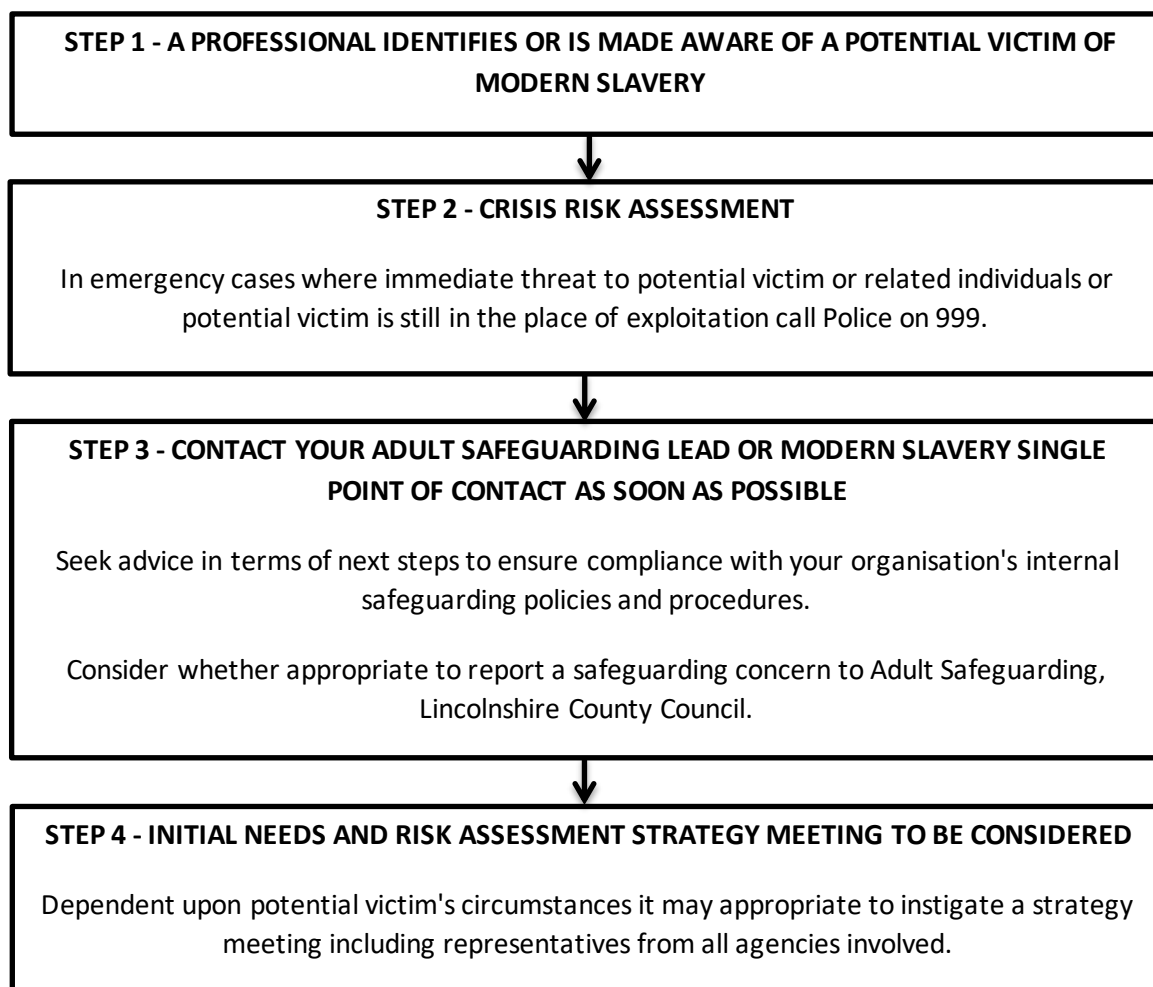


SUPPORTING ADULT VICTIMS OF MODERN SLAVERY - GUIDANCE FOR FRONTLINE PROFESSIONALS

These guidance notes draw upon the [UK Trafficking Survivor Care Standards](#) and have been developed to support frontline professionals across Lincolnshire, who through their day-to-day work, may come into contact with potential adult victims of modern slavery.

Non-prescriptive steps to consider when coming into contact with a potential adult victim of modern slavery include;



STEP 1 – A PROFESSIONAL IDENTIFIES OR IS MADE AWARE OF A POTENTIAL VICTIM OF MODERN SLAVERY

Put potential victim at ease – Frontline professionals have a responsibility to put the potential victim at ease. All professionals communicating with the potential victim must take care with the verbal and body language they use. A few simple words or expressions of positivity, kindness and recognition of what a potential victim has been through can help to establish that.

Immediate physical needs – The potential victim may be scared, hungry and exhausted. They may be suffering from headaches, general pain, disability or mental health problems, making it hard for them to concentrate. They may be more receptive to questions if they have eaten or slept and received some reassurance that they are safe.

