

**UNSEEN**  
**MODERN SLAVERY HELPLINE**  
ANNUAL ASSESSMENT  
**2018**





# Contents

- 02 Foreword
- 03 Executive Summary
- 06 Chapter 1 - Introduction
- 09 Chapter 2 - Comparisson of 2017 and 2018 Helpline Data
- 14 Chapter 3 - 2018 Summary of Helpline Data
- 22 Chapter 4 - Victim Demographics
- 27 Chapter 5 – What We Know About Potential Exploiters
- 31 Chapter 6 - Sexual Exploitation
- 39 Chapter 7 – Labour Exploitation
- 47 Chapter 8 – Domestic Servitude
- 51 Chapter 9 – Criminal Exploitation
- 57 Chapter 10 – Referrals and Signposts
- 60 Chapter 11 – International Cases
- 65 Chapter 12 – Non Modern Slavery
- 68 Chapter 13 – General Information
- 70 Chapter 14 – The Role of Business
- 73 Chapter 15 – Challenges and Opportunities
- 75 Chapter 16 – Emerging Trends
- 77 Annex A – 2018 Aggregate Helpline Data



# Foreword

We are extremely proud of the achievements of the UK-wide Modern Slavery Helpline since its establishment in October 2016. As the single point of contact for all issues related to modern slavery in the UK, the Helpline is now seen as a trusted and valued partner in the fight against this terrible crime.

Our approach remains based on the principles of partnership and collaboration. No one organisation or agency can ever hope to rid our society of this evil. That is why we continue to put our Helpline energies into informing and supporting others through shared promotional activity, contributions to external events and engagement in research projects and communications campaigns. This, coupled with our strategic influence, helps us to maximise the potential the Helpline affords to UK partners and beyond.

Working with police forces across the UK, the National Crime Agency, Border Force, the GLAA, NGOs and the business community, we are building a better understanding of how modern slavery is affecting our diverse communities and our people. We want to reach those who are unable or unwilling to come forward and that is why we expanded our communication channels into the Helpline through the introduction of the Unseen App in July 2018, developed in partnership with BT.

There is nothing more rewarding than a call that supports someone out of an exploitative situation, and the information aiding a police investigation, prosecution and conviction. The only way we are ever going to stamp out this horrendous abuse is by using what we know to prevent it from happening in the first place - our data. That is why we are leading the way in developing partnerships that will help us build a consistent basis to gather and share data in a way that protects the individuals involved and seeks out the exploiters and helps us truly understand the nature of modern slavery.

As a fully self-funded project the Helpline retains its independence and confidential nature, which is paramount, however, this does offer a few key challenges in securing funding and maintaining the levels of service required to operate a specialist 24/7 Helpline. We are grateful to those partners who have financially and operationally supported the Helpline since it was established in October 2016 and we would like to work with more partners to ensure this vital service remains a strong facet of the UK's response to abuse and exploitation.

We know the Helpline will continue to contribute significantly to the UK's response by ensuring that those facing exploitation day in and day out know they have someone to turn to, who will listen to them without judgement, provide options and choices and offer them safety and hope.



Andrew Wallis, OBE  
CEO, Unseen



Justine Currell  
Director, Unseen

# Executive Summary

**7,121**  
potential victims

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**6,012**  
helpline calls

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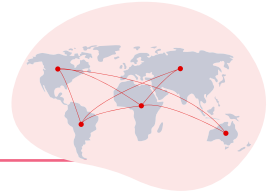
**1,393**  
webforms and App

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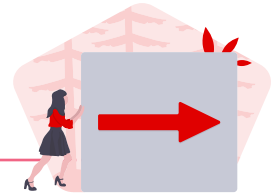
**94**  
different nationalities

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**3,382**  
referrals and signposts

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**1,849**  
modern slavery cases

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## Introduction

This report provides an assessment of the UK-wide Modern Slavery Helpline's operations in 2018. The assessment details the number, type and nature of calls, webforms and App submissions received between 1 January 2018 and 31 December 2018 and the potential victims (PVs) indicated as a result. The assessment builds on the 2017 assessment and highlights the increase in contacts to the Helpline and the trends that are being identified.

## Comparison of 2017 and 2018 Data

The Helpline continues to see a rise in contacts through calls and webforms and, since July 2018, App submissions too. With a 62% increase in calls and 86% increase in webforms in 2018 from 2017, the Helpline is clearly demonstrating its value as a single point of contact for all modern slavery-related issues and situations.

## 2018 Summary of Helpline Data

During 2018, the Helpline received 6,012 calls and 1,393 webform and App submissions regarding cases involving all UK police force regions. From these contacts, 7121 potential victims were indicated, 1849 modern slavery cases raised, and 2281 referrals sent to law enforcement, support services or safeguarding teams. This highlights the fact that modern slavery as a crime is prevalent across the UK. The Helpline data can often be affected by media and partner activity shining a light on a particular exploitation type or sector where abuse and exploitation is understood to occur.

## Victim Demographics

The number of potential victims indicated by the Helpline in 2018 rose by 46% from 4,886 to 7,121. Approximately 46% of potential victims indicated are male, 21% are female, 33% are unknown and 0.04% are transgender. 94 different nationalities were recorded by the Helpline on potential victims indicated, demonstrating the complexity and breadth of the issue faced.

## What we know about potential exploiters

For the first time, the Helpline is reporting on the information it has received from callers and contacts relating to potential exploiters (PEs), their nationality, methods of recruitment and the relationship to those they exploit. Such information is vital to build a picture of the individuals who may be involved in targeting, recruiting and exploiting vulnerable people.

## Sexual exploitation

Although sexual exploitation is still seen as one of the most prevalent types of modern slavery across the world, the Helpline has seen less of an increase in sexual exploitation than in other exploitation types. In 2018, 262 sexual exploitation cases indicating 517 potential victims were recorded by the Helpline as opposed to 774 potential victims being indicated in 2017.

## Labour Exploitation

As an exploitation type, labour exploitation is the most prevalent form of modern slavery indicated through the Helpline with 990 cases reported in 2018. The Helpline has seen a significant increase in cases involving car washes which is likely to be related to the focus placed on car washes through the media in 2018.

## Domestic Servitude

As one of the most hidden forms of modern slavery the Helpline still receives a significant amount of information involving domestic servitude situations. In 2018, 177 cases were recorded by the Helpline indicating 217 potential victims. The percentage of cases where a potential victim calls the Helpline themselves is higher than average, 17% of domestic servitude cases versus 11% across for all exploitation types.

## Criminal Exploitation

Criminal exploitation can take many forms, from cannabis cultivation, forced shoplifting or begging to child criminal exploitation such as the county lines phenomena. Of the potential victims indicated in criminal exploitation and reported to the Helpline, 9% were minors. This is almost double the number of minors for all exploitation types (5%).

## Referrals and Signposts

In 2018, 3,382 referrals and signposts were made by the Helpline to other agencies and organisations for law enforcement intervention, support services or safeguarding. A total of 1659 referrals were made on modern slavery cases in 2018. Referrals and signposts also include access to other support services that are not directly related to modern slavery such as immigration support, domestic abuse, or female genital mutilation.

## International Cases

Although the Helpline is UK focused, calls are received from many other countries indicating a range of situations involving UK and other nationals. Where appropriate, information will be passed to the National Crime Agency for consideration and action. This may be dependent on the situation being reported, the individuals involved and assessment of support needs.

## Non-modern slavery cases

A large proportion of contacts to the Helpline may indicate situations that are akin to, but not classed as modern slavery. Many cases may be assessed as describing labour abuse, which may be unlawful but not fall within the definition of modern slavery. All labour abuse cases where appropriate, are forwarded to the Gangmasters and Labour Abuse Authority for consideration.

## ■ General information cases

Many of the callers and contacts to the Helpline relate to requests for general information. In 2018, the Helpline received 517 calls and contacts related to general information requests. Many of these are from individuals or organisations requesting Helpline promotional materials or general information about what modern slavery is.

## ■ Role of Business

Businesses play a key part in tackling modern slavery and ensuring that individuals are not placed into forced labour. The Helpline seeks to work collaboratively with a range of businesses, offering support and guidance on modern slavery risks, the signs to spot and how to report.

## ■ Challenges and opportunities

A range of challenges and opportunities continue to present themselves in dealing with vulnerable people through the Helpline. The Helpline continues to provide support, advice and guidance to those on the front line in dealing with individuals who are suspected to be potential victims of modern slavery. Lack of awareness and training continues to hamper efforts to quickly identify potential victims and get them the help and support they need quickly.

## ■ Emerging Trends

In receiving lots of information about situations the Helpline can assess any emerging trends that may be highlighted through the data collected. In 2018, the Helpline increasingly recorded cases related to churches or religious sites as areas for recruitment of potential victims or where exploitation may have taken place. A slow increase in cases involving waste and/or recycling sites are also being monitored to establish whether this is an area requiring further consideration and action.

## ■ Conclusion

The Helpline continues to provide a single point of contact for anyone wanting help, advice, information or support on any aspect of modern slavery. Maintaining the Helpline's confidentiality and independence is vital in ensuring that vulnerable people can seek the help and support they need and want and members of the public feel confident in reporting concerning situations.

***“It is my firm belief that the importance of the Helpline’s role in combatting modern slavery cannot be overstated.”***

**– Helpline Advisor**

## A Note of Thanks

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This assessment reflects the dedication and commitment of the full Helpline team.

Helpline Advisors and Supervisors put survivors and other callers first, listening, advising, assessing risk, consulting and advocating passionately for potential victims in need. The Helpline Data Officer aggregates information gathered from contacts, and the Helpline Communications Officer works to ensure the helpline number is visible to those who need it. The Helpline Administrator ensures the team is connected and operational, 24/7.

A special thank you is also offered to BT and Phil Bennett, Paula Falco, Alubba Fenix and other volunteers from Salesforce who have given tirelessly of their time, lending their expertise in support of the Helpline and this assessment.

With such a team, the Helpline looks forward towards another productive year - working towards a world without slavery.

*Rachel Harper*  
Helpline Manager



Following its second full year of operation, the UK-wide Modern Slavery Helpline is continuing to support, advise and guide a diverse range of callers relating to all aspects of modern slavery.

Due to its independent, confidential nature, and specialist staff the Helpline can support, advocate and signpost PVs in a way that statutory agencies are unable to, ensuring PVs get the support they need.

*“ It is certainly my view that the Modern Slavery Helpline has made a significant impact on the national response to modern slavery and human trafficking, since its launch in October 2016. The collaborative approach of the Helpline has led to the identification and safeguarding of many vulnerable victims and provided an effective means to identify the perpetrators to bring them to justice. ”*

- Mark Burns-Williamson, Police and Crime  
Commissioner West Yorkshire



Helpline poster and brochures at the UK Border

## Who we are

Unseen is a national UK-wide modern slavery charity with one mission: to end slavery.

We seek to do this by supporting survivors, equipping stakeholders and influencing systemic change.

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

Unseen set up the UK-wide Modern Slavery Helpline in October 2016 recognising that such a Helpline is vital in providing support, guidance and advice to vulnerable individuals in situations of modern slavery. As a resource available to all 24/7, 365 days a year the Helpline, staffed by trained specialists, provides real-time support to statutory agencies, businesses, the public and Potential Victims (PV).

Offering translation services, the Helpline can engage with

individuals in their first language ensuring that they get advice and information they can understand.

Since its launch, the Helpline has consistently received an increasing number of contacts by phone and webform. On 30 July, Unseen launched the Unseen App to provide an alternative channel to report situations to the Helpline. To ensure that the Helpline maintains pace with technological advances and the varying ways in which people want to interact, other channels will be considered, such as App based platforms, to maximise the methods of contact for individuals.

The nature and scale of modern slavery in the UK and beyond is still largely unknown. However, initiatives such as the Helpline, offer an opportunity to genuinely better understand the scale of the issue and how it manifests across the range of exploitation types. Linking with other key partners in the field and sector, Unseen is leading efforts to understand and align diverse data sets to inform prevention activities. This includes the valuable Helpline data and the new Victim Case Management System being developed by Unseen to better capture victim experiences and inform understanding.

Across the spectrum of modern slavery, which includes labour exploitation, sexual exploitation, criminal exploitation, domestic servitude and organ harvesting the Helpline offers confidential and independent advice. This is crucial for those who are scared or worried about engaging with the authorities. Helpline Advisors will work at the pace of the caller providing options and explaining potential outcomes so that the caller is informed of their choices.

As a complex crime, modern slavery cannot be tackled by one organisation or agency. Partnership and collaboration are key elements in addressing the root causes of modern slavery. Our premise is to work collaboratively so that we can genuinely improve the lives of those who are in situations of modern slavery and prevent others from becoming exploited.

***“The Modern Slavery Helpline ran two workshops at the National Alliance of Women’s Organisation’s ‘Gender Action Learning Conference’ held for 6 form students in collaboration with Northampton University. The realities of modern slavery were both revelatory and shocking to the students, who were extremely grateful for having experienced the excellent workshops so they could share their new knowledge amongst their peers and help raise awareness of this terrible contemporary issue.”***

**- Lou Armitt, Co-Director,  
The Gathering Ground C.I.C**

Unseen places a lot of emphasis on the importance of partnership working – many of our partner agencies develop campaigns which carry the Helpline number and help connect individuals to the information, advice and support they need.

Working collaboratively with all statutory agencies the Helpline provides vital support to those on the frontline, offering advice, ensuring that the Government process for accessing support through the National Referral Mechanism is understood and referrals are appropriately made to enable safeguarding of potential victims.

The Helpline produces monthly, quarterly, thematic and ad-hoc statistical reports to share knowledge and understanding with law enforcement partners and the Government from the calls and contacts received to help inform policy, procedures and prevention activities.

***“Modern Slavery Helpline? We absolutely love you guys – you’ve been a real lifeline.”***

**- Head of Adult Safeguarding  
at John Radcliffe Hospital, Oxford**



During its second year of operation, the UK-wide Modern Slavery Helpline has seen a significant increase in the number of calls and contacts received from members of the public, statutory agencies, businesses and PVs themselves.

*“ The Modern Slavery Helpline is a lynchpin in our national effort to safeguard and support the victims of exploitation and in helping to detect where and how this form of abuse presents itself. Raising wider awareness of the need for public action on the sexual, labour and criminal exploitation of men, women and children that takes place in our society every day is another crucial role the team supports, alongside a range of partners including the police. We also continue to work with the Helpline team to ensure that daily working relationships with police forces are as efficient as they can be in collecting the information needed to support a rapid, effective and appropriate policing response. ”*

- Andy Munday,  
Commander of Modern Slavery Police  
Transformation Unit

## Building on year one

From the outset, the Helpline has consistently received a good level of contacts per week rising from approximately 40 contacts per week in October 2016 to over 150 contacts per week in December 2018.

