

Guidance on initial contact with a suspected Human Trafficking victim and the National Referral Mechanism (NRM)

This is a single framework centred on identifying potential Human Trafficking / Modern Slavery victims and referring them to appropriate support.

It is possible that any person involved in work with adults who may have need for care and support may identify a potential victim. If you should identify a person or situation that causes you concern with regard to the above and you are not included within the *first responder agencies you should report your concerns to the Police 101 or Local Authority Kent 03000 416161 or Medway 01634 - 334466.

Please continue to read the following guidance to support your own awareness within this field of abuse pages 5-7 give best practice guidance. Modern Slavery is listed as a type of abuse within the Care Act 2014.

Initial engagement with a potential victim by a first responder* (see page 8) should focus on the safeguarding and a victim care regime based on the possible physical and mental trauma that they may have been subjected to over a period of time.

They should be taken to a suitable place of safety, in most cases this would be a police station, and kept in a suitable room out of public view. A telephone should be made available to allow 'Language Line' to be used to assist in communication with the potential victim.

Language line's contact number is **0845 3109900**

As the *first responder you should refer all suspected victims to a Competent Authority** (see page 8) for a decision to be made within a 48 hour period. The first responder will complete a referral form recording their encounter with a potential victim. Sufficient detail is required to enable a decision to be made on whether there are reasonable grounds that support the person being treated as a human trafficking victim, see page 2 for links and contacts.

The multi-agency Competent Authority is based in the UK Human Trafficking Centre (UKHTC). They will act as the central point of contact for all agencies likely to encounter victims. The UKHTC will provide advice and guidance to all first responders who have engaged with a potential HT victim.

The UKHTC 24/7 help line number is **0844 7782406**

The NRM 24/7 Salvation Army referral number is **0300 3038151**

All relevant NRM forms can be found on the website

<https://www.gov.uk/government/publications/human-trafficking-victims-referral-and-assessment-forms>

Where to Send this form

Once the NRM referral notice has been completed it should be scanned and emailed to

ukhtc@nca.x.gsi.gov.uk

A copy of the form should be sent to:

Joint Intelligence Unit, Central Operations Command
Kent Police, Bouverie House, Folkestone, CT20 2SG

Email: sb.jiu@kent.pnn.police.uk

Fax: 01303 289519

If the Competent Authority is satisfied that the victim is a suspected Human Trafficking victim they will be eligible for a reflection period of 45 days which is extendable in certain circumstances e.g. significant physical or mental trauma. The reflection period enables the victim to recover from their immediate trauma before deciding whether to support an investigation/ prosecution of the traffickers. This does not preclude the victim from speaking with police to provide intelligence or information or from making an evidential statement if they wish to support an investigation.

Following the reflection period victims may be eligible for a residence permit where they are shown to be engaging and cooperating with the investigation or criminal proceedings.

Once a suspected Human Trafficking victim has been identified a crime report must be generated by Police.

Arrangements will be made by the Salvation Army to house the victim but there is often a period of several hours or in most cases overnight when the victim will remain under the safeguarding of (arrangements made by) the police.

Salvation Army Anti-Trafficking Team



SERVICE OVERVIEW

The Salvation Army Anti-Trafficking Team coordinates the provision of support for adult victims of human trafficking in England and Wales within the framework of the Council of Europe Convention on Action against Trafficking in Human Beings (ECAT).

Under ECAT, individuals identified as potential victims of trafficking are entitled to the following support and assistance measures to assist in their recovery:

- Standards of living capable of ensuring their subsistence, through such measures as: appropriate and secure accommodation, psychological and material subsistence
- Access to emergency medical treatment
- Translation and interpreting services, when appropriate
- Counselling and information, in particular as regards their legal rights and the services available to them, in a language they can understand
- Assistance to enable their rights and interests to be presented and considered at appropriate stages of criminal proceedings against offenders
- Access to education for children

Eligibility for the service

To be eligible for the service, an individual needs to be referred into the National Referral Mechanism (NRM), have a positive Reasonable Grounds decision and give their consent to the referral.

We can offer support or accommodation in advance of a positive Reasonable Grounds decision if the client is in urgent need of support and on the understanding that the client will no longer be eligible if the decision is negative.

Unfortunately, we are unable to offer support or accommodation to anyone who has had a negative decision at the Reasonable Grounds or Conclusive Grounds stage.

Accommodation

Accommodation can be provided to individuals, who do not have any other entitlements, or where they have other entitlements but these are not safe or appropriate due to high-level support or security needs.

Accommodation is provided on the basis of an initial assessment which takes into account an individual's needs, wishes and any risk issues or specialist support requirements. While we do our best to accommodate people near to their existing support networks, this may not be possible if the client's needs are best met elsewhere. If the client moves to an area that is new to them, they will be supported with orientation and linked in with local services.

Outreach support

Outreach is open to anyone within the NRM process and can be provided throughout England and Wales. Outreach will support clients to access the same ECAT entitlements outlined above.

Moving on from the service

The Salvation Army Anti-Trafficking support service is intended to provide support during the 45-day reflection and recovery period. Once the Conclusive Decision has been made, clients will be supported to make a safe exit from the service in line with their wishes and entitlements, and will be able to access resettlement support if needed.

