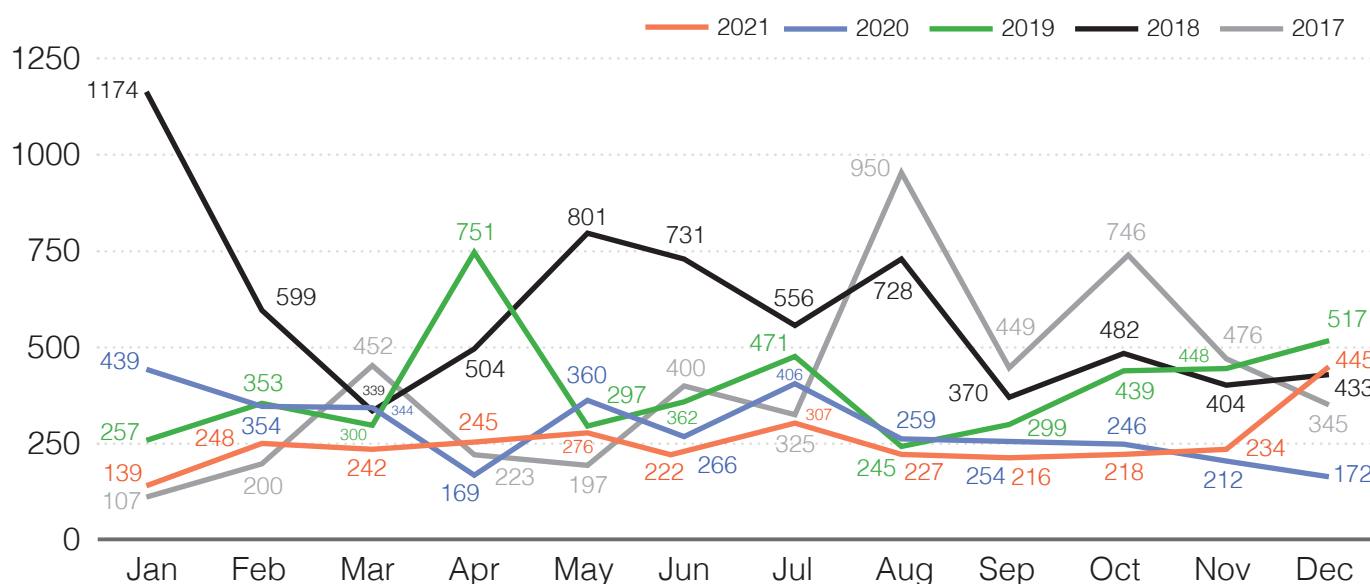


The fluctuations in the numbers of calls and contacts received by the Helpline during the past five years is very much affected by a number of external factors – national campaigns, high profile media stories, modern slavery storylines in popular TV programmes, documentaries as well as the huge impact of the COVID-19 pandemic. With a very small specialist team providing 24/7 advice and support, the Helpline needs to continually monitor these varying external

factors to ensure capacity can always meet demand.

It would be easy to assume that there is a direct correlation between the number of potential victims indicated by the Helpline and any increase or decrease in contact volumes. This, however, is not always the case. The chart below shows the number of potential victims per month related to modern slavery cases for the past five years, from 2017 to 2021.

**Chart 03: Comparison of number of potential victims by month 2017 - 2021**



Despite an increase in the number of calls and contacts received in 2021 compared to 2020, conversely, the number of potential victims indicated declined by **13%**, from **3,481** to **3,019**. This could be as a result of more calls and contacts being received, which relate to situations and circumstances

that are not deemed to be modern slavery. Alternatively, some complex cases will have multiple calls, particularly those where interpretation is required, as the Helpline is one of few services which provides free translation services for callers. In addition, as with any Helpline, nuisance

and bogus callers may sometimes contact the Helpline repeatedly for a period of time. This type of behaviour is strongly managed to ensure our service is not disrupted for those who need help.

Since its inception, the Helpline has grown into a service that is well respected and recognised by many individuals, police forces, local authorities and businesses for both its professional and empathetic approach. The diverse range of calls and contacts continues to expand, and, in turn, the specialism of the Helpline increases. Being able to often receive complex information, assess a situation and then provide a range of options is key. Whether what is being reported indicates modern slavery, labour abuse, child neglect, terrorism, or some other crime type or safeguarding issue, the Helpline team needs to remain calm and fully assess the information provided to determine the best course of action.

As always, the Helpline will prioritise the needs of a vulnerable individual, regardless of the circumstances being relayed. Referrals will be made to services and wider support where the vulnerable individual wants this. Alternatively, the Helpline will provide signposts to wider services where an alternative crime or issue is being reported, and the Helpline is not best placed to provide that support or advice.

## 2 potential victims per modern slavery case

Since reaching a high in 2018 with the number of potential victims indicated at **7,121**, the Helpline has seen a steady decline in the last three years, falling from **4,739** in 2019, **3,481** in 2020 to **3,019** in 2021. Some of this may be related to the pandemic and the reduction in calls and contacts to the Helpline throughout this period. It may also be as a result of the increase in the number of calls the Helpline is receiving that are classed as labour abuse, so the indicators provided are not considered to meet the threshold of modern slavery.

A call or contact received by the Helpline is routinely classified as one of four types: general information, modern slavery, non-modern slavery and non-substantive. In 2021, the Helpline saw an increase in overall calls and contacts; however, the number of calls related to cases deemed as modern slavery reduced from **2,459** to **2,268**. The biggest increase was seen in the number of calls classified as non-modern slavery rising from **2,379** in 2020 to **3,020** in 2021, an increase of **27%**. This is almost equivalent to the number of non-modern slavery-related calls received in 2019.

**Table 01: Comparison of total number of calls by case type 2017-2021**

Total Calls per Case Type	2017	2018	2019	2020	2021
General Information	353	484	378	271	192
Modern Slavery	1784	2654	2316	2459	2268
Non-Modern Slavery	1089	2125	3062	2379	3020
Non-Substantive	484	749	1317	943	822
<b>Totals</b>	<b>3710</b>	<b>6012</b>	<b>7073</b>	<b>6052</b>	<b>6302</b>

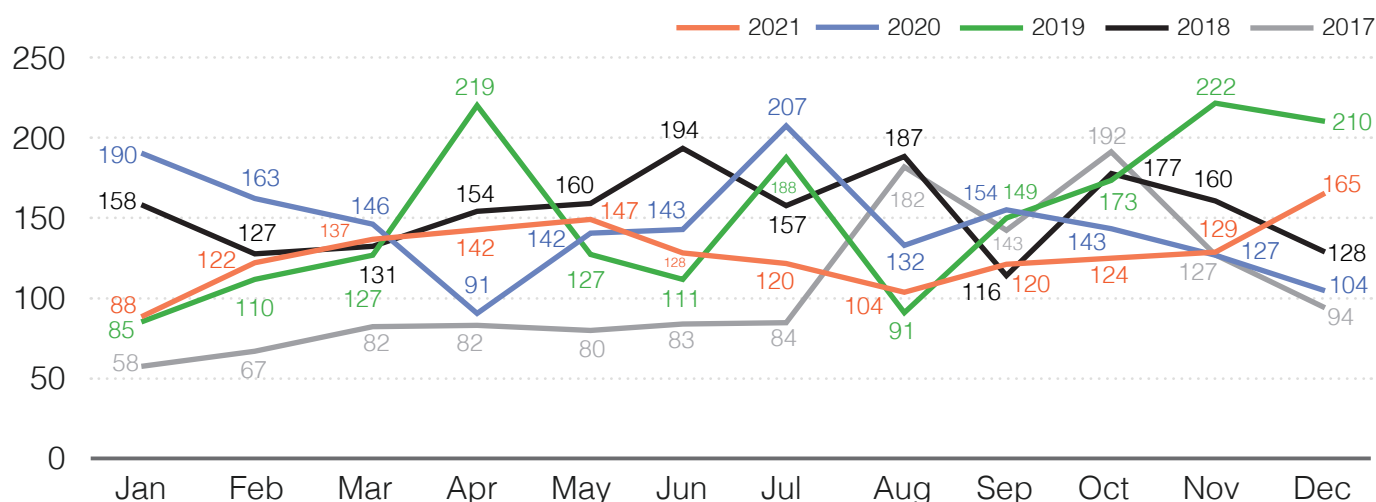
The number of incoming Helpline calls increased by **4%** in 2021 from 2020. The Helpline also continues to see an increase in the number of webforms it receives, rising by **14%** from **1,866** in 2020 to **2,136** in 2021.

This is the highest number of web forms received in a 12-month period since the Helpline began operations in 2016 and highlights the web as a key and growing communication channel for those who want and need help, support and guidance. However, submissions via the Unseen App were down by **14%**, but routinely App submissions do not form a significant proportion of contacts and are fewer in number, falling from **58** in 2020 to **50** in 2021. Nevertheless, Unseen continues to promote the use of the App as an important and effective means to report or seek help and to understand more about the typologies of modern slavery most commonly seen or reported in the UK.

## 51%

increase in number of survivors or potential victims contacting the Helpline directly on modern slavery cases

# Chart 04: Number of modern slavery cases by month 2017-2021



Although the most prevalent type of contact recorded on modern slavery cases continues to be a member of the public, the number of calls is continuing to decline from a high in 2018 of **1,276** down to **626** in 2021. This could be due partly to the pandemic and fewer people out and about, as well as fewer public campaigns running to raise awareness and offer a call to action. The most notable rise seen is in the number of potential victims or survivors

contacting the Helpline directly, which rose by **51%** from **287** in 2020 to **433** in 2021. This is the largest number of contacts from this cohort since the Helpline opened and is very encouraging. Other increases were seen in the number of NGO officers contacting the Helpline, with a **10%** increase from 2020 and an increase in the number of individuals in a formal or official capacity contacting the Helpline, rising by **18%** from **130** in 2020 to **154** in 2021.

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

Contact Record Type of POC	% inc./dec. 2020 to 2021	2017	2018	2019	2020	2021
Employee	-20%	27	20	26	45	36
Formal/Official Capacity	18%	-	72	91	130	154
NHS Professional	-33%	74	98	63	93	62
NGO Officer	10%	99	131	118	137	151
Law Enforcement	-27%	101	138	158	227	166
LA Officer	-21%	106	127	141	210	166
Survivor	51%	136	232	200	287	433
Member of the Public	-24%	854	1276	1253	828	626
<b>Total</b>	<b>-8%</b>	<b>1397</b>	<b>2094</b>	<b>2050</b>	<b>1957</b>	<b>1794</b>

The Helpline is proud to provide services to individuals and organisations across the whole of the UK, ensuring that no matter where in the UK a person or situation is, the Helpline can be contacted for national, regional and local advice, information and action. The following tables provide a comparison of the different types of exploitation reported to the Helpline between 2017 and 2021 across the four UK countries. For the second year running, the number of cases indicating sexual exploitation has risen despite some ongoing pandemic restrictions. These increases have been seen across England, Scotland and Northern Ireland.

Wales was the only UK country where Helpline sexual exploitation case numbers fell. In contrast, the number of criminal exploitation cases being reported fell across all four countries of the UK after a significant rise in 2020. Reports relating to labour exploitation have continued to decline overall, with Northern Ireland the only country seeing a slight increase in numbers from **2** cases in 2020 to **3** in 2021.

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

Type	England						Wales					
	2017	2018	2019	2020	2021	% inc/dec 2020-2021	2017	2018	2019	2020	2021	% inc/dec 2020-2021
Sexual	119	184	177	189	199	5%	2	12	2	6	3	-50%
Labour	613	862	782	476	290	-39%	28	43	36	20	12	-40%
Domestic	115	141	89	89	46	-48%	2	1	3	1	0	-100%
Criminal	44	98	155	173	117	-32%	1	1	1	9	6	-33%

Type	Scotland						Northern Ire-					
	2017	2018	2019	2020	2021	% inc/dec 2020-2021	2017	2018	2019	2020	2021	% inc/dec 2020-2021
Sexual	11	8	9	9	13	44%	2	3	0	2	7	250%
Labour	39	43	29	17	14	-18%	11	7	11	2	3	50%
Domestic	3	3	0	0	0	0%	0	2	0	1	0	-100%
Criminal	3	3	8	15	13	-13%	0	2	2	2	0	-100%

During 2021, the Helpline recorded a total of **76** different indicated nationalities based on the information received via calls and contacts to the Helpline in 2021. This is slightly down from the number indicated in 2020, at **80**. However, the continuing prevalence of so many different nationalities highlights the fact that modern slavery knows no bounds and despite a lack of international travel more recently and increasing moves to limit migrant workers travelling to the UK, many people from different nationalities remain in the UK and in vulnerable situations.

As in all four prior years, Romania continues to be the most prevalent nationality for potential victims indicated to the Helpline, with **241** potential victims indicated with this nationality in 2021. This comprises **8%** all potential victims of modern slavery indicated to the Helpline. However, the nationality was recorded as unknown for **66.4%** of potential victims of modern slavery indicated. This is often the case

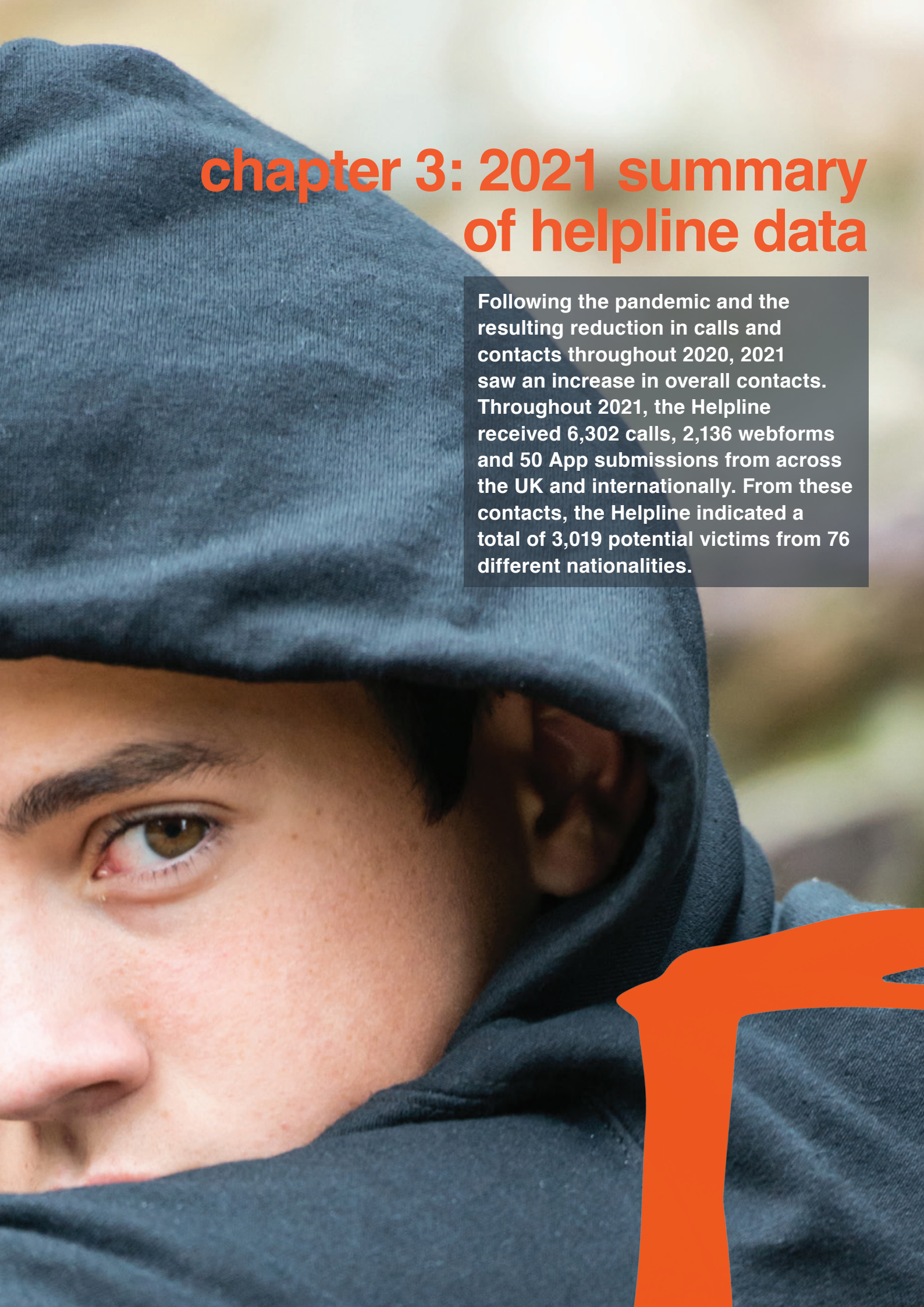
when a caller or contact cannot, with any certainty, say what nationality a potential victim is. Vietnam, China, Albania, and Sudan make up the top five nationalities, with **150, 82, 62,** and **50** potential victims, respectively.

The number of potential victims indicated to the Helpline from England has dropped, which is out of kilter with what the Government and other agencies are seeing. This could be because the Helpline is fiercely independent and will support any nationality regardless of any immigration concerns or possible police action. As the Government reduces the ability for potential victims to report safely and in their own time, it is likely that an increasing number of potential victims will look to independent third parties, like the Helpline, for support and guidance. The table below provides a comparison of the nationalities, and the number of potential victims reported each year between 2017 and 2021.

**Table 04: Comparison of top ten potential victims nationalities 2017-2021 by report**

2017		2018		2019		2020		2021	
Romania	756	Romania	1231	Romania	635	Romania	398	Romania	241
Poland	233	Vietnam	293	Vietnam	199	China	127	Vietnam	150
England	212	England	164	Albania	138	Albania	103	China	82
Thailand	211	Poland	154	China	134	England	84	Albania	62
Bulgaria	98	Bulgaria	143	England	90	Vietnam	53	Sudan	50
India	95	Pakistan	113	Poland	71	Poland	52	India	41
Vietnam	84	China	112	Bulgaria	51	Afghanistan	35	Poland	34
Albania	80	Albania	93	India	42	Bulgaria	35	England	29
Hungary	75	India	87	Thailand	38	India	33	Brazil	25
China	74	Philippines	77	Nigeria	28	Nigeria	33	Pakistan	22





## chapter 3: 2021 summary of helpline data

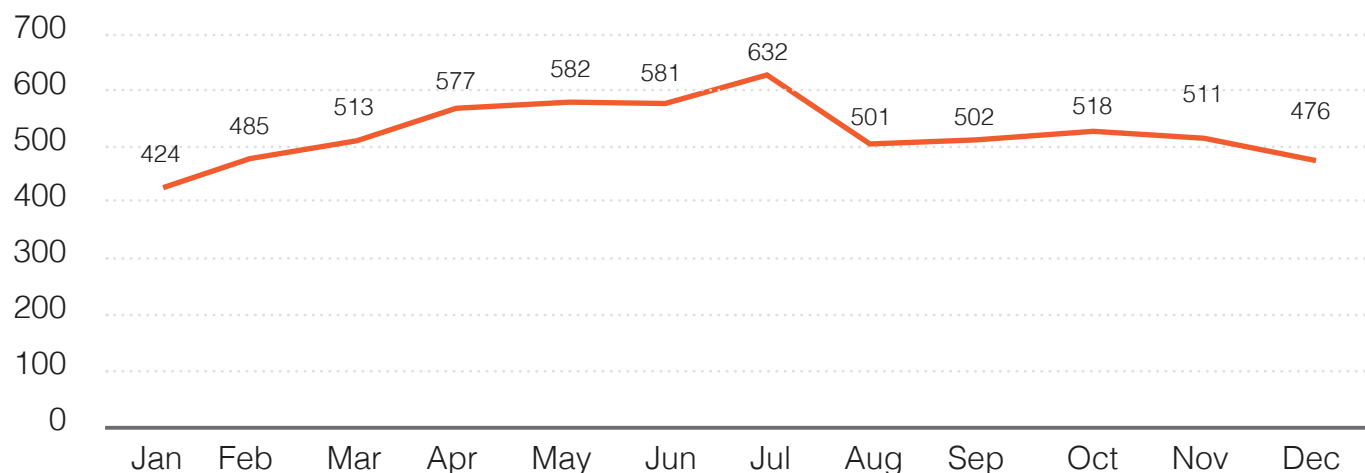
Following the pandemic and the resulting reduction in calls and contacts throughout 2020, 2021 saw an increase in overall contacts. Throughout 2021, the Helpline received 6,302 calls, 2,136 webforms and 50 App submissions from across the UK and internationally. From these contacts, the Helpline indicated a total of 3,019 potential victims from 76 different nationalities.

The Helpline received a total of **8,488** contacts (calls, web forms and App submissions) in 2021, covering all police force areas across the UK. This is a **6.4%** increase from the total contacts received in 2020. Although the Helpline is based in and focused on the UK, calls and contacts were received from at least a further **49** countries across the globe. This is an increase from 2020, where contacts were made from at least **36** other different countries. The most prevalent caller location reported to the Helpline in 2021 outside of the UK was the

United States, with **48** callers.

Unlike in previous years, calls to the Helpline in 2021 have been more static across the year, with fewer peaks and troughs. Again, this could be as a result of fewer national campaigns, which often provides a spike in calls. However, media reports throughout 2021 relating to arrests and convictions of those committing modern slavery and exploitation crimes continue which, in turn, raises awareness of the issue among the public.

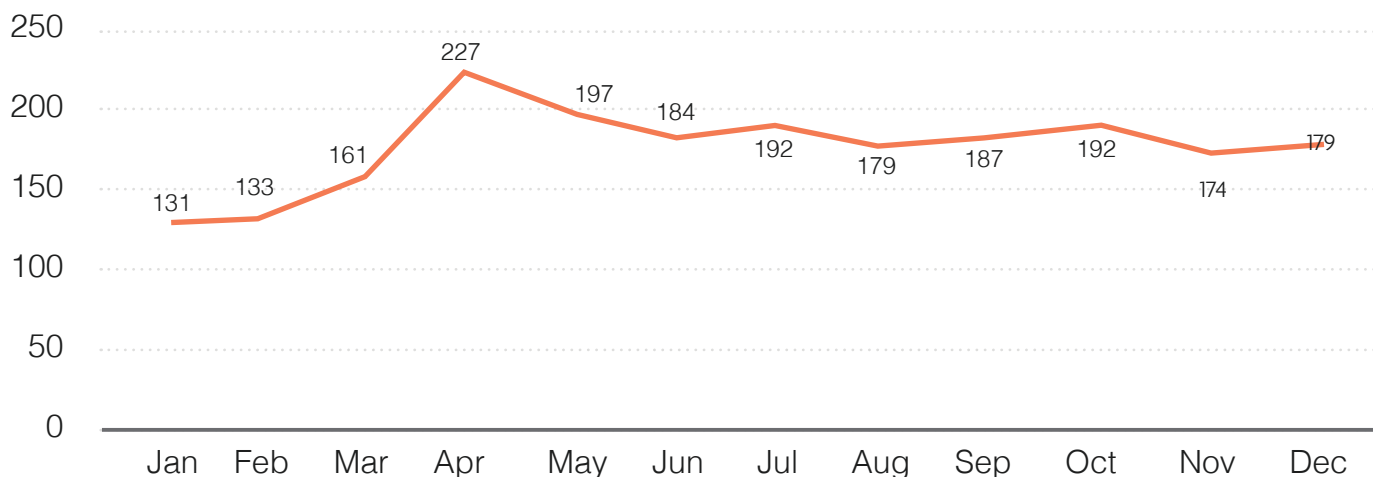
**Chart 05: Number of calls by month for 2021**



The Helpline continues to see a rising number of web forms being submitted, with a total of **2,136** received in 2021. Web form volumes started at a low point in January, rising to a peak in April, where the Helpline saw a significant spike, receiving **227** web forms, **30** higher than any other individual month. From May onwards, the numbers submitted remained fairly constant at around an average of **190** web forms per month. This is an increasingly popular way to contact the Helpline as it does not require personal contact with an advisor, which can be initially off-putting for those who are concerned about speaking out about their situation or for individuals who prefer to report in this way.



**Chart 06: Number of web forms by month for 2021**



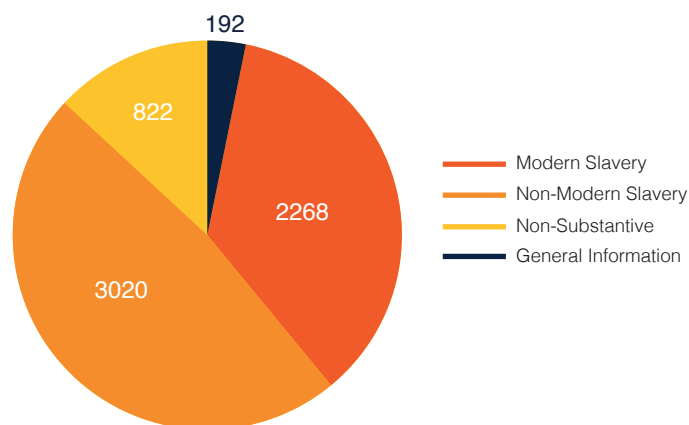
Since its inception, the Helpline has increasingly seen a rise in the number of calls related to non-modern slavery situations, particularly those classed as labour abuse. The rise in calls across 2021 was wholly due to a **27%** increase in these types of



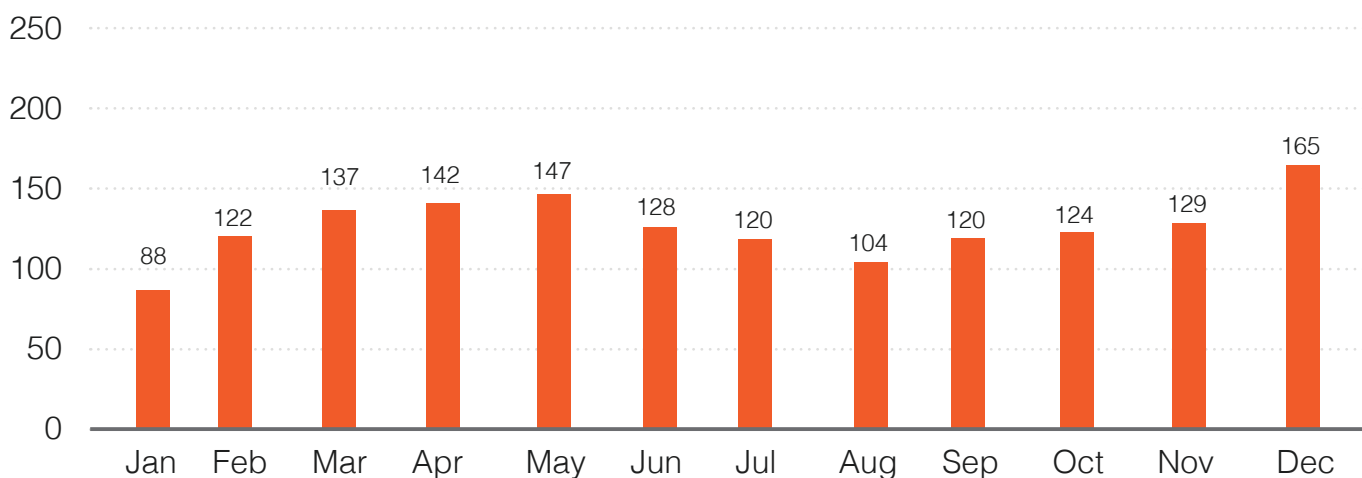
calls compared to a reduction in all other call types: modern slavery **(-8%)**, general information **(-29%)** and non-substantive **(-13%)**. This gave an overall increase of **4%** across the year compared to 2020. The Helpline is experiencing a greater volume of labour abuse-related calls which may be as a result of Unseen's wider business team engagement and promotion of the Helpline among its business clients.

Having seen a decline in the number of modern slavery cases and potential victims indicated by the Helpline in 2020, 2021 saw that trend continue. This coincides with the reduction in calls and contacts related to modern slavery situations, and so is to be expected. Although the economy is opening up again, following the complete closures experienced in 2019

**Chart 07: Breakdown of 2021 calls**



**Chart 08: Number of modern slavery cases recorded in 2020**



and 2020 due to the pandemic, the UK labour market and economy are still very fluid and uncertain.