Comparing the number of contacts received in 2017 to 2018, there has been an increase of 62% in calls and 86% in webforms. This rise in contacts is likely to be down to the awareness of the Helpline and the issue more generally rather than an increase in incidences. We have seen media interest pick up around the plight of those in exploitation and some significant cases brought to court.

In addition, on 30 July 2018, Unseen launched the Unseen App providing an additional confidential channel to report concerning situations of modern slavery directly to the Helpline. Between 30 July 2018 and 31 December 2018 the Helpline received 70 App submissions. This additional channel offers users a simple and easy way of spotting the signs of different types of modern slavery whilst providing a direct route to report into the Helpline.



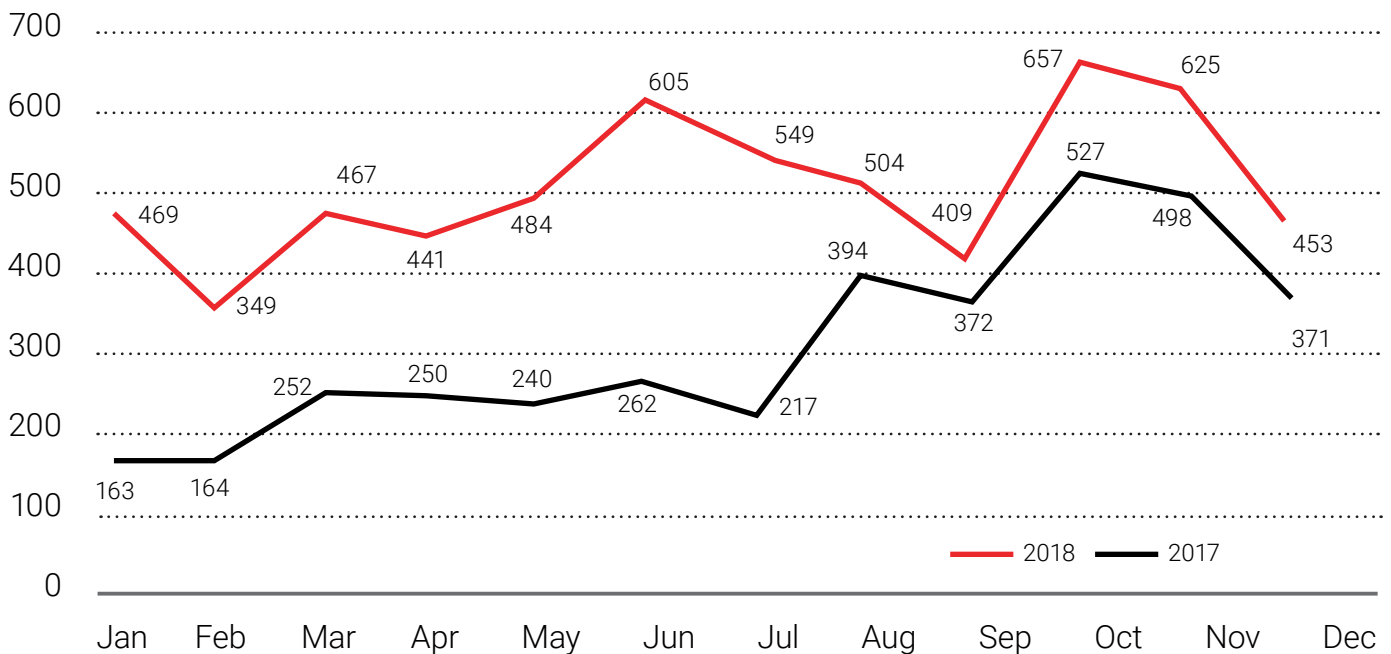
**62%**  
increase  
in calls



**86%**  
increase  
in webforms

The chart below shows the number of Helpline calls by month for the first two full years of operation, 2017 and 2018.

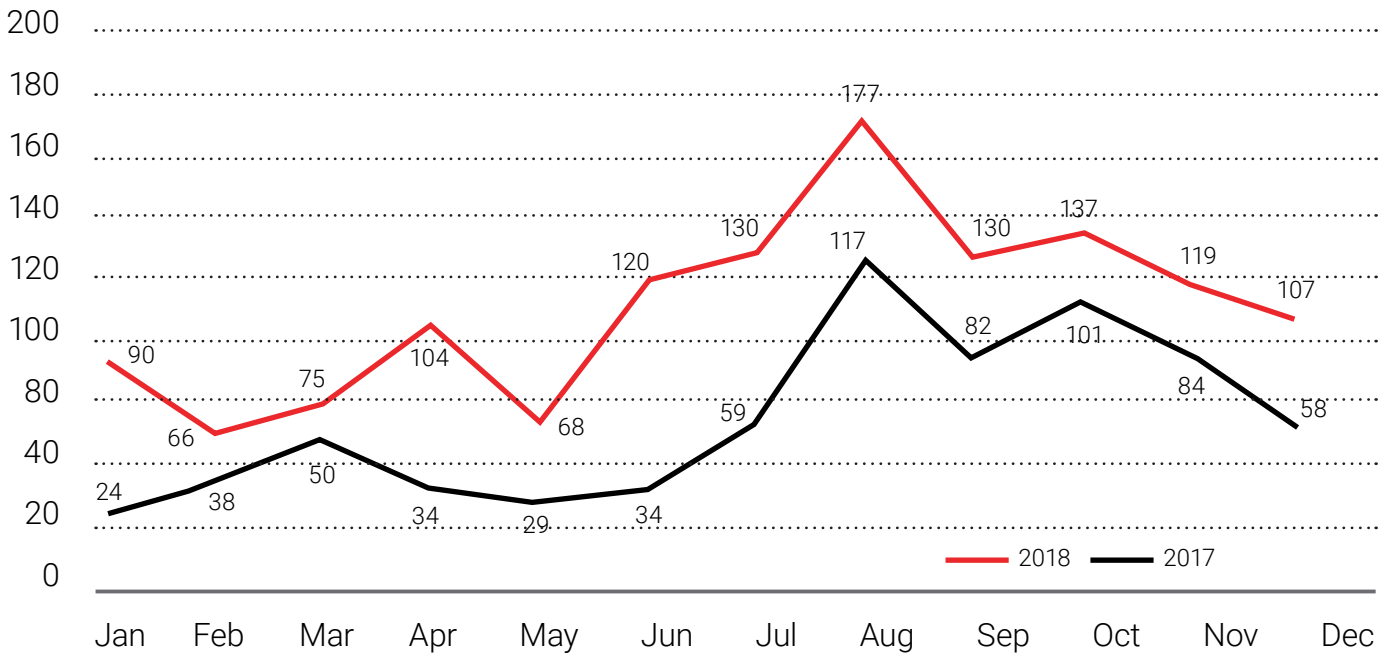
Chart 1: Number of Helpline Calls by Month



Although the Helpline has received a significantly higher proportion of calls in 2018 compared to 2017, volumes have followed a similar pattern with calls steadily increasing throughout the year, peaking around Anti-Slavery Day in October and tailing off towards the end of the year.

Interestingly, the same pattern can be seen for the number of webforms received throughout the year, shown in the chart below.

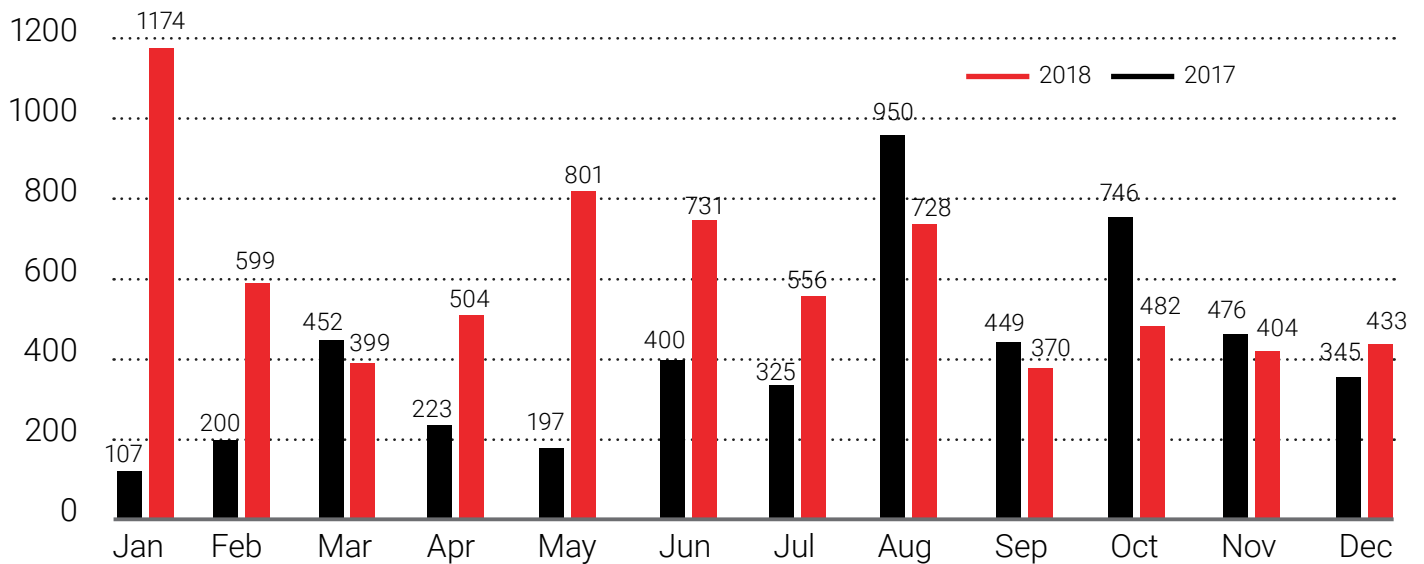
Chart 2: Number of Webforms by Month



In addition to the rise in the number of calls and webforms the Helpline has seen an increase in the number of PVs rising from 4,886 to 7,121, an increase of 46%. The Helpline saw an increase of 45% in instances of exploitation reported, as modern slavery cases rose from 1271 to 1849. As the number of calls and

contacts to the Helpline increases, so does the number of PVs, however this is not always directly relatable. The chart below shows the number of PVs per month related to modern slavery cases for 2017 and 2018.

Chart 3: Number of Potential Victims (PVs) per Month



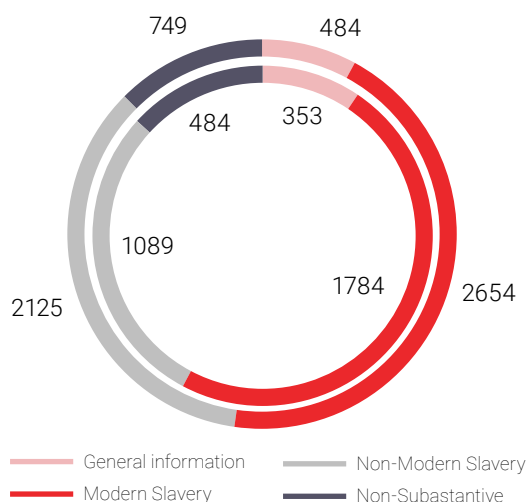
Interestingly, despite the increase in the number of PVs indicated by the Helpline, the average number of PVs per case has remained almost the same at 3.9 in 2018, compared to 3.8 in 2017 for all exploitation types.

**3.9**  
potential victims  
per modern slavery case



### Chart 4: Number of Cases by Type

Inner circle 2017  
Outer circle 2018



In both 2017 and 2018, the most prevalent point of contact type was a member of the public with 854 and 1,276 individuals recorded respectively. The table opposite shows the number and type of points of contact who have either called or submitted a webform or App submission to the Helpline in 2017 and 2018. The most notable increases are from survivors/PV (71%) and the public (49%).

### Table 1: Comparison of number and type of contact

Type of Contact	2017	2018	% increase
Public	854	1276	49%
Survivor/PV	136	232	71%
Local Authority	106	127	20%
Law Enforcement	101	138	37%
NGO Officer	99	131	32%
NHS Professional	74	98	32%
Employee	27	20	-26%
Formal/official	-	72	
<b>Total</b>	<b>1397</b>	<b>2094</b>	

The tables below show a comparison of 2017 and 2018 Helpline data based on the different types of exploitation broken down by UK country. For England, instances of modern slavery increased across all exploitation types. Sexual exploitation increased in all countries except Scotland where there was a 27% decrease (although the numbers are relatively low).

### Table 2: Comparison of cases by exploitation type broken down by UK Country

Type	England			Scotland			Wales			Northern Ireland		
	2017	2018	% inc/dec	2017	2018	% inc/dec	2017	2018	% inc/dec	2017	2018	% inc/dec
Sexual	119	184	55%	11	8	-27%	2	12	500%	2	3	50%
Labour	613	862	41%	39	43	10%	28	43	54%	11	7	-36%
Domestic	115	141	23%	3	3	0%	2	1	-50%	0	2	-
Criminal	44	98	123%	3	3	0%	1	1	0%	0	2	-

Across both 2017 and 2018, the Helpline dealt with PVs indicated from 94 different nationalities. Many of these nationalities are consistent across year 1 and year 2 with the Helpline, in total, indicating victims from 118 nationalities since 1 January 2017.

### Table 3: Comparison of potential victim (PV) nationalities reported in 2017, versus 2018

2017		2018		2017		2018	
Top Nationalities	# of PVs	Top Nationalities	# of PVs	Top Nationalities	# of PVs	Top Nationalities	# of PVs
Romania	756	Romania	1231	Hungary	75	India	87
Poland	233	Vietnam	293	China	74	Philippines	77
England	212	England	164	Nigeria	64	Thailand	62
Thailand	211	Poland	154	Pakistan	55	Nigeria	47
Bulgaria	98	Bulgaria	143	Philippines	44	Lithuania	42
India	95	Pakistan	113	Lithuania	43	Bangladesh	26
Vietnam	84	China	112	Ghana	32	Brazil	19
Albania	80	Albania	93	Bangladesh	30	Spain	18

Table 4: Percent increase or decrease in most prevalent reported nationalities between 2017 and 2018

Nationality	% in/dec
Vietnam	249%
Pakistan	105%
Philippines	75%
Romania	63%
China	51%
Bulgaria	46%
Albania	16%
Lithuania	-2%
India	-9%
Bangladesh	-13%
England	-23%
Nigeria	-27%
Poland	-34%
Thailand	-71%
Hungary	-77%

*“Your service has been nothing less than superb on this issue”*

- Staff member,  
Department for Work and Pensions



## Chapter 3 – 2018 Summary of Helpline Data

In 2018 the Helpline received 6,012 calls 1323 webforms and 70 App submissions from across the UK and internationally. As a result of the contacts into the Modern Slavery Helpline in 2018, a total of 7121 victims have been indicated. This is 46% more than those indicated in 2017.