If a client receives a positive Conclusive Grounds decision and has ongoing needs which are directly related to their experiences of trafficking then they may remain eligible for ongoing support.

Making a referral

Our referral line number is **0300 303 8151** and is covered 24 hours a day, 7 days a week. We accept referrals from statutory and voluntary sector agencies, and self-referrals from victims of trafficking.

For informative E-learning Link to Salvation Army Human Trafficking please click here:
<http://www.salvationarmy.org.uk/about-human-trafficking>

National Crime Agency best practice guide

Potential victims of trafficking are likely to be extremely vulnerable. They may fear revealing their status or experiences to state authorities and will often mistrust individuals in authority. Their ability to participate in any future proceedings, for example as a witness, will depend largely on their psychological, emotional and physical health.

This is a guide to the main issues and sensitivities which frontline practitioners should bear in mind when dealing with potential victims of human trafficking.

On first contact:

- Front line practitioners have a responsibility to put the potential victim at their ease as far as they are able. This includes taking care around the verbal and body language used, which can have a significant impact on a distressed or traumatised victim's state of mind
- Remember that individuals will have different needs and think about how best to manage those. Be prepared to adapt your approach according to the circumstances
- There may be language and communication barriers, including literacy or learning disabilities, as well as cultural considerations
- The Ministry of Justice produces foreign language leaflets to provide advice and support to those affected by human trafficking. Leaflets are available in Albanian, Chinese, Czech, English, French, Lithuanian, Polish, Romanian, Slovak, Thai, Vietnamese, and Welsh
- On initial contact, victims may appear unwilling to co-operate, especially if they are in the presence of their controller/traffickers or around other victims. It is likely that the victim has been isolated from family or friends and is living in an unfamiliar country or area. In addition to feelings of fear and intimidation, they may feel dependent on their controllers/traffickers who may be individuals well known to the victim. It's possible they may not understand the concept of trafficking or identify themselves as a victim.
- Consider possible health concerns. Victims of trafficking suffer a wide range of psychological and physical problems, including post-traumatic stress disorder. They may have been vulnerable to sexually transmitted infections, or may have been exposed to hazardous materials or dangerous working conditions. They could have

been deprived of food, sleep or kept in slave-like conditions. It is possible that you may encounter a woman who is pregnant or has been forced to have an abortion.

- It is important to ensure that the appropriate physical healthcare and psychological support is provided to all victims in a timely manner
- Some victims will require immediate medical attention and counselling
- Remember that not all signs of distress or physical injury will be obvious. There could also be drug/alcohol misuse and associated behaviours

Victim strategy

- Avoid any change of personnel in order to establish and maintain a rapport and help the victim to build confidence
- Research the cultural background of the victim in terms of gender, religion and ethnicity. This could influence the choice of interpreter and interviewing officer
- Check that the interpreter speaks the right dialect
- Don't change interpreters unless requested by the victim
- Make sure interpreters are aware of the nature of their task and the length of time it may take
- Only use official interpreters from the national register
- Use female interpreters for female victims
- Appoint a victim coordinator
- At every stage help the victim to understand the process

Interviewing victims

All victim interviews should be conducted in line with ABE (achieving best evidence) practice. This means:

- Checking the victim's health and fitness for interview first
- Ensuring the pace of the interview is considerate of the victim's state of mind

- Explaining roles and processes and ensuring these are understood
- Recognising that the victim may feel stigmatised by the process
- Using neutral spaces for interviews which will put the victim at ease rather than make them feel more anxious
- Ensuring interviewers are not in uniform
- Using female interviewers for female victims

Notes on First Responder* and Competent Authority **

***First Responder is anyone of these agencies:**

The [National Crime Agency](#) is a first responder agency, as are the following:

- [Police forces](#)
- [UK Border Force](#)
- [Home Office Immigration and Visas](#)
- [Gangmasters Licensing Authority](#)
- [Local Authorities](#)
- [Health and Social Care Trusts \(Northern Ireland\)](#)
- [Salvation Army](#)
- [Poppy Project](#)
- [Migrant Help](#)
- [Medaille Trust](#)
- [Kalayaan](#)
- [Barnardos](#)
- [Unseen](#)
- [TARA Project \(Scotland\)](#)
- [NSPCC \(CTAC\)](#)
- [BAWSO](#)
- [New Pathways](#)
- [Refugee Council](#)

The first responder will complete a referral form to pass the case to the CA. Referral to a CA is voluntary and can happen only if the potential victim gives their permission

**** Competent Authorities (CA)**

In the UK the two Competent Authorities are:

- The UK Human Trafficking Centre (UKHTC), which deals with referrals from the police, local authorities, and NGO's
- The Home Office Immigration and Visas (UKVI), which deals with referrals identified as part of the immigration process, for example where trafficking or modern slavery may be an issue as part of an asylum claim

Once a referral has been made, trained decision makers in the Competent Authority will assess and make a decision on whether an individual is a victim of trafficking or modern slavery.

- ❖ It was agreed at Kent and Medway Safeguarding Adults Policy, Protocol, and Guidance meeting 17/09/15 that any NRM referrals will be responded to as Adult Protection Alerts. KA/SAF is not also required.