As with contact numbers and victim numbers, the number of modern slavery cases in 2021 has declined with **1,526** cases raised, compared to **1,742** in 2020. This is a continuing decline in the number of modern slavery cases being indicated through the Helpline. With an increasing government narrative on protecting the UK's borders and rowing back on support and protection for modern slavery victims, it is likely that more and more individuals will be afraid to come forward. The Helpline will continue to promote its independent and confidential nature to those most at risk to ensure they can get the information, help and guidance they need.

The average number of potential victims indicated per case of modern slavery in 2021 remained static at **2** potential victims per case. Unlike in previous years, where several cases indicating many victims were reported, the number of victims being indicated per case currently seems to be consistently lower, and so the large fluctuations in the average are less likely. The average number of potential victims per modern slavery typology differs with an average of **3.3** potential victims per case of labour exploitation, **1.9** per sexual exploitation case, **1.4** for criminal exploitation and **1.5** for domestic servitude. In cases where various typologies are indicated by the caller or where the caller does not provide

the typology (for example, from a frontline professional on a technical call), the average is **2** and **1.1** potential victims per case. It is not known why this is the case, and, as always, the Helpline will always take the most conservative estimate of those involved to avoid inflating the figures unnecessarily. Calls received from members of the public who are not directly involved or engaged in a situation will often have less accurate and uncorroborated information, which needs to be handled sensitively and proportionately.

The table below provides a summary of the different types of cases indicated by the Helpline across the four UK countries.

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

Type	ENG	SCT	WAL	NIR
General info	99	4	3	1
Modern Slavery	765	43	26	11
Non-Modern Slavery	1690	102	49	25
Non Sub	101	7	1	2
<b>Total</b>	<b>2655</b>	<b>156</b>	<b>79</b>	<b>39</b>
<b>% (rounded)</b>	<b>(90.6%)</b>	<b>(5.4%)</b>	<b>(2.7%)</b>	<b>(1.3%)</b>



England saw an overall rise in the number of cases raised and a significant rise in the number of non-modern slavery cases in 2021, rising from **1,221** in 2020 to **1,690** in 2021. However, all other case types decreased, the most notable being a **29%** decrease in the number of modern slavery cases. Equally, Scotland and Northern Ireland both had an increase in overall cases and an increase in non-modern slavery cases. Non-modern slavery cases for Scotland rose from **48** in 2020 to **102** in 2021. Northern Ireland had an increase of **150%** from **10** in 2020 to **25** in 2021. Wales also had a **48%** increase in non-modern slavery cases, from **33** in 2020 to **49** in 2021, but the overall case numbers remained the same across the two years at **79**. In total, Northern Ireland's case numbers increased by **77%**, from 22 in 2020 to **39** in 2021.

The number of potential victims indicated in different types of modern slavery cases continues to flux and change each year. Although overall numbers of potential victims indicated have declined in line with the number of cases and contacts declining in 2021, the Helpline saw an increase in the numbers of potential victims indicated in sexual exploitation situations. The table below provides a breakdown of the numbers of potential victims indicated by typology and

**Table 06: Increase/decrease in number of potential victims by typology 2021**

PVs of types of exploitation	2020	2021	% increase
Sexual	481	555	15%
Labour	1889	1484	-21%
Criminal	329	262	-20%
Domestic Servitude	139	98	-29%
Various	112	89	-20%
Unknown	531	531	0%

percentage increase and decrease from 2020.

To track and assess reported situations further, and to understand how modern slavery manifests across the UK, the table below provides a breakdown of typologies by UK country, further broken down by number and percentage of cases and potential victims.

**Table 07: Type of modern slavery case by UK country 2021**

Type of Exploitation	England				Scotland				Wales				Northern Ireland			
	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs	# of cases	% of cases	# of PVs	% of PVs
Labour	290	38%	861	52%	14	33%	76	61%	12	46%	54	73%	3	27%	16	44%
Sexual	199	26%	374	23%	13	30%	24	19%	3	12%	7	9%	7	64%	19	53%
Criminal	117	15%	173	11%	13	30%	22	18%	6	23%	7	9%	0	0%	0	0%
Domestic	46	6%	56	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Various	28	4%	64	4%	1	2%	1	1%	0	0%	0	0%	1	9%	1	3%
Unknown	85	11%	115	7%	2	5%	2	2%	5	5%	6	8%	0	0%	0	0%
<b>TOTAL</b>	<b>765</b>	<b>100%</b>	<b>1643</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>125</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>36</b>	<b>100%</b>

England saw a decrease in the number of labour exploitation cases reducing from **44%** of total cases in 2020 to **38%** in 2021. In addition, the number of potential victims indicated across all case types fell by more than **36%**, from **2,593** to **1,643**. Although Scotland saw a slight decline in overall numbers of cases, there was an increase of **10%** in the proportion of sexual exploitation cases, rising from **20%** in 2020 to **30%** in 2021. In addition, the number of potential victims indicated in labour exploitation situations increased from **51** in 2020 to **76** in 2021.

In 2020, the proportion of potential victims indicated in Northern Ireland was predominantly in labour exploitation (**34%**). However, in 2021 a large proportion of potential victims have been indicated in sexual exploitation, rising from **5%** in 2020 to **53%** in 2021 (although overall numbers are still low).

## Caller Proximity

Establishing caller proximity is important in helping the Helpline team to determine the facts of a situation and the relationship of the caller to the situation being reported. Those reporting from afar, such as a member of the public, will have much less insight and understanding of a situation or the people involved. Providing information such as caller proximity on referrals to other organisations and agencies, including the police, can help those wanting to investigate, rectify situations or support individuals to know the extent to which the situation has been corroborated.

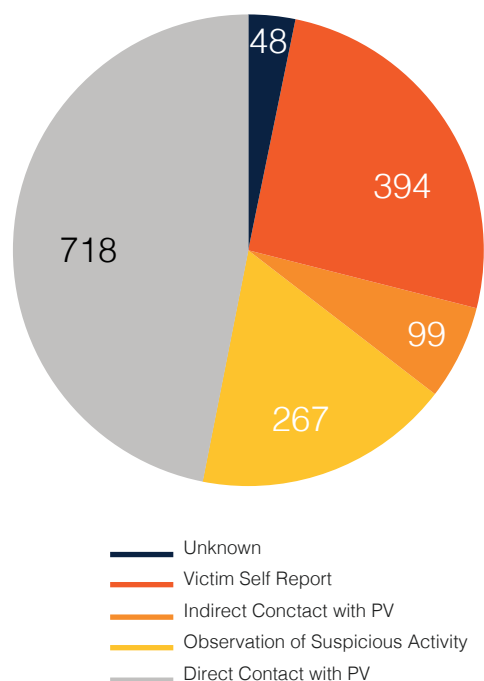
The Helpline will always endeavour to provide as much information in referrals to law enforcement agencies and safeguarding organisations, which will include the proximity

of the caller to the situation, where it is helpful to do so, and does not put the person reporting at risk of harm. Supporting a referral agency to not only understand the situation but to help them deal with it sensitively is vital.

It is pleasing to note that the Helpline has consistently seen a strong percentage of Helpline calls from potential victims themselves, compared to other dedicated modern slavery helplines across the world. In 2021, the number of modern slavery cases where a potential victim contacted the Helpline rose from **12.5%** of cases in 2020 to a staggering **25.8%** in 2021; this is a **41%** increase in cases with contact from potential victims from **280** in 2020 to **394** in 2021. This is extremely valuable as much more can be learned from the potential victim themselves to enable the Helpline to offer the best options moving forward. It also highlights the Helpline as a central hub for potential victims to access independent and confidential help and support at all times.

Given the significant increase in the number of potential victims calling themselves, the number of contacts from individuals in direct contact with a potential victim slightly declined. Likewise, the number of calls received from members of the public slightly declined too.

**Chart 09: Proximity of caller to situation in modern slavery cases 2021**



## Caller types and nature of calls

The Helpline receives calls and contacts from a diverse array of individuals and organisations. In 2021, the highest percentage of contacts into the Helpline related to sexual exploitation were community members. This is interesting and highlights the possibility that there is some awareness of sexual exploitation among wider communities. The second most prevalent caller type on sexual exploitation cases was potential victims themselves, followed by sex buyers.

The Helpline consistently receives calls from sex buyers who want to report concerns about an individual they have encountered in the sex industry.

Unsurprisingly, the most prevalent caller on domestic servitude cases was a potential victim themselves (**25%**), followed by a community member (**21%**). This is often the most difficult modern slavery issue to spot as it is very much hidden, so it is pleasing to see the prevalence of community callers reporting concerns related to this particular typology.

Potential victims were also the most prevalent callers in situations relating to criminal exploitation. This is interesting as in previous years this has not been the case. **22%** of callers in 2021 relating to criminal exploitation were from potential victims and **6%** from family members of potential victims.

Additionally, potential victims involved in labour exploitation situations were the second most prevalent caller types. This aligns with the increase in the number of potential victims calling themselves and is a pleasing trend.

The most common caller type on modern slavery cases where the exploitation type is unknown is a police officer. This can often happen as a police officer may call for technical assistance but not disclose the details of the case to the Helpline.

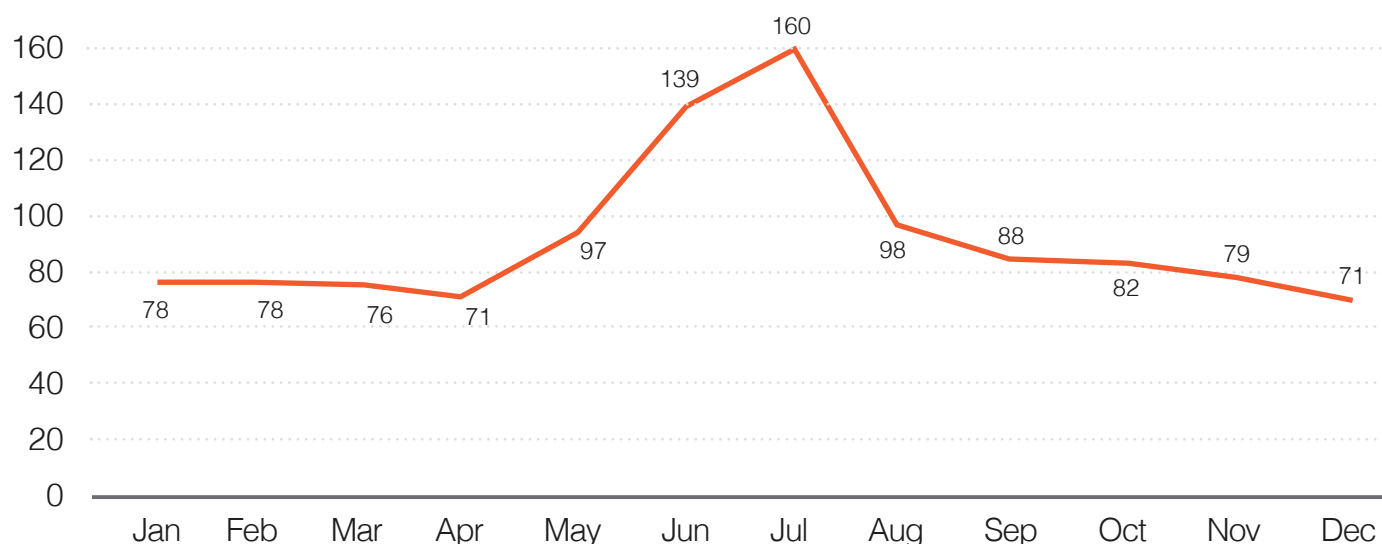
## Translation calls

Providing routine translation calls to those contacting the Helpline whose first language is not English continues to be a vital element of the Helpline's services. Often situations involving non-English speaking potential victims can be complex and cultural differences, and norms may make it difficult for an individual to speak up. The diversity of languages utilised on the Helpline highlights this well. In 2021, the Helpline used translators to engage with callers in **41** different languages. This is slightly down from the **47** different languages used in 2020.

However, the number of translator calls made during 2021 increased by **35%**, from **824** calls in 2020 to **1,117** calls in 2021. As with other contacts, the increase in this number could be down to a few complex cases requiring multiple calls. Often a potential victim will contact the Helpline on more than one occasion; each time, the Helpline will engage a translator to ensure a full account of the needs of the individual are understood and taken into account when considering options and next steps.

The ability to translate in real-time remains paramount for the Helpline. The power to understand and ask questions of a caller whose first language is not English is needed to build trust, better understand the situation, and offer support and provide options. This ensures that individuals who cannot speak English still have a way of reporting their situation, despite any language barriers. The Helpline continues to make good use of the translation services provided by Clearvoice, run by NGO Migrant Help.

**Chart 10 : Number of translation calls by month**



**21** minutes is the average translation call length

Despite the overwhelming majority of potential victims being indicated as from Romania, Romanian is not the most prevalent language sought in translation calls in 2021, unlike the previous three years. The most prevalent language

used on translation calls in 2021 was Arabic, with **272** calls, compared to **111** Romanian calls. In 2020, the Helpline facilitated **158** Romanian translation calls; this is a reduction of **29%**. In fact, Romanian was not even the second most prevalent language, which was Vietnamese with **128** calls. Other prevalent languages utilised by the Helpline include Chinese Mandarin (**109**), Albanian (**80**), and Lithuanian (**53**).

The table below provides a breakdown of the languages used in translation calls during 2021.

**Table 08: Languages used on Helpline translation calls**

Language	# of calls	Language	# of calls
Albanian	80	Pashto	5
Amharic	7	Polish	30
Arabic	272	Portuguese	19
Bengali	10	Punjabi	19
Bulgarian	22	Romanian	111
Chinese Cantonese	6	Russian	14
Chinese Mandarin	109	Sinhalese	2
Creole	3	Slovak	5
Farsi	45	Somali	5
French	14	Spanish	10
Fulani	18	Swahili	4
Greek	4	Tagalog	2
Gujarati	16	Thai	5
Hindi	16	Tigre	2
Hungarian	2	Tigrinya	15
Krio	1	Turkish	7
Kurdish Sorani	25	Twi	5
Lingala	1	Urdu	15
Lithuanian	53	Vietnamese	128
Luganda	1	Yoruba	71
Oromo	2		



## Detention Centre/Prison Cases

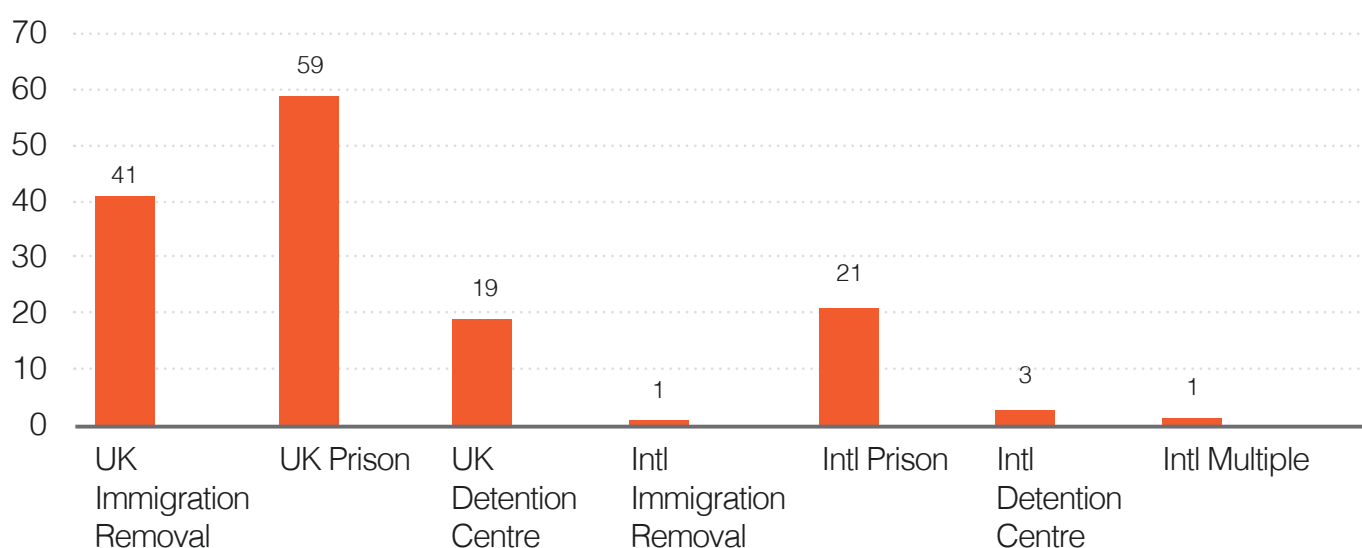
The Helpline consistently receives calls and contacts from individuals or someone representing an individual who is in an Immigration Removal Centre, a detention centre or prison. In 2021, a total of **145** cases were raised through the Helpline relating to detention and removal centres and prisons. In **25** cases, the location was outside the UK. The breakdown of these cases by accommodation type is set out in the table on the right.

**Table 09: Location Involved**

Detention/removal	# cases
Centre	63
Prison	81
Both	1
<b>Total</b>	<b>145</b>

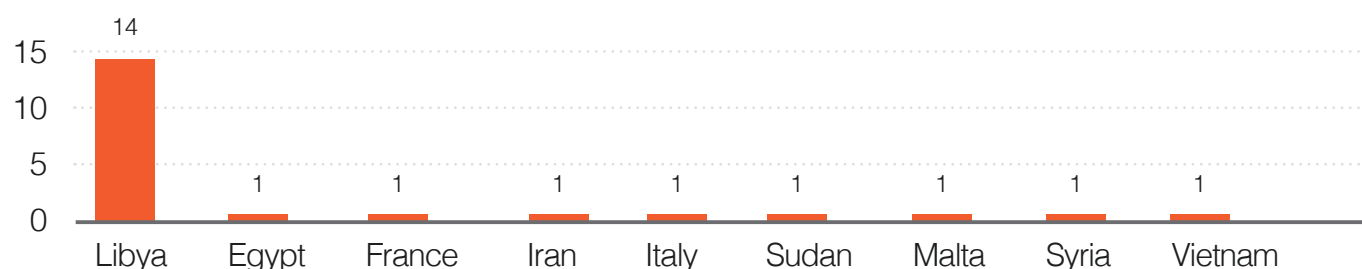
As well as receiving cases relating to those within prison or removal/detention centres in the UK, the Helpline also received contacts relating to those who were or have been detained in such a centre or prison overseas. One international case related to a potential victim reporting that they had been detained both in prison and an immigration removal centre. The number of cases and types of accommodation are set out in the Chart 11.

**Chart 11 : Number of UK and International cases by accommodation type**



Regarding cases related to detention and prisons overseas, Chart 12 sets out the various countries outside of the UK as reported locations.

**Chart 12 : Number of International cases by country**



The Helpline continues to try and understand how callers found out about the Helpline. This is important as it can help direct activity to promote the Helpline, understanding where and how the Helpline came to the attention of the caller. Unfortunately, this information is not always captured. Sometimes it is simply not appropriate to ask a caller how they found out about the Helpline, particularly if they are distressed, scared or angry about their situation or what they are reporting. The Helpline Advisor will always gauge the situation before requesting such information. Because of this,

the Helpline's understanding can sometimes be limited. For a total of **2,849** callers, the information about how the caller found out about the Helpline was not offered by the caller or requested by the Helpline Advisor. In 2021, as was the case in 2020, the most prevalent way in which callers heard about the Helpline was via the Helpline website. This was the case in **49%** of instances where this information was recorded. Where recorded, just under **9%** of callers referenced a colleague or friend, and **7%** of callers mentioned an internet search. The table below sets out the

**Table 10: Awareness of the Helpline number by case type**

How did Caller find out about Helpline?	General Info	Modern Slavery	Non-Modern Slavery	Non-Substantive	Totals
Not Offered	120	660	1435	634	2849
modernslaveryhelpline.org	61	385	1429	109	1984
Colleague/ Friend	6	144	195	8	353
Internet	8	66	162	46	282
Other NGO	7	117	123	7	254
Local Authority	9	111	74	1	195
Police	13	120	46	4	183
Prior Knowledge	27	68	61	4	160
Unseen	76	26	51	4	157
NHS/ Medical Professional	2	42	87	0	131
Government	14	37	63	6	120
Leaflet/Pamphlet	3	5	31	8	47
Payslip	0	0	5	38	43
Training	1	5	23	0	29
External App	1	2	25	1	29
Phonebook	0	0	9	4	13
Vehicle Sticker	2	1	3	5	11
Newspaper	2	1	8	0	11
Event	1	0	4	0	5
TV	3	2	0	0	5
Social Media	0	0	4	1	5
Billboard	0	0	3	1	4
Radio	1	0	2	0	3
Can't remember	0	1	1	1	3
Other	0	1	0	0	1
Legal Professional / Solicitor	0	0	1	0	1
<b>Total</b>	<b>357</b>	<b>1794</b>	<b>3845</b>	<b>882</b>	<b>6878</b>

**- Probation officer**

*Following a case where the Helpline offered technical assistance*

*“Many thanks for the sound advice you were able to offer me. The information given was very reassuring, informative and invaluable. Furthermore, the timeliness of the information, especially in our current climate, outstanding... Importantly, I now understand that if [the potential victim] does not wish to engage, then it is their choice.”*





## CASE STUDY

Hui\*, a Chinese male, called the Helpline from an immigration removal centre after he was issued a notice for deportation. Through a Mandarin interpreter, Hui disclosed that, when living in China, he was targeted by exploiters who identified and preyed on a vulnerability and placed him in grave danger.

Hui then fled to another country where exploiters offered him work and accommodation but then forced him to do unpaid labour. Hui was made to work over 12 hours a day and was physically abused if he refused work and even beaten if he slowed in his work. His movement was restricted by guards at the worksite, which is also where he slept at night before rising early to work again. Hui was trafficked and made to work in multiple different countries.

Hui was then placed on a boat to the UK by the exploiters and was threatened to be killed if he disclosed details of his situation. Because of this, Hui felt unsafe telling officials or the Home Office about his exploitation.

The Helpline Advisors told Hui about the National Referral Mechanism (NRM), an official process through which victims of modern slavery are identified and through which consenting adults can receive Government-funded support. After hearing this, Hui provided consent for a referral to be made to UK Visas and Immigration (UKVI) so that they could file an application to the NRM for him. The Helpline Advisors also signposted Hui to four different organisations that provide information and advice to people in his situation and within detention or removal centres. During this time, Hui expressed and showed symptoms of trauma, significantly negatively affecting his mental and physical health.

Following multiple referrals from the Helpline, UKVI shared that an application had already been submitted for Hui, but he had received a negative reasonable grounds decision, meaning he would not receive services or officially be identified as a victim of human trafficking. The Helpline advised UKVI that Hui was initially too scared to disclose what had happened to him and explained how they could contact the decision-makers for his NRM application and provide this further key information about Hui's situation.

Hui later contacted the Helpline and disclosed that he had now been given a positive reasonable grounds decision, giving him access to services as a potential victim of human trafficking. Hui thanked all the Helpline Advisors, he had spoken to for their support in this process.

*\*Names and some details have been changed to protect identities.*





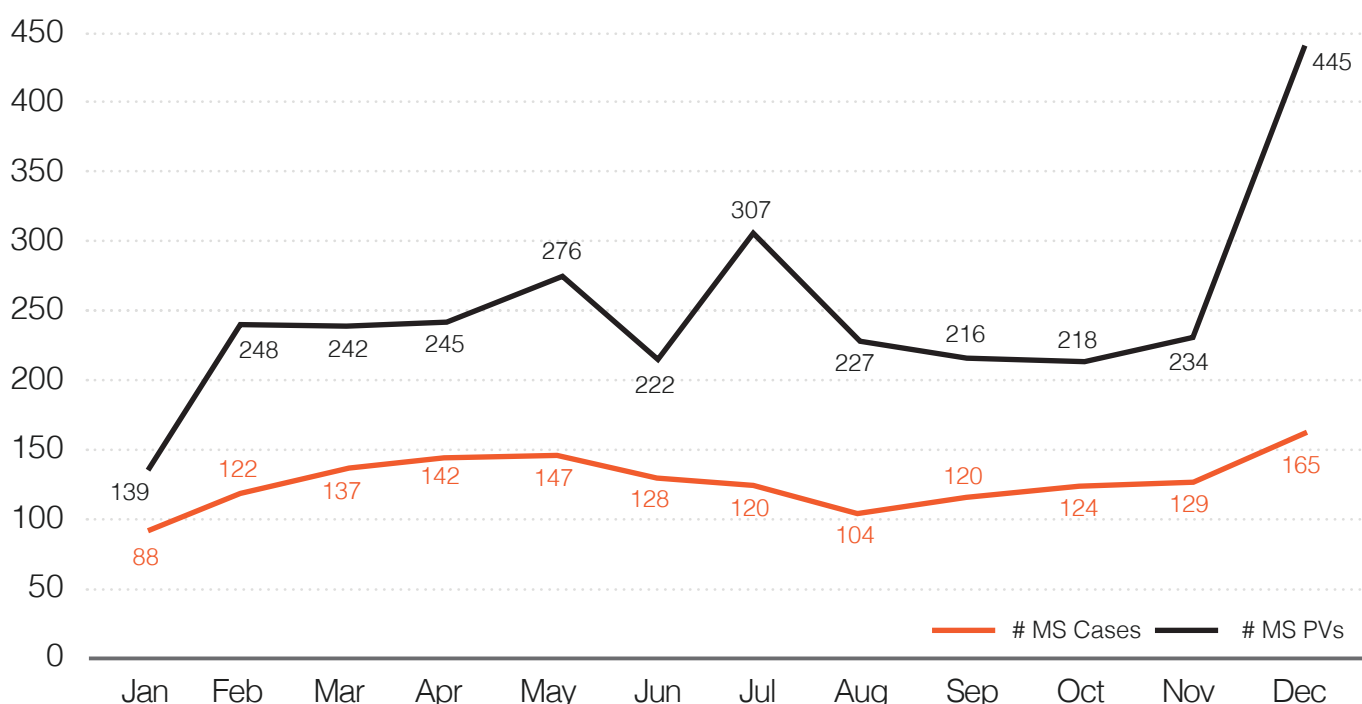
## chapter 4: victim demographics

The demographics of potential victims indicated in reports to the Helpline continue to show the diversity of those caught up in situations of modern slavery. In 2021, the Helpline indicated a total of 3,019 potential victims from a wide range of backgrounds, nationalities and ethnicities. A total of 76 different nationalities were indicated in calls and contacts during the year.

During 2021, the average number of potential victims per modern slavery case remained fairly consistent with 2020 figures at two potential victims indicated per case. This can fluctuate quite a bit and is influenced often by a few complex cases, indicating multiple victims.

It is, therefore, important to note that the average number of potential victims indicated in reports does not necessarily correlate with the number of modern slavery cases or the number of contacts made into the Helpline.

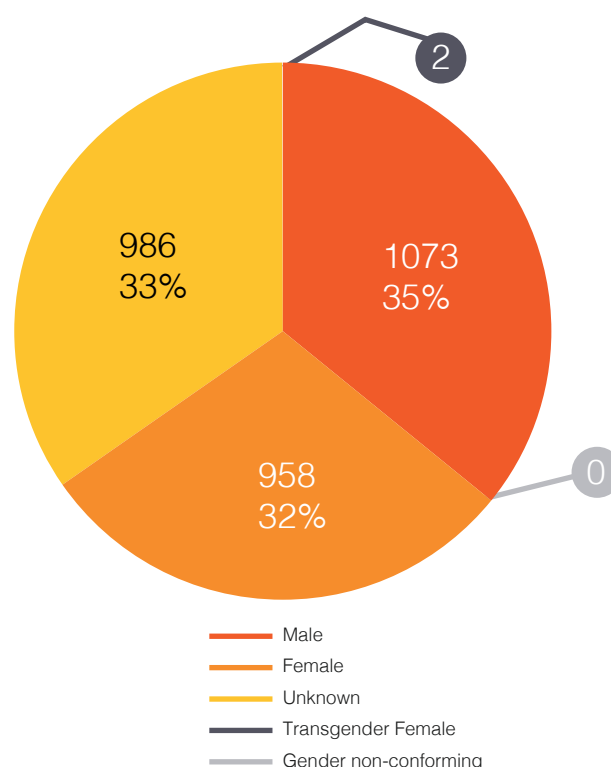
**Chart 13: Number of cases and potential victims indicated per month during 2021**



Males continue to be the most prevalent gender indicated in situations reported to the Helpline. However, the gap between the number of males and females being indicated is much closer than in previous years, with **52.7%** of potential victims indicated as males and **47.1%** indicated as females, where the gender of the potential victim was known. **0.2%** of potential victims were indicated as a transgender female. The Helpline can also record gender as non-conforming or non-binary where that is appropriate.

how many of those were male or female. The Helpline will always record unknown for a potential victim demographic where the caller is uncertain of the details.