*“Tackling modern slavery is one of the greatest challenges of our generation, and reports of modern slavery and human trafficking continue to rise. The Modern Slavery Helpline is an increasingly indispensable service in the fight to deal with this issue, enabling everyone to play a role in the response. As an Ambassador of the Helpline, it has been good to see the Unseen App released as a further way to report concerns and spot the signs of modern slavery, while the Helpline staff have continued to raise awareness through their expert knowledge. We are working to see the services of the Helpline continue to influence the fight against modern slavery, and lead to a decline in cases as this crime is eradicated.”*

- Baroness Philippa Stroud,  
Ambassador for the Modern Slavery Helpline

During 2018, the Helpline received 7405 calls or contacts from across the UK and contacts made from 38 other countries. These contacts reported modern slavery instances across England, Scotland, NI and Wales, and in 57 countries outside of the UK. Again, this highlights the fact that the issue of modern

slavery is a complex one that touches all parts of the UK and beyond. The busiest period for calls was typically in October (during the time of Anti-Slavery Day) where call volumes rose to over 650 in one month for the first time.

Chart 5: Number of calls by month for 2018

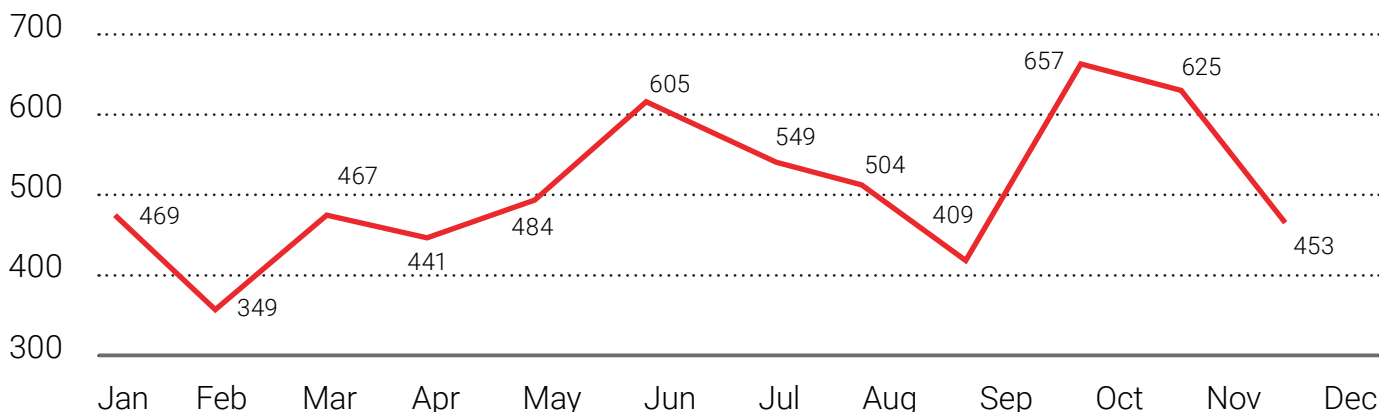


Table 5: Breakdown of calls per case type in 2018

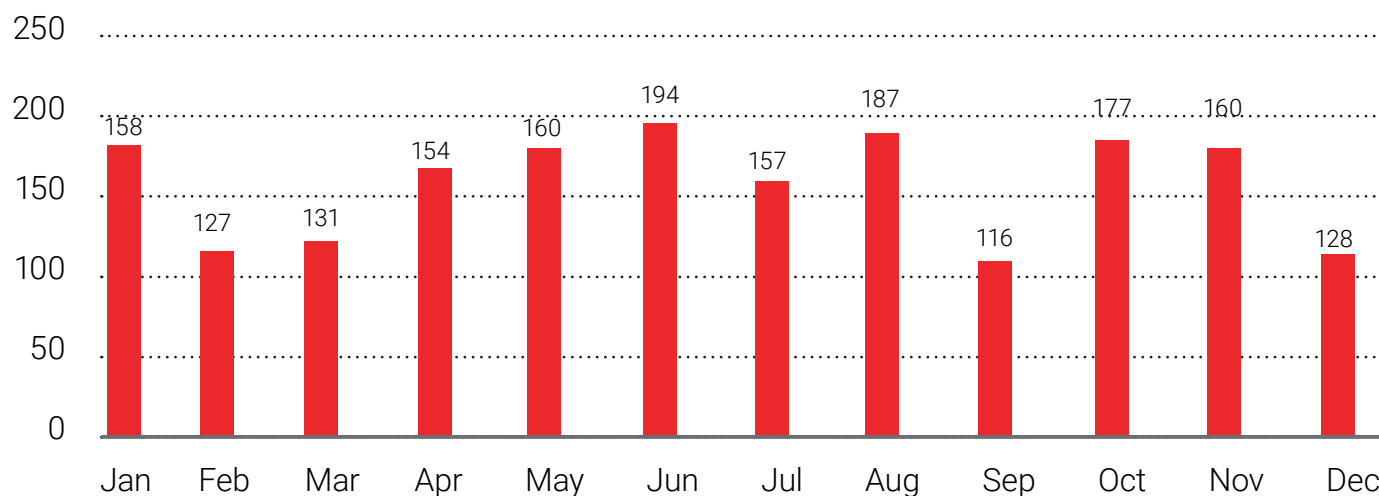
Case Type	Calls
General Information	484
Modern Slavery	2654
Non-Modern Slavery	2125
Non-Substantive	749

As with the fluctuation in the volume of contacts made to the Helpline each month, there is also a fluctuation in the number of modern slavery cases. The number of contacts and cases recorded do not necessarily correlate as some cases receive multiple contacts (calls and webforms).

Of those modern slavery cases opened in 2018, the number of different nationalities of PVs recorded by the Helpline remained the same as in 2017, at 94.

In relation to the number of PVs indicated through contacts to the

Chart 6: Number of modern slavery cases recorded in 2018



Helpline, there is no real correlation between the number of cases recorded as modern slavery and the number of victims indicated. This is because many situations involving modern slavery will indicate more than one PV. Often, one case with many PVs will skew the figures and give the impression that there may be an increase in incidences. Therefore, the data cannot be taken at

face value and requires further analysis. The Helpline continues to record the most conservative estimate for PVs that callers report in potential situations of modern slavery.

Table 6: Total Number and type of cases

Type	ENG	SCT	WAL	NIR
General info	265	17	17	6
Modern Slavery	1486	58	63	16
Non-Modern Slavery	1304	39	49	20
Non Sub	131	5	1	0
<b>Total</b>	<b>3186</b>	<b>119</b>	<b>130</b>	<b>42</b>
% of total cases opened in 2018	(62%)	(2%)	(3%)	(.8%)



Table 7: Type of modern slavery cases by UK Country

Type	England		Scotland		Wales		Northern Ireland		% of total
	No of cases	No of PVs	No of cases	No of PVs	No of cases	No of PVs	No of cases	No of PVs	
Labour	862	4809	43	202	43	208	7	39	59%
Sexual	184	334	8	41	12	17	3	7	13%
Domestic	141	170	3	4	1	2	2	2	9%
Criminal	98	250	3	6	1	1	2	4	6%
Various	31	213	-	0	2	3	1	2	2%
Unknown	170	382	1	1	4	25	1	2	11%
<b>TOTAL</b>	<b>1486</b>	<b>6158</b>	<b>58</b>	<b>254</b>	<b>63</b>	<b>256</b>	<b>16</b>	<b>56</b>	<b>100%</b>

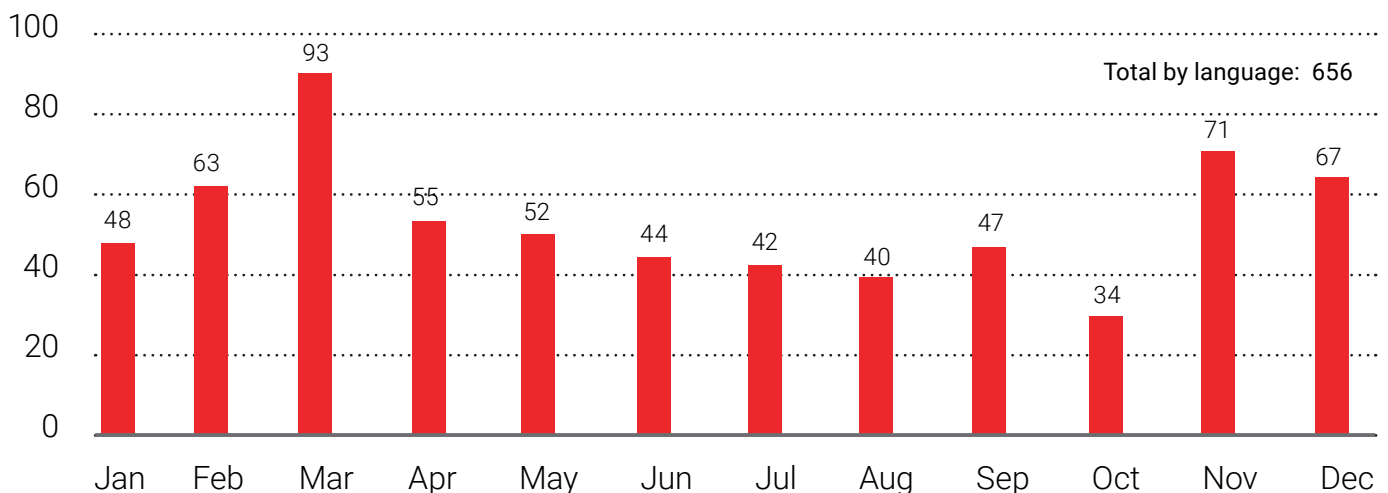
## Translation Calls

Recognising the diversity of languages spoken by PVs, the Helpline utilises translation services from Clear Voice, run by Migrant Help. In 2018, the Helpline utilised translators on 656 calls into the Helpline. This is a crucial element of the service as it offers those whose first language is not English the ability to seek advice, get help and understand their rights.



**19:11** minutes  
average translation  
call length

Chart 7: Number of translation calls



A wide number of languages are used on translation calls, the most prevalent being Romanian, followed by Polish, Chinese Mandarin and Albanian. The table below provides a breakdown of the languages used on the 656 translation calls made in 2018.

**Table 8: Languages used on Helpline translation calls**

Language	# of calls
Romanian	119
Polish	84
Chinese Mandarin	73
Albanian	59
Arabic	42
Vietnamese	37
Bengali	34
Portuguese	33
Bulgarian	29
Urdu	23
Lithuanian	19
Chinese Cantonese	19
Russian	14
Punjabi	9
Tagalog	9
Creole	5
Greek	5
Thai	4
Hindi	4
Spanish	4
Turkish	4
Fulani	3
Czech	3
Somali	3
Amharic	3
Indonesian	3
French	2
Latvian	2
Tamil	2

There was also one call made for each of the following languages: Gujarati, Akan, Italian, Chin, Farsi and Slovak.

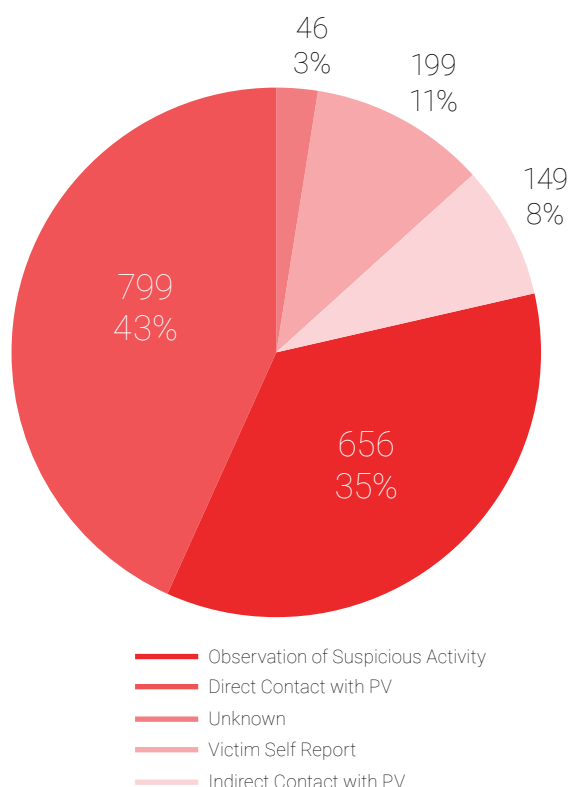
Often the proximity of a caller to a situation is important as it can help to corroborate what is happening and to whom. Interestingly, the Helpline is still receiving a fairly high proportion of calls from Potential Victims (PVs) themselves (11%) or someone in direct contact with a PV (43%). This ensures that the best information is gleaned from the call as the information is first hand. This supports the Helpline to establish the facts and situation and make appropriate and well informed referrals to law enforcement agencies, safeguarding teams, NGOs and wider support services.

*“Clear Voice is so proud to support the work of the Modern Slavery Helpline. Ensuring vulnerable people have access to someone to contact at any time of the day or night, in any language they speak, is vitally important in tackling this hidden issue that affects so many communities across the UK. The impact of the Helpline is evident from the people they support, as well as the awareness raising and training they provide.*

*We believe that an ability to communicate is an essential human necessity, especially for those in need, and the Modern Slavery Helpline gives these victims a voice. It is a privilege to be a key partner and contribute to the work that they do.”*

- Anna Ware,  
Clear Voice  
(Interpretation and Translation Service)

**Chart 8: Proximity of caller to situation 2018 – MS Cases**



## How people find out about the Helpline

Although the Helpline seeks to understand how a caller found out about the Helpline this information is not always forthcoming and it is also not always relevant to ask a caller, particularly if they are in a complex situation or are scared.