Confidentiality – Ensure that potential victims are made aware from the outset of your duty of confidentiality. Any personal information shared by potential victims should not be disclosed to any third party or agency without their prior informed consent unless there is a clear risk of immediate serious harm. This is crucial to initiating a working relationship of trust.

Understand the process – At every stage you must help the potential victim to understand the process. It's important to remember that potential victims are used to pleasing others and sometimes their survival has depended on this. They may be reluctant to assert needs or raise queries in case this implies criticism or ingratitude. If someone nods and smiles gently check they actually understand what you are saying. Actively ask if they need or are worried about anything, giving multiple chances to voice needs.

Attentiveness – Demonstrate attentiveness to the potential victim's specific, individual needs. This is especially reassuring to people who have been subjugated and forced to obey others. It is helpful to encourage the potential victim to make small choices for themselves to meet their needs, for example where they prefer to sit, or whether they would like to have the window open or the heating on. This shows immediate respect for their needs and may help them to make further choices and assertions as mutual trust is established.

Trusting – On initial contact the potential victim may not trust authorities and may appear unwilling to cooperate, especially if they are in the presence of their controller or around other potential victims. A lack of trust may also be due to their previous experiences with the authorities in the UK or in their country of origin, or the controllers' use of the actions of the authorities as an effective threat to maintain control over them. Be mindful of this as it may be appropriate to try and engage with them without anyone else present.

STEP 2 – CRISIS RISK ASSESSMENT

Contact – Safety of all involved should be prioritised. If you feel it is an emergency and the potential victim, or other individuals linked to the potential victim are in a life threatening situation, or still in a place of exploitation, you should call the Police on 999.

Health – Some victims will require immediate counselling or medical attention for example for infectious diseases (e.g. tuberculosis) but not all signs of distress or physical injury will be obvious. There could also be drug/alcohol misuse and associated behaviours.

Interpreters – An interpreter who can work face-to-face with the potential victim should ideally be provided if they cannot speak English. If unable to provide this quickly a telephone interpreter should be sought. You should check that the interpreter speaks the correct dialect and that they are the gender desired by the potential victim. Do not use an interpreter who apparently is an associate, friend or family member of the potential victim. Regardless of their appearance they may be linked to the person controlling them.

STEP 3 – CONTACT YOUR ADULT SAFEGUARDING LEAD OR MODERN SLAVERY SINGLE POINT OF CONTACT AS SOON AS POSSIBLE

If the potential victim is not at immediate risk of harm you should contact, your adult safeguarding lead or modern slavery single point of contact as soon as possible so they can assist you with advice regarding further steps to safeguard the potential victim.

If deemed appropriate to report an adult safeguarding concern to Adult Safeguarding, Lincolnshire County Council this can be done by calling 01522 782155 (Monday to Friday, 8am to 6pm) or 01522 782333 (outside of office hours).

STEP 4 – INITIAL NEEDS AND RISK ASSESSMENT STRATEGY MEETING TO BE INSTIGATED

Victim focused – The potential victim should be placed at the centre of the decision making regarding their support. Ensure that the potential victim knows the role and responsibilities of any frontline professional who is working with them and they are given enough time to respond and ask questions when they need to.

Cultural sensitivity – It is important to research the cultural background of the potential victim in terms of gender, religion and ethnicity to ensure any assessments are conducted in a culturally sensitive and tactful way, with a view to minimising any distress to potential victims. This may also influence the potential victim's choice of interpreter and advocate.

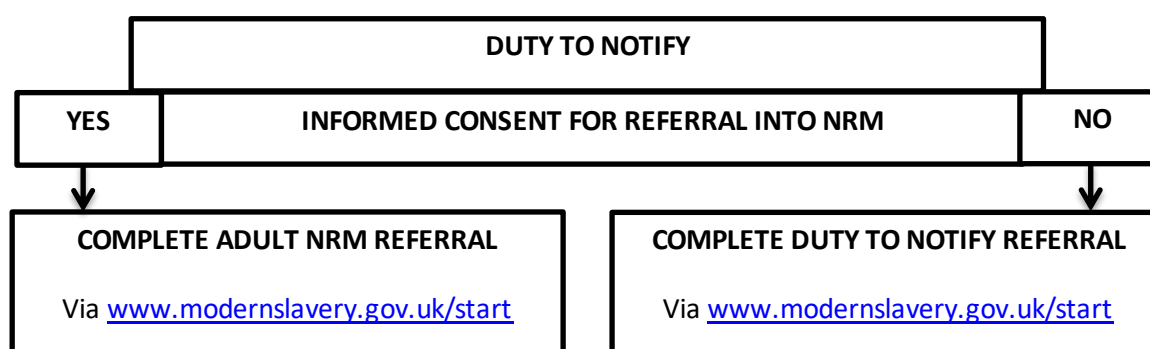
Gather information – Draw relevant information from all agencies involved with the potential victim, by checking any existing risk assessments or disclosures made to others.