**Chart 14: Breakdown of potential victims indicated by gender in 2021**



The reduction in the proportion of males being indicated in situations could be down to a number of factors such as the decline in the number of labour exploitation cases which predominantly indicate male potential victims. We have seen labour exploitation cases decline throughout the pandemic when fewer businesses and sectors have been active for certain periods. Additionally, throughout 2021, the Helpline has seen an increase in the number of sexual exploitation cases being reported, which historically mainly includes female potential victims.

In 2021, there were **986** instances where the gender of a potential victim indicated in a situation of modern slavery was recorded as unknown. This is likely to be where the individual contacting the Helpline cannot be certain of the gender of one or more potential victims they have observed or want to report. This could be the case when an individual wants to report concerns passed on by a third party or where they have seen multiple individuals but cannot recall

## Breakdown of adult/minors

Consistently, the number of adults indicated to the Helpline far outweighs the number of minors. As in previous years, the majority of those indicated to the Helpline as potential victims in 2021 were reported to be adults, with **1,742 (58%)**.

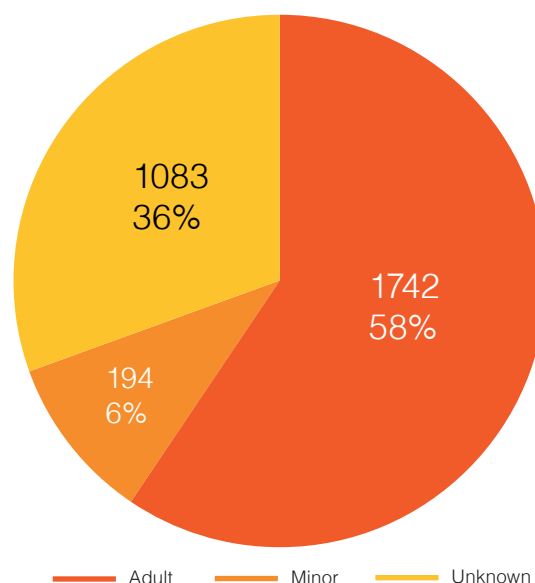
**6% (194)** of potential victims were recorded as minors, with **1,083 (36%)** where the age of the potential victim(s) was unknown. Where a contact or caller is uncertain of the age of a potential victim, the Helpline will not make any assumptions. The Helpline remains conservative in its data collection to ensure figures are not inflated or misrepresented in any way. As a result, demographic information may be recorded as an unknown where the contact cannot be certain of the details.

In 2021, the most prevalent age group recorded for potential victims, where age was known, is 18-24 years old at **266 (34%)**. This is consistent with previous years and has increased from **28%** in 2020. The second most prevalent age group is the 25-34 year comprising **29% (228)** of those where the age is known. It is not surprising that these two age groups are the most prevalent given the prevalence of labour exploitation and sexual exploitation reported. However, modern slavery is not restricted to certain age groups. Unfortunately, the Helpline receives reports related to potential victims from all walks of life and from all age categories. In 2021, **2%** of potential victims indicated were 60+ years of age, and **13%** were under 18 years old. This highlights the breadth of the issue and the fact that exploiters don't care how old a victim is or their circumstances, as long as they can make a profit.

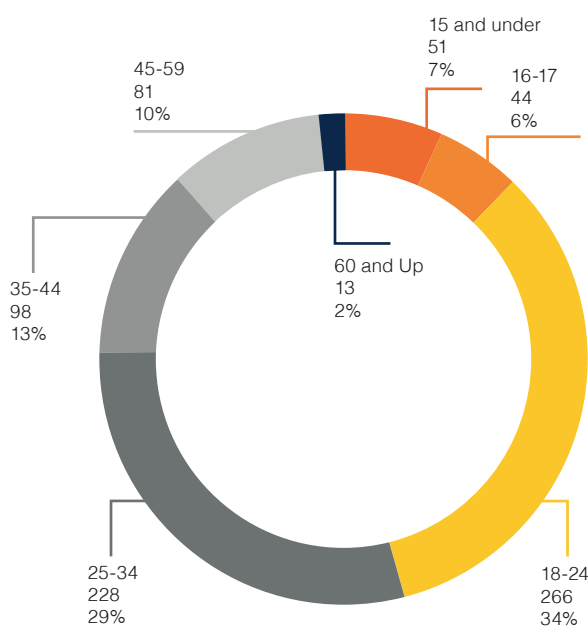
**Table 11: Top 20 most common nationalities in 2021**

Nationality	Number	Percentage
Romania	241	8.0%
Vietnam	150	5.0%
China	82	2.7%
Albania	62	2.1%
Sudan	50	1.7%
India	41	1.4%
Poland	34	1.1%
England	29	1.0%
Brazil	25	0.8%
Pakistan	22	0.7%
Bulgaria	20	0.7%
Philippines	19	0.6%
Argentina	16	0.5%
Nigeria	15	0.5%
Lithuania	13	0.4%
Hungary	12	0.4%
Thailand	9	0.3%
Slovakia	9	0.3%
Bangladesh	9	0.3%
Iran	8	0.3%

**Chart 15: Breakdown of adult/minor potential victims indicated**



**Chart 16: Breakdown of potential victims by age range**



The diversity of nationalities in potential victims indicated to the Helpline continues. Although the Helpline has seen a small decline in the number of nationalities indicated, it was still extremely high at **76** different nationalities in 2021. This is down from **80** in 2020 and **85** in 2019. External factors, including media stories, high profile court cases, war or displacement and political imperatives, can all contribute to a corresponding increase or decrease in the number and diversity of individuals both contacting the Helpline to report and those directly contacting to seek help for themselves. The Helpline continues to monitor this diversity to ensure the services offered can best support those in need, including providing information in a non-English text.

The table on the left sets out the top **20** most common nationalities reported to the Helpline in 2021, where the nationality was known.



Romania continues to feature significantly as the most prevalent nationality for potential victims indicated to the Helpline. The second most prevalent nationality is Vietnamese. This is interesting as the Helpline saw a notable decline in the number of Vietnamese nationals being indicated in 2020. In 2021, **150** potential Vietnamese victims were indicated, up from **53** in 2020. This is an increase of **183%**. For the first time, Sudan appears in the top five most prevalent nationalities, rising from nineteenth in 2020 with **12** potential victims to fifth in 2021 with **50** potential victims. England conversely moved out of the top five most prevalent from fourth in 2020 with **85** potential victims to eighth in 2021 with **29** potential victims. Afghanistan no longer features in

## Romania most prevalent nationality indicated

the top twenty; however, Argentina rose to thirteenth most prevalent in 2021.

The table below sets out the different exploitation typologies by gender. It highlights the difference in genders being reported across the different typologies, with more males indicated in labour exploitation and more females in sexual exploitation.

**Table 12: Summary of potential victims by gender and exploitation type**

Type of Exploitation	Male	% of Males	Female	% of Females	Transgender Female	Gender Non-Conforming	Unknown	% of Unknown	PVs per Exploitation Type
Labour	694	65%	142	15%	0	0	648	66%	1484
Sexual	6	1%	522	54%	1	0	26	3%	555
Domestic	17	2%	64	7%	0	0	17	2%	98
Criminal	160	15%	61	6%	0	0	41	4%	262
Various	33	3%	27	15%	0	0	29	3%	89
Unknown	163	15%	142	12%	1	0	225	23%	531
<b>Totals</b>	<b>1073</b>		<b>958</b>		<b>2</b>	<b>0</b>	<b>986</b>		<b>3019</b>

**Table 13: Methods of control reported by potential victims in all types of modern slavery cases**

Method of Control	# of PVs	% of PVs
Other	929	31%
Monitoring	919	30%
Tied accommodation	907	30%
Confinement, restricted movement	885	29%
Financial control	849	28%
Physical abuse	593	20%
Threat to harm subject, family or other	402	13%
Emotional Abuse - Verbal/Manipulation	391	13%
Sexual abuse	330	11%
Isolation	236	8%
Withheld/destroyed important documents	246	8%
Threat - other	114	4%
Induced Substance Abuse	98	3%
Threat to report to police or immigration	69	2%
Threat to expose or shame subject	21	1%
Unknown	17	1%
Cultural/Familial/ Religious pressure/coercion	24	1%
Threat to abandon subject/make homeless	9	<0%
<b>Total*</b>	<b>7039</b>	

Building an understanding of the range of methods of control used in exploitative situations is invaluable as it provides insight into the tactics and behaviours used which contribute to a person's feelings of being unable to leave a situation. Aside from methods of control reported as other, the most prevalent methods of control are monitoring and tied accommodation, with **30%** of potential victims indicating either tied accommodation or monitoring or both as factors in their experience. Potential victims may report multiple methods of control, and so the information provided in the table below indicates the number of potential victims that have reported each type of control method. Financial control still remains a very real aspect of potential victims' experiences, with **28%** of potential victims indicating financial exploitation as a control method.

## Recruitment tactics

A diverse range of recruitment tactics is used by exploiters to recruit individuals into exploitative situations. Sometimes this can be through what appears to be harmless means: befriending a person or offering them help and support. However, situations can change quickly, and what was seen as a good gesture is then used to coerce and ultimately force an individual into working for little or no pay, selling sex or committing criminal acts such as selling and running drugs. A common recruitment tactic is to advertise a seemingly legitimate job offer with good terms and conditions and rates

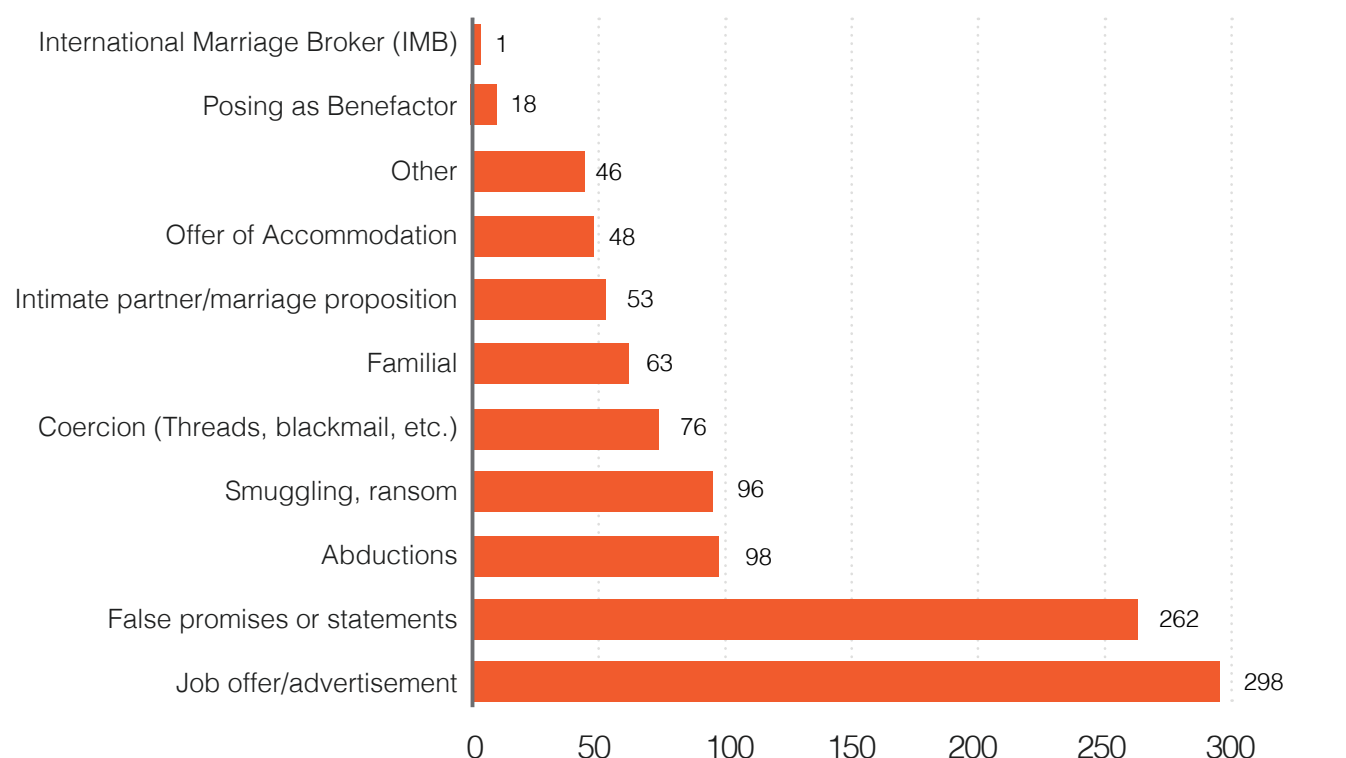
of pay. However, the advert may be a ruse for attracting vulnerable people into a life of exploitation. Appearing to be kind and showing compassion or empathy to a vulnerable person can be a particularly effective tactic as the person believes the individual making the offer is genuine and has their best interests at heart. Once an individual has been 'recruited', it is often difficult for them to leave the situation. Trauma bonding can play a part in potential victims being unable or unwilling to leave a situation because a bond has been established with their exploiters or abusers. This bond develops over the course of time and can be particularly effective in maintaining control of an individual.

In **76%** of cases, the tactics used to lure and recruit potential victims have been recorded as unknown. This is often the

case when the Helpline is contacted by a police officer or a frontline worker working in the NHS. In many of the technical calls handled by the Helpline, frontline professionals may be seeking help for a particular situation or individual but do not want or need to disclose any specific details. A job offer or advertisement offering some form of work or opportunity continues to be the most prevalent tactic indicated to the Helpline. A job offer or advertisement has been highlighted for **10%** of potential victims reported to the Helpline, with false promises or statements being indicated for **9%** of potential victims reported.

The table below provides the most prevalent recruitment tactics indicated to the Helpline for all exploitation types in 2021.

**Chart 17: Number and type of recruitment tactics indicated**



**- DI Vicky Lewandowski,  
NPCC MSOIC safeguarding lead**

*“ In policing we recognise not all victims or witnesses have the confidence to come directly to the police, including victims who are worried about their immigration status. Having the MS Helpline is really important for people to seek advice, report their concerns and be signposted to the most appropriate support services to help them. A translation service is provided by the Helpline which is absolutely key to helping all victims tell their situation and be given the appropriate support.*

*Nationally policing appreciate how valuable the Helpline is. The information collected helps police to pursue individuals who callously exploit individuals for their own gains and supports police to rescue victims who are exploited across so many different crime types. They help us to understand emerging trends and how perpetrators adapt their methods to exploit vulnerable persons. It is a valuable relationship allowing us to pursue and stop perpetrators, protect vulnerable people and prevent further victims.”*





## chapter 5: potential exploiters

Knowing more about the criminals who exploit and abuse others is key. Not much is known about those who perpetrate because many operate under the radar, and when issues or situations come to light, they are not brought to justice. The Helpline seeks to gather as much information about potential exploiters as possible to inform referrals to law enforcement and safeguarding agencies.



Recognising the generally limited knowledge there is of potential exploiters; the Helpline is continuing to develop its understanding through the information received via calls and contacts into the Helpline. It is often difficult for a potential victim to divulge information about their situation and particularly details related to those who are exploiting them. This is because exploiters will use a range of tactics such as threats of violence or sexual abuse to ensure their victims do not report to the authorities. Because police investigations and resulting prosecutions often still rely on victim testimony, many of the exploiters who are known to the police escape justice because victims simply don't feel safe to tell their story. Even though the Helpline only has a partial picture of those who commit such crimes, it is nevertheless valuable in helping to better understand the characteristics and motives of such individuals.

As with potential victims, the Helpline sees significant diversity in the nationalities and demographics of potential exploiters indicated in the calls and reports it receives.

All Helpline Advisors are specially trained to elicit as much relevant information they can from each caller about the situation they are reporting. This assists the Helpline in providing situational as well as demographic information about the individuals involved.

In line with the Helpline's strong data standards, the nationality and other demographics of potential exploiters will be recorded as an unknown where there is doubt about their nationality, age or indeed gender. This again ensures that the Helpline remains honest in terms of what it is reporting about suspected modern slavery situations.

Although the Helpline will seek to find out the demographics of a potential exploiter, it is understandable that this

## 46 different nationalities of potential exploiters indicated

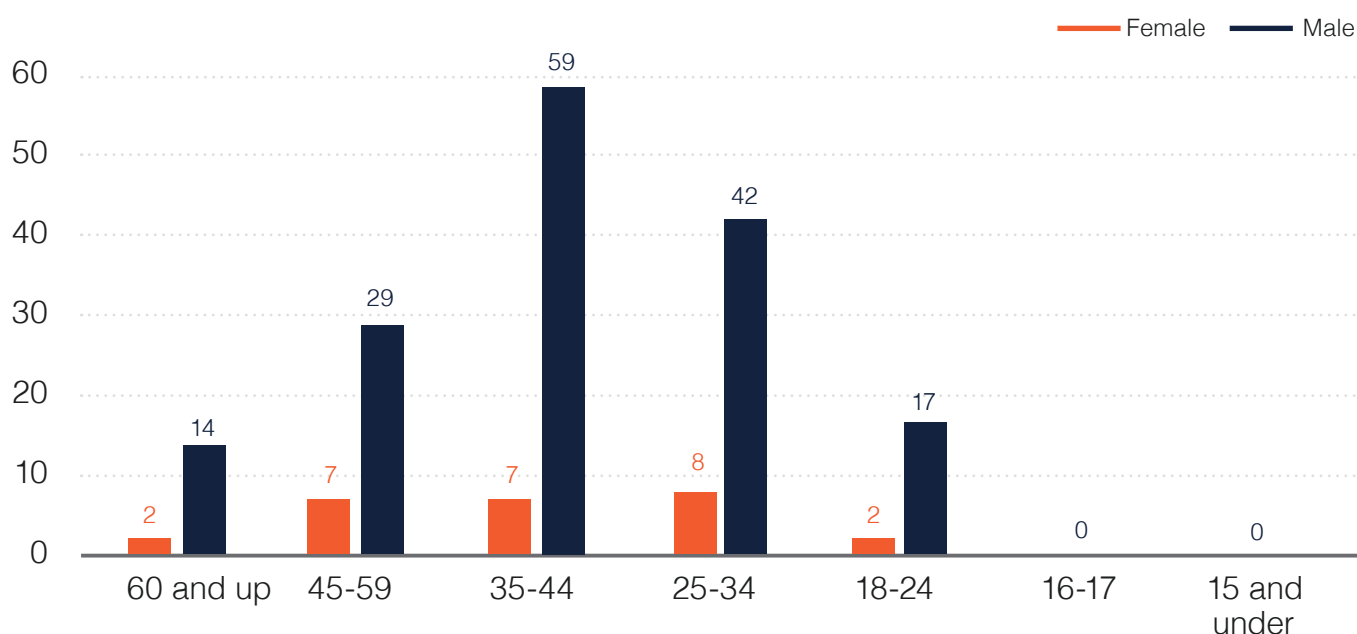
information is patchy and limited. However, a total of **2,008** potential exploiters were indicated in modern slavery cases raised by the Helpline in 2021. Of those, **1,183** were indicated as adult potential exploiters, and the remaining were recorded by the Helpline as unknown. The overwhelming majority of potential exploiters were indicated as male, with **1,021**. **218** were indicated as female, with **1** indicated as a transgender female. The remaining **768** were recorded by the Helpline as unknown. Information about the age of a potential exploiter has been recorded in only **10%** of instances, **204** cases out of the **2,008** indicated.

Consistently over the past three years, the majority of potential exploiters where age was indicated were in the 35-44 year old age category (**70** potential exploiters – a total of **34%** of those where age was recorded). A further **27%** were indicated as being in the 25-34 age category and **20%** in the 45-54 age category.

The chart below provides a breakdown of the total number of potential exploiters recorded in 2021, where their age and gender were recorded by the Helpline.

## 26 the highest number of potential exploiters recorded on one reported case for labour exploitation

**Chart 18: Breakdown of gender and age of potential exploiters indicated**



The number and demographics of potential exploiters can be diverse across the different modern slavery typologies. The table below provides a breakdown of the number of potential exploiters indicated in the different exploitation typologies by case, including the highest number of potential exploiters reported on one case for each typology.

**Table 14: Number of potential exploiters recorded against the number of cases by exploitation type**

Type of Exploitation	# of cases	# of PEs	% of PEs	Highest # of PEs reported on one case
Labour	447	944	47%	26
Sexual	289	434	22%	11
Domestic	65	127	6%	5
Criminal	194	256	13%	11
Various	44	101	5%	6
Unknown	487	146	7%	4
<b>Totals</b>	<b>1526</b>	<b>2008</b>	<b>100%</b>	

In 2021, reports relating to labour exploitation cases indicated a total of **944** potential exploiters, with one single case reporting **26** potential exploiters involved in a particular situation. Reports relating to both sexual exploitation and criminal exploitation indicated at least one case with **11** potential exploiters, suggesting that some criminal networks could be behind these types of exploitative situations, where multiple individuals are noted. Domestic servitude, which is primarily based in private households, can be more complicated but often perpetrated by one or two individuals. However, in one instance of reported domestic servitude, a total of **5** potential exploiters were indicated.

The complexity of situations and those involved in exploiting others is further illustrated through the range of different nationalities indicated amongst those who perpetrate. Table 15 provides a breakdown of the top 16 indicated nationalities on calls and contacts into the Helpline.

A total of at least **46** different nationalities were indicated for potential exploiters reported to the Helpline in 2021. Aside from the top 16 nationalities, reports indicated potential exploiters from the following countries: **4** each from Turkey, Sudan, Sri Lanka, Slovakia, Lithuania, Iran, Hungary, Afghanistan; **3** each from Thailand, Saudi Arabia, Philippines, Iraq and the Czech Republic; **2** each from Qatar, Northern Ireland, Lebanon, Italy and England/Pakistan.

Tables 16 and 17 set out the potential exploiter nationalities recorded by the Helpline in 2021 by UK country. In all UK countries, Romania continues to feature prominently, particularly in England and Wales, with **42** and **4** potential exploiters indicated, respectively. Only one Romanian potential exploiter was indicated in both Scotland and Northern Ireland.

**Table 15: Top 16 potential exploiter nationalities indicated in 2021**

Nationality	# of potential exploiters
China	79
Romania	58
Libya	58
Vietnam	46
England	31
Albania	22
Pakistan	21
Poland	15
Ireland	10
Russia	9
Nigeria	9
India	8
Jamaica	7
Somalia	6
Zimbabwe	5
Brazil	5

**Table 16: Reported nationality of potential exploiter in all MS situations reported for England 2021**

Country	#	Country	#	Country	#	Country	#	Country	#	Country	#
Romania	42	Nigeria	7	Thailand	3	Brazil	2	Iraq	1	Unknown	918
China	39	Jamaica	7	Philippines	3	United States	1	Iran	1	<b>Total</b>	<b>1161*</b>
England	27	Albania	6	Czech Republic	3	Sri Lanka	1	Ghana	1		
Pakistan	16	Zimbabwe	5	Saudi Arabia	2	Portugal	1	England/Nigeria	1		
Vietnam	13	Somalia	4	Northern Ireland	2	Malaysia	1	Colombia	1		
Poland	12	Slovakia	4	Lebanon	2	Kenya	1	Bulgaria	1		
Ireland	10	Lithuania	4	Hungary	2	Japan	1	Afghanistan	1		
India	8	Turkey	3	England/Pakistan	2	Italy	1	United Arab Emirates	918		

\*This number is higher than the total potential exploiters indicated as some potential exploiters have been re-recorded with more than one nationality/dual nationality.

**Table 17: Reported nationality of potential exploiters for Scotland/Wales/Northern Ireland**

Scotland		Wales		Northern Ireland	
Country	#	Country	#	Country	#
China	6	Romania	4	Zimbabwe	2
Poland	3	Vietnam	1	Romania	1
Qatar	2	England	1	Unknown	25
Jamaica	2	Unknown	29		
Romania	1				
Unknown	37				
<b>Total</b>	<b>51</b>	<b>35</b>		<b>28</b>	

## Relationship of potential exploiter to potential victim

Information about the relationship between a potential exploiter and a potential victim is important in helping both the Helpline initially assess the situation and law enforcement and safeguarding agencies to determine the best course of action. The most prevalent relationship indicated to the Helpline between a potential victim and exploiter across all exploitation types is an employer at **29%**. This is to be expected, with a significant proportion of cases and potential victims being reported as involved in situations of forced labour and labour exploitation. For labour exploitation cases, this was **47.7%** of all relationships reported to the Helpline, with a further **16%** indicating the recruiter as the potential exploiter. Employer, as a potential exploiter, also features heavily in cases of domestic servitude with just over **44% (56)**. Other notable relationships across all exploitation types include a familial relationship, with **5%** of relationships indicated, and an intimate partner at **3%**. Table 18 shows the relationships indicated in calls and contacts to the Helpline by exploitation type.

**Table 18: Reported relationship of potential exploiters to potential victims**

PE Relationship	# of PEs by exploitation type						Total	%of PEs
	Labour	Sexual	Domestic servitude	Criminal	Various	Unknown		
Employer	451	28	56	25	32	9	601	29%
Intimate partner of victim(s)	9	27	8	5	10	2	61	3%
Recruiter	152	44	11	76	11	5	299	15%
No clear relationship	131	258	9	83	21	23	525	26%
Familial relationship	48	12	31	3	16	5	115	5%
Not specified	158	71	16	63	16	97	421	21%
Other	19	2	3	5	1	5	35	1%
<b>Total</b>	<b>944</b>	<b>434</b>	<b>127</b>	<b>256</b>	<b>101</b>	<b>146</b>	<b>2008</b>	<b>100%</b>

## Methods of control


Potential exploiters will use a range of methods to control victims. Several different methods of control may be reported by one potential victim or in one case; hence the number of types of methods of control do not directly correlate with the total number of potential victims indicated. Although

financial control remains extremely prevalent across cases and reports into the Helpline, in 2021, the most prevalent method used by an exploiter and indicated to the Helpline was physical abuse at **38%**, closely followed by financial control at **37%**. The table below provides a breakdown of all reported methods of control used by potential exploiters.

**Table 19: Breakdown of methods of control used by potential exploiters**

Method of control	# of PEs	% of PEs	Method of control	# PEs	% of PEs
Physical Abuse	772	38%	Other	424	21%
Financial control	735	37%	Threat - other	117	6%
Monitoring	699	35%	Induced substance abuse	100	5%
Confinement/restricted movement	698	35%	Threat to report to police/immigration	64	3%
Threat to harm subject, family or other	552	27%	Cultural/familial/religious pressure	24	1%
Tied accommodation	543	27%	Threat to expose or shame subject	13	1%
Emotional abuse (verbal/manipulation)	306	15%	Threat to abandon subject/make homeless	8	<1%
Isolation	261	13%	<b>Total</b>	<b>5861*</b>	
Withheld/destroyed important documents	279	14%	*number is higher than total number of potential exploiters as multiple methods of control are often indicated in each case/contact.		
Sexual abuse	266	13%			
Isolation	261	13%			





## chapter 6: sexual exploitation

For the second year running, the Helpline has seen an increase in the number of reports of sexual exploitation, rising from 273 in 2020 to 289 in 2021. This is against a backdrop of declining modern slavery cases overall. Potential victim numbers, as a result, have also increased, up from 481 in 2020 to 555 in 2021.