In 2018, the Helpline recorded over 5400 points of contact (POC) or individuals who contacted the Helpline either by calling or submitting a webform or report via the Unseen App.

ce

We speak your language

phone interpreter service:  
PIN, then enter the language code

062	LINGALA	026	SLOVAK	018
080	LITHUANIAN	020	SOMALI	063
003	MACEDONIAN	031	SPANISH	038
027	MALAYAM	123	SWAHILI	041
084	MANDINGO	053	SYLHETI	111
121	MIRPURI	101	SWEDISH	042
032	NEPALESE	030	TAIWANESE	102
019	OROMO	090	TAMIL	051
049	PASHTO	015	TELUGU	125
008	POLISH	075	THAI	128
122	PORTUGUESE	077	TIGRE	036
086	PULAR	091	TIGRINYA	022
071	PUNJABI	033	TURKISH	061
011	ROMANIAN	029	UKRAINIAN	011
021	RUSSIAN	074	URDU	034
059	SANSKRIT	092	VIETNAMESE	057
025	SERBO-CROAT	081	WOLOF	028
079	SINHALESE	016	ZULU	

DIFFERENT LANGUAGE?  
[www.clearvoice.org.uk](http://www.clearvoice.org.uk)



## Top ways callers reported learning of the Helpline:

1. modernslaveryhelpline.org
2. Internet Search
3. Police
4. Other NGO
5. Local Authority
6. Colleague
7. Government
8. External App
9. NHS
10. Prior Knowledge
11. Leaflet/Pamphlet
12. Unseen
13. Newspaper
14. Training
15. TV
16. Radio
17. Social Media
18. Event
19. Can't remember
20. Billboard
21. Vehicle Sticker


## Detention Centre/Prison Cases

In some instances the Helpline will be contacted by someone who is in a detention centre or a prison. This may be the PV themselves or someone acting on their behalf such as a solicitor or lawyer.

In total, the Helpline dealt with 45 cases where the individual was either detained (23), had been released (8) or the situation of the individual was recorded as unknown (14). Of those, 16 were recorded as involving a prison, 26 involving detention and 3 cases were recorded as unknown.

*“When we started to plan and think about our campaign to raise public awareness of modern slavery, we knew that we needed a single point of contact for people to report their concerns. The Modern Slavery Helpline provides this and, because it is independent, it is less intimidating than asking people to contact the police, especially if they are not entirely sure about what they have seen. Knowing that the Helpline can take calls from people who do not speak English as a first language meant that we could assuredly print the posters in Polish and Romanian. The Helpline were fantastic in supporting the local campaign through social media, giving it an even wider reach. We have now seen the local data on calls to the Helpline, and it is clear that there has been a positive impact.”*

- Helen Buckland,  
Slough Borough Council



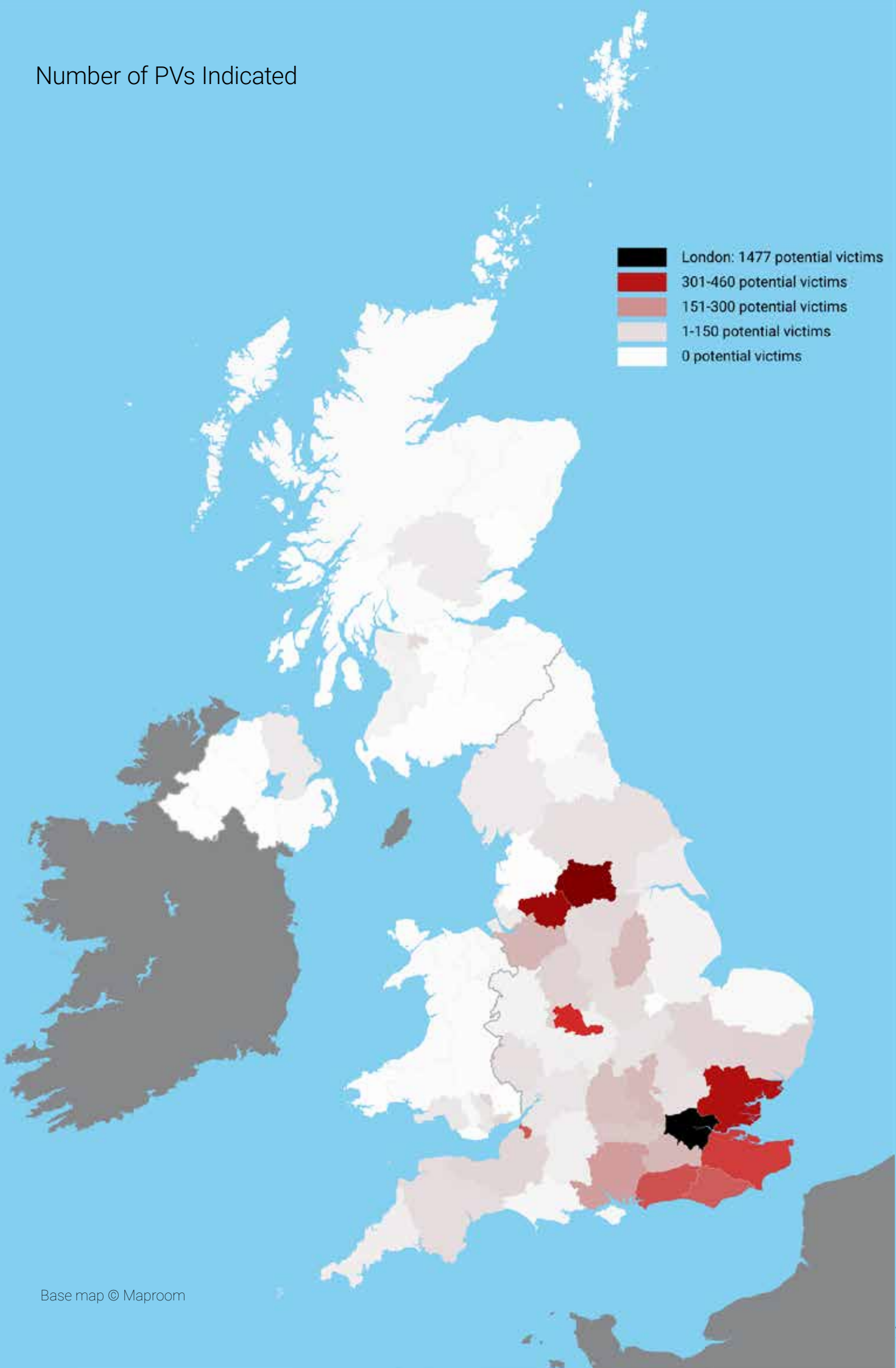
**Did you know?**

Between October and December 2018, **37% of calls happened outside 9-5pm office hours**, showing the importance of the 24/7 nature of the Helpline.

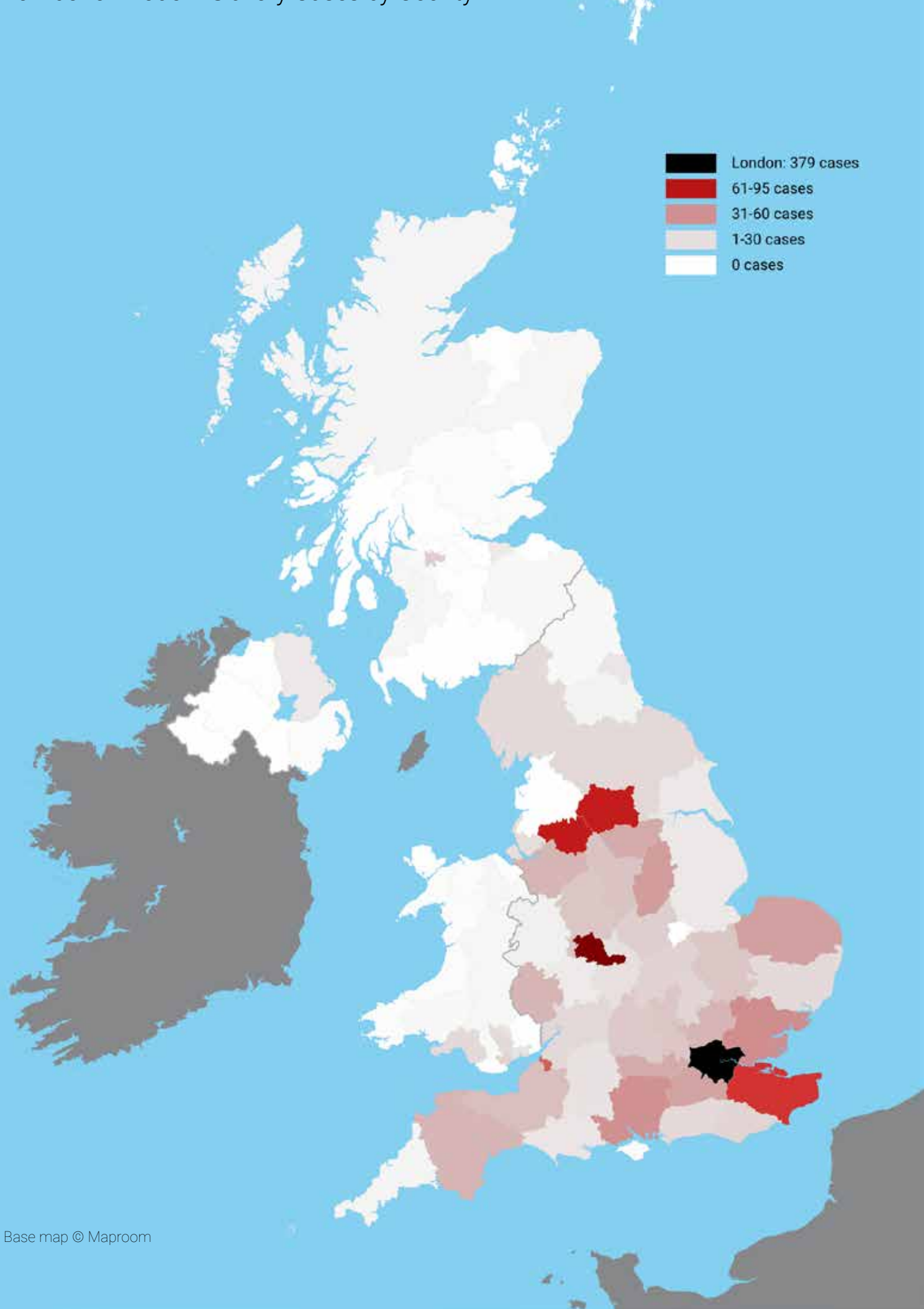
*“On numerous occasions, a potential victim has informed me that I am the first person they have ever told about their exploitation and have expressed great relief when they realise that the Helpline is a place where they will be believed and taken seriously.”*

- Helpline Advisor

# Number of PVs Indicated



# Number of Modern Slavery Cases by County





## Chapter 4 – Victim demographics

The Helpline indicated 7121 PVs from 94 different nationalities through contacts made in 2018 relating to instances of modern slavery.

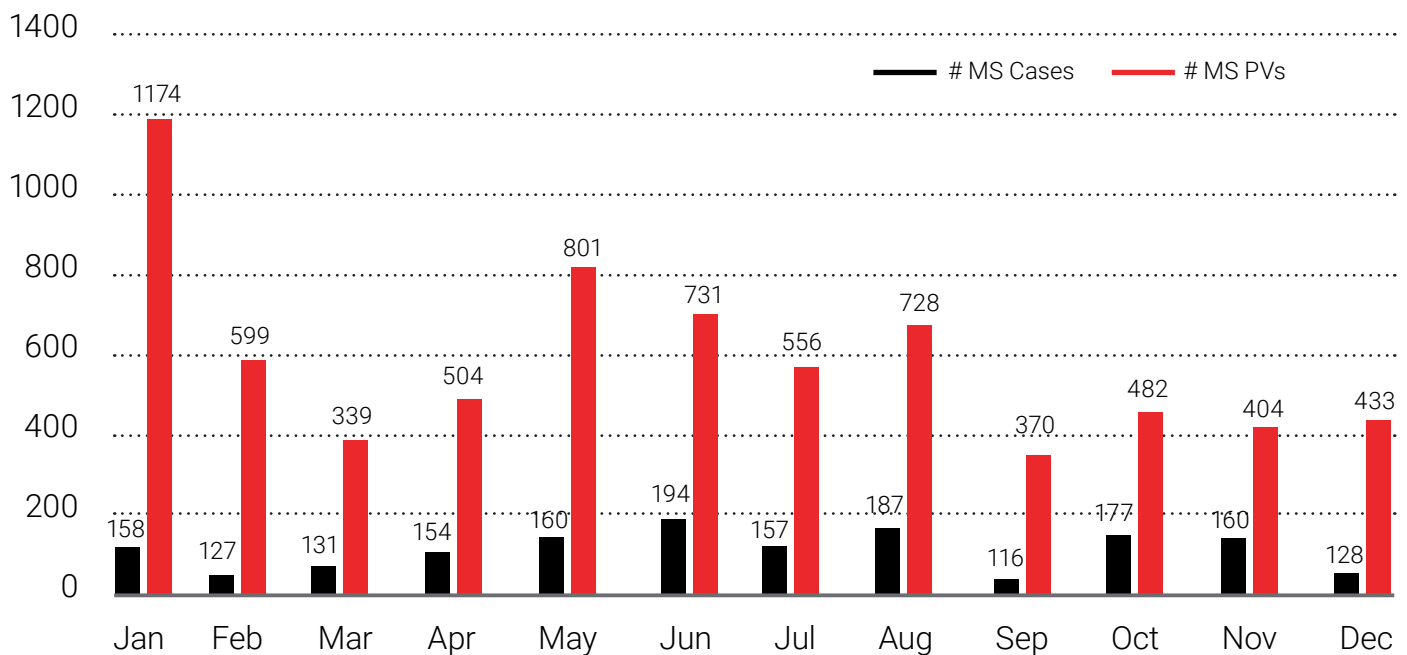
*“As Anti-Slavery Coordinator for Wales, it’s clear to me how vital it is to have an independent and confidential helpline as a central point to report concerns of modern slavery and to receive advice and guidance. In addition, the Helpline plays a crucial role in partnership engagement across Wales and raises awareness of modern slavery with law enforcement, healthcare workers, local authorities, businesses and the public. The data and knowledge shared by the Helpline is essential for shaping how the issue of modern slavery is tackled here.”*

- Stephen Chapman,  
Wales Anti-Slavery Coordinator

The number of PVs indicated by the Helpline does not necessarily correlate with the number of contacts made into the Helpline by individuals. As the chart below shows, one case with many PVs

(such as in January) can give the appearance of a significant rise in instances, which may not be the case.