DUTY TO NOTIFY

Overview

In England and Wales, First Responder Organisations have a duty to notify the Secretary of State when they become aware of a potential victim of modern slavery. The 'duty to notify' is set out in Section 52 of the Modern Slavery Act 2015 and a full list of First Responder Organisations can be found [here](#).

In respect of adults, the duty is discharged by referring a potential victim into the National Referral Mechanism (NRM) where they consent, or by completing a 'Duty to Notify' referral where they do not consent. Where there may be concerns about a potential victim's capacity to independently make a decision about whether to consent to entering the NRM steps should be taken to support them to make that decision.



Things to consider prior to completing the NRM referral

- Prior to filling out the referral it's crucial that you adopt a person centred approach, explaining the purpose of the process and who will have access to the information.
- Consider completing the referral with multi agency input from Police, charities, health teams and other relevant organisations.
- When speaking to the potential victim consider whether any uniform might increase their anxieties, avoid a structured interview format and try to gather information as part of an organic conversation.
- It is essential that the potential victim is not required to answer any questions in front of other people who may potentially be controlling them or may also be another potential victim. This can be any other person present including family members or people who the potential victim describes as a friend or partner.
- If English is not the preferred language use an interpreter. Ensure the interpreter has no links with the potential victim and that they understand they are to interpret the potential victim's exact words rather summarise.
- If you don't have access to a computer for the interview, you can download and print the [NRM prompt sheet](#) to help you. The prompt sheet contains the questions you will need to ask and the type of information needed for a referral to be made, however, you will still

need to complete the online form after the interview - the potential victim will not be referred until you do.

Things to consider when completing the NRM referral

- The referral should not, unless due to urgent need, be completed over the telephone.
- Disclosing a full history is difficult for any potential victim. There are many reasons for this including fear or the way traumatic events have been processed. Take time to consider an account rather than dismissing anything that is said because it seems flawed.
- If the potential victim is not at urgent risk it is important to send the referral with as much information as is useful to identify them as a potential victim. In most cases it is likely that it will take time to obtain all of the potential victim's information as they are traumatised and trust needs to be built. Make sure to note on the referral that you may not have obtained all information. As more information is identified it can be sent with the potential victim's consent.
- If the referral is completed urgently it is important to note that on the referral, that this should not prejudice the decision and that there are more likely to be inconsistencies as a result.
- Remember that the exploitation does not necessarily fit into one 'type' of exploitation and to disclose relevant indicators disclosed to you.
- You do not need to select a set number of indicators to equate to a person being a potential victim. It could be that just one demonstrates this.
- Summarise the potential victim's vulnerabilities and their needs.

Things to consider when completing the Duty to Notify referral

- It must be anonymised if the potential victim does not consent for their personal details to be used
- If it is known that another organisation has already notified the Secretary of State a potential victim by completing a 'Duty to Notify' referral then an additional referral is not required. It would be good practice to seek confirmation in writing from the First Responder who completed the referral if that is the case.

NRM – Frequently Asked Questions

What is the NRM?

The NRM is the framework for recognising potential victims of Modern Slavery and ensuring that they receive the appropriate support.

How to access the support?

Referrals for potential adult victims can only be made – with their consent – and by a person who works for a First Responder Organisation.

Who provides the support?

The current adult Victim Care Contract is provided by the Salvation Army although in some areas of the UK they work closely with other charities that provide support on their behalf.

What support is available?

The support available will depend upon the potential victim's needs and wishes. It could include;

- Access to emergency accommodation or outreach support if already in safe and secure accommodation
- Financial support
- Access to material assistance, medical care and counselling
- Access to translation and interpretation services
- Access to legal aid for immigration advice
- Assistance to return to their home country if not a UK national

How long will the support last?

If the potential victim receives a positive '*reasonable grounds*' decision they will be entitled to a minimum of 45 days support.

Following that initial 45 day period of support, if they then receive a positive '*conclusive grounds*' decision they will receive, at a minimum, a further 45 days support. However, that could potentially be longer dependent upon circumstances.

If, following the initial 45 day period of support a negative '*conclusive grounds*' decision is made then support will only be available for a further 9 working days, however, that could potentially be longer dependent upon circumstances.

What support is available if a potential victim decides not to be referred?

Support will very much be dependent upon the potential victim's circumstances as well as support services available locally. However, it's important to note that because someone has initially said 'no' to a referral that they can't change their mind at a later date – there is no time frame for them doing so.

Salvation Army Modern Slavery Referral Helpline; 0800 808 3733 (available 24/7).