Sexual exploitation is an issue that has been somewhat overshadowed in recent years, with much more focus being placed on raising awareness and tackling situations of labour exploitation. However, increased reports into the Helpline during the past two years relating to sexual exploitation prove it is still a key issue that requires a clear focus. Although anyone can be a victim of sexual exploitation, the overwhelming majority of potential victims indicated to the Helpline are women, who make up **94%** of all potential victims for this typology, with **7%** reported to be minors. The Helpline continues to classify sexual exploitation cases to align with the specific offences set out in the Modern Slavery Act. They are:

- Human trafficking for sex - commercial sex;
- Slavery/servitude - sexual slavery;
- Forced labour - forced prostitution.

Sexual exploitation cases indicated to the Helpline have again increased year on year from **219** in 2019 to **273** in 2020, rising to **289** in 2021. A total of **555** potential victims were indicated in situations of sexual exploitation. This is up from **481** in 2020. Of those **289** cases, **56 (19%)** cases raised concerns of potential sexual exploitation online through the internet or, more specifically, adult services websites.

As with other typologies, the Helpline receives a wide array of callers in relation to sexual exploitation situations. The most prevalent caller type on cases indicating sexual exploitation is community members with **34% (122)** of contacts coming from this cohort. Potential victims of sexual exploitation are second most prevalent, with **17%** of callers

**Table 20: Number of sexual exploitation cases and PVs**

Type of sexual exploitation	# of cases	% of sex exploitation cases	# of PVs	# of contacts
HT Sex - commercial	158	55%	341	465
Sex Slavery/Servitude	8	3%	10	29
Forced prostitution	123	43%	204	246
<b>Totals</b>	<b>289</b>	<b>100%</b>	<b>555</b>	<b>740</b>

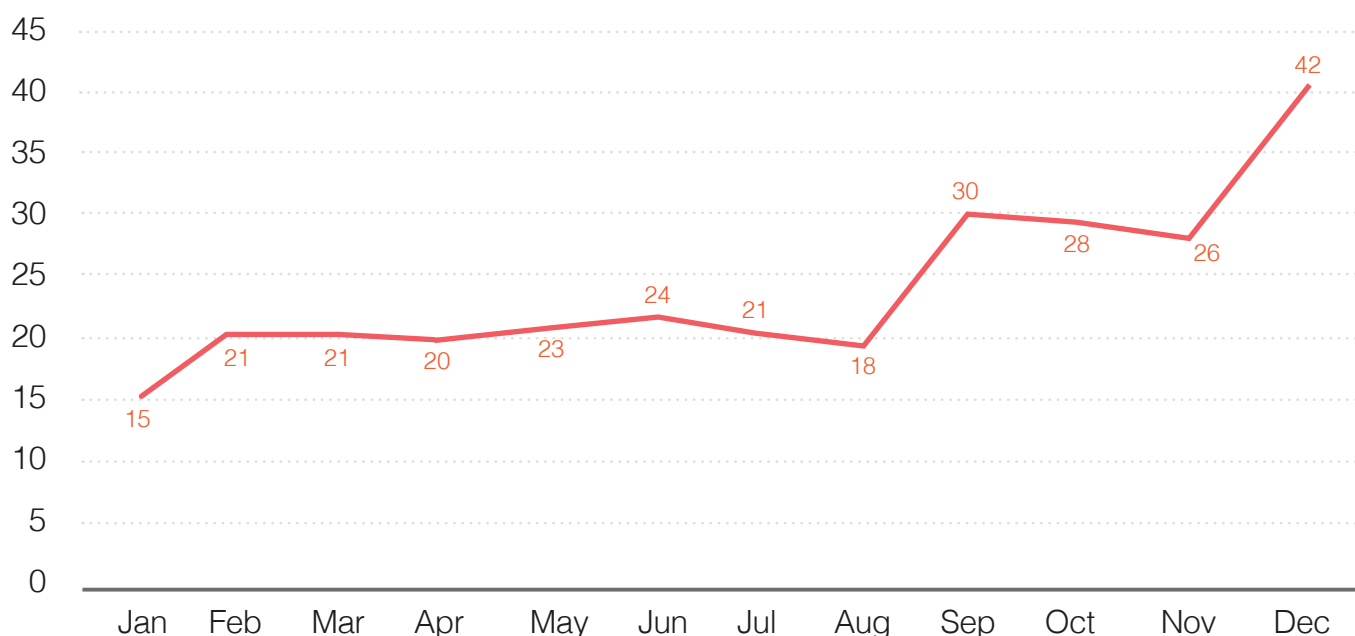
\*total number of calls, webforms, apps and email communications receive.

**(62)**, and sex buyers third most prevalent with **12% (43)**. In these instances, sex buyers are normally reporting concerns about a 'sex worker' they had interacted with or reviewed online. Local authority personnel and medical professions make up the top five, where the caller type is known, with **19** and **18** callers, respectively.

## Sexual exploitation cases

Throughout 2021, the Helpline has seen a steady increase in the number of sexual exploitation cases being indicated by contacts. Aside from small dips in August and November, the number of cases per month has risen steadily, from **15** in January 2021 to **42** cases in December 2021. The chart below provides a monthly breakdown of cases raised by the Helpline throughout 2021.

**Chart 19: Sexual exploitation cases opened by month 2021**



## Proximity of contact

In **21%** of sexual exploitation cases (**61**), the Helpline has recorded instances where the victim has self-reported, and in a further **40%** of cases (**116**), there has been direct

contact with a potential victim. This is significant, as it allows the Helpline Advisor to obtain information directly from the individual about their situation, they can seek consent to share information if required, and they can better understand what help and support the individual wants and needs.

Online platforms play a significant role in recruiting and exploiting people across a range of typologies. It is particularly prevalent in recruiting and exploiting women into sexual exploitation, often through the use of social media platforms and adult services websites. Adult services websites can be used by criminals who will force women into sexual exploitation by posting their information online and managing any contacts via the platform. In some cases, false identities or photographs of women who have never sold sex or been involved in the sex industry can be used. Online platform businesses will often have in place identity checks to confirm a user's name and age. This seeks to prevent abuse but can be circumvented with false identities and a lack of additional checks. In 2021, the Helpline indicated a total of 56 cases where 'online' was given as a recruitment method or location of exploitation. Online sexual exploitation can involve live streaming as well as 'customers' visiting home addresses to pay and receive sexual services. Table 22 provides a breakdown of cases.

Unlike the previous two years, the Helpline saw a decrease in the number of minors indicated in sexual exploitation, falling significantly from **24%** of sexual exploitation potential victims to **7%**. Of note is the overall increase in sexual exploitation situations reported, indicating its continued prevalence. It is, therefore, assumed that the reduction is down to fewer individuals contacting the Helpline about minors involved in these types of situations during 2021, rather than an overall reduction in prevalence. Of the **555** potential victims of sexual exploitation indicated through contacts to the Helpline, **261** were classed as adults, **37** minors, and in **257** cases, the adult/minor status was recorded as unknown. Although figures suggest only **7%** of cases reported minors, a large proportion of those classed as an unknown could be related to those under the age of **18**. However, where that is a possibility, the Helpline will ensure that appropriate safeguarding measures are instigated to protect any young person from further harm.

Whenever concerns are raised suggesting someone may be a minor in a situation of exploitation, but the caller or contact is unsure, the Helpline will nevertheless take all necessary safeguarding measures, including a referral to the appropriate safeguarding team or authority, ensure a potential minor is appropriately safeguarded and protected.

Over **94%** of potential victims in situations of sexual exploitation are females. This is an increase of **3%** from 2020. Although the number of males indicated in sexual exploitation situations is much lower, sexual exploitation can be one of several ways in which a male is exploited or controlled by their exploiter. Chart 21 shows the breakdown of gender for all potential victims indicated in situations of sexual exploitation.

The number of cases of unknown adult/minor status and gender status is likely to be as a result of a third party reporter or a complex situation or situations where the number and gender of potential victims is not clear and thus cannot be assumed by the Helpline.

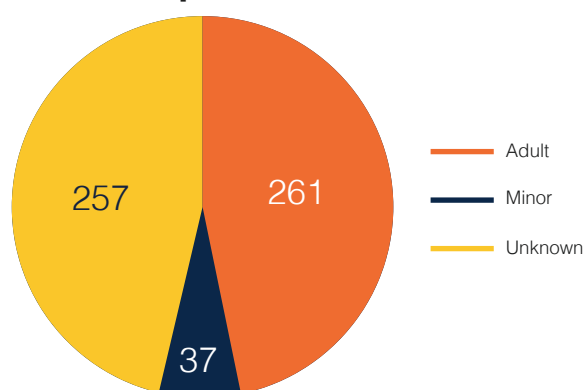
**Table 21: Proximity of caller in sexual exploitation cases**

Proximity by cases of SE	# SE cases	% of sex exp cases
Unknown	9	3%
Victim Self Report	61	21%
Indirect Contact with potential victim	13	4%
Observation of Suspicious Activity	90	31%
Direct Contact with potential victim	116	40%
<b>Totals</b>	<b>289</b>	<b>100%</b>

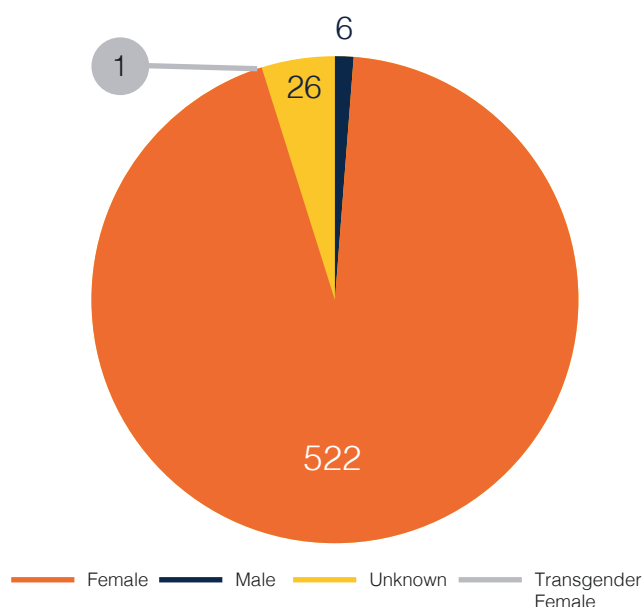
**Table 22: Cases involving online location or recruitment**

Online location or recruitment	# of cases	# of PVs
Exploitation/advertisement online	51	77
Online recruitment location	4	4
Both	1	3
<b>Totals</b>	<b>56</b>	<b>84</b>

**Chart 20: Breakdown of age status in sexual exploitation cases**



**Chart 21: Breakdown of gender of potential victims in sexual exploitation**





Across all four UK countries, sexual exploitation cases were raised through contacts to the Helpline. The majority of cases and potential victims were indicated in England; however, Northern Ireland saw a notable rise of **250%** in cases indicated (from **2** to **7**), and **850%** in the number of potential victims indicated (from **2** to **19**) between 2020 and 2021.

**27%**

of potential victims indicated in sexual exploitation are Romanian nationals where nationality is known

**Table 23: Breakdown of sex exploitation cases by UK country**

Type of sex exploitation	England		Scotland		Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs	# of cases	# of PVs
HT Sex	103	216	6	14	0	0	2	2
Slavery	1	1	0	0	0	0	0	0
Forced Labour	95	157	7	10	3	7	5	17
<b>Total</b>	<b>199</b>	<b>374</b>	<b>13</b>	<b>24</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>19</b>

Table 24 lists the top nationalities of potential victims indicated to the Helpline in sexual exploitation, where the nationality is known. Of the **555** potential victims, the nationality of **342** has been recorded as unknown. This is over **61%** of potential sexual exploitation victim nationalities. As in previous years, the most prevalent nationality for sexual exploitation potential victims was Romanian. This aligns with the Helpline's overall potential victim nationalities, where Romanian was also the top indicated nationality. Additionally, the Helpline sees a difference in the nationalities indicated among potential victims of sexual exploitation compared to the nationalities indicated across all exploitation types. Both Sudan and India, whilst in the top twenty overall nationalities, do not feature in the indicated nationalities for potential victims of sexual exploitation. In addition, only one potential victim of sexual exploitation was indicated from Pakistan, although Pakistan is in the top ten nationalities for all exploitation types. Conversely, Serbian and Russian feature in the top ten nationalities for sexual exploitation but do not feature in the top nationalities across all typologies.

In addition to the nationalities mentioned above, potential victims in sexual exploitation situations have also been indicated from the following countries: **1** potential victim from Zimbabwe, Uganda, Slovakia, Saudi Arabia, Portugal, Pakistan, Northern Ireland, Nigeria, Mauritius, Japan, Iraq, Iran, Indonesia, Ecuador and Cuba. Table 25 provides a further breakdown of potential victims indicated by race/ethnicity.

**Table 24: Top nationalities of PVs in sexual exploitation**

Nationality	# of PVs	% of PVs
Romania	58	27%
Vietnam	44	20%
China	33	15%
Albania	24	11%
Brazil	12	5%
England	8	4%
Thailand	5	2%
Serbia	3	1.5%
Hungary	3	1.5%
Russia	2	1%
Poland	2	1%
Kosovo	2	1%
Bulgaria	2	1%

**Table 25: Race/ethnicity of sexual exploitation potential victims**

Race/Ethnicity of PVs	# of PVs	% of PVs
Asian	111	20%
Caucasian or White	38	7%
African	5	1%
Latino	4	1%
Middle Eastern	2	0%
Caribbean	2	0%
African American or Black	2	0%
Other	1	0%
Unknown	390	70%
<b>Total</b>	<b>555</b>	<b>100%</b>

**28**

more than 28 different nationalities indicated for potential victims of sexual exploitation

In total, **434** potential exploiters were indicated on the **289** cases involving sexual exploitation. This equates to an average of **1.5** potential exploiters per case. Males make up the majority of potential exploiters indicated in sexual exploitation cases, comprising **58%** of those indicated,

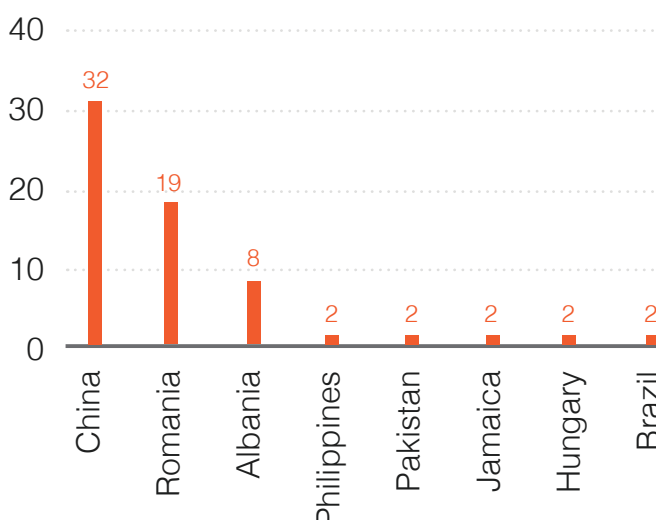
compared to **14%** as females. The gender of the remaining potential exploiters was recorded as unknown. The table below provides a breakdown of potential exploiters by age, status and gender.

**Table 26: Age status and gender of potential exploiters indicated in sexual exploitation**

PE Adult/Minor and Genders	Male	% of sex PEs	Female	% of sex PEs	Transgender	Unknown	Total
Adult	151	35%	45	10%	1	30	227
Minor	0	0%	0	0%	0	0	0
Unknown	101	23%	15	3%	0	91	207
<b>Total</b>	<b>252</b>	<b>58%</b>	<b>60</b>	<b>14%</b>	<b>1</b>	<b>121</b>	<b>434</b>

The most prevalent nationality in sexual exploitation cases in 2021 was Chinese, with **32** potential exploiters indicated. This amounts to **42%** of all potential exploiters where the nationality was known. Romania continues to be prevalent, but the number of potential exploiters from this nationality indicated in 2021 was **19**, equating to **25%** of all potential exploiters indicated in sexual exploitation cases. This is fewer than in 2020; however, Romanian and Chinese nationals have featured consistently in the top five nationalities for the previous three years, 2019-2021. Likewise, Albanian nationals account for **10%** of potential exploiters indicated in sexual exploitation cases; however, only one potential exploiter was indicated as an English national. This equates to only **1%** and has reduced significantly from the **12%** indicated in 2020. A total of **16** different nationalities have been recorded for potential exploiters indicated in situations involving sexual exploitation in 2021. This is down from the **24** different nationalities indicated in 2020.

**Chart 22: Top eight nationalities of potential exploiters indicated in sexual exploitation**



The relationships reported to the Helpline in relation to potential victims of sexual exploitation indicate that in the majority, no clear relationship is established. This is applicable in the case of **322** potential victims. **33** potential victims indicate their employer as the exploiter, with a further **22** indicating someone acting as a recruiter. In a further **20** situations, the exploiter was indicated as an

intimate partner with a further **8** where there was a familial relationship. Around **58%** of potential exploiters indicated in sexual exploitation situations are reported to be male, with **14%** indicated as female. The remaining **28%** are recorded as unknown.

**Table 27: Reported locations of sexual exploitation in 2021**

Type of location	# of cases where location has been reported*	% of sex exploitation cases where location has been reported**	# of PVs reporting location*
Private house	122	42%	233
Website/online	52	18%	80
Brothel	35	12%	84
Other	17	6%	28
Street	13	4%	33
Multiple	9	3%	25
Hotel	7	2%	11
Pop up brothel	5	2%	15
Not specified/unknown	96	33%	166
<b>Totals</b>	<b>356</b>	<b>-</b>	<b>651</b>

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



## CASE STUDY

The Helpline was contacted by an NGO support worker with concerns for a service-user named Maria\*, who was suspected to be a potential victim of sexual exploitation. The charity worker encouraged Maria to phone the Helpline. Using the Helpline's translation service, Maria was able to disclose her situation. Maria had fled to the UK from overseas to escape targeted violence against her. In England, Maria was recruited via social media and came under the control of various individuals within commercial sex, including a female named Sofia\*, who controlled sexual services provided by Maria and other women.

Sofia advertised Maria online, arranged clients and what services Maria would provide. Maria worked over 12 hours a day, seven days a week. If Maria did not work, she was threatened or had to pay Sofia money for her absence. When Maria did work, she only received a fraction of the money paid for her services. Maria's accommodation was also tied to her work, and she was required to pay for rent and utilities to Sofia.

The Helpline assessed that Maria was a victim of sexual exploitation and advised her that victims of modern slavery could access support through the National Referral Mechanism. With Maria's clear consent and understanding, the Helpline sent a referral to the police, who submitted an NRM application on her behalf. Maria was then offered her safe accommodation through the NRM.

*\*Names and some details have been changed to protect identities.*





## chapter 7: labour exploitation

The number of labour exploitation cases indicated to the Helpline in 2021 continued to decline, with 447 cases compared to 578 cases in 2020. This is consistent with what the Helpline has experienced since cases reached a high of 886 in 2019. However, the sectors and industries where exploitation is being indicated are changing slightly, in part due to the ongoing effects of the pandemic and the supply and demand of certain goods and services.

## Labour exploitation

In accordance with the Modern Slavery Act, the Helpline seeks to accurately record all modern slavery cases related to labour exploitation in one of three ways:

- Human Trafficking Non-Sex, Labour
- Slavery/Servitude – labour slavery
- Forced Labour

Labour exploitation cases are often on a spectrum that often starts with poor working practices, moving into labour abuse and then labour exploitation or forced labour. Cases at the lower end of the spectrum, where the indicators provided do not meet the threshold for modern slavery, are classified as non-modern slavery cases and are covered in the relevant non-modern slavery section of this assessment.

Again, for the second year running, there has been a decline in the number of labour exploitation cases, falling from **578** in 2020 to **447**. In just three years, the number of labour exploitation cases raised by the Helpline has fallen by almost half, from **886** in 2019 to **447** in 2021. This could be due to fewer national campaigns being run by other organisations and agencies throughout 2021, in part because of other competing priorities such as the pandemic. Although the number of labour exploitation cases has reduced, the number of potential victims indicated is still significant. In total, labour exploitation cases accounted for **29%** of all cases, but **49%** of all potential victims indicated. The Helpline continues to work with businesses to raise awareness of the Helpline and encourage reporting.

**447** labour exploitation cases

**Table 28 : Labour exploitation cases and potential victims indicated**

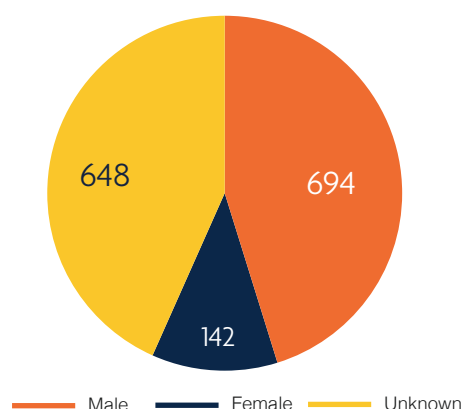
Type of labour exploitation	# of cases	% of labour cases	# of PVs	% of labour PVs
HT Non Sex Labour	256	57%	988	17%
Labour slavery	0	0	0	0
Forced Labour	191	43%	496	13%
<b>Total</b>	<b>447</b>	<b>100%</b>	<b>1484</b>	<b>100%</b>

Compared to 2020, the number of potential victims indicated in situations of labour exploitation has declined from **1,889** to **1,484**, an overall decrease of **21%**. This is consistent with the decline in the number of cases raised.

## Gender of potential victims

Male potential victims are almost five times more prevalent than potential female victims in labour exploitation situations reported to the Helpline. In 2021, the Helpline indicated **694** potential male victims and **142** potential female victims, **47%** and **10%**, respectively. In **648** instances, the gender was recorded as unknown. This is because the caller cannot confirm the gender of one or all indicated potential victims. These proportions of unknown, male and female potential victims indicated by the Helpline are similar to the proportions in the previous year.

**Chart 23: Breakdown of gender in labour exploitation cases**



The table below further breaks down the age status by gender for those indicated in situations of labour exploitation. A total of **52** minor potential victims were indicated in 2021 - **19** of those were reported as male, **7** as female and a further **26** where the minor's gender was unknown or not confirmed.

**Table 29: Breakdown of potential victims of labour exploitation by gender and age status**

	Adult	Minor	Unknown
Male	599	19	76
Female	118	7	17
Unknown	239	26	383
<b>Total</b>	<b>956</b>	<b>52</b>	<b>476</b>

Across the four UK countries, a total of **319** cases of labour exploitation were recorded by the Helpline covering the four UK countries. This again is significantly lower than the Helpline has seen in previous years and is continuing a downward trajectory.

The table below sets out the number and type of modern slavery cases related to labour exploitation broken down by UK country. As can be seen, the number of potential victims per case when broken down in this way across the UK is quite high, with an average of **3.1** potential victims per case. For Scotland, the average is much higher at **5.4** potential



victims per case, **5** for Northern Ireland and **4.5** for Wales. In England, the average is **2.9**.

**Table 30: Labour exploitation cases by UK country**

Sub Type of MS	England		Scotland	
	# MS cases	# of PVs	# MS cases	# of PVs
HT Non Sex	149	478	8	63
Labour Slavery	0	0	0	0
Forced Labour	141	383	6	13
<b>Total</b>	<b>290</b>	<b>861</b>	<b>14</b>	<b>76</b>

Sub Type of MS	Wales		Northern Ireland	
	# MS cases	# of PVs	# MS cases	# of PVs
HT Non Sex	6	43	2	12
Labour Slavery	0	0	0	0
Forced Labour	6	11	1	4
<b>Total</b>	<b>12</b>	<b>54</b>	<b>3</b>	<b>16</b>

## Nationality of Labour Exploitation cases

Romania continues to top the table for the most indicated nationality for potential victims of labour exploitation and forced labour. This is consistent with Romanian nationals as the most prevalent nationality for all modern slavery cases. However, the number of potential victims recorded by the Helpline as Romanian in labour exploitation cases went down from **274** in 2020 to **140** in 2021, a reduction of over 48%. Vietnam, Sudan, China and India make up the top five nationalities indicated with **62**, **48**, **37** and **35** respectively. Sudan is third most common nationality for potential victims of labour exploitation and fifth for nationalities overall. English potential victims were tenth most prevalent for labour exploitation but eighth overall when looking across all typologies. This is compared to being the third most prevalent in 2020 for labour exploitation and the fourth overall.

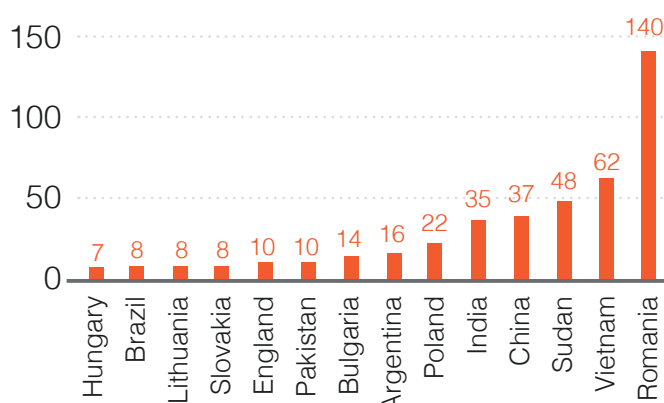
In **65%** of cases, the nationality of potential victims was recorded as unknown. This is up from **59%** in 2020.

## Sectors and industries

The Helpline continues to see a real diversity of cases related to labour exploitation. However, throughout the past two years, the landscape has shifted somewhat, partly instigated by the pandemic and the shifting labour market. Historically, the Helpline has reported a significant number of instances of labour exploitation in car washes, with other sectors and industries featuring less often. However, the number of cases has dropped by over **200**, down from a high in 2019 of **365** cases with **1,679** potential victims to **45** cases in 2021, indicating **154** potential victims. This could

also be partly attributable to the reduction in awareness-raising campaigns around car washes, of which there were many throughout 2019.

**Chart 24: Most prevalent nationalities indicated in labour exploitation cases**



**Table 31: Car wash cases indicated to the Helpline 2019-2021**

Year	# of PVs	# of cases
2019	1679	365
2020	407	101
2021	154	45

Offsetting the reduction in car wash cases, the Helpline has seen other sectors such as construction continue to thrive. In 2021, for the first time, construction was the most prevalent industry indicated to the Helpline, with **92** cases and **338** potential victims. Although this is down on the number of cases indicated by the Helpline in 2020, proportionally, it is greater. The service sector, which includes car washes and nail bars, was still prevalent in 2021, with **76** cases and **235** potential victims. Other notable increases against an overall reduction in labour exploitation situations include agriculture/farms, with an increase of **8** cases from **43** in 2020 to **51** in 2021.

A total of **70** cases classed as other, indicating **125** potential victims have been recorded by the Helpline. These cases relate to a number of specific industries where a small number of reports are received. In 2021, the Helpline received information relating to potential exploitation in the following industries/sectors set out in Table 34.

The location or venue of exploitation is also recorded by the Helpline, based on the information provided by the caller or contact. This can help to determine more facts about a situation, how it has manifested and who else might know about it. Such information can support the Helpline in considering options and next steps to avoid the contact or any potential victim experiencing further harm.