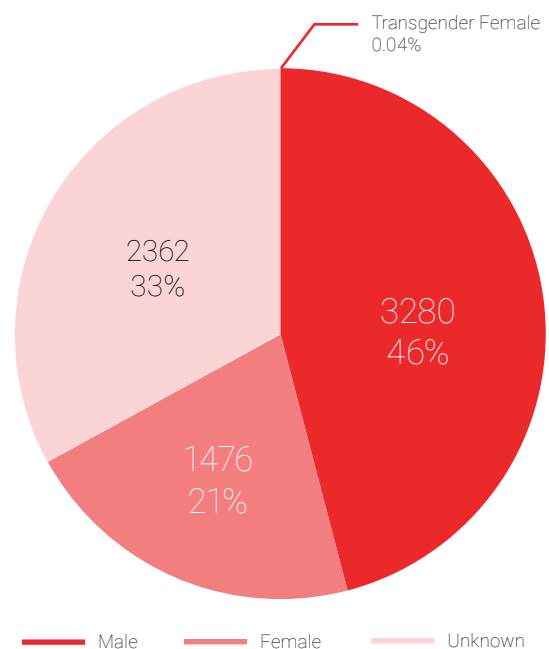
Chart 9: Number of PVs indicated per month during 2018 as compared to number of MS cases per month



The gender of PVs indicated in contacts to the Helpline show that the largest proportion are male. This is interesting as historically human trafficking and modern slavery have often been seen as an issue predominantly affecting women in sexual exploitation. Although this may still be the case globally, the Helpline is seeing an increase in reporting of forced labour involving men. This may be down to the media interest in such cases.

Approximately 46% of PVs indicated are male, 21% are female, 33% are unknown and 0.04% are transgender. This is the first year in which transgender PVs have been indicated through the Helpline. It is expected this figure will increase as the Helpline seeks to engage with the LGBTQ+ community, recognising that many who identify as LGBTQ+ are particularly vulnerable to exploitation. (Chart 10)

Chart 10: Breakdown of PVs indicated by gender



*“ Having a confidential, 24/7 helpline is vital in increasing access to independent advice and support for those affected by trafficking and exploitation. Something that I particularly value about Unseen’s approach is their commitment to supporting individuals on a case-by-case basis, at the same time striving to generate more nuanced, detailed and robust data that allow broader trends and patterns to be identified. ”*

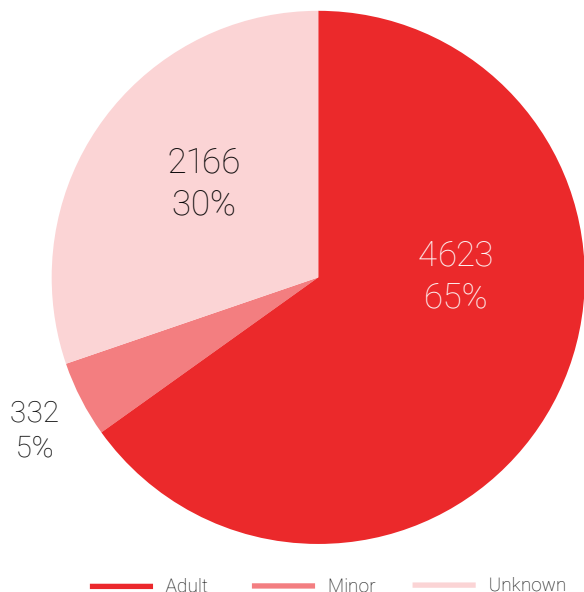
- Dr Ella Cockbain,  
Lecturer at UCL  
Crime Science Department

Breakdown of adult/minors

The majority of PVs indicated through contacts to the Helpline in 2018 were either recorded as adult or unknown. The high percentage of unknowns is based on the fact that many of the incidences reported are from members of the public who do not have the information to ascertain whether a PV is an adult or

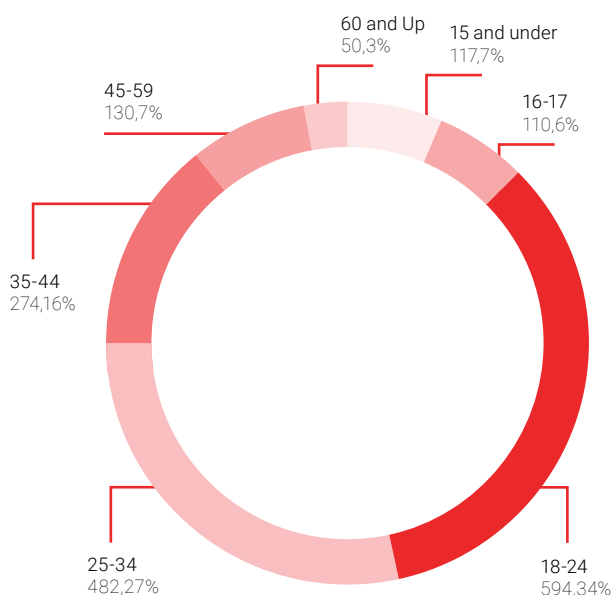
minor. In these situations, the Helpline will not assume that the individuals are either adults or minors and so unknown will be recorded to avoid inflating or misrepresenting the data.

Chart 11: Breakdown of adult/minor



Of those PVs recorded where an age is known, the most prevalent age group is 18-24 years old. Interestingly, all age categories showed an increase in volumes except the 15 and under age category which showed a decrease of 23% from 2017.

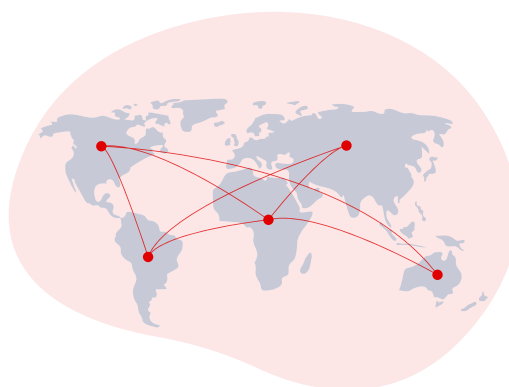
Chart 12: Breakdown of PVs by age range



The Helpline deals with a diverse range of people from all nationalities, ethnicities and backgrounds. The Helpline recorded a total of 94 different nationalities of PVs indicated through Helpline contacts. This demonstrates the complexity of dealing with PVs, and ensuring that they can effectively report concerns or seek help. The top 20 most common nationalities reported are set out in Table 9.

Table 9: Top 20 most common nationalities

Nationality	Number	Percentage
Romania	1231	17%
Vietnam	293	4%
England	164	2%
Poland	154	2%
Bulgaria	143	2%
Pakistan	113	1.6%
China	112	1.6%
Albania	93	1.3%
India	87	1.2%
Philippines	77	1.1%
Thailand	62	>1%
Nigeria	47	>1%
Lithuania	42	>1%
Bangladesh	26	>1%
Brazil	19	>1%
Spain	18	>1%
Czech Republic	18	>1%
Hungary	17	>1%
Turkey	12	>1%
Malaysia	10	>1%

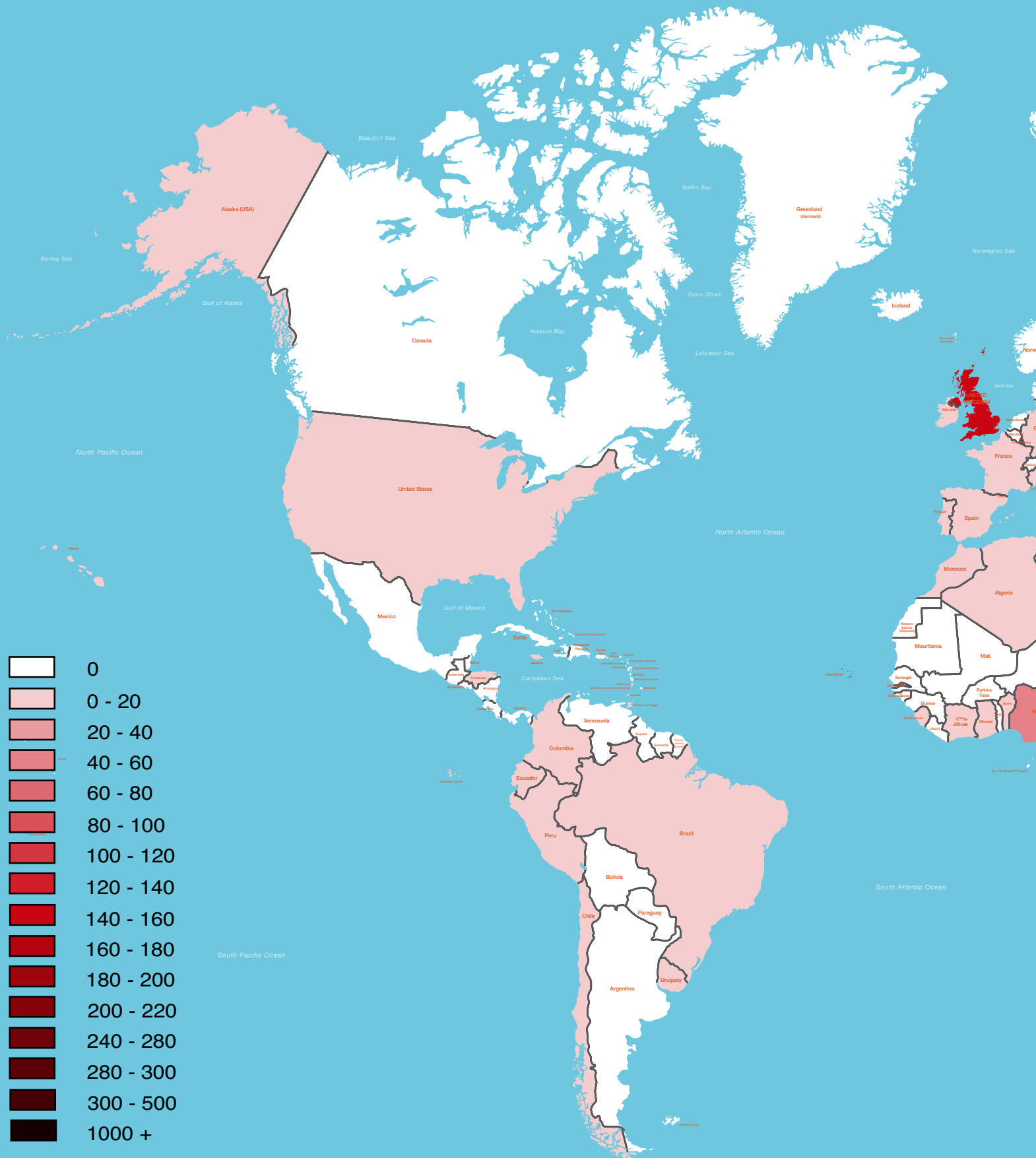


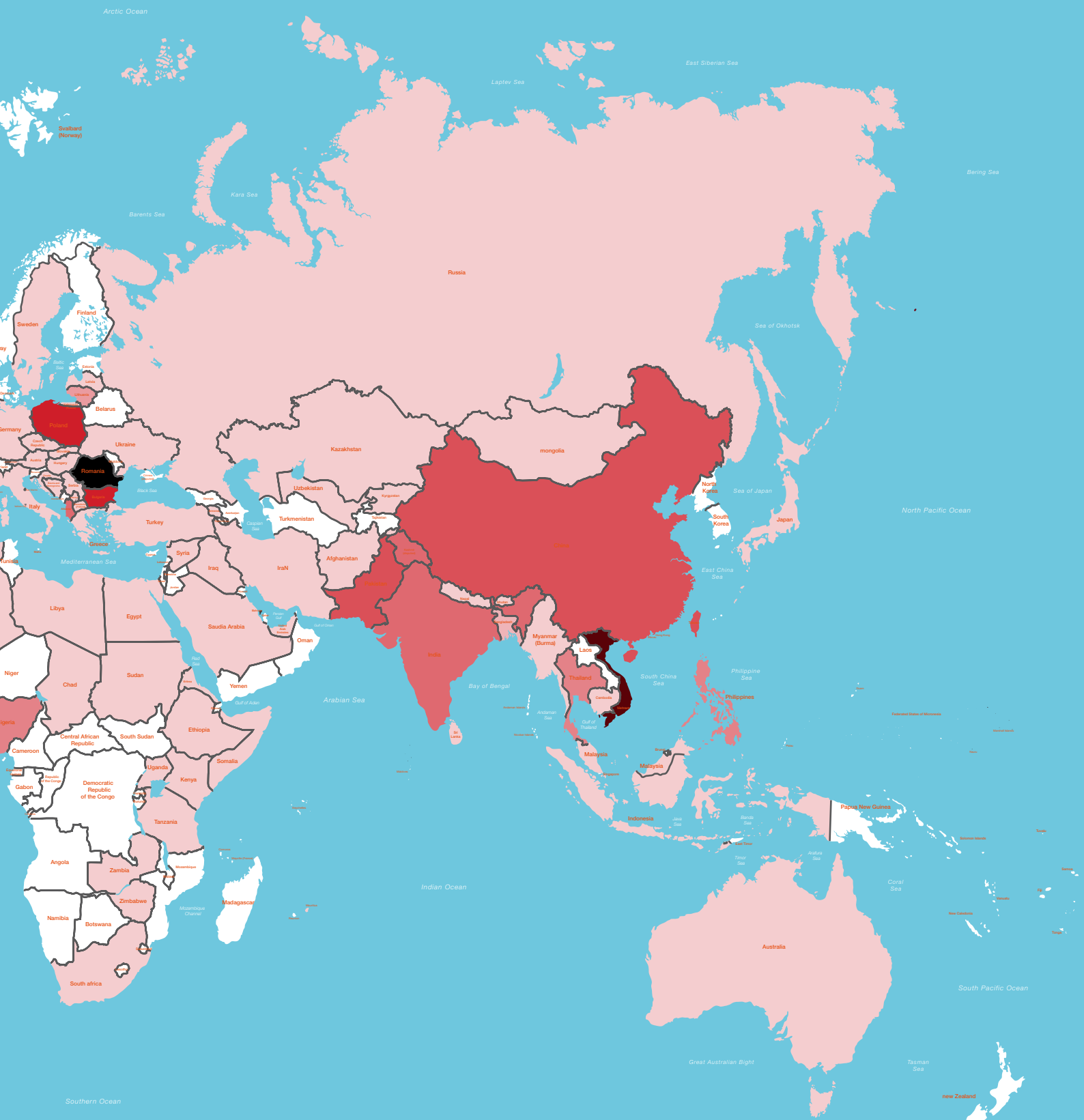
**Romania**  
Most prevalent nationality indicated

*“One of the most astonishing aspects of the job is talking directly to potential victims of modern slavery, who really do come from all walks of life and can be any age, gender, nationality, and ethnicity. What is particularly striking to me is the courage and resilience that potential victims possess, even in the midst of enduring the most appalling abuses and injustices.”*

- Helpline Advisor

# Prevalence of PV Nationalities





# Chapter 5 – What we know about Potential Exploiters

Often less is known about those who offend. The Helpline seeks to establish the circumstances of a situation and the individuals involved to ascertain the best course of action.

*“ This second Annual Modern Slavery Helpline 2018 Report tells us again of the invaluable resource created by the Helpline and Unseen. Such a facility is evidence of a wider UK commitment to eradicating slavery. It would be challenging to argue that without this independent capability the UK was truly seeking to identify victims of modern slavery and human trafficking in its fullest sense. Alongside the individual support given to victims, the invaluable advice given to frontline staff and partners as well as working closely with the wider NGO community, the information obtained through the helpline is truly shaping operational decisions and strategic thinking with forces and wider law enforcement. ”*

- Shaun Sawyer,  
National Police Chiefs Lead  
for Modern Slavery and Human Trafficking

Potential exploiters (PEs), like potential victims (PVs) come from all nationalities and all walks of life. Obtaining accurate information on PEs is often difficult for the Helpline as many individuals who contact the Helpline will have only observed suspicious behaviour or a concerning situation. Even PVs often do not know details such as nationality or even the identity of their PE. As with PVs, if a report indicates a region such as Asia or Eastern European as a nationality, the Helpline will record unknown.

In the majority of situations reported, the age of the potential exploiter is unknown. Information specific to an age bracket for a PE has only been recorded in seven instances out of a total of 2171 PEs. Of the seven individuals two were in the age category 25-34 and five were reported to be in the age category 35-44. Regarding gender, 1304 male PEs were reported and 391 female PEs, 1 transgender PE and 475 were unknown.

Chart 13: Breakdown of reported gender of PE

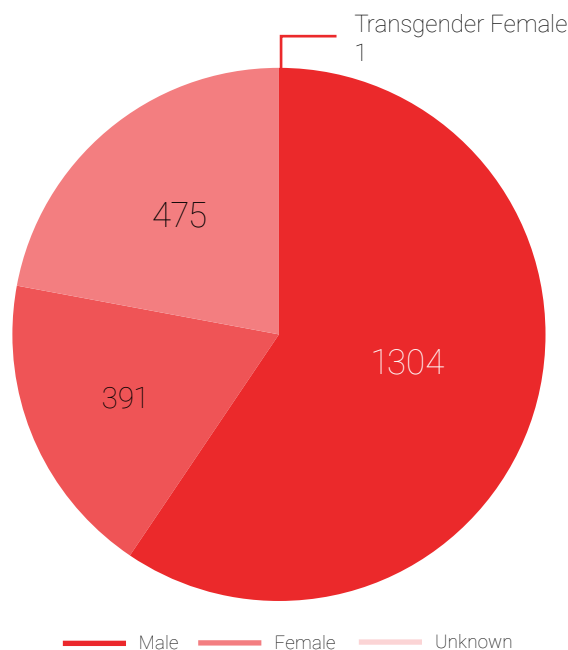


Table 10: Number of PEs recorded against the number of cases by exploitation type

Type of Exploitation	# of cases	# of PEs	% of PEs	Highest # of PEs reported on one case
Labour	990	1161	53%	8
Sexual	262	373	17%	18
Domestic	178	315	15%	15
Criminal	113	120	6%	5
Various	40	54	2%	7
Unknown	266	148	7%	6
<b>Totals</b>	<b>1849</b>	<b>2171</b>	<b>100%</b>	

**18**  
The highest number of PEs recorded on one reported case, for sexual exploitation

The two tables below set out the PE nationalities recorded by the Helpline in 2018 by UK country. In total, there are seventy different nationalities of PEs reported to the Helpline, showing the diversity and complexity of the individuals involved.

Table 11: Reported nationality of PE in all MS situations reported - England

Country	#	Country	#	Country	#	Country	#	Country	#	Country	#
Romania	77	Nigeria	14	France	4	Iran	3	Spain	1	Chile	1
England	64	Lithuania	9	Kuwait	4	Zimbabwe	2	South Africa	1	Chad	1
Vietnam	54	Bangladesh	9	Kenya	4	UAE	2	Sierra Leone	1	Canada	1
Poland	51	Iraq	8	Hungary	4	Somalia	2	Scotland	1		
India	39	Portugal	8	Ghana	4	Nepal	2	Moldova	1	Unknown	1245
China	34	Sri Lanka	6	Gambia	4	Mauritius	2	Japan	1		
Pakistan	25	Latvia	6	Azerbaijan	4	Malaysia	2	Syria	1	<b>Total</b>	<b>1818*</b>
Albania	24	Greece	5	Sudan	3	Lebanon	2	Jamaica	1		
Ireland	20	Czech Republic	5	Russia	3	Egypt	2	Cyprus	1		
Saudi Arabia	16	Bulgaria	5	Qatar	3	Brazil	2	Cote d'Ivoire	1		
Turkey	14	Thailand	4	Italy	3	Venezuela	1	Colombia	1		

\*Totals here and on following chart may include individuals with dual nationality.

**Table 12: Reported Nationality of PEs for Scotland/Wales/Northern Ireland**

Scotland		Wales		Northern Ireland	
Country	#	Country	#	Country	#
India	4	Vietnam	5	Northern Ireland	3
China	3	Wales	3	Zimbabwe	2
Gambia	3	Pakistan	3	Poland	1
Philippines	3	England	3	Bulgaria	1
Romania	2	Turkey	2	Unknown	13
Turkey	2	Poland	2		
Vietnam	2	India	2		
Albania	1	Romania	1		
North Korea	1	Libya	1		
South Korea	1	Ireland	1		
England	1	Iraq	1		
Netherlands	1	Unknown	43		
Pakistan	1				
Poland	1				
Russia	1				
Scotland	1				
Unknown	48				
<b>Total</b>	<b>76</b>	<b>67</b>		<b>20</b>	

## Relationship of PE to PV

In 51% of all types of exploitation the most prevalent reported relationship between the PE and PV is employer. The employer relationship has been reported as relevant in all types of exploitation reported to the Helpline.

As we receive more contacts to the Helpline our understanding of the issues being faced by PVs and the demographics and tactics of exploiters grows. This increases our ability to work collaboratively with our international, national, regional and local partners to develop prevention tactics and activities to prevent vulnerable people from being targeted for exploitation.

## Comparison between PE and PV nationality on modern slavery cases:

In total, in 63% of modern slavery cases where the nationality of PVs and PEs have been reported, at least one PV and one PE share the same nationality. The below chart shows the most frequent commonalities between the nationality of PVs and PEs. The following percentage of PVs of each nationality were reportedly exploited by at least one PE of their same nationality. Interestingly, over 92% of Vietnamese PVs were reported to be exploited by at least one Vietnamese PE.

- Vietnam 92.11%
- Nigeria 84.62%
- China 81.82%
- India 80.00%
- Poland 71.43%
- Romania 63.08%
- England 53.57%
- Bangladesh 50%

## Recruitment tactics

The most prevalent recruitment tactic used in labour exploitation by exploiters is typically the placement of a job advert offering work. This tactic has been reported to the Helpline in all instances of exploitation as seen below in the table. Often these job adverts will be placed on-line however, adverts may also be placed in newspapers or on notice boards.



Table 13: Recruitment tactic deployed by exploitation type

Tactic	Labour	Sexual	Domestic	Criminal	Various	Unknown	Total
Abduction	3	7	0	6	0	4	20
Posing as benefactor	20	20	9	3	6	8	66
False promises	71	63	26	8	7	8	183
Intimate partner/ marriage	13	33	24	0	3	6	79
Job Offer	420	49	84	16	20	8	597
Familial	30	18	86	1	2	13	150
Coercion	38	66	14	39	3	10	170
Smuggling	4	2	0	1	0	6	13
Other	53	34	15	0	4	7	113
Unknown	615	165	90	55	18	88	1031
<b>Total</b>	<b>1267</b>	<b>457</b>	<b>348</b>	<b>129</b>	<b>63</b>	<b>158</b>	<b>2422</b>

Table 14: Reported relationship of PE to PV

Relationship	Labour	Sexual	Domestic	Criminal	Various	Unknown	Total
Employer	868	68	143	44	21	23	1167
Not specified	132	77	28	33	8	52	330
Recruiter	86	82	19	19	17	17	240
No clear relationship	47	97	10	26	4	24	208
Other	35	21	21	5	1	12	95
Familial	34	18	89	0	2	14	157
Intimate partner	18	47	24	3	5	11	108
Foster parent	0	0	4	0	0	0	4
<b>Total</b>	<b>1220</b>	<b>410</b>	<b>338</b>	<b>130</b>	<b>58</b>	<b>153</b>	<b>2309</b>

## Chapter 6 – Sexual Exploitation

Globally sexual exploitation is one of the most prevalent forms of modern slavery. Interestingly, the Helpline has not seen an increase in the number of potential victims of sexual exploitation indicated, as with all other types of exploitation. cases being indicated as for other types of exploitation.

*“ Vivastreet is proud to have partnered with Unseen. Our partnership means that our adverts now include a notice encouraging visitors to refer any concerns they may have about trafficking to the UK-wide, confidential, 24/7 Modern Slavery Helpline. We hope this will encourage other online marketplace operators to engage with organisations like Unseen and help tackle the evil of modern slavery. ”*

- Neelam Patankar,  
Viva Street UK

Sexual exploitation is a type of modern slavery that the Helpline continues to see across the UK. However, during 2018 the Helpline saw a slow-down in the number of cases of potential sexual exploitation reported and PVs indicated, unlike law enforcement agencies who still see a higher proportion of cases linked to sexual exploitation. This may be as a result of greater emphasis on labour exploitation in the media and through partner agencies driving up calls from the public.

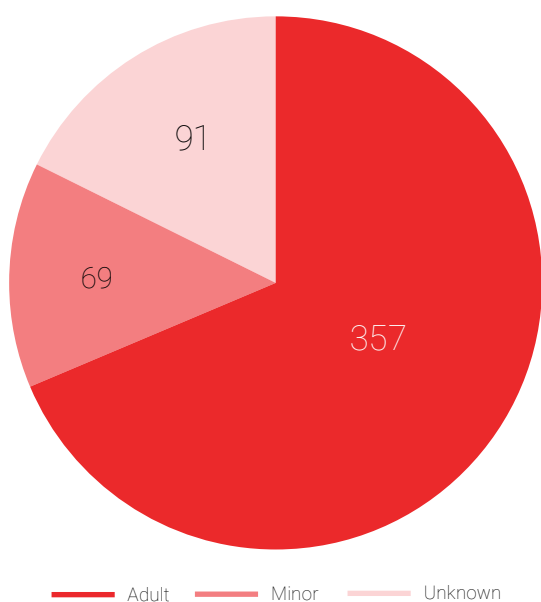
In determining cases of sexual exploitation, the Helpline will classify based on the following categories to align with the Modern Slavery Act:

- Human Trafficking (HT) Sex - Commercial sex;
- Slavery/servitude - Sexual slavery;
- Forced Labour- Forced Prostitution.

Type of sexual exploitation	# of cases	% of sex exploitation cases	# of PVs
HT Sex - commercial	194	74%	370
Sexual Slavery	9	3%	30
Forced Prostitution	59	23%	117
<b>Totals</b>	<b>262</b>	<b>100%</b>	<b>517</b>

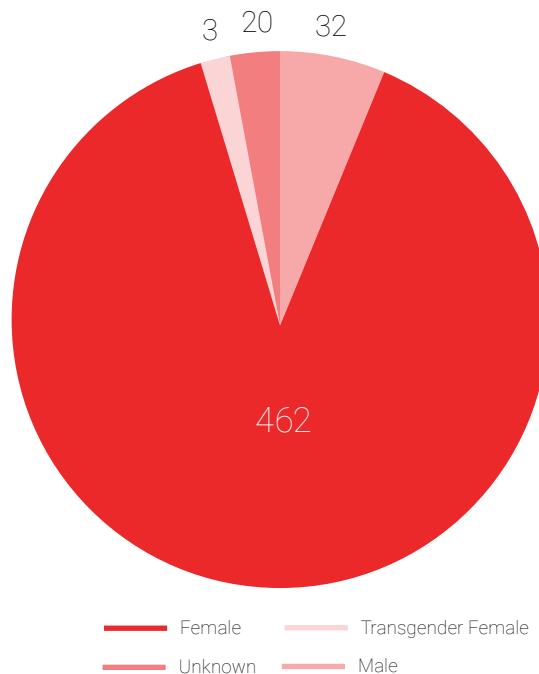
The greatest number of potential victims indicated in situations of sexual exploitation reported to the Helpline are adults (69%). 13% of potential victims indicated are minors and in a further 18% the age status of the individual is unknown.

Chart 14: Breakdown of age status



The overwhelming majority of potential victims indicated in situations of sexual exploitation are female, with 462. The chart below shows the breakdown of gender for all potential victims indicated in situations of sexual exploitation.

Chart 15: Breakdown of gender of PV in sexual exploitation



Sexual exploitation cases were indicated to the Helpline from all four UK countries, with the most prevalent 'type' recorded as human trafficking for sexual exploitation. The Table overleaf shows the breakdown for each of the UK countries.

The second table overleaf shows the number of adult and minor potential victims indicated across the four UK countries in 2018. As expected, out of the cases in the UK, England with 84% of potential victims is the most prevalent, followed by Scotland 10%, Wales 4% and Northern Ireland 2%.