**Table 32: Breakdown of labour exploitation by industry**

Sector/Industry	# of PVs	# of cases
Construction	338	92
Services*	235	76
Other	125	70
Agriculture/Farm	151	51
Various	218	40
Hospitality**	74	35
Manufacturing	92	21
Care sector	63	15
Retail	52	15
Transportation	70	12
Domestic work/ au pair	9	9
Entertainment	52	8
Maritime industry	4	2
Tech	1	1
<b>Total</b>	<b>1,484</b>	<b>447</b>

\*Includes car washes and nail bars

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

**Table 34: Breakdown of industries recorded as “other”**

Industry Other	# of PVs	#MS cases
Unknown	70	42
Waste/Recycling/scrap yard	11	6
Factory - not specified	3	3
Campsite	2	2
Cleaning/ janitorial	2	2
Landscaping	10	2
Airport parking	1	1
Carrying heavy boxes and illegal goods	8	1
distribute charity bags	4	1
Events/centre ran by the Church	1	1
Finances	1	1
Leaflet delivery	3	1
Maintenance	1	1
Mining	3	1
Packaging	1	1
Packing cigarettes in a stock room	1	1
press	1	1
Smuggling	1	1
Warehouse	1	1
<b>Total</b>	<b>125</b>	<b>70%</b>

**Table 33: Location of exploitation**

Location of exploitation	# of cases	# of PVs
Business	93	302
Private House	71	236
Other	66	195
Not specified	57	126
Farm	50	262
Construction site	46	193
Restaurant/Take away/pub	29	72
Factory	25	178
Residential facility	15	59
Multiple	10	39
Nail Bar	10	36
Undisclosed/unknown	6	7
Shop	5	10
Hotel/motel	3	4
Park/recreational facility	3	5
Ship/boat	2	4
Street	2	8
Travellers/caravan site	2	7
Cannabis farm	1	8
<b>Total</b>	<b>496</b>	<b>1,751</b>

Although the number of labour exploitation cases has decreased, there is still a prevalence of reporting from locations such as farms, construction sites, factories, restaurants and takeaways. These are some of the routine locations and venues the Helpline would expect to see as part of calls and contacts into the Helpline.

## Potential Exploiters indicated in labour exploitation

A total of **944** potential exploiters were indicated in situations of labour exploitation in 2021. In line with previous years, the majority of potential exploiters were reported to be male, making up **53%** of potential exploiters where the gender was known/recorded with **7%** recorded as female. However, for **39%** of potential exploiters, the gender was recorded as unknown. This is higher than in previous years and may account for the reduction in the percentage of males indicated from **65%** in 2020 down to **53%** in 2021. The following table provides a breakdown of the age and gender of the potential exploiters indicated in labour exploitation situations, where such information was reported by the contact.

**Table 35: Demographics of potential exploiters indicated in labour exploitation**

Age Status	# of			
	PEs	Male	Female	Unknown
Adult	599	412	54	133
Minor	0	0	0	0
Unknown	344	93	15	237
<b>Total</b>	<b>944</b>	<b>505</b>	<b>69</b>	<b>370</b>

No minors were indicated as potential exploiters in 2021, compared with two minors indicated in 2020.

In previous years, there has been a significant correlation between the nationalities indicated for potential victims and potential exploiters. For example, in 2020, the top three most prevalent nationalities for potential victims and potential exploiters were the same: Romania, China and England. However, in 2021 this is less so. Although Romania continues to be the most prevalent nationality for potential victims, in respect of potential exploiters, it is only the fourth most prevalent. The same can be said for China and England. China is only the fourth most prevalent in terms of potential victims but remains the second most prevalent for potential exploiters. In the case of England, this is now the tenth most prevalent nationality for potential victims and the sixth most prevalent for potential exploiters. In 2020, England was third and second most prevalent, respectively. In the case of Poland, Sudan and Bulgaria, all feature in the top ten nationalities for potential victims but not in the top ten for potential exploiters. Conversely, Libya features as the most prominent potential exploiter nationality but does not appear in the top ten potential victim nationalities. This is also the case for Ireland and Albania, who are the fifth and eighth most prevalent potential exploiter nationalities but do not appear in the top ten potential victim nationalities.

**Table 36: Top ten potential victim and potential exploiter nationalities indicated in labour exploitation cases**

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

## Labour Exploitation contacts

Contacts relating to labour exploitation have declined from **996** in 2020 to **538** in 2021. By far and away, the greatest proportion of contacts into the Helpline related to potential instances of labour exploitation opened by the Helpline in 2021 continues to be from those classed as community members. In 2021, **218** contacts, equating to around **41%** of contacts, came from this cohort. The number of potential victims of labour exploitation contacting the Helpline themselves has again increased proportionally, from **12% (246)** of contacts in 2020 to **23% (126)** of contacts in 2021. Although the actual contact numbers have gone down, in line with the general decline in contact volumes, this is important as it enables the Helpline to speak directly with the individual concerned and glean as much information as possible about the situation to aid next steps and relevant support.

Contacts continue to be from a range of diverse agencies and organisations, and in 2021, the number of contacts from local authorities and businesses has decreased significantly. However, we expect this to increase again throughout 2022 as the economy seeks to recover from the pandemic.

**Table 37: Number and type of contacts on labour exploitation cases**

Contact type	# of contacts	% of contacts
Community member	218	41%
Potential victim	126	23%
Unknown	26	5%
Local authority/Regional Govt	25	5%
Business	17	3%
Medical professional	14	3%
Potential victim of other crime	13	2%
NGO Other	13	2%
Asylee/refugee	12	2%
Legal profession	10	2%
NGO Anti-trafficking	9	2%
Family member of potential victim	9	2%
NGO – general social services	7	1%
Friend of potential victim	7	1%
Government	6	1%
Police	5	1%
Other	5	1%
NGO – immigrant/refugee	4	1%
Family/friend of potential victim of other crime	4	1%
NGO – DV/SA	3	1%
Family/Friend/Acquaintance of potential controller	2	1%
Mental health professional	1	<1%
Faith-based organisation	1	<1%
Airline/Airport Personnel	1	<1%
<b>Total</b>	<b>538</b>	<b>100%</b>



## CASE STUDY

Zola\* was able to tell a community member about her situation, which raised concerns about labour and financial exploitation. Zola slept on the floor in a shared house where she and her family were renting. Zola worked multiple jobs and was required to pay her landlord all the money she made. Zola's landlord had control of key documents, her bank details, and her wage slips.

Zola was isolated and not allowed to engage with others and only allowed to leave the property to go to work. She was also verbally abused by the landlord.

Zola told the community member that she wanted help to get out of the situation. The Helpline supported a quickly evolving plan with an urgent referral to local police, as Zola and her family left the situation to meet police at a safe location. Police later advised that they had safeguarded Zola and her family and were providing them with emergency accommodation before moving them somewhere more permanent.

*\*Names and some details have been changed to protect identities.*





A woman wearing a patterned headscarf and a purple sweater is shown from the chest up, looking down at a blue bucket she is holding. She is wearing yellow gloves. The background is a plain wall. The text 'chapter 8: domestic servitude' is overlaid in orange on the right side of the image.

## chapter 8: domestic servitude

Domestic servitude remains one of the most difficult to detect typologies of modern slavery because of its very hidden nature. In 2021, the Helpline raised 65 cases of domestic servitude, indicating 98 potential victims.



# 98 potential victims of domestic servitude

Although the number of cases of domestic servitude indicated to the Helpline in 2021 has declined, the Helpline remains aware of the fact that this is often one of the most difficult typologies to detect and also for potential victims to seek help. Potential victims are often held in private houses and forced to work long hours supporting a family by cooking, cleaning, and caring for children.

In 2021, the Helpline recorded **65** cases of domestic slavery or servitude, indicating **98** potential victims. England was the only UK country where cases of domestic servitude were reported. No cases were raised by the Helpline in Scotland, Wales or Northern Ireland.

However, of those potential victims indicated in domestic servitude, the Helpline recorded a total of **25** different nationalities, which is **8** fewer than in 2020. However, despite the reduction in cases, **25** different nationalities across **98** potential victims is still significant. The Helpline is keen to continue to raise awareness of domestic servitude across the UK to ensure those trapped in private houses can seek the help they need.

**Table 38: Domestic servitude cases for UK countries**

Type of MS	England		Scotland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex - Domestic	20	23	0	0
Slavery/ Servitude	26	33	0	0
<b>Total</b>	<b>46</b>	<b>56</b>	<b>0</b>	<b>0</b>
Type of MS	Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex - Domestic	0	0	0	0
Slavery/ Servitude	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

The remaining **19** cases were related to domestic servitude cases, which reported the exploitation happening outside of the UK.

For the second year running, **6%** of potential victims indicated in domestic servitude situations were minors. The

minors indicated in these situations were reported to be one male, and five where the gender was recorded as unknown. For **17%** of domestic servitude potential victims, gender was recorded as unknown, and the adult/minor status for **20%** of potential victims was recorded as unknown.

The table below sets out the gender and age status of those potential victims indicated in domestic servitude situations in 2021.

**Table 39: Gender and age status of potential victims in domestic servitude**

Gender	# potential victims	% of total
Male	17	17.4%
Female	64	65.2%
Unknown	17	17.4%
<b>Total</b>	<b>98</b>	<b>100%</b>
Age Status	# potential victims	% of total
Adult	72	73.4%
Minor	6	6%
Unknown	20	20.6%
<b>Total</b>	<b>98</b>	<b>100%</b>

## 65% of potential victims are female

### Nationality of PVs indicated in domestic servitude

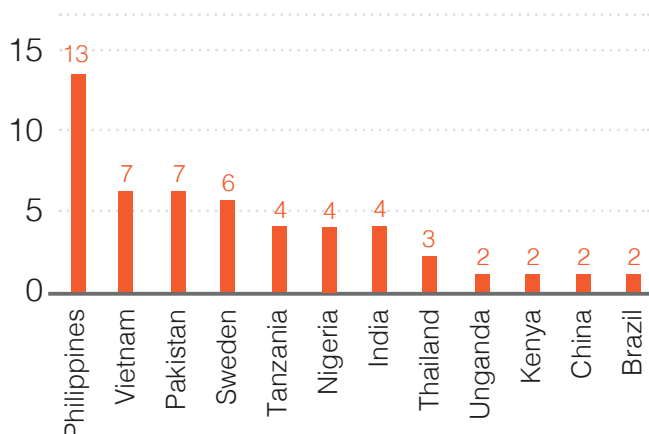
For the second year running, the most prevalent nationality of potential victims indicated in domestic servitude situations was the Philippines, with **13** potential victims. Nigeria, which was the second most prevalent in 2020 and the top in 2019, is now the sixth most prevalent, with only **4** potential victims indicated.

Once again, the nationalities prevalent in domestic servitude cases differ significantly from the overall nationalities recorded for all modern slavery cases. For example, **6** of the most prevalent nationalities indicated for domestic servitude do not appear on the list of most prevalent nationalities across all typologies. These are the Philippines, Sweden, Tanzania, Thailand, Uganda and Kenya. However, Vietnam, which is second most prevalent for domestic servitude, is also second most prevalent across all typologies. Chart 25 breaks down the most prevalent nationalities indicated in domestic servitude cases reported to the Helpline in 2021.

Table 40 sets out the proximity of the caller to the situation in potential domestic servitude situations. In **35%** of cases, the victim self-reported to the Helpline, and in a further **51%**

of cases, there was direct contact with a potential victim. Again, this is invaluable for the Helpline to fully understand the situation and what the individual in the situation wants and needs.

**Chart 25: Most prevalent nationalities indicated in domestic servitude situations**



**25** different victim nationalities indicated

**Table 40: Proximity of caller to situation**

Proximity by cases of DS	# DS cases	% DS cases
Unknown	0	0%
Victim Self Report	23	35%
Indirect Contact with PV	5	8%
Observation of Suspicious Activity	4	6%
Direct Contact with PV	33	51%
<b>Total</b>	<b>65</b>	<b>100%</b>

A total of at least **17** different potential exploiter nationalities were indicated through the Helpline in 2021 in relation to domestic servitude. The nationality of potential exploiters in **84** instances was recoded as unknown. The most prevalent nationality for potential exploiters of domestic servitude where the nationality was recorded was Pakistan with **7**. England and Nigeria were second and third most prevalent.

**29%** of potential exploiters in cases of domestic servitude were reported as female

**Table 41: Types of callers on domestic servitude situations**

Caller types	# of POC's	% of POC's
Potential victim of MS	23	25%
Community Member	19	21%
NGO - Anti-trafficking	6	7%
Friend of Potential Victim	6	7%
Local Authority/ Regional Government entity	4	4%
Potential Victim of Other Crime	3	3%
NGO - Other	3	3%
NGO - Immigrant/Refugee	3	3%
NGO - DV/SA	3	3%
Mental Health Professional	3	3%
Family/Friend/Acquaintance of Potential Controller	3	3%
NGO - General Social Services	2	2%
Medical Professional	2	2%
Foreign Government	2	2%
Family Member of Potential Victim	2	2%
Police	1	1%
Unknown	1	1%
Other	1	1%
Legal Professional	1	1%
Government	1	1%
Business	1	1%
Airline/Airport Personnel	1	1%
<b>Total</b>	<b>91</b>	<b>100%</b>

**Table 42: Top ten nationalities of potential victims and potential exploiters related to domestic servitude**

#	Nationality of PVs	Nationality of PEs	# of PEs
1	Philippines	Pakistan	7
2	Vietnam	England	5
3	Pakistan	Nigeria	4
4	Sweden	Saudi Arabia	3
5	Tanzania	Romania	3
6	Nigeria	India	3
7	India	Brazil	3
8	Thailand	Poland	2
9*	Uganda	Lebanon	2
10*	Kenya	Vietnam	1





## CASE STUDY

In 2021, Josef\* became concerned for his sister Ann\*, who was working in the UK. Several years prior, Ann started working for her employers in the Middle East, although she was from another region herself. The employers moved to the UK and brought Ann with them to continue working as domestic help.

Since arriving in the UK, Ann had not been allowed to leave her employer's residence, which was in a gated community, and her passport was withheld by her employers. Ann had limited access to phones or communication outside of the home. Ann had not been allowed a day off and was working 11 hours each day. For her work, Ann was paid under £300 a month. Ann spoke to her brother, Josef, who was back in their home country, about her return but not being able to. Josef contacted their embassy in London, who in turn contacted the Helpline. The Helpline contacted the police and advocated for an extraction. The Helpline was contacted by the police for advice, and the Helpline Advisors provided additional technical assistance to the police. The Helpline remained in contact with the embassy throughout the duration of the rescue, and it was confirmed that police had attended, safeguarded Ann, and she was provided with safe accommodation.

The Helpline remained in contact for the following days to offer advice on the support available for Ann. The embassy thanked the Helpline for assistance in helping their national leave an exploitative situation.

*\*Names and some details have been changed to protect identities.*

The comparison of nationalities indicated in domestic servitude situations, for both potential victims and potential exploiters, highlights the lack of commonality between the two. The Philippines is the most prevalent nationality indicated for potential victims but only has one instance in relation to potential exploiters.

Additionally, the gender of potential exploiters in domestic servitude situations differs from other typologies somewhat in that the proportion of potential female exploiters indicated is higher in domestic servitude cases than in other modern slavery-related cases. For domestic servitude cases, potential female exploiters comprise **29%**, with **51%** indicated as male and a further **20%** where the gender has been recorded as unknown. This is likely to be due to the fact that potential exploiters in domestic servitude cases are more likely to be related to a home or family setting.

The table below provides a breakdown of the adult/minor and male/female split of potential exploiters indicated in domestic servitude cases based on information provided to the Helpline in 2021.

**Table 43: Number and percentage breakdown of potential exploiters indicated in domestic servitude cases**

	Total # of PEs	% of PEs	# of male PEs	% of total PEs
Adult	95	75%	53	42%
Minor	0	0%	0	0
Unknown	32	25%	12	9%
<b>Total</b>	<b>127</b>	<b>100%</b>	<b>65</b>	<b>51%</b>
	# of female PEs	% of total PEs	# of unknown PEs	% of total PEs
Adult	36	28%	6	1%
Minor	0	0%	0	0%
Unknown	1	1%	19	9%
<b>Total</b>	<b>37</b>	<b>29%</b>	<b>25</b>	<b>20%</b>

**- Official from Foreign Embassy**

*“ Thank you for your referral to the [local police force] which resulted to the rescue of our national.”*



# chapter 9: criminal exploitation

Criminal exploitation often manifests when vulnerable individuals are targeted by individuals or criminal gangs to perform criminal acts on their behalf – the vulnerable individual taking all the risk and the exploiter reaping the rewards. In 2021, the Helpline raised 194 cases relating to criminal exploitation, indicating 262 potential victims.





## Criminal Exploitation

Criminal exploitation is an issue that permeates across towns, cities and communities throughout the UK.

Exploiters prey on vulnerable, often younger potential victims or those with learning difficulties, mental health concerns or a drug dependency to beg, steal or run and sell drugs. Young individuals who are groomed or encouraged to enter into a life of crime can often end up in extremely difficult situations, beholden to a criminal gang, and unable to extract themselves. In 2021, the Helpline dealt with a total of **194** criminal exploitation cases, and this is down from the **250** cases the Helpline raised in 2020. The number of minors involved in criminal exploitation cases is also slightly down from **20%** in 2020 to **15%** in 2021. Nonetheless, criminal exploitation remains a prevalent typology among minors indicated to the Helpline and is often interrelated with other types of crime.

**Table 44: Number of cases and PVs in criminal exploitation cases**

	# of cases	# of PVs
HT non-sex	90	130
Forced labour, criminal	104	132
<b>Totals</b>	<b>194</b>	<b>262</b>

**15%** minors indicated in criminal exploitation

Across the four UK countries, Northern Ireland was the only country where no cases of criminal exploitation were indicated to the Helpline in 2021. In Scotland and Wales, case numbers were similar to those indicated in 2020 from **15** and **9** cases respectively to **13** and **6** cases. England saw the biggest drop in cases from **173** in 2020 down to **117** in 2021, with a corresponding drop in potential victim numbers from **225** to **173**. Table 45 provides a breakdown.

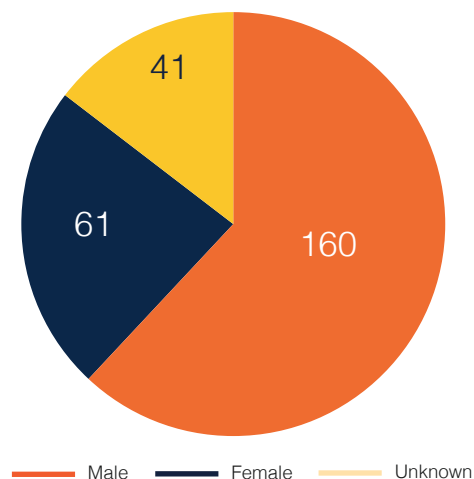
The number of potential female victims indicated in criminal exploitation situations has remained fairly static in 2021, at **23%**. This is the same percentage as in 2020. Males account for **61%** of potential victims in criminal exploitation cases, with a further **16%** where the gender is unknown. Although figures indicating minors in criminal exploitation situations is down slightly by **5%**, the prevalence of young people involved in criminal exploitation is very much alive and is an issue the Helpline remains keen to raise awareness of. A further breakdown of the gender and adult/age status of potential victims of all types of criminal exploitation can be found in Table 46.

**Table 45: Criminal exploitation cases and PVs by UK country**

Type of MS	England		Scotland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex	56	91	5	9
Forced labour	61	82	8	13
<b>Total</b>	<b>117</b>	<b>173</b>	<b>13</b>	<b>22</b>
Type of MS	Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex	3	4	0	0
Forced labour	3	3	0	0
<b>Total</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>0</b>

**61%** percentage of males indicated in criminal exploitation

**Chart 26: Breakdown of gender of victims of criminal exploitation**



**Table 46: Breakdown of gender and adult/age status**

Age status	Male	Female	Unknown	Totals
Adult	119	44	11	174
Minor	22	10	8	40
Unknown	19	19	7	22
<b>Total</b>	<b>160</b>	<b>61</b>	<b>41</b>	<b>262</b>

Despite the reduction in the number of cases involving minors, criminal exploitation once again is the most prevalent type of exploitation experienced by minors indicated to the Helpline. Given that, in **18%** of cases, the adult/minor status of the potential victim indicated is recorded as unknown, it is possible for the proportion of minors to be as high as **33%**. As is always the case, the Helpline will take precautions and raise safeguarding concerns where minors are indicated in situations or the contact is uncertain as to whether a potential victim is a minor. An appropriate referral will always be raised to ensure appropriate safeguarding procedures are instigated.

Interestingly, the top five nationalities of potential victims indicated in situations of criminal exploitation in 2021 were exactly the same as in 2020 – Albania, Romania, Vietnam, England and Poland. In total, **16** different potential victim nationalities were indicated. This is down **5** from the **21** indicated in 2020. For the second year running, Albanian victims were most prevalent, with **23** potential victims making up just under **9%** of all potential victims of criminal exploitation and just over **27%** of potential victims where nationality has been recorded.

**Table 47: Nationalities of potential victims indicated in criminal exploitation**

Nationality	# of PVs	% PVs of criminal exploitation
Albania	23	8.7%
Romania	18	6.8%
Vietnam	14	5.4%
England	7	2.6%
Poland	6	2.2%
Lithuania	4	1.5%
Bulgaria	3	1%
Zimbabwe	2	<1%
Wales	1	<1%
Turkey	1	<1%
Thailand	1	<1%
South Africa	1	<1%
Russia	1	<1%
Nigeria	1	<1%
Iran	1	<1%
China	1	<1%
Unknown	177	67.5%
<b>Total</b>	<b>262</b>	<b>100%</b>

The number of criminal exploitation cases involving drugs remains significant. Although the number of cases has decreased from **152** in 2020 to **132** in 2021, overall, the percentage of drugs-related cases has increased,

comprising **68%** of all criminal exploitation cases raised by the Helpline in 2021. A total of **165** potential victims were indicated in these **132** cases, which is **50%** of all potential victims indicated in criminal exploitation.

The average number of potential victims per case of criminal exploitation in 2021 is **1.3** potential victims per case. For criminal exploitation involving drugs, this is slightly lower at **1.25** potential victims per case and, for begging, higher at **1.7**. The table below provides the number of cases and potential victims per type of criminal exploitation reported in 2021.

**Table 48: Number of cases and potential victims related to types of criminal exploitation case**

Types of Criminal Exploitation	# of cases	% of cases	# of PVs
Drugs	132	68%	165
Other	32	16%	45
Begging	30	15%	51
Unknown	16	8%	20
Financial fraud/bank fraud	5	3%	11
Shoplifting	4	2%	4
Benefit Fraud	3	2%	6
Robbery/theft	3	2%	3
Cuckooing	2	1%	2
Handling stolen goods	1	1%	2
Money laundering	1	1%	1
<b>Total</b>	<b>230*</b>		<b>310*</b>

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

The majority of potential exploiters indicated in criminal exploitation cases are reported to be male, with **46% (120)**. When removing the **118** individuals where the gender status is unknown, this increases to just under **87%**. In contrast, the number of potential female exploiters indicated is **7%**, or **13%**, when removing those whose age status is unknown. The table below provides the breakdown of potential exploiters by age status and gender.

**Table 49: Age and gender status of potential exploiters indicated in criminal exploitation**

Age status	# of PEs	Male	Female	Unknown
Adult	122	85	14	23
Minor	0	0	0	0
Unknown	134	35	4	95
<b>Total</b>	<b>256</b>	<b>120</b>	<b>18</b>	<b>118</b>

It remains the case that, in a large proportion of instances, the nationality of a potential exploiter in relation to criminal exploitation is unknown. This was the case in **80%** of potential exploiters indicated to the Helpline, comprising **206** individuals. In 2021, there were a total of **14** different nationalities of potential exploiters indicated in situations involving criminal exploitation. The most prevalent was England, with **9** potential exploiters indicated. In 2020, England was fifth most prevalent, with **5** potential exploiters indicated. Romanian nationals were the most prevalent nationality in 2020 and are now the sixth most prevalent, with **4** potential exploiters indicated. Poland, Albania and Somalia also continue to feature in the top five nationalities, which was also the case in 2020.

**Table 50: Breakdown of potential exploiters nationalities indicated in cases of criminal exploitation**

Nationality	# of PEs
England	9
Vietnam	7
Poland	7
Albania	5
Somalia	4
Romania	4
Zimbabwe	3
Pakistan	3
Jamaica	3
Thailand	1
Nigeria	1
Iran	1
China	1
Afghanistan	1
Unknown	206
<b>Total</b>	<b>256</b>

## Types of contact

For the first time, the most prevalent caller type in criminal exploitation cases is a potential victim themselves, with **52** callers, comprising **22%** of all callers on this case type. Community members continue to feature with **34** individuals contacting the Helpline making up **14%** of contacts. A number of local authorities, police and legal professionals have also contacted the Helpline on cases related to criminal exploitation. Table 51 provides a breakdown of all caller types received in 2021.

## Criminal exploitation involving drugs

The largest single type of criminal exploitation indicated to the Helpline is related to drugs. A total of **132** cases were raised by the Helpline, which, in numbers, is lower than the **153**

cases raised in 2020; however, it is a significant proportion of all criminal exploitation cases at **68%**. Of those indicated as potential victims in criminal exploitation for drugs situations, **16%** were minors (**26**). This is down from **22%** in 2020. A further **16%** were recorded as unknown by the Helpline.

Males continue to make up the majority of those indicated in criminal exploitation for drugs, with **74%** (**122**). This is proportionally higher than the numbers recorded in 2020. For **16%** of potential victims, they were indicated as female and **10%** were recorded as gender unknown. Table 52 provides a breakdown of the age status and gender of potential victims in criminal exploitation for drugs situations.

**Table 51: Top caller types related to criminal exploitation cases**

Caller type	# of contacts/ callers
Potential victim of MS/L-Ab	52
Community Member	34
Local Authority/ Regional Government entity	33
Police	31
Legal Professional	28
Family Member of Potential Victim	15
NGO - Other	7
Mental Health Professional	6
Government	6
Unknown	4
NGO - General Social Services	4
Medical Professional	4
Other	3
NGO - Anti-trafficking	3
Friend of Potential Victim	2
Educator/School Personnel	2
Potential Victim of Other Crime	1
NGO - Immigrant/Refugee	1
Foreign Government	1
Faith-based Organization/Representative	1
Business	1
<b>Total</b>	<b>239</b>

**Table 52: Breakdown of potential victims of criminal exploitation for drugs by age status and gender**

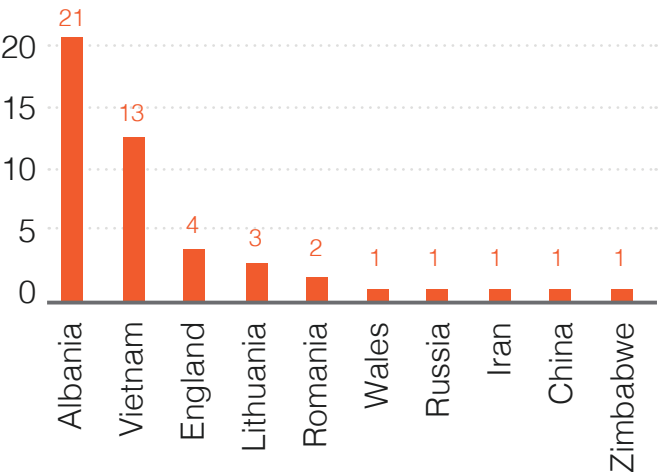
	Totals	Male	Female	Unknown
Adult	112	90	20	2
Minor	26	18	5	3
Unknown	27	14	2	11
<b>Total</b>	<b>165</b>	<b>122</b>	<b>27</b>	<b>16</b>



The nationalities of potential victims indicated in cases of criminal exploitation for drugs highlights Albania as the most prevalent with over **43% (21)**, where the nationality is known. For **71%** of potential victims, the nationality is recorded as unknown. Albania, along with Vietnam and England, feature in the top three most prevalent nationalities for the third year. This could possibly be due to the entrenched criminal networks that are operating to move and sell drugs within these nationalities.

Romania is the fifth most prevalent nationality, having been the fourth most prevalent in 2020. However, numbers are fairly low, with only **2** potential victims indicated in 2021 and **3** in 2020. This remains very low, considering Romania is the most prevalent nationality for potential victims overall. However, this could also be masked within the large numbers of potential victims for criminal exploitation where the nationality has been recorded as unknown. The chart below shows the number of potential victims indicated where nationality is reported to the Helpline.