**20%**  
of potential victim nationalities reported as Romanian (excluding unknown cases)

Table 15: Breakdown of sexual 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	139	231	3	25	6	8	3	7
Slavery	6	23	1	4	0	0	0	0
Forced Labour	39	80	4	12	6	9	0	0
<b>Total</b>	<b>184</b>	<b>334</b>	<b>8</b>	<b>41</b>	<b>12</b>	<b>17</b>	<b>3</b>	<b>7</b>

Table 16: Breakdown of Gender and Age status by UK Country

	England					Scotland					
	Total	% of PVs	Adult	Minor	Unknown	Total	% of PVs	Adult	Minor	Unknown	
Male	22	7%	11	5	6	Male	1	2%	1	0	0
Female	297	89%	216	32	49	Female	36	88%	31	1	4
Transgender	2	1%	2	0	0	Transgender	0	0%	0	0	0
Unknown	13	4%	2	3	8	Unknown	4	10%	2	1	1
<b>Total</b>	<b>334</b>	<b>100%</b>	<b>231</b>	<b>40</b>	<b>63</b>	<b>Total</b>	<b>41</b>	<b>100%</b>	<b>34</b>	<b>2</b>	<b>5</b>

	Wales					Northern Ireland					
	Total	% of PVs	Adult	Minor	Unknown	Total	% of PVs	Adult	Minor	Unknown	
Male	0	0%	0	0	0	Male	5	71%	1	4	0
Female	16	94%	12	0	4	Female	2	29%	2	0	0
Transgender	0	0%	0	0	0	Transgender	0	0%	0	0	0
Unknown	1	6%	0	0	1	Unknown	0	0%	0	0	0
<b>Total</b>	<b>17</b>	<b>100%</b>	<b>12</b>	<b>0</b>	<b>5</b>	<b>Total</b>	<b>7</b>	<b>100%</b>	<b>3</b>	<b>4</b>	<b>0</b>

The most prevalent nationality reported in situations of sexual exploitation is Romanian with Romanian PVs being indicated in England, Wales and Scotland. In total, the Helpline received information relating to PVs of sexual exploitation indicated from 50 different nationalities. The majority of nationalities indicated through contacts to the Helpline on sexual exploitation cases relate to those cases in England (45 different nationalities). See table below for most commonly reported nationalities of potential victims of sexual exploitation.

Serbia, Sierra Leone, Slovakia, Somalia, South Africa, Sri Lanka, Sudan, Trinidad and Tobago, Turkey, Ukraine, United Arab Emirates, Uruguay, Zimbabwe.

Additionally, in England cases, a single PV of each of the following nationalities were indicated: Afghanistan, Cote d'Ivoire, Czech Republic, Egypt, Germany, Hong Kong, Indonesia, Italy, Jamaica, Kazakhstan, Morocco, Myanmar, Russia, Scotland,

Chart 16: Nationality of potential sexual exploitation victims in England

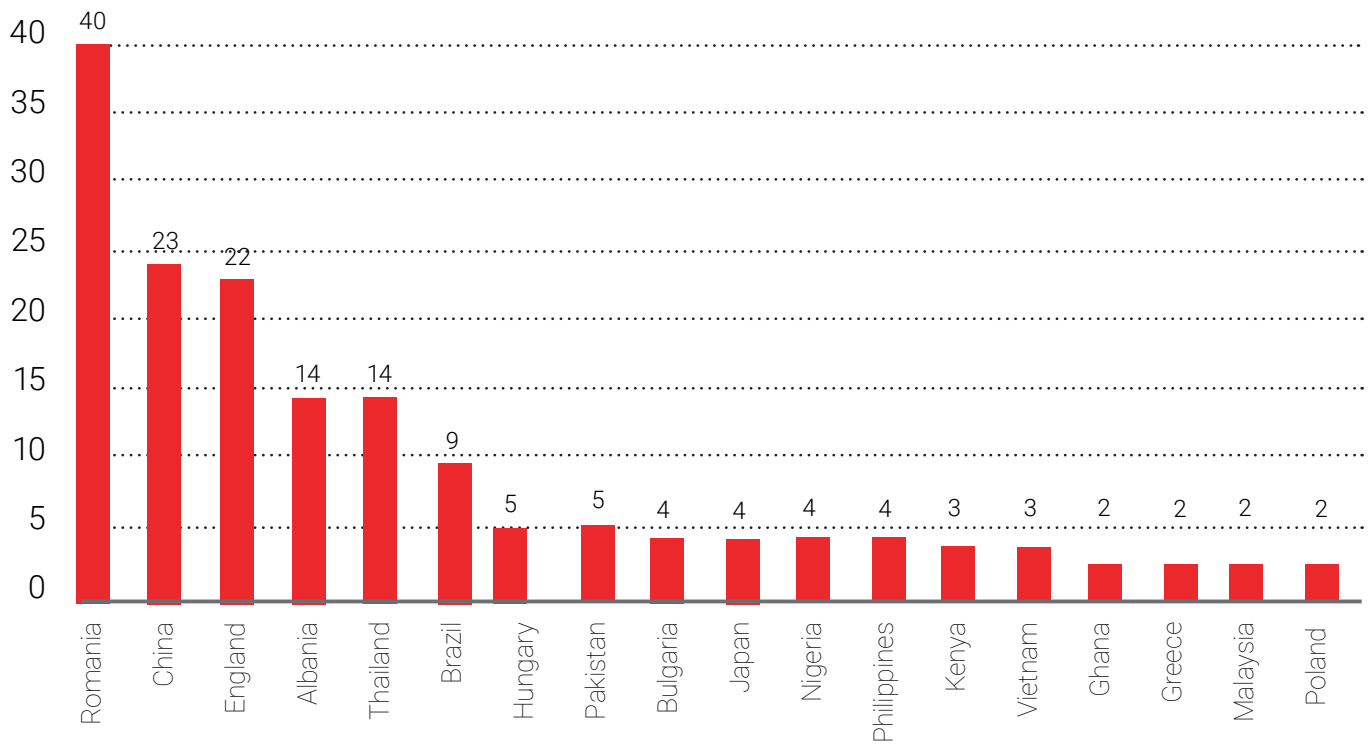


Chart 17: Nationality of potential sexual exploitation victims in Scotland

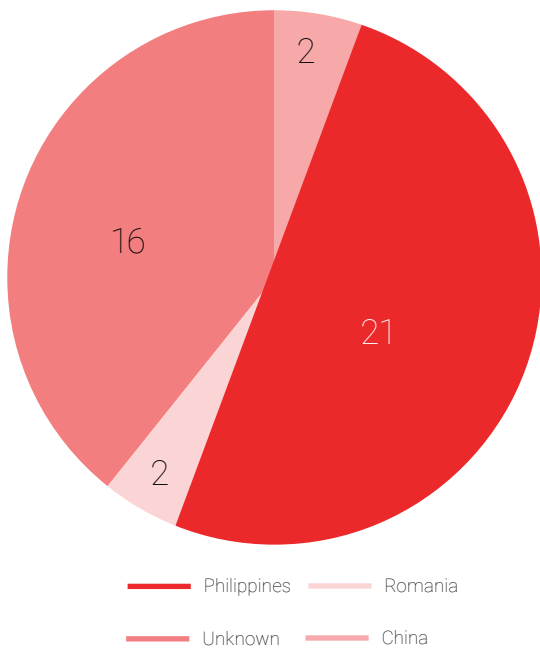
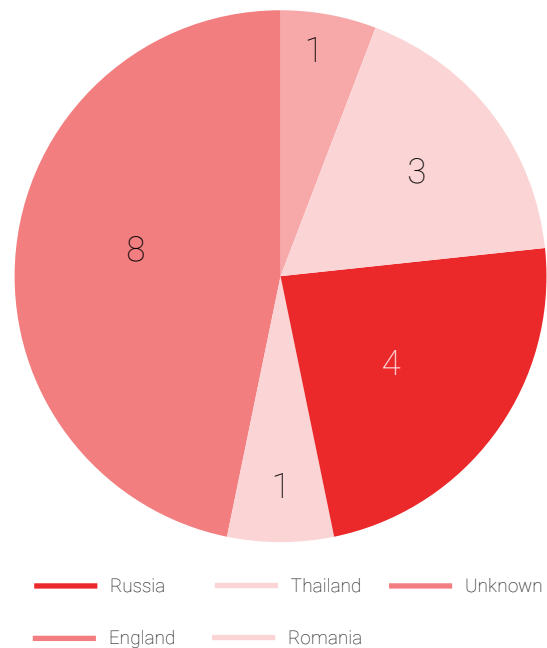


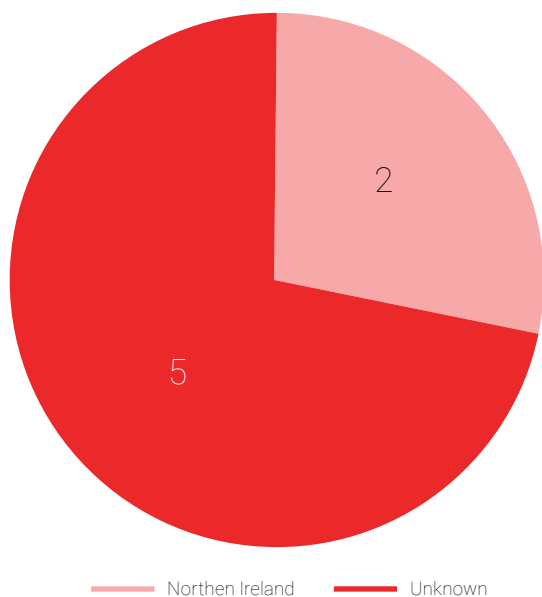
Chart 18: Nationality of potential sexual exploitation victims in Wales



Although Scotland also saw PVs of sexual exploitation from Romania the most prevalent nationality indicated was Filipino.

For potential victims of sexual exploitation indicated in Wales the most prevalent nationality is Russian, followed by Romania. The nationality of eight potential victims was unknown.

Chart 19: Nationality of potential sexual exploitation victims in Northern Ireland



Although the Helpline received information about seven potential victims of sexual exploitation in Northern Ireland, only the nationality of two was known.

Often those contacting the Helpline with concerns about a person or situation will not be able to state the ethnicity of PVs due to their limited knowledge of the situation. Nevertheless, the table below provides an understanding of the race/ethnicity breakdown as reported and where recorded by the Helpline.

Table 17: Number and Race/Ethnicity of PVs

Race/Ethnicity of PVs	# of PVs	% of PVs
Asian	116	22.4%
White Caucasian	95	18.4%
African	28	5.4%
Latino	10	1.9%
Caribbean	2	0.4%
Middle Eastern	1	0.2%
Multi-racial/ethnic	1	0.2%
Other	1	0.2%
Unknown	124	23.9%
Blank	139	26.8%
<b>Total</b>	<b>517</b>	<b>100%</b>

A range of control methods are used in sexual exploitation, the most obvious being sexual abuse. Isolation, physical abuse and emotional abuse also feature prominently as ways of maintaining control over PVs who are in situations of sexual exploitation. Some victims report being subjected to multiple forms of control.

Table 18: Methods of Control in sexual exploitation

Methods of Control	#
Sexual Abuse	249
Other	162
Isolation	149
Physical Abuse	128
Emotional Abuse-Verbal/manipulation	104
Financial Control	93
Monitoring	84
Withheld/destroyed documents	83
Threat-other	70
Threat to harm subject or family	66
Induced Substance Abuse	47
Threat to expose or shame subject	18
Isolation-controls in public	17
Isolation-moves subject frequently	13
Isolation-creates distrust of others	11
Isolation - keeps confined	11
Emotional Abuse – Intimacy related	6
Economic abuse – limits finances	5
Economic Abuse - Debt	5
Intimidation-other	5
Threat to report to police/immigration	5
Economic abuse-takes wages	4
Threat to abandon subject/make homeless	4
Minor in commercial sex	4
Economic Abuse-limits allowance	2
Intimidation- Harm others/animals	1
Isolation-limits access to healthcare	1
Isolation – denies access to support	1
Emotional Abuse - familial	1

As with PVs, the most prevalent nationality for PEs indicated in sexual exploitation is Romanian, followed by English, Chinese and Italian. Again, a large proportion of nationalities are recorded as unknown, which is to be expected given the limited information the Helpline often receives about individuals involved in exploitation.

One PE was also recorded to be from each of the following countries: Sri Lanka, Spain, Russia, Morocco, Lithuania, Ireland, India, Hungary, Czech Republic, Cyprus, Cote d’Ivoire, Canada, Brazil.

***“ You listened to me when there was no one there who would believe I was a victim ”***

**- Quote from PV**

Table 19: Most prevalent nationalities of PEs related to sexual exploitation

Nationality	# of PEs
Romanian	21
English	11
Chinese	11
Italian	9
Nigerian	5
Albanian	5
Greek	4
South African	3
Polish	3
Filipino	3
Pakistani	3
Kenyan	3
Bulgarian	3
United States	2
United Arab Emirates	2
Turkish	2
Thai	2
Northern Irish	2
Iraqi	2
Unknown	264

*“Modern Slavery is a hidden crime and so as a key part of the work of the Pan Lancashire Anti-Slavery Partnership, we are committed to raising awareness and helping to spot the signs. Over the past year we have held a number of events in towns across Lancashire, engaging with the public around this important issue. By working in partnership with Unseen, we have been able to promote the 24/7 confidential Modern Slavery Helpline. This offers a safe and credible way for people to seek advice and report concerns. As a result of the awareness raising and the use of the Helpline, we have seen a real increase in the numbers of victims being identified and supported. One of our most eye-catching tools we use is the Freedom Bus which displays the Helpline number and other key messages as it drives around the streets of Lancashire.”*

- Lancashire  
Anti-Slavery Partnership



## Case Study

Calls and reports to the Modern Slavery Helpline do not always concern ongoing situations, but sometimes relate to historic cases of modern slavery.

For example, the Helpline received a call from a woman named Hannah\* who was seeking help to recover from her historic exploitation as a child.

Hannah explained that she had met her boyfriend when she was a teenager and he had encouraged her into prostitution, threatening her if she wasn't willing to cooperate. She had not understood until later this constituted trafficking and exploitation.

Hannah told the Helpline Advisor that although she had managed to escape to another part of the UK she wasn't receiving the help she needed as a victim. The Helpline Advisor recognised the signs of modern slavery and told Hannah about the National Referral Mechanism (NRM), the government's system for identifying and supporting potential victims of slavery, and the support associated with it, importantly including free access to help with trauma.

The Helpline Advisor referred the case to The Salvation Army, who completed the NRM referral with Hannah, opening access to this crucial support.





## Chapter 7 – Labour exploitation

In total, in 2018 the Helpline recorded 990 cases involving labour exploitation indicating 5362 potential victims with an average of 5.42 potential victims per case and 1.17 potential exploiters.

*“ Without the information through the Modern Slavery Helpline, this abuse would still be happening. When we found this man, he appeared underfed and was suffering from sores on his feet. No one should be treated in this way. ”*

- PC Roger Ibrahim,  
Avon and Somerset Police

## Labour exploitation

Cases of labour exploitation are recorded by the Helpline in one of three ways and do not include cases deemed as labour abuse rather than labour exploitation:

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

In 2018, the Helpline recorded a total of 990 labour exploitation cases. This is 54% of all modern slavery cases for the year and the highest type of exploitation recorded by the Helpline. Due to its nature, the average number of PVs per case is higher than other types of exploitation at 5.42 potential victims per case making up 75% of all indicated potential victims reported to the Helpline.