**Chart 26: Nationality of potential victims indicated in criminal exploitation for drugs cases**



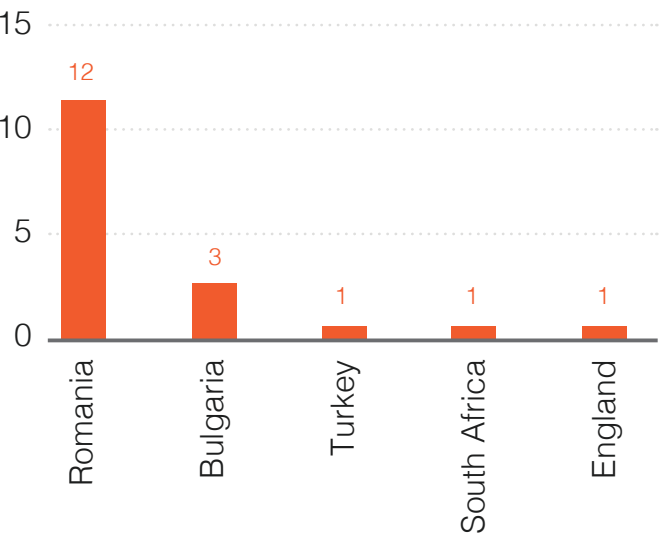
For the third year running, the second most prevalent recorded type of criminal exploitation (aside from those noted as other) reported to the Helpline is begging, with **30** cases indicating **51** potential victims. Of those, **53%** were indicated as female. This is slightly higher than in 2020, where **52%** of potential victims were recorded as female. **33%** of potential victims were indicated as male, which is down slightly from **36%** in 2020. There was a further **14%** where the gender was recorded as unknown.

**Table 53: Number of potential victims indicated in criminal exploitation for begging situations**

	Totals	Male	Female	Unknown
Adult	35	13	21	1
Minor	5	1	4	0
Unknown	11	3	2	6
Total	51	17	27	7

Romanian nationals continue to be the most prevalent nationality for potential victims of forced begging. In total, **12** Romanian nationals were indicated, equating to **66.6%** of all potential victims where the nationality was known. Although the number of potential Romanian victims has decreased from **15** to **12**, the proportion is higher than the **62.5%** recorded in 2020. However, in the case of **33** potential victims or **64%**, the nationality was recorded as unknown. As a result, the number of potential victims from Romania, or indeed elsewhere, could be much higher.

**Chart 27: Nationalities of potential victims indicated in criminal exploitation for begging cases**



**66%** of potential victims involved in criminal exploitation for begging indicated from Romania, where nationality is recorded

**- University Student who called the Helpline**

*"I actually reported someone to the hotline a few weeks ago. Which obviously is not a happy thing to do, but happy because I was aware of the signs when I was approached by a woman in the street. She was just asking for some money and to buy some food but as the conversation went on, she was with an older woman and there were just some things about the conversation exchange that were a bit of a warning sign. So, I went back and had a good chat with the hotline and they agreed to file it as a potential case. That was quite encouraging and to have an experience of going through the mechanisms of how it works as well. And, actually how helpful they are. It was quite encouraging to make calls if you're not sure. I wasn't sure and they said 'we're really glad you called because you definitely should have called' - but even if it turns out there was nothing to worry about, you should definitely still call. I think people don't want to report things in case, they don't want to criminalize someone, but actually the likelihood of that happening is so tiny. It was quite a helpful process"*

## CASE STUDY

John\* contacted the Helpline on behalf of his friend Obie\*, who had been coerced into criminal activity for several years in the UK and was currently detained in prison. John explained how Obie is originally from Argentina and came to the UK to get away from an Argentinian gang that had been forcing him to commit crimes. In the UK, Obie was approached by a UK gang that had ties to his home country, which kept his family in danger. The UK gang forced Obie to work on a cannabis farm in Sheffield for 16 hours a day without access to food or water. Obie was also made to use fake bank cards and a fake driving license. The UK gang had possession of all of Obie's important documents, and his movement was heavily restricted. He was transported between locations by the gang and constantly monitored; the gang never left him alone.

Obie had an opportunity to present to the police to escape the gang and was sentenced to time in prison. After learning from his friend that he could call the Helpline from prison, Obie spoke with a Helpline Advisor who explained the National Referral Mechanism, Statutory Defence, and disruptive powers such as Slavery Trafficking Risk and Prevention Orders. With Obie's consent, the Helpline was able to send a referral to police, who advised that they would contact the prison directly to enter Obie into the National Referral Mechanism.

*\*Names and some details have been changed to protect identities.*







## chapter 10: child victims

Young people are at risk of exploitation because their age and lack of experience make them particularly vulnerable. In 2021, the Helpline indicated 194 potential minor victims in a range of exploitative situations. This equates to 6.4% of all potential victims indicated across all typologies.



As a national resource, the Helpline is open and available to any individual or organisation requiring help and support on any modern slavery or exploitative situation. Although the Helpline does not receive a large volume of calls from minors themselves, calls and contacts often come from those who are supporting, caring for, or in contact with a young person. In 2021, the Helpline indicated a total of **194** potential victims of modern slavery who were reported to be under the age of 18. This is **6.6%** of all potential victims indicated in modern slavery situations and down slightly from the **10%** of minors indicated in situations in 2020. However, this figure could be much higher as the age status in **35.8%** of cases was recorded as unknown. If the majority of these were minors, the figure for those under 18 could be as high as **42%** of all potential victims.

In 2020, sexual exploitation had the highest number of minor potential victims indicated per exploitation type. In 2021, labour exploitation accounted for **27%** of minor potential victims, which was the highest percentage of minors across all typologies, due to the higher prevalence of labour exploitation overall. However, this accounts for only **4%** of all labour exploitation potential victims. It is criminal exploitation that has the highest percentage of minor potential victims per exploitation type, with **15%** indicated as minors.

It is sometimes difficult, in many instances, for contacts to say with confidence whether a victim is under or over the age of 18. This is particularly so if they do not know them personally and they appear young. As in any other circumstance, the Helpline will record the age status as unknown, assess the situation, and if it is likely that a minor is involved, instigate appropriate safeguarding actions to ensure their safety. The table below provides a breakdown of the number of minor potential victims by exploitation type.

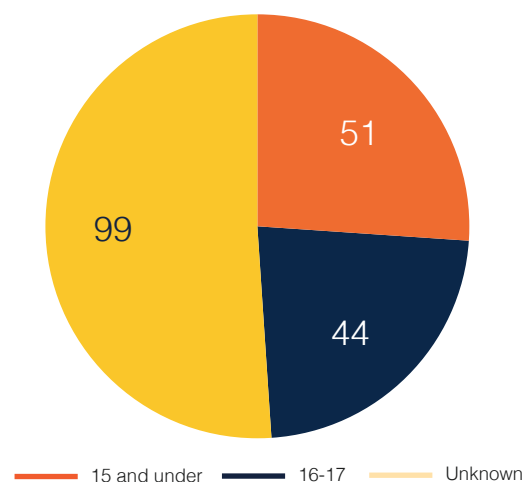
**Table 54: Number of minor potential victims by exploitation type**

Type of Exploitation	Total PVs	% of PVs
Sexual	37	19%
Labour	52	27%
Criminal	40	21%
Domestic Servitude	6	3%
Various	11	2%
Unknown	48	19%
<b>Total</b>	<b>194</b>	<b>100%</b>

In **51%** of cases, a minor has been indicated by contact; however, they are not certain of the age of the minor, and so the Helpline cannot assume. To support a better understanding of the age of minors, the Helpline will always try and seek to establish if the minor is 16-17 years old or 15 and under. Worryingly, minor potential victims reported to be 15 and under were more common than those reported to be 16-17 years old, which is particularly due to the number of young female victims aged 15 and under

(**24**). Of these **24** females, **54% (13)** were recorded to have been sexually exploited.

**Chart 28: Age breakdown of minor potential victims**



As in 2020, more minors indicated in modern slavery situations were reported to be females than males. The proportion of females is lower at **31%** than in 2020, where it was **39%**. This is due to the gender of **39%** of minors indicated being recorded as unknown, up from **33%** in 2020. The proportion of male minor potential victims has remained static at **29%**, although the actual numbers of both male and female minors have decreased. The table below sets out the gender indicated in minor potential victims reported to the Helpline in 2021.

**Table 55: Minor potential victims by gender**

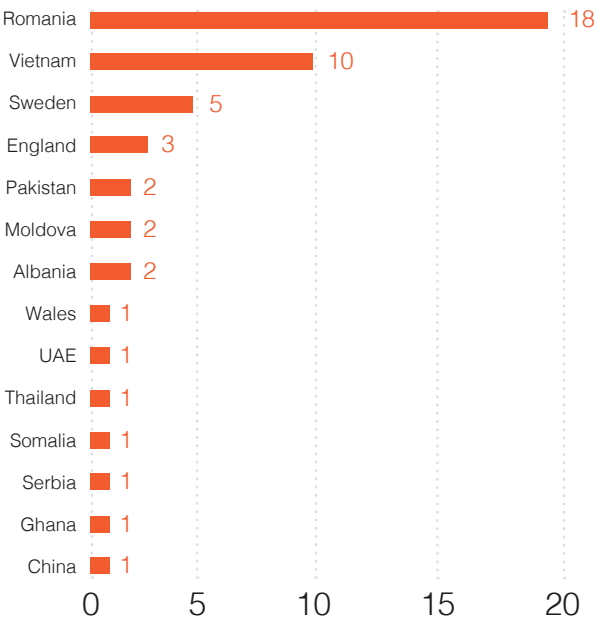
Gender of PVs	# of minor PVs	% of PVs
Male	57	29%
Female	61	31%
Unknown	76	39%
<b>Total</b>	<b>194</b>	

Despite a reduction in the number of minors indicated to the Helpline in 2021, there is still much diversity in the nationalities being reported to the Helpline. In total, minors were indicated from 14 different nationalities during 2021. The most prevalent nationality indicated for minor potential victims was Romanian for the second year running, with **18**, making up **36%** of cases where the nationality was known. This aligns with Romania as the most prevalent nationality across all instances assessed to be modern slavery by the Helpline and has increased from the **13** indicated minors in 2020. Vietnam is the second most prevalent nationality, which also correlates with potential victim nationalities for all typologies.

Similar to 2020, five of the top ten nationalities indicated for minors are not present in the top ten nationalities for all potential victims, although the five nationalities are

completely different to those seen in 2020. In 2021, they are Sweden, Moldova, Wales, United Arab Emirates and Thailand. In 2020, the nationalities were Ghana, Syria, Sudan, Hungary and Egypt. The chart below sets out the nationalities indicated by the Helpline in 2021.

**Chart 29: Top nationalities of minor potential victims indicated to the Helpline**



In most cases of exploitation where minors are indicated, the Helpline will not have had the opportunity to speak to the young person directly. As a result, the information obtained from the contact about the situation of the minor is more restricted. It is not unusual for calls to be made by professionals who are involved in the safeguarding of a minor, seeking help and technical assistance. It is not always necessary for the professional to provide comprehensive details of the young person or the situation if the Helpline can support without knowing this. This is important and necessary for both the professional and the Helpline to maintain confidentiality and anonymity and only share information where it is necessary.

Understanding how a minor was initially approached or 'recruited' by an exploiter can be helpful in building a bigger picture of the risks and threats to vulnerable young people. However, obtaining such details in these types of cases where the Helpline is providing advice and guidance can be difficult, and in the majority of situations, such granular information is not forthcoming, offered, or sometimes not requested by the Helpline. Equally, information pertaining to the location of recruitment of young people is limited.

In the majority of instances, the recruitment method and location in relation to potential minor victims was unknown (181 instances out of 194). Few cases mention a specific location such as a public area (5), education facility (3), and work (4). The low numbers of locations and recruitment methods are indicated to highlight the fact that, in the

majority of cases, the Helpline will not speak directly with a minor. Therefore, it is unlikely information, such as the location or recruitment method, will be known by the caller or sought by the Helpline.

Collating information such as the range of tactics deployed by exploiters to recruit minors into exploitation is also crucial to understand. This is to build an evidence base to inform prevention activities and strategies. However, in 81% of instances involving minor potential victims, the recruitment tactic is recorded as unknown. In 7% of minor potential victims, false promises or statements are primary tactics indicated as recruitment methods. A familial link is a tactic used in 4% of cases; this is the same proportion as in 2020.

**Table 56: Recruitment tactics indicated in modern slavery cases involving minors**

Recruitment Tactics	# of PVs	% of minor PVs
False promises or statements	13	7%
Familial	8	4%
Job offer/advertisement	4	2%
Coercion (Threads, blackmail, etc.)	3	2%
Intimate partner/marriage proposition	3	2%
Other	3	2%
Smuggling, ransom	3	2%
Abduction	1	1%
Unknown	158	81%
Total	196	

Assessing and understanding the methods of control used against minors to get them to comply can provide invaluable insight into how young people are manipulated or forced into activities they would otherwise not do and that keep them in a vulnerable situation for some time. The table below shows the methods of control reported in all cases indicating minors. The most common control method reported was financial control, which was raised in 16% of situations where a minor was indicated. Tied accommodation was also a factor in 15% of situations with monitoring, sexual abuse and physical abuse all prevalent with 13%, 11% and 11%, respectively. Table 57 provides a full breakdown of the methods of control indicated in all modern slavery cases reported to the Helpline in 2021.

**Table 57: Methods of control reported in cases involving minors**

Methods of Control of Minor PVs	# of minor PVs	% of minor PVs
Financial control	31	16%
Tied accommodation	29	15%
Monitoring	26	13%
Sexual abuse	22	11%
Physical abuse	21	11%
Confinement, restricted movement	16	8%
Emotional Abuse - Verbal/Manipulation	16	8%
Threat to harm subject, family or other	14	7%
Withheld/destroyed important documents	13	7%
Induced substance Abuse	12	6%
Threat – other	4	2%
Isolation	2	1%
Cultural/familial/religious pressure or coercion	0	0%
Other	127	65%
<b>Total</b>	<b>334</b>	

**- Border Force National Safeguarding & Modern Slavery**

following a safeguarding referral from the Helpline to Border Force involving a minor on a flight to the UK

*“A good outcome, and a similarly good example of where our safeguarding is joined up and the process has worked to ensure a child’s welfare”*





## CASE STUDY

A high school safeguarding officer in Manchester contacted the Helpline for advice when they identified that one of their students was involved in county lines with a local drug gang. Rodger\* was 14 years old when he was approached by the gang and threatened with a knife if he did not comply with their orders. Rodger was given packages and forced to drop them off at different locations. He was also forced to give the gang money. Rodger was arrested when he was found in possession of a knife that he carried for protection.

Following this initial Helpline call, the safeguarding officer passed the Helpline number on to Rodger's parents. His parents were feeling unsafe in the area, and the impact of stress and danger to their son and family was impacting their well-being. The Helpline offered emotional support, empowering the parents as they were working with various statutory authorities. The Helpline offered information on the process around the National Referral Mechanism for minors, statutory defence and slavery trafficking risk and prevention orders. The Helpline also submitted a referral highlighting Rodger as a victim of criminal exploitation to the local authority and police, who have been liaising with each other to relocate Rodger and his parents away from the area of exploitation. The Helpline has also provided ongoing advice and support to Rodger's parents and has researched and signposted them to over ten organisations that specialise in providing support to minors and parents.

*\*Names and some details have been changed to protect identities.*





# chapter 11: referrals and signposts

Ensuring callers and contacts get the help and support they need is paramount for the Helpline. To this end, the Helpline will make appropriate signposts and referrals to other services, law enforcement agencies and safeguarding teams to ensure individuals get the advice and assistance they need. In 2021, the Helpline made a total of 4,256 signposts and 1,248 referrals to other organisations and agencies in the UK and overseas.

Referrals and signposts are critical to the Helpline's activities. The Helpline is always cognisant of the need to ensure that information is passed on quickly to third parties, such as the police or local authority, where that is required, so that individuals can access the specific help and support they need. The Helpline does not only provide referrals and signposts on cases deemed modern slavery but also on all other related safeguarding, support and criminal situations. With each call and contact, the Helpline will find the most appropriate route for an individual to gain access to services or advice in their locality and related to their specific situation and concerns. The Helpline may also make a law enforcement referral to the Police, the National Crime Agency or the Gangmasters and Labour Abuse Authority to investigate claims of a modern slavery crime or labour abuse situation.

Signposts are a great way of providing information and advice about appropriate services in the location of the individual, allowing them to make contact at a time and date that suits them.

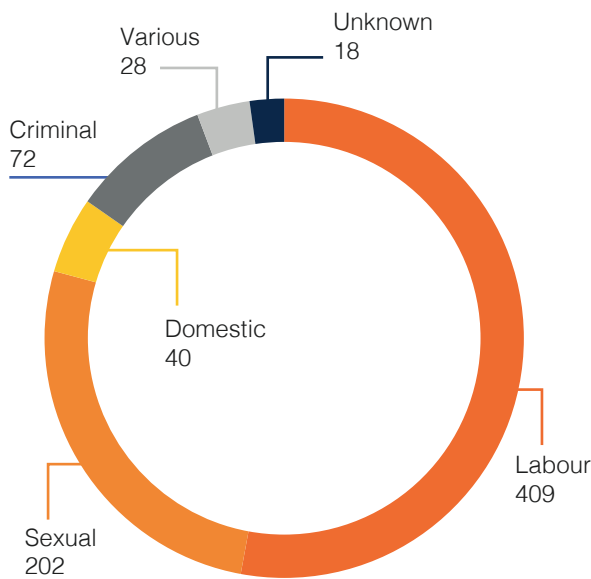
**5504** referrals and signposts made in 2021\*  
\*relates to number sent in 2021 on all cases, regardless of origin date

Table 58: Total number of signposts and referrals	
Activity	# Sent
Signposts	4256
Referrals	1248
Total	5504

Table 59: Number of referrals by case type	
Case Type	# of referrals
Modern Slavery	769
Non Modern Slavery	479
Non-substantive	0
Total	1248

As labour exploitation was the most prevalent type of exploitation reported, cases of labour exploitation generated the most referrals. A total of **409** referrals were made in 2021 relating to labour exploitation, **100** fewer than the **509** issued in 2020. This may be due to the nature of the cases and how the individual reporting wants to proceed – simply asking for advice and signposting, rather than a referral to law enforcement agencies or safeguarding. Additionally, there were **202** referrals made on cases of sexual exploitation, the same number as the previous year and **72** referrals relating to criminal exploitation, down from the **122** issued in 2020.

Chart 30: Number of referrals by exploitation type



The Helpline made referrals to a total of 77 different organisations and agencies for all case types and **69** different organisations for cases deemed as modern slavery. The Gangmasters and Labour Abuse Authority continues to be the organisation the Helpline most refers to, with **250** referrals in 2021. **150** referrals were made to the Metropolitan Police Service and **117** to UK Visas and Immigration. Referrals to UK Visas and Immigration are only made where the individual consents and fully understands the reason why the referral is being made. In most of these referrals, the individual has requested the Helpline to send it because they want to enter the National Referral Mechanism or they have an outstanding issue with UK Visas and Immigration they would like the Helpline to support on.

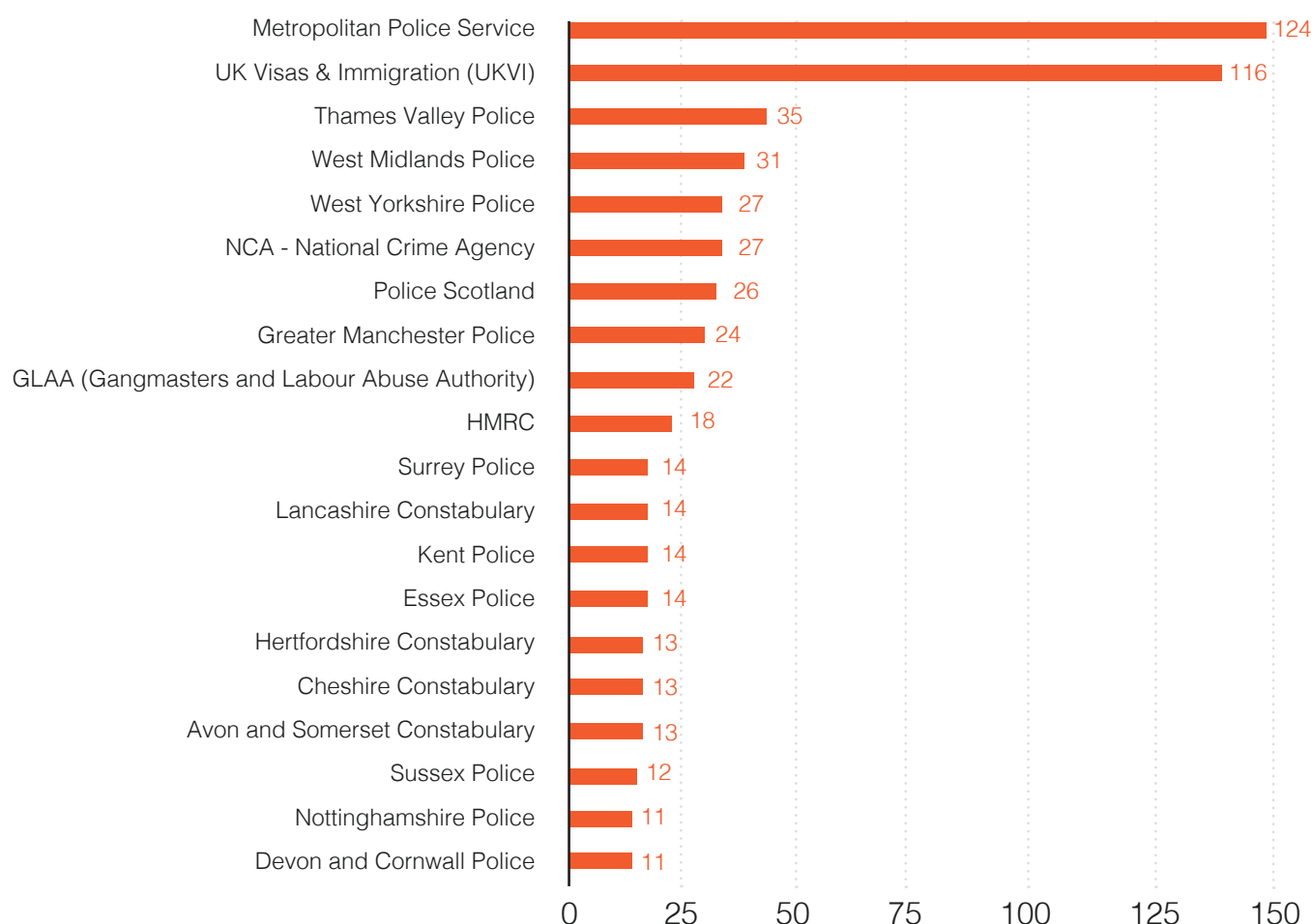
Table 60: Top 15 referral agencies on all case types	
Organisation/Agency	# of referrals
GLAA (Gangmasters and Labour Abuse Authority)	250
Metropolitan Police Service	150
UK Visas & Immigration (UKVI)	117
HMRC	99
Thames Valley Police	43
West Midlands Police	40
West Yorkshire Police	38
Police Scotland	37
NCA – National Crime Agency	36
Greater Manchester Police	28
Surrey Police	17
Kent Police	17
Hertfordshire Constabulary	17
Essex Police	17
Devon and Cornwall Police	17



In terms of referrals on modern slavery cases specifically, the Metropolitan Police Services remains the organisation receiving the greatest volume of Helpline referrals, with **124** referrals made in 2021. This is down from the **176** made on

modern slavery cases in 2020. UK Visas and Immigration and Thames Valley Police were second and third, respectively, with **116** and **35** referrals.

### Chart 31: Top organisations receiving Helpline referrals on modern slavery cases



The breadth of agencies and organisations the Helpline refers to shows the importance of maintaining strong collaborations with a diverse range of partners. The Helpline continues to develop a more comprehensive understanding of the organisations and agencies across the UK to whom contacts and potential victims can be referred or signposted.

#### - Elysia McCaffrey, Chief Executive of the Gangmasters and Labour Abuse Authority

*“The Modern Slavery and Exploitation Helpline plays a crucial role in allowing victims of modern slavery and labour abuse to report their concerns in confidence and seek specialist advice.*

*“Over the last 12 months, the helpline has supplied information to the GLAA that has resulted in enforcement operations in sectors ranging from hand car washes to hotels and care homes. In all of these investigations, vulnerable workers have been safeguarded by the GLAA in large part because of the quality of intelligence our teams have received from the helpline.”*



# chapter 12: international cases

Although the Helpline focuses primarily on situations that occur or come to light in the UK, calls and contacts are also received from a diverse range of locations across the globe. Regardless of location, the Helpline will support any caller, whatever the situation, to ensure the right actions are taken and options considered to support individuals and prevent further harm.





As an international crime, modern slavery affects all communities across the globe, regardless of location, culture and background. In the UK, the Helpline plays a vital role in better understanding the issue and also supporting individuals and organisations to get the help and support they need, regardless of where in the world exploitation may be taking place. Many of the contacts to the Helpline are seeking general advice, wanting to report something concerning in the UK or overseas, or wanting to get help for themselves or someone else. It is, therefore, imperative the Helpline has a way of dealing not only with those presenting or needing help in the UK but also with those who are elsewhere in the world. To provide the appropriate guidance and support, the Helpline continues to develop its directory of support organisations to give callers and contacts the information they need in relation to their location. However, the Helpline also has the appropriate channels to raise awareness of in-the-moment issues such as a potential victim being moved across an international border. The role of the Helpline is to ensure information pertaining to such cases is passed to the authorities quickly to ensure any vulnerable individuals are safeguarded and protected.

helpline calls received  
from more than

**49**

different countries

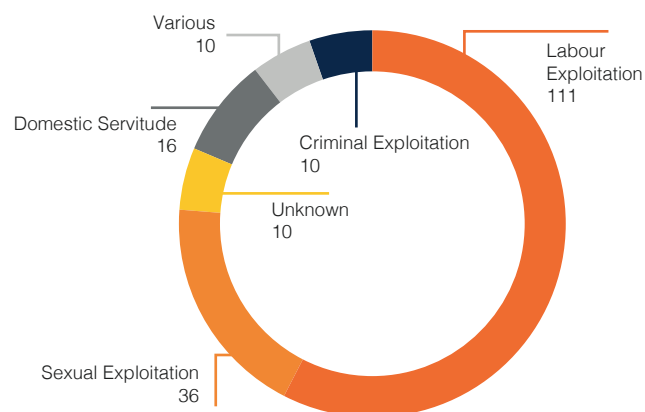
In 2021, the Helpline saw a 64% increase in the number of international modern slavery cases indicated through the Helpline. The table below provides a breakdown of international cases by case type.

**Table 61: Number of international cases by case type**

Type of case	# of cases	% of international cases
General Information	6	2%
Non Modern Slavery	115	34%
Modern Slavery	193	57%
Non Substantive	26	7%
<b>Totals</b>	<b>340</b>	<b>100%</b>

Within the **193** modern slavery cases raised relating to locations outside of the UK, the most prevalent typology was labour exploitation, with **111** cases compared to the **42** cases of labour exploitation raised in 2020, an increase of **164%**. Sexual exploitation cases decreased slightly from **38** cases in 2020 down to **36** in 2021. Cases indicated as unknown, domestic servitude, and various others remained fairly static. A breakdown of cases by exploitation type is provided in Chart 32.

**Chart 32: Breakdown of exploitation type on international cases**



In 2021, aside from the UK, the Helpline received calls from individuals in at least **49** countries, indicating exploitation occurring in at least **53** countries. By far and away, the greatest number of calls outside of the UK were from the US, with **48** contacts. India and Pakistan were second and third most prevalent, with **24** and **15** calls, respectively. The chart below provides the top locations of contacts in the Helpline

**Table 62: International location of top contacts to the Helpline**

Location of caller	# of contacts
United States	48
India	24
Pakistan	15
Bangladesh	6
France	5
Spain	4
Romania	4
Canada	4
Philippines	3
Bulgaria	3
Australia	3
Nigeria	2
New Zealand	2
Netherlands	2
Ghana	2
China	2
Belgium	2

Table 62 provides a breakdown of the top locations of contacts made to the Helpline on cases deemed international. This is related to caller location rather than the location of any exploitation or modern slavery taking place. The USA remains the most prevalent caller country outside of the UK, with India and Pakistan second and third respectively.

One call was also received from each of the following countries: Vietnam, Venezuela, UAE, Uganda, Turkey,



Sri Lanka, south Sudan, South Africa, Slovakia, Sint Maarten, Saudi Arabia, Poland, Myanmar, Morocco, Malta, Lithuania, Kenya, Jamaica, Israel, Ireland, Iran, Indonesia, Germany, Estonia, Croatia, Colombia, Benin, Barbados, Austria, Algeria, Afghanistan.

**Table 63: Top International modern slavery cases by country of exploitation**

Countries	# of MS cases	# of potential victims
Libya	54	235
Russia	24	133
Albania	24	35
China	17	50
France	14	32
Germany	9	11
Vietnam	8	56
Turkey	6	15
Belgium	6	12
Greece	4	12
Iraq	4	11
Romania	4	5

In terms of travel to the UK, it is often difficult for the Helpline to elicit information from a contact about the specifics of any travel involved. This is because, in many situations, the Helpline does not have contact with the potential victim directly, or they may be speaking with a professional who will not divulge or necessarily know any levels of detail in relation to the travel of the individual. In addition, a potential victim is quite often unsure or unaware of where they came into the UK. In relation to the method of travel for all cases recorded as modern slavery, in **1,248** cases, the method of travel to the UK was blank. In **164** cases, the method of travel was recorded as not applicable. In **49** cases, the method of travel was recorded as sea, in **33** cases air, and in **32** cases by land. In relation to all **1,526** modern slavery cases indicated in 2021, in **1,349** of those cases, the port of entry was left blank. In the remaining **177** cases, **154** were recorded as not known, **10** cases indicated Heathrow, **8** cases Dover, and **one** case each indicated Gatwick, Stansted, Luton, Liverpool, and Norwich.

**- Andrew Smith  
Manager, ACTion to Combat Modern Slavery  
Justice Hub**

*“Given the challenges the anti-slavery sector has faced over the last few years, it is incredibly encouraging to see the commitment and flexibility of the helpline team in their response to the pandemic. Shifting ways of working is never an easy task, and even more so for such an important service that is available 24/7 to members of the public, professionals and victims.*

*A consistent flow of information is paramount in aiding the identification and support of victims by all stakeholders, the work of the Modern Slavery Helpline is an important part of this flow by facilitating a way for people to raise concerns and seek advice. The helpline plays an important part of our work in the Humber region by giving members of the public a mechanism to raise concerns quickly and easily with confidence that their vital information is passed on to the correct organisations in a timely manner. We are always keen to promote use of the helpline in our region as another tool in the fight against modern slavery.*

*With over 60 different nationalities of exploiters and potential victims from 80 different nationalities identified in the 2020 Modern Slavery Helpline annual assessment we can see how this trans-national crime really does touch all of our lives, and often without many of us ever even noticing. The desire/need for cheap or fake goods, a financially and morally corrupt global food system, throw away electronics, our ‘on demand’ consumer marketplace, war, and economic imbalances across the globe hand unlimited opportunities to exploiters to abuse their position of power over others for financial or material gain. Men, women and children tricked into bonded labour, exploited for sex or forced to commit criminal acts are often hidden from sight and kept in the shadows, they are valuable assets to grotesque criminals who have no value for human life other than profit.*

*Even in such difficult times the helpline has again proved a lifeline to so many who may have otherwise remained invisible and in the shadows. Together we must strive for a better whole-system response, a response in which the Modern Slavery Helpline plays a key role.”*





## CASE STUDY

Gerard\*, an asylum seeker, called the Helpline from a Home Office accommodation seeking support. Gerard disclosed that he had fled his home country to then be captured in another country and demanded to pay money for his safe release. When Gerard was unable to pay, his captors sold him to exploiters who took him to another location and forced him to work without pay.

The exploiters threatened and physically beat Gerard, with Gerard's life presumably at risk. After some time, he managed to escape during the night and travelled to the UK. Gerard was suffering from the impacts of trauma, affecting his health and wellbeing.

The Helpline Advisor informed Gerard of the National Referral Mechanism and the support available and signposted him to other organisations that provided asylum support. With Gerard's consent, the Helpline sent a referral to UKVI to ensure his exploitation had been identified and to advocate for support through the NRM. The Helpline was advised that Gerard had been entered into the NRM and had received a positive reasonable grounds decision. Gerard got back in touch with the Helpline and advised that he had received contact regarding support services. Gerard expressed how he was amazed by the Helpline's support and that he kept the Helpline in his thoughts.

*\*Names and some details have been changed to protect identities.*





## chapter 13: non-modern slavery

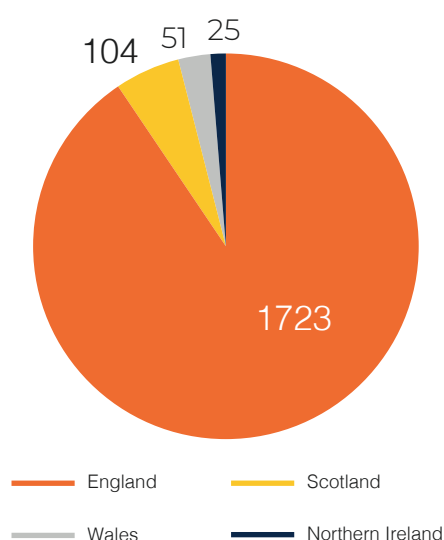
As a Helpline focused on modern slavery and exploitation, a wide range of calls and contacts are made to the Helpline, which may not be deemed as modern slavery. These calls and subsequent cases are just as important as they often indicate a high harm crime or a crime or behaviour that constitutes abuse and exploitation. In such circumstances, the Helpline needs to assess the situation and provide the appropriate guidance and support, regardless of the issue.

Exploitation can occur in many forms and on many levels. Regardless of whether the abuse and exploitation reported to the Helpline is perceived to be a 'lower level' crime, it will be dealt with according to the Helpline's strong safeguarding and response protocols. Such abuse and exploitation can be an indication that something is very wrong. Ensuring the Helpline responds accordingly and takes all situations seriously means that vulnerable individuals can be safeguarded and prevented from further harm. Issues such as non-payment of the national minimum wage (NMW) can have serious implications for a worker and may be an indication of more serious treatment. A range of other serious harm situations are routinely reported to the Helpline, such as domestic abuse situations, child abuse or neglect and crimes of violence. In each situation, the Helpline must have in place the appropriate escalation and support routes to respond accordingly and provide the relevant support.

In total, the Helpline received **3,017** calls and **1,511** web forms on **3,539** cases related to high risk and related crimes that were assessed to be situations other than modern slavery.

**28%** increase in labour abuse cases raised in 2021

**Chart 33: Number of non-modern slavery cases by UK country**



**Table 64: Total contacts by UK country on non-modern slavery cases**

	England	Scotland	Wales	Northern Ireland
# of calls	1611	89	70	20
# of webforms	563	53	19	8
# of App subs	5	0	0	0
<b>Total # of contacts*</b>	<b>2179</b>	<b>142</b>	<b>89</b>	<b>28</b>

\*total number of activities occurring within 2021 regardless of when case originated

Aside from those classed as other, the most prevalent type of non-modern slavery reported to the Helpline was labour abuse with **22%**, which, although is the same proportion as in 2020, in 2021, the number of cases actually rose by **28%** from **620** to **794**. This highlights the prevalence of labour abuse issues and the necessity of the Helpline to deal with these situations. In total, **53%** of non-modern slavery cases were classified as other. The table provides a breakdown of the types of non-modern slavery cases raised by the Helpline in 2021.

**Table 65: Breakdown of number of inter-related high risks and crime cases**

	# of cases
High risk and related crimes	
Labour Abuse	794
Commercial sex	310
Domestic Abuse	143
Asylum/Immigration	136
Sexual Abuse/assault	117
Child Abuse/neglect	104
Drug crime	77
Violence	75
Runaway/Homeless	69
Benefit Fraud/identity theft	60
Smuggling	37
Stalking	21
Pornography	17
Forced Marriage	13
Other	1862
<b>Total</b>	<b>3,835</b>

The volume of cases across those high risk and related crimes the Helpline terms non-modern slavery have risen right across the different types. Not only has labour abuse increased by **28%**, but the Helpline has also seen an increase in commercial sex cases, rising by **94%**, from **160** in 2020 to **310** cases in 2021. Similar rises have been seen across other types, including domestic abuse from **91** to **143** (a rise of **57%**), asylum and immigration issues from **87** to **136** (a rise of **56%**) and child abuse/neglect from **61** to **104** (a rise of **70%**).

The breadth of high risk and related crime calls and contacts the Helpline receives highlights the importance of strong training for Helpline advisors and the need for clear referral routes and signposting to other services. The table of high risk and related crimes includes a number of scenarios classed as 'other'. This relates to issues such as fraud and theft, kidnap, welfare concerns, mental health issues, physical abuse or assault, hate crime, missing persons and bullying or harassment. Regardless of what is being reported, the Helpline needs to provide a sensitive

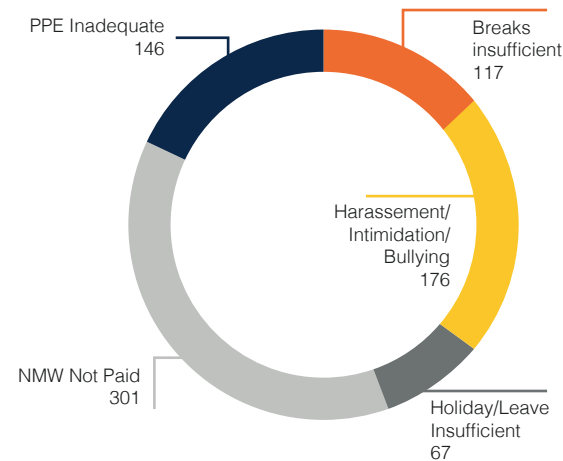


and prompt response. In the case of potential labour abuse situations, there may be evidence of many different indicators such as non-payment of the national minimum wage (NMW), harassment and intimidation and inadequate personal protective equipment (PPE).

The Helpline will usually make a referral to the Gangmasters and Labour Abuse Authority (GLAA) when a situation of labour abuse is reported unless the potential victim states they do not want intervention. These referrals will provide the GLAA with all relevant information that has been supplied by the contact to the Helpline, which may include location, the details of any exploited workers and the specific concerns regarding the situation, including the indicators raised by the contact with the Helpline.

The different indicators of labour abuse reported to the Helpline can be found in the chart below. This does not include the number of cases where no indicators were reported by the contact or logged by the Helpline. Several indicators may be raised on one call or relating to one situation, and therefore the number of indicators does not match the number of cases raised by the Helpline.

Chart 34: Indicators of Labour Abuse



National Minimum Wage abuses continue to be the most prevalent labour abuse indicator mentioned to the Helpline in calls and contacts. Harassment/intimidation /bullying and inadequate PPE also feature prominently.

For labour abuse cases, the most prevalent industry reported in 2021 was car washes making up **15%** of all labour abuse cases. This has been historically one of the most prevalent industries reported to the Helpline since it started operations in 2016. Last year (2020), construction was the most prevalent industry indicated in labour abuse situations; however, the increasing removal of public lockdowns has seen the number of car washes that are open increasing, and subsequently, the number of reports to the Helpline about car washes rising. However, construction remains very prevalent, with **104** labour abuse cases reported in 2021. This is **13%** of all labour abuse cases. Hospitality, retail, factories and the care sector all saw increases in the numbers of reports related to labour abuse.

Table 66: Most prevalent industries relate to labour abuse cases

High risk and related crimes	# of cases
Car wash	121
Construction	104
Hospitality	95
Other	73
Retail	44
Factory	42
Care Sector	41
Transportation	37
Domestic work/au pair/nanny	35
Beauty spa/services	30
Agriculture/Farm	28
Landscaping/gardening	23
Manufacturing	21
Janitorial/cleaning services	20
Various	4
Criminal	4
Commercial Sex	4
Not Specified	67
Total	794

**13%** of all labour abuse cases reported relate to construction

Despite a reduction in the number of modern slavery cases indicated through the Helpline, the number of labour abuse cases has risen from **620** to **794**, an increase of **28%**. This highlights the ongoing prevalence of labour abuse situations and the need to provide help and support to those affected. It is quite easy for labour abuse situations to escalate and end up as much more serious exploitation and modern slavery situations, so ensuring that all reports are handled promptly and with the urgency they deserve is key. Of the **794** cases indicated as labour abuse, **73** cases were recorded as 'other'. This is to capture the range of different and diverse scenarios being reported to the Helpline, which may be accurately captured in other key sectors.

The cases recorded as 'other' relate to a number of different industries and venues reported to the Helpline. Table 67 provides the most prevalent of these. In total, **30** industries/activities were classed as other.

**Table 67: Cases where labour abuse sector recorded as ‘other’**

Sector	# of cases
Security	6
Construction: roofing, painting, decorating	5
Waste: recycling	5
Charity: charity bags, collections	4
Entertainment: fun fair, music festival	4
Health care: rehabilitation, care	4
Computer software	3
Retail: doorstep selling	3
Garage: auto repair, mechanic	3
Place of worship	3
Sport/riding centre	3
Tech: utilities	3
Recreational	3

**- National Minimum Wage (NMW) team, HMRC**

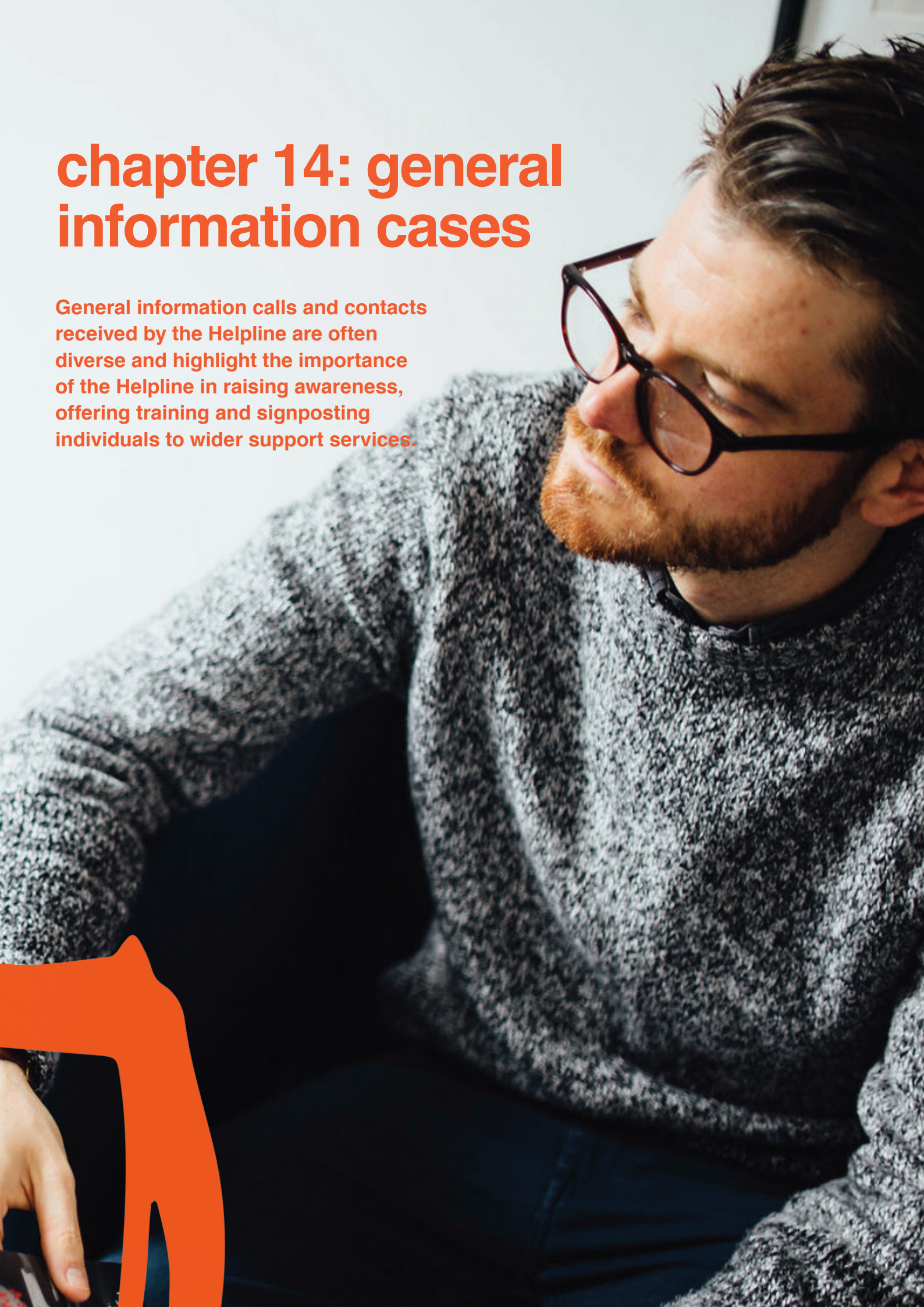
*“The referrals we have received have been incredibly detailed and have enabled the Triage team to be able to identify whether there is sufficient risk to open an enquiry. ...We have been impressed with your referrals and found them to be amongst the most comprehensive that we receive. This level of detail assists the whole of NMW in protecting vulnerable workers so please thank your team for their continued efforts.”*

*“[Helpline] referrals are fantastic. Some of the best [the team] get, really detailed and thorough.”*



# chapter 14: general information cases

General information calls and contacts received by the Helpline are often diverse and highlight the importance of the Helpline in raising awareness, offering training and signposting individuals to wider support services.



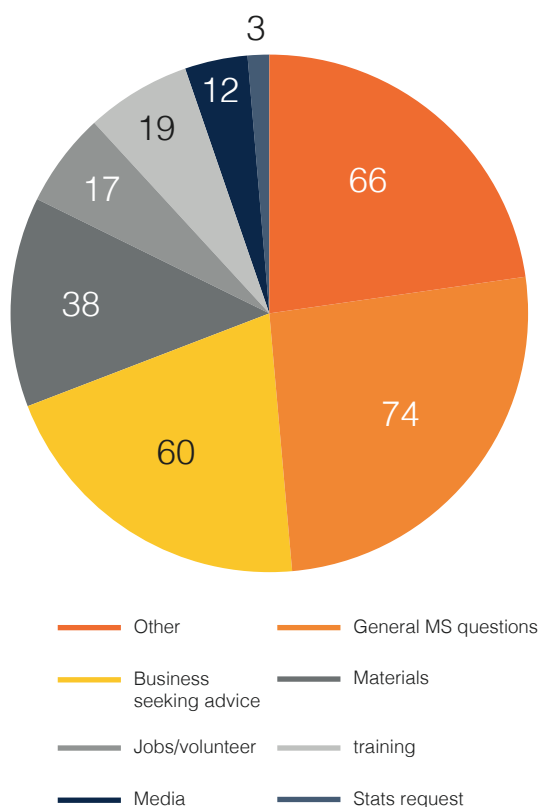
In 2021, the Helpline opened a total of **273** general information cases on a range of enquiries and topics. This is more than a **23%** decrease in cases from the **357** opened in 2020. Of these cases, **174** were related to contacts whose location was recorded as the UK. In total, **603** contacts were made on these cases: **192** Helpline calls, **18** other calls, **29** web forms, **360** emails and **2** Unseen App submissions. The table below shows the breakdown of general information cases by UK country and the total number of different contacts made.

**Table 68: Total contacts by UK country on non-modern slavery cases**

	England	Scotland	Wales	Northern Ireland	Total
# of cases	163	4	6	1	174
# of calls	56	3	3	1	63
# of webforms	10	0	0	0	10
# of App subs	0	0	0	0	0
# of emails	173	8	13	0	194

In England, the number of general cases rose from **142** in 2020 to **163** in 2021. However, the number of calls on cases in England fell from **104** to **56**, with webforms and emails increasing. Cases also rose slightly in Wales from **4** in 2020 to **6**. Northern Ireland had one general information case, the same as in 2020, and Scotland had fewer with **6** cases compared to **13** in 2020.

**Chart 34: Breakdown of general enquiry calls**



The most notable caller on general information cases in 2021 was businesses seeking advice, as requests increased by 186% from 21 in 2020 to 60 in 2021. In situations where businesses are seeking help, the Helpline will deal with all general enquiries and may pass the call to the Business Services and Engagement Team to follow up where specific support, advice or guidance is required. This enables the business to receive support, particularly where a situation is occurring or has emerged and also where the business is seeking specific training, consultancy or other related services.

Calls and contacts relating to both general modern slavery enquiries and requests for materials were still prevalent in 2021, at 74 and 38 calls and contacts, respectively.

The Helpline will often receive multiple calls or contacts wanting general information relating to modern slavery or exploitation. These calls and contacts may relate to questions about the range of training on offer, information about the different typologies of modern slavery and related crimes, the role of Unseen and the Helpline, as well as requests for the range of materials the Helpline has on offer. The table below provides information on the caller types and

**Table 69: Type of contacts on general information cases in 2021**

Top Type of contacts on general info cases	# of contacts	% of contacts
NGO Anti-trafficking	83	23%
Community Member	77	22%
Business	74	21%
Unknown	24	7%
Local Authority/Regional Government entity	19	5%
Police	15	4%
NGO- Other	13	4%
Government	11	3%
Medical professional	8	2%
Press/Media	7	2%
Student	7	2%
Other	5	1%
Educator/school personnel	3	1%
Legal professional	3	1%
NGO – General social services	3	1%
Faith-based organisation/ representative	1	<1%
NGO DV/SA	1	<1%
NGO – Immigrant/Refugee	1	<1%
GLAA	1	<1%
Potential victim of MS/LA	1	<1%
<b>Total</b>	<b>357</b>	<b>100%</b>



Interestingly the most prevalent caller type in 2021 on general information cases was from NGOs in the anti-trafficking sector, with over four times as many calls coming from this cohort. This is compared to community members who were the most prevalent callers on cases deemed general information by the Helpline in 2020. The rise in anti-trafficking NGOs calling the Helpline could be in relation to changing Government rules and regulations regarding support provisions available and those directly supporting individuals wanting advice and guidance from the Helpline. Calls from businesses were also up by **108%**, rising from **35** in 2020 to **74** in 2021. Police and local authority callers were still prevalent in 2021 figures, but the volume overall has reduced with **5%** of calls from local authorities (compared to **8%**) and **4%** of police (compared to **9%**).

**- Sion Hall,  
Chair of the Pan Lancashire Anti Slavery  
Partnership ( PLASP)**

*“The referrals we have received have been incredibly detailed and have enabled the Triage team to be able to identify whether there is sufficient risk to open an enquiry. ...We have been impressed with your referrals and found them to be amongst the most comprehensive that we receive. This level of detail assists the whole of NMW in protecting vulnerable workers so please thank your team for their continued efforts.”*

*“[Helpline] referrals are fantastic. Some of the best [the team] get, really detailed and thorough.”*

**- Emma Kosakowska,  
Safeguarding lead practitioner  
NAVIGO Mental health services,  
North East Lincolnshire**

regarding a presentation from the Helpline at a safeguarding conference


*“We were thrilled to welcome [a member of the Modern Slavery & Exploitation Helpline] to talk to us at our safeguarding conference event.*

*She gave a very powerful informative talk. She was able to raise awareness and emphasised the key role of safeguarding efforts for victims of modern day slavery.*

*This session illustrated the nature and prevalence of exploitation within the UK and discussed different indicators to identify individuals who may be a victim of modern slavery.*

*She explored victim-centred and trauma-informed responses, resources, case studies, and ways to take action.*

*The Helpline really is amazing and supports victims directly and also indirectly through providing technical advice to healthcare professionals, local government entities, law enforcement, businesses, and charities to facilitate prevention, identification, safeguarding of victims, and criminal investigations.”*



## chapter 15: role of business

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



The crucial role businesses play in preventing worker exploitation cannot be overestimated. Knowing more about how modern slavery can infiltrate business operations and supply chains helps businesses to become more resilient and hostile to those seeking to exploit their operations and workers. There are a number of reasons why businesses contact the Helpline, in large part to seek advice about a potential issue, get support to draft or improve their modern slavery statement or enquire about Unseen's bespoke training. The table below provides a breakdown of the number of cases related to businesses seeking advice and the origin of the case.

**Table 70: Number of cases related to businesses seeking advice by case origin**

Type of request	# of contacts
Phone	80
Email	9
Web	8
<b>Total</b>	<b>97</b>

Unseen seeks to partner with businesses utilising the unique services of the Helpline to improve knowledge, educate others, influence positive behaviours and instigate good practice.

**Table 71: Number of cases and contacts from businesses in 2021**

Type of request	# of contacts	# of cases
General information	74	60
Modern slavery cases	25	6
Non-modern slavery cases	87	31
<b>Total</b>	<b>186</b>	<b>97</b>

**131** situations published to the Helpline Business Portal in 2021

The Modern Slavery Helpline Business Portal is now in its fourth year of operations. This unique service is supporting businesses in better understanding situations that have been indicated by Helpline callers and contacts in relation to situations of labour abuse and exploitation. Portal membership continues to grow from **8** businesses at the end of 2020 to **15** businesses at the end of 2021, with more businesses joining each month. The portal is a unique service that supports members to know more about situations being reported to the Helpline about their

business or sector. The portal allows members to know more about what is happening on the ground and to seek help in establishing what is or has been happening, collaborating with other relevant businesses and organisations and remediating situations. The portal is key in helping members better understand the issues affecting their business and sector. It also improves business collaboration, facilitates remediation and support, and strengthens longer-term prevention activities.

The portal membership now covers a range of sectors and industries. These are:

- Supermarket/retail
- Food companies
- Construction/real estate
- Recruitment
- Auditing/compliance
- Manufacturing/fashion
- Logistics/transportation
- Facilities management

The Helpline shared a total of **131** situational reports to the Helpline Business Portal, up **8** cases from those shared in 2020. This was comprised of **47** cases deemed to be modern slavery and **84** cases deemed to be non-modern slavery. These cases involve situations that have been reported to and assessed by the Helpline. However, the information provided has not been corroborated, so these are not confirmed cases of modern slavery but simply indicate the potential for them to be. The Helpline provides two types of cases to members on the portal: a private case that is specific to a named business and a community case that is relevant to multiple businesses due to the sector or other factors.

**Table 72: Numbers and type of portal case**

Type of Portal Case	# of cases
Private	68
Public/community	63
<b>Total</b>	<b>131</b>

The portal provides information relating to a range of industries and sectors, which is shared with portal members. Information pertaining to a specific business will only be shared with that business in order for Unseen's Business Services & Engagement Team to work with the named business to assess and rectify the situation. Information shared via the portal only relates to the industries or sectors the portal members are operating in. A breakdown of these is included in Chart 34 .

## Modern slavery cases

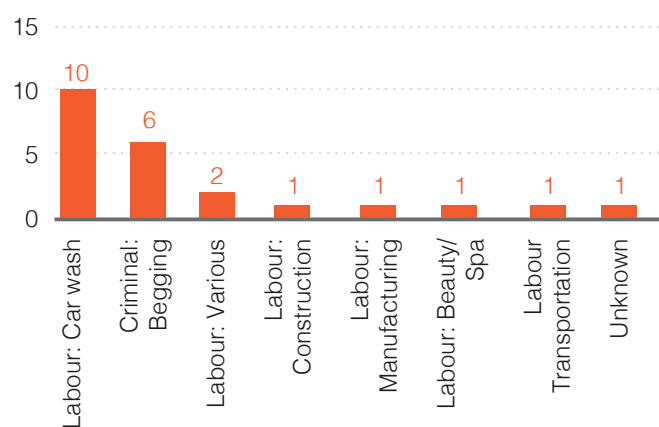
As information is received by the Helpline from callers and contacts it is assessed to determine the specific

circumstances and whether the situation is likely to be modern slavery, labour abuse or some other crime. Indicators provided by the contact will assist the Helpline to determine this. Where the Helpline has assessed the case as having potential indicators of modern slavery and it is related to member businesses, the Helpline team will publish relevant situational information to the portal for members to review. The Business Services and Engagement Team review all cases prior to publication to ensure only relevant information is included and the case is relevant to the portal members. Cases relating to modern slavery can be classed as either private cases or community cases. Which type of case will determine whether it is shared with one or more named businesses or with everyone, where no business(es) have been named or implicated. Chart 34 provides a breakdown of modern slavery cases classed as community cases and therefore shared with multiple portal members.

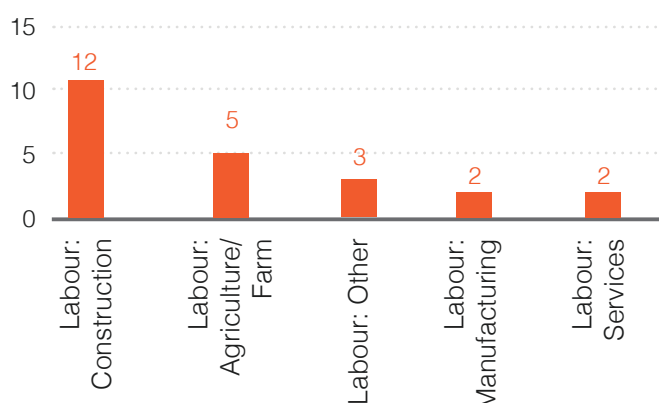
**- JD Sports**

*“The portal is really useful to provide a common theme of cases raised to Unseen, and also helps with any concerns raised to us in one useful platform”*

**Chart 34: Breakdown of ‘private’ modern slavery cases published to the portal**



**Chart 35: Breakdown of ‘community’ modern slavery cases published to the portal**

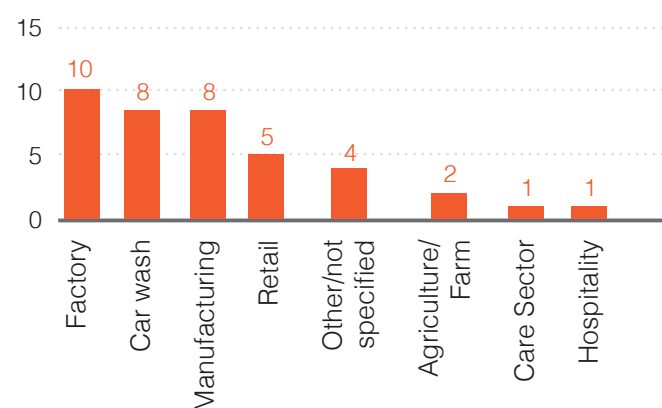


## Non-modern slavery cases

Cases that the Helpline deems not to reach the threshold of modern slavery are just as important to the Helpline. This is because non-modern slavery cases, and in this instance, labour abuse cases can often seem fairly low level but then quickly turn into something much more sinister. This is why Unseen's Business Services and Engagement Team will ensure any labour abuse cases relating to sectors or industries of those portal members are highlighted through the portal. In addition to cases indicating modern slavery, the portal also publishes non-modern slavery cases related to labour abuse and other issues that portal members have indicated they would like to be aware of.

In 2021, the Business Team made available **84** non-modern slavery cases. Labour abuse cases can often be an indication that something more worrying might be happening. Labour abuse cases often involve indicators such as non-payment of national minimum wage, working long hours, no PPE, or insufficient breaks. Labour abuse and other related cases have been published to the portal referencing a number of industries and venues, including agriculture/farms, transportation, manufacturing and construction. Some members are also keen to see information relating to wider issues such as begging or financial control being exerted where their business premises have been used or indicated in situations raised with the Helpline. The Helpline is keen to publish these cases to ensure anyone who is indicated as a potential victim can get whatever help and support are available, including through businesses who may be better informed of these situations when occurring on their business premises.

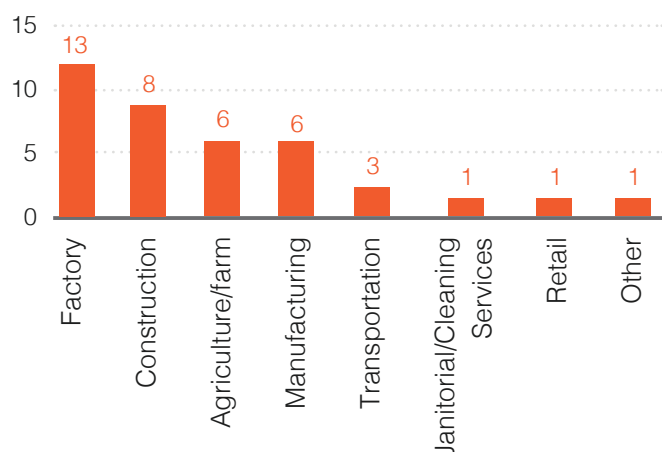
**Chart 36: Breakdown of ‘private’ labour abuse cases published to the portal in 2021**



An additional **6** non-modern slavery ‘private’ cases were published outside of labour abuse. As with those cases classed as modern slavery, labour abuse cases are distinguished within the portal based on whether they are a private case relevant to one or a few business members or a community case, which is published to multiple portal members as it does not relate to a single specific business only. Chart 37 sets out the range of sectors of labour abuse (and other related cases/crimes) that have been assessed to be community cases rather than private cases.



**Chart 37: Breakdown of ‘community’ labour abuse (and other) cases published to the portal in 2021**



## Community cases

When onboarding a new member to the portal, the business and Unseen sign a non-disclosure agreement and agree on how any information can and should be used or shared through the portal and beyond. Unseen encourages each business member to share their supplier details so that Unseen can better identify and establish suppliers and businesses that are within the portal member’s supply chain. This is very useful as it helps to increase transparency for the business that may not be aware of emerging issues with their suppliers. The Helpline receives information about a range of exploitation issues, and in many cases of labour exploitation and labour abuse, businesses or suppliers will be named. By sharing situational information with a business about trends and hotspots, the business is better informed of where risks may be. No personal information is shared with a business. The Helpline never divulges personal information to a third party without the consent of the individual concerned, and in portal cases, personal information is simply not needed. A private case can be made available to one or several related or implicated businesses within the portal.

## Private cases

Although a specific business is not named in cases that are classed as community cases, they are, nevertheless, just as important. This is because the caller or contact may simply not know who their employer and business feed into, and so this information may not be forthcoming in any call or contact to the Helpline. A typical case that may be raised as a community case could relate to a report to the Helpline indicating a potential situation of modern slavery in a garment factory. The contact may not know the specifics of the business or businesses involved but can provide the type of products being produced and the address or location of the business. In these situations, multiple portal members will see the situational information relating to the case and can confidentially speak to their Business Account Manager to agree with a course of action if they believe their business or suppliers may be implicated. Additionally, the Business Account Manager can

facilitate conversations with multiple portal members where they are being supplied by the same supplier so they can collaborate effectively and agree on a consistent course of action, with support from Unseen. This is important as carefully thought-through next steps and actions could prevent the individuals involved from being put at further risk of harm where the situation is still live.

### - Lydia Hopton, Delivery Manager: Responsible Tech and Human Rights, BT Group.

*“As a founding partner we’re proud to continue our support to The Helpline, using our tech and services to enable The Helpline provide 24/7 expert advice and support to anyone who calls. At BT Group we recognise Modern Slavery for the crime that it is and encourage other businesses to promote both The Helpline and Unseen App to help put an end to this cycle of abuse”*

## Working with businesses

Unseen’s Business Services and Engagement Team works closely with the Helpline and supports businesses on a number of fronts. Cases identified by the Helpline Team will be fully assessed to ascertain the situation being reported before being referred to the portal via the Business Team. This is to ensure that no identifying personal information is included in the information made available to the portal members, and no other concerns are raised regarding the consent of any individual. As cases are made available to portal members, the Business Team will facilitate conversations with all businesses involved, including other third parties where relevant, plan next steps and support effective remediation. By collaborating and partnering, not only with individual businesses but multiple portal members, Unseen can influence collective action to ensure the situation is not made worse by inappropriate or unhelpful intervention and workers are safeguarded and protected. To this end, Unseen’s Business Services and Engagement Team is focused on providing the help, guidance, and support businesses need to address situations and continuously improve.

To provide the best service possible to businesses, Unseen is constantly reviewing its approach and ensuring the functionality of the portal is enhanced to provide a better user experience. To that end, automatic recognition of suppliers to businesses is being introduced to ensure that cases raised through the Helpline relating to suppliers can be appropriately linked to portal members. This is reliant on portal members providing regular up to date lists of their suppliers.

### - Courtenay Forbes Responsible Sourcing Manager – Human Rights

*“Drawing on Unseen’s knowledge and expertise is really beneficial to Tesco, and being a member of the Business Helpline Portal means we can collaborate with others and gain crucial insights into the landscape of exploitation in the UK, as well as supporting the Helpline as an invaluable resource for those needing support.”*



# chapter 16: challenges and opportunities

The Helpline is focused on supporting diverse organisations and individuals to raise awareness and manage what can often be complex issues related to modern slavery. Dealing with such a complex and hidden crime often brings a number of challenges but can also provide opportunities.





# COVID-19 pandemic

It is true to say that the COVID-19 pandemic has been one of the biggest challenges of our times. Despite various issues and concerns, the Helpline has continued to provide a full Helpline service for those who need advice, guidance and support. To combat the COVID-19 virus, the Helpline has now been operating completely remotely for nearly two years.

This has been an ongoing challenge for Helpline team members who need to work in isolation, dealing with a range of activities, including crisis calls. The importance of strong protocols around well-being and personal safety is paramount in these times, ensuring the positive mental health and well-being of all individuals is maintained.

Providing a remote 24/7 service with sufficient support for those who are available to answer calls throughout the night has been an ongoing challenge, but one Unseen thinks is crucial to, not only supporting Helpline Team members, but to continue providing the needed services for those affected by modern slavery.

As the country and the whole world moves into the next phase of the pandemic, the Helpline continues to remain agile so that it can deal with the issues at hand.

## Awareness

One of the biggest and ongoing challenges for Unseen and the Helpline is maintaining awareness of the issue and how it can manifest quickly when people are not alert or looking for it.

## Data

The Helpline continues to receive a significant number of data requests from external partners. This can be extremely challenging with a small but dedicated data team. To that end, Unseen is investing in additional data capability and capacity to ensure requests supporting third-party campaigns and research and policy can be managed promptly, and the Helpline's data is seen as an integral piece of the jigsaw puzzle for the UK's prevention response. As the only comprehensive service of its kind, the Helpline is really being seen as a hub of data and information that is being called upon to support policy and strategic thinking and operational activity at a local, regional and national level.

## UK's response to tackling modern slavery

Despite ten years of Unseen and the sector pushing for change, and seeing some of that come to fruition through the introduction of the Modern Slavery Act in 2015 and the ongoing reviews and changes to the National Referral Mechanism, recent legislative proposals through the Nationality and Borders Bill will likely set the UK's response to tackling modern slavery and supporting victims back

significantly. Without supportive and non-intimidating ways for modern slavery victims to come forward and divulge their experiences, this pernicious crime will remain unhidden and go further underground. Expecting victims of trauma to recount in full their experiences for the first time of asking is not only unrealistic, it is seriously detrimental to the individual and their ability to recall events, feel comfortable sharing distressing details and feel able to divulge their situation without fear of repercussion. Unseen will continue to press the UK Government to prioritise the needs of potential victims over the desire to reduce immigration.

In addition, concerns around the First Responder network continue. Difficulties in getting first responders to act on behalf of a potential victim mean that some may not get access to the help they need and deserve. At best, potential victims experience unnecessary delays, and at worse, their position could be significantly compromised as they become even more vulnerable.

## Opportunities

Despite the complexity and challenges of the past two years when the Helpline has been navigating the impacts of the pandemic, services have remained open and available 24/7. This has proved invaluable as the Helpline still receives a significant proportion of calls and contacts outside of normal office hours. Helping an individual who only has limited time late in the evening or at the weekend is crucial and can mean that they have a way of ending or getting out of their exploitative situation.

## Labour abuse cases

Although the number of potential modern slavery cases has slightly declined, the number of calls and contacts has increased.

Many of these relate to situations deemed not to be modern slavery, such as labour abuse, which is on the lower end of abuse and exploitation involving labour.

However, this creates an opportunity to further understand the issue of labour abuse, how employers and businesses are potentially cutting corners, and understanding the ways in which these situations can be addressed.

Through our ongoing partnership working, we are keen to raise awareness and also seek opportunities to support businesses, regardless of where they are and the sector they are in, to understand the signs and indicators so that they are better placed to tackle and eradicate them.

## Developing technical capability

Throughout 2021, Unseen has been a participant on the Tech Against Trafficking (TAT) Accelerator Programme and received funding from the Tech for Good programme to secure technical expertise. Both programmes are

designed to help Unseen maximise data opportunities and are a fantastic way for NGOs to access technical support and assistance to improve capabilities, reach and impact. Through the TAT programme, Unseen has embarked on a journey to improve the Helpline's analytical capabilities so that trend analysis, relevant connections between cases and user experience can be optimised.

The TAT programme provides Unseen with access to tech giants such as Microsoft, Amazon Web Services, Salesforce, and BT. Comic Relief's Tech for Good programme has enabled Unseen to fund the specific technical expertise required to undertake this work programme and has offered a range of workshops to develop confidence and capability. A technical expert has been assigned to the Helpline to support the development and deployment of a range of analytical tools which will play a significant part in strengthening and improving the Helpline's data capabilities. Both programmes are expected to end in quarter 2 of 2022.

## Policy & research expansion

To maximise Helpline data and to formalise Unseen's ongoing remit around policy and research, Unseen has appointed a Head of Policy and Research. This crucial role will allow Unseen to routinely incorporate Helpline data, as well as survivor data, into policy and research bids and reports, working with academia and other partners as required. The enhancement of the Helpline's analytical capabilities is therefore paramount and will help Unseen to inform and influence strategic partners by providing a strong evidence base on which proposals and recommendations will be founded.

**- Aongus O'Keeffe,  
Modern Slavery Human Trafficking Branch**

*“The Northern Ireland Department of Justice is committed to tackling modern slavery and human trafficking through the current Modern Slavery and Human Trafficking Strategy. Key priorities for the current strategy are set out under three key strands, namely to pursue offenders, protect victims and prevent these crimes from happening. Whilst considerable progress has been made to tackle modern slavery and human trafficking since the introduction of the Human Trafficking and Exploitation (Criminal Justice and Support for Victims) Act (Northern Ireland) in 2015, the Unseen Modern Slavery and Exploitation Helpline Annual Assessment 2021 demonstrates the collaborative and holistic approach that is required to maximise our collective efforts in addressing this particularly despicable and harmful form of criminality.”*



# chapter 17: emerging trends

Every year the Helpline is at the fore of calls and contacts indicating.



Maximising the data the Helpline collates is vital in understanding emerging trends and potential hotspots. It is also vital to support wider prevention activities to help stop more vulnerable people from falling into exploitative situations. However, higher contact or reporting figures from one region or location does not necessarily indicate a hotspot, as the higher numbers may indicate more awareness-raising activities in that area or greater police activity.

The most notable increase in calls and contacts to the Helpline in 2021 is from potential victims. The Helpline received a **51%** rise in the total number of contacts from potential victims directly on cases deemed to be modern slavery, rising from **287** contacts in 2020 to **433** contacts in 2021. In relation to modern slavery cases, potential victims directly reporting their own exploitation, this rose by **41%** from **280** in 2020 to **392** in 2021.

**51%** increase in the number of potential victims contacting the Helpline about modern slavery situations

Following on from the unique year of 2020 and the reduction in the number of contacts received during that year, the Helpline has seen a rise in the number of calls and contacts throughout 2021. As we saw throughout 2020, the number of labour exploitation cases continued to dip in 2021, with sexual exploitation cases continuing to rise. Both criminal exploitation and domestic servitude cases raised by the Helpline declined. However, criminal exploitation cases were on a par with those raised in 2019, with the rise of cases in 2020 seemingly an exception. Domestic servitude cases continue to decline across all four countries of the UK. This may be down to a lack of awareness.

As may be expected, the differences in the genders indicated in different types of exploitation remain, with the overwhelming majority of potential victims indicated in sexual exploitation reported as female and nearly five times as many men than women indicated in situations of labour exploitation. Although the percentage of minors indicated in situations of criminal exploitation is higher, labour exploitation was the most prevalent typology indicated, with **52** minors reported to be in labour exploitation situations.

Number of sexual exploitation potential victims indicated increased by

**15%**

**15%** of those involved in criminal exploitation were indicated as minor potential victims

Despite a decrease in reports and cases overall, those indicating sexual exploitation increased again in 2021, for the second year running.

Potential victims indicated in sexual exploitation through the Helpline have increased for the last three years, rising from **421** in 2019 to **481** in 2020 and **555** in 2021. Within these cases, the use of online platforms and social media sites for recruitment and exploitation of individuals continues. The Helpline continues to raise awareness of the risks to individuals in engaging with unknown people via these types of online platforms.

The number of construction-related cases indicated to the Helpline continues to be significant, with **92** modern slavery construction cases indicating **338** potential victims and **104** labour abuse cases raised in 2021. In terms of labour exploitation, this was the most significant sector and only second to car washes in relation to labour abuse.

**- Hannah Darnton,  
Tech Against Trafficking Secretariat**

*“Unseen UK is taking huge strides to maximize the use of data and technology to combat human trafficking. Their relentless exploration of new and innovative ways to leverage hotline data to identify and address human trafficking will help not only the victims and partners they work with, but create new solutions that will catalyze change across the anti-trafficking field as a whole.”*



\*Some cases were reported to occur within England, but the police force region was unknown.  
 \*Sum of table will exceed total number of MS cases in England, as some cases spanned multiple police force areas.

	2017		2018		2019		2020		2021		% in/dec 2020 to 2021	
England	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS Cases	# of PVs	# of MS cases % in/dec	# of PVs % in/dec
Avon & Somerset Constabulary	74	314	78	355	46	98	41	77	31	63	-24%	-18%
Bedfordshire Police	23	151	17	68	31	81	17	56	14	26	-18%	-54%
Cambridgeshire Constabulary	16	123	22	85	30	73	22	121	13	32	-41%	-74%
Cheshire Constabulary	14	44	25	113	16	71	10	112	14	48	40%	-57%
Cleveland Police	4	4	11	32	7	19	4	15	5	7	25%	-53%
Cumbria Constabulary	5	15	15	46	5	10	5	25	5	9	0%	-64%
Derbyshire Constabulary	12	26	24	73	19	39	16	27	3	15	-81%	-44%
Devon & Cornwall Constabulary	25	72	31	105	20	58	20	52	11	33	-45%	-37%
Dorset Police	17	65	11	18	8	21	10	21	4	21	-60%	0%
Durham Constabulary	10	54	5	13	7	29	10	18	3	4	-70%	-78%
Essex Police	30	487	36	365	35	80	25	77	25	54	0%	-30%
Gloucestershire Constabulary	14	48	13	35	16	29	7	36	11	22	57%	-39%
Greater Manchester Police	45	128	70	408	60	165	68	142	35	67	-49%	-53%
Hampshire Constabulary	22	71	39	185	35	92	25	45	17	34	-32%	-24%
Hertfordshire Constabulary	25	72	27	65	28	101	18	52	20	54	11%	4%
Humberside Police	9	45	12	44	21	70	13	27	8	23	-38%	-15%
Kent Police	31	150	59	285	31	104	26	89	22	49	-15%	-45%
Lancashire Constabulary	23	50	33	84	38	101	17	44	16	45	-6%	2%
Leicestershire Constabulary	22	58	19	67	24	68	15	45	11	17	-27%	-62%
Lincolnshire Police	7	12	9	25	18	51	15	29	12	21	-20%	-28%
Merseyside Police	18	59	15	66	32	92	23	60	14	31	-39%	-48%
Metropolitan Police Service	266	928	378	1481	341	883	269	541	176	383	-35%	-29%
Norfolk Constabulary	11	25	14	33	11	28	12	38	9	24	-25%	-37%
Northamptonshire Police	10	43	5	30	20	87	10	33	15	21	50%	-36%
Northumbria Police	18	36	18	59	21	53	16	29	7	10	-56%	-66%
North Yorkshire Police	19	64	13	44	16	44	10	18	6	13	-40%	-28%
Nottinghamshire Police	17	41	34	127	29	112	15	21	17	39	13%	86%
South Yorkshire Police	15	88	31	79	33	121	32	53	23	50	-28%	-6%
Staffordshire Police	7	66	23	89	14	49	17	54	10	18	-41%	-67%
Suffolk Constabulary	11	51	16	91	16	46	13	25	6	24	-54%	-4%
Surrey Police	25	112	32	131	32	99	24	63	14	45	-42%	-29%
Sussex Police	28	100	30	309	41	145	25	63	21	48	-16%	-24%
Thames Valley Police	52	124	77	364	66	247	50	109	44	86	-12%	-21%
Warwickshire Police	8	28	13	35	9	28	7	20	5	9	-29%	-55%
West Mercia Constabulary	11	30	17	62	18	99	12	22	8	14	-33%	-36%
West Midlands Police	56	245	91	304	93	223	89	183	59	152	-34%	-17%
West Yorkshire Police	31	130	68	455	71	259	69	171	46	105	-33%	-39%
Wiltshire Constabulary	19	52	12	35	10	31	12	23	6	11	-50%	-52%

## SCOTLAND

\*Some cases were reported to occur within Wales, but the police force region was unknown.

Scotland Police	64	230	59	255	58	149	46	105	43	125	-7%	19%
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## WALES

Dyfed Powys Police	6	60	10	23	6	23	8	9	0	0	-100%	-100%
Gwent Police	4	15	10	81	12	45	5	8	1	1	-80%	-88%
North Wales Police	11	34	12	52	6	17	12	44	8	43	-33%	-2%
South Wales Police	15	38	31	103	22	71	15	26	13	25	-13%	-4%

## NORTHERN IRELAND

\*\*\*Referrals may be made to a force where exploitation did not happen there but the PV is present and seeking NRM services. Not all MS cases are referred to the police per the MSEH's victim-centred approach.

Police Service of Northern Ireland	14	87	16	56	16	63	11	38	11	36	0%	-5%
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Police Force	# of MS Cases	Labour	Sexual	Criminal	Domestic	Various	Unknown	# of PVs	Adult				Minor			Unknown			LE MS Ref***	LA MS Ref	
									Male	Female	Unknown	Transgender Female	Male	Female	Unknown	Male	Female	Unknown			
England																					
Avon & Somerset Constabulary	31	17	9	4	1	1	9	63	23	23	8	0	1	3	1	0	2	2	13	2	
Bedfordshire Police	14	3	5	4	1	0	1	26	9	2	2	0	0	1	0	1	9	2	8	0	
Cambridgeshire Constabulary	13	8	2	1	0	0	2	32	17	3	5	0	0	0	1	1	2	3	9	0	
Cheshire Constabulary	14	7	4	0	0	0	3	48	25	14	0	0	1	0	0	0	4	4	13	0	
Cleveland Police	5	1	1	1	0	0	2	7	1	3	1	0	1	0	1	0	0	0	4	1	
Cumbria Constabulary	5	2	2	0	0	0	1	9	5	3	0	0	0	0	0	0	1	0	5	0	
Derbyshire Constabulary	3	2	0	0	1	0	0	15	11	3	0	0	1	0	0	0	0	0	0	0	
Devon & Cornwall Constabulary	11	10	1	0	0	0	0	33	10	3	10	0	4	0	0	0	0	6	11	0	
Dorset Police	4	3	1	0	0	0	0	21	13	4	0	0	1	3	0	0	0	0	5	0	
Durham Constabulary	3	1	2	0	0	0	0	4	0	0	0	0	0	1	0	1	2	0	2	0	
Essex Police	25	8	4	7	1	0	5	54	15	14	2	0	2	0	0	8	4	9	14	0	
Gloucestershire Constabulary	11	5	2	2	0	0	2	22	9	3	0	0	0	1	1	6	2	0	5	0	
Greater Manchester Police	35	17	9	4	2	1	2	67	23	15	3	0	2	1	0	7	10	6	24	1	
Hampshire Constabulary	17	5	5	3	1	0	3	34	7	20	3	0	1	0	1	0	1	1	8	0	
Hertfordshire Constabulary	20	10	4	3	0	2	1	54	25	6	3	0	1	2	1	8	6	2	13	0	
Humberside Police	8	2	2	1	0	1	2	23	5	1	2	0	0	0	2	0	4	9	5	0	
Kent Police	22	12	2	6	0	1	1	49	17	7	2	0	5	4	0	0	3	11	14	0	
Lancashire Constabulary	16	9	4	0	2	0	1	45	13	9	8	0	0	0	0	1	4	10	14	1	
Leicestershire Constabulary	11	3	3	3	1	1	0	17	6	4	0	0	1	2	0	2	2	0	8	2	
Lincolnshire Police	12	8	1	1	0	0	2	21	5	1	2	1	1	0	0	2	5	4	4	0	
Merseyside Police	14	7	3	2	0	0	2	31	18	3	0	0	0	0	2	1	3	4	9	0	
Metropolitan Police Service*	176	38	58	24	20	10	26	383	82	106	24	1	13	11	7	14	84	41	124	3	
Norfolk Constabulary	9	3	1	1	0	1	3	24	3	9	8	0	0	0	1	1	0	2	6	1	
Northamptonshire Police	15	5	6	1	0	0	3	21	3	3	2	0	1	5	2	4	1	0	9	0	
Northumbria Police	7	2	2	1	1	0	1	10	1	2	2	0	0	0	0	4	0	1	5	0	
North Yorkshire Police	6	5	1	0	0	0	0	13	8	3	0	0	0	1	1	0	0	0	3	0	
Nottinghamshire Police	17	8	6	2	0	1	0	39	10	9	2	0	1	3	0	1	7	6	11	0	
South Yorkshire Police	23	11	3	6	0	1	2	50	26	8	1	0	2	1	0	0	1	11	10	0	
Staffordshire Police	10	3	1	5	0	1	0	18	2	3	2	0	0	1	0	3	0	7	9	1	
Suffolk Constabulary	6	4	2	0	0	0	0	24	12	3	2	0	1	2	2	0	2	0	6	0	
Surrey Police	14	8	3	1	1	0	1	45	15	22	2	0	0	1	0	0	1	4	14	0	
Sussex Police	21	10	4	4	1	1	1	48	19	15	0	0	0	2	0	5	3	4	12	0	
Thames Valley Police	44	18	16	4	3	1	2	86	37	9	7	0	3	1	0	2	19	8	35	0	
Warwickshire Police	5	3	1	0	0	0	1	9	4	1	0	0	0	0	2	2	0	0	6	0	
West Mercia Constabulary	8	1	1	5	0	0	1	14	3	6	0	0	1	2	0	0	0	2	5	0	
West Midlands Police	59	25	13	14	2	0	5	152	61	16	16	0	3	7	15	1	8	25	31	0	
West Yorkshire Police	46	20	9	6	1	2	8	105	46	15	6	0	4	0	2	6	7	19	27	2	
Wiltshire Constabulary	6	2	2	1	1	0	0	11	0	6	0	0	0	1	0	0	0	4	1	0	
SCOTLAND																					
Scotland Police	43	14	13	13	0	1	2	125	21	26	3	0	1	1	0	5	8	60	26	1	
WALES																					
Dyfed Powys Police	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Gwent Police	1	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	
North Wales Police	8	6	0	1	0	0	1	43	9	13	14	0	1	0	0	0	4	2	6	0	
South Wales Police	13	5	3	2	0	0	3	25	13	4	0	0	0	0	0	1	4	3	10	0	
NORTHERN IRELAND																					
Police Service of Northern Ireland	11	3	7	0	0	1	0	36	5	26	0	0	0	0	0	2	0	3	0	9	0