This makes these cases tricky to deal with as it is not always clear who is involved, their role, and whether all other indicated potential victims would want the same action. The Helpline deals with the information it is given and attempts to establish the needs and wants of those involved where possible. This is often not possible where a third party tip-off is the basis for the call.

**Table 20: Labour Exploitation cases and Potential Victims (PVs) indicated**

Type of labour exploitation	# of cases	% of labour cases	# of PVs	% of labour PVs
HT Non Sex Labour	312	32%	2295	43%
Labour slavery	8	1%	11	>1%
Forced Labour	670	68%	3056	57%
<b>Total</b>	<b>990</b>	<b>100%</b>	<b>5362</b>	<b>100%</b>

## Gender of potential victims

The gender of PVs indicated in situations of labour exploitation highlights the fact that labour exploitation is prevalent among men. Excluding those recorded as unknown gender, only 16% of PVs of labour exploitation were recorded as being female. However, there is a large proportion of cases where the gender of the PV is unknown. This is likely to be as a result of the person reporting not knowing how many male or female potential victims are in a situation where there is more than one potential victim indicated. In these circumstances, the Helpline will not make assumptions about the genders of any additional PVs and will record one male PV, one female PV and any remaining potential victims as unknown.

The Helpline received no reports of labour exploitation involving transgender individuals.

**54% Labour exploitation cases**

**Table 21: Gender of Potential Victims in Labour Exploitation Cases**

Gender	H/T Non Sex	Labour Slavery	Forced Labour	Total	% of Total
Male	1128	9	1729	2866	53%
Female	119	2	441	562	11%
Unknown	1048	0	886	1934	36%
<b>Total</b>	<b>2295</b>	<b>11</b>	<b>3056</b>	<b>5362</b>	<b>100%</b>

In total, 990 cases were recorded with 955 cases in one of the UK countries. Of those 96% of cases, the largest proportion of labour exploitation cases recorded by the Helpline across the UK were from England, with 87%, 4.5% in Scotland, 4.5% in Wales and 1% in Northern Ireland. This is to be expected, given the significantly higher population in England.

This table is a breakdown of labour exploitation cases based on where the exploitation was reported to occur, within the UK.

**Table 22: Breakdown of labour exploitation by UK Country**

Sub Type of MS	England		Scotland	
	# MS cases	# of PVs	# MS cases	# of PVs
HT Non Sex	275	2126	10	74
Labour Slavery	7	9	0	0
Forced Labour	580	2674	33	128
<b>Total</b>	<b>862</b>	<b>4809</b>	<b>43</b>	<b>202</b>
Sub Type of MS	Wales		Northern Ireland	
	# MS cases	# of PVs	# MS cases	# of PVs
HT Non Sex	12	43	0	0
Labour Slavery	0	0	0	0
Forced Labour	31	165	7	39
<b>Total</b>	<b>43</b>	<b>208</b>	<b>7</b>	<b>39</b>

## Case Study

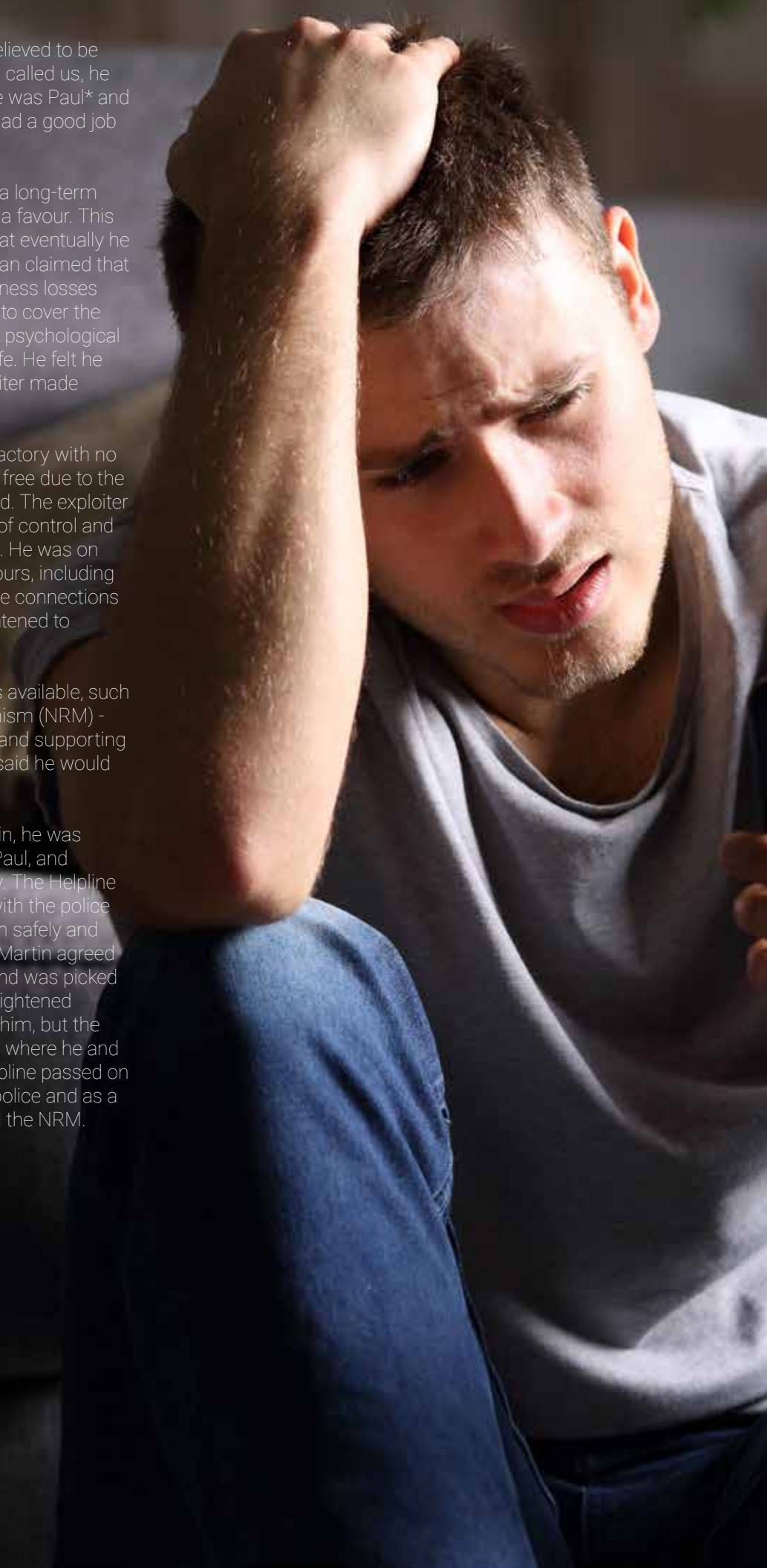
Martin\* had met somebody whom he believed to be a victim of modern slavery. When Martin called us, he told the Helpline Advisor the man's name was Paul\* and he was a British citizen, who previously had a good job as an engineer.

Martin explained that Paul had met with a long-term friend, who hired him as a handyman as a favour. This man began giving Paul so much work that eventually he fell behind and could not keep up. The man claimed that Paul had cost them money through business losses and he took his property away from him to cover the debt. Paul was subjected to physical and psychological abuse which caused him to fear for his life. He felt he could not leave the situation as his exploiter made regular threats against his family.

Paul was forced to live on-site in an old factory with no washing or toilet facilities. He worked for free due to the 'debt' and was only given room and board. The exploiter used basic needs like food as a method of control and Paul was not given any breaks or holiday. He was on call seven days a week and worked all hours, including overnight. Paul's exploiter claimed to have connections within the police, causing Paul to be frightened to involve them.

The Helpline Advisor outlined the options available, such as entering the National Referral Mechanism (NRM) - the government's system for identifying and supporting potential victims of slavery - and Martin said he would try to pass the information on to Paul.

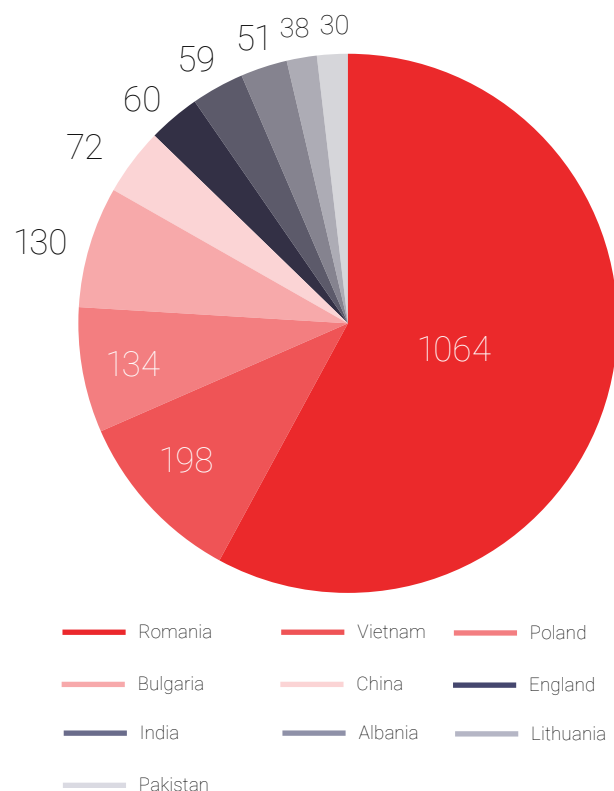
When Martin contacted the Helpline again, he was confident enough to reveal that he was Paul, and wished to leave his situation the next day. The Helpline Advisor explained that we work closely with the police and to help extract him from the situation safely and quickly he may have to work with them. Martin agreed and the next day escaped his situation and was picked up by a friend. He was understandably frightened and worried that his exploiter would find him, but the Helpline reassured him and co-ordinated where he and his friend could meet the police. The Helpline passed on Martin's description and location to the police and as a result he was rescued safely and entered the NRM.



## Nationality of Labour Exploitation cases

In line with all reported cases to the Helpline, Romania is the most prevalent nationality with nearly 20% of all PVs, where the nationality indicated in potential labour exploitation is known, being indicated from Romania. Vietnam, Poland, Bulgaria and China also feature prominently. England was recorded as the sixth most prevalent nationality for labour exploitation in contrast to the third highest for all types of modern slavery cases. In just under 62% of cases the nationality of PVs was recorded as unknown. Again, this is often because the caller will not be able to indicate accurately the PV's nationality, often citing Eastern European or Asian, and so the nationality will be recorded as unknown rather than assuming a nationality.

Chart 20: Top ten most prevalent nationalities for labour exploitation



The table on the right shows the nationality of potential victims broken down by where they were exploited in the UK.

## Sectors and Industries

Labour exploitation occurs in many sectors and industries. In 2018, the Helpline received information relating to potential labour exploitation in 21 sectors or industries. Many of these sectors and industries involve manual labour.

As expected, the most prevalent sector reported to the Helpline in relation to potential labour exploitation is car washes followed by beauty, which includes nail bars. This correlates with the continued level of media attention during 2018 on car washes and nail bars. Of note is the number of construction cases and the

Table 23: Nationality of potential victims (PVs) by UK Country

	ENG	SCT	WAL	NIR
Nationality of PV	#	#	#	#
Unknown	3011	95	155	8
Romania	995	47	15	4
Vietnam	172	20	6	-
Bulgaria	123	1	-	5
Poland	103	7	11	10
China	62	2	1	1
England	48	-	10	-
Albania	39	1	1	10
India	39	2	-	-
Lithuania	37	-	1	-
Thailand	26	-	-	-
Pakistan	24	4	1	-
Iran	10	-	-	-
Turkey	10	1	-	-
Czech Republic	9	-	-	-
Philippines	9	-	1	-
Kosovo	8	-	-	-
Latvia	8	-	-	-
Bangladesh	7	-	1	-
Brazil	6	-	-	-
Malaysia	6	-	-	-
Hungary	5	1	2	-
Kazakhstan	5	-	-	-
Nigeria	5	-	-	-
Greece	4	-	-	-
Afghani	3	-	-	-
Morocco	3	-	-	-
Russia	3	-	-	-
Syria	3	-	-	-
Ghana	2	-	-	-
Ireland	2	-	-	-
Portugal	2	-	-	-
Slovakia	2	-	-	-
Sudan	2	-	-	-
Macedonia	2	-	-	-
Algeria	1	-	-	-
Armenia	1	-	-	-
Australia	1	-	-	-
Bhutan	1	-	-	-
Cambodia	1	-	-	-
Croatia	1	-	-	-
Ecuador	1	-	-	-
Egypt	1	-	-	-
France	1	-	-	-
India; Unknown	1	-	-	-
Italy	1	-	-	-
Mauritius	1	-	-	-
Northern Ireland	1	-	-	-
St.Vincent and the Grenadines	1	-	-	-
Somalia	1	-	-	-
South Africa	1	-	-	-
Sri Lanka	1	-	-	-
Spain	-	12	-	-
Scotland	-	6	-	-
Colombia	-	2	-	-
Ukraine	-	1	-	-
Afghanistan	-	-	2	-
Grenada	-	-	1	-
Malawi	-	-	-	1
<b>TOTAL</b>	<b>4809</b>	<b>202</b>	<b>208</b>	<b>39</b>

\*total here reflects total of PVs not total of nationalities. Some PVs were reported to have dual nationalities.

associated number of PVs indicated, which equates to an average of 7.22 PVs for each case. This average is only surpassed by manufacturing cases which have an average number of 14.9 PVs per case and agriculture with an average of 9.57 PVs per cases.

**Table 24: Breakdown of labour exploitation by sector**

Sector/Industry	# of cases	# of PVs
Car Wash	362	1897
Beauty/Spa	136	477
Construction	132	954
Hospitality*	95	609
Blank/Unknown	47	120
Agriculture/Farm	38	364
Retail	31	54
Manufacturing**	26	388
Various	19	54
Care Sector	18	69
Transportation/Logistics	13	81
Other***	12	69
Entertainment	11	22
Cleaning/Janitorial	11	37
Domestic Work/Au Pair/Nanny	8	11
Repairs/Maintenance	8	13
Recycling/Waste Management	7	26
Maritime Industry/Boat/Shipping	6	47
Religion	4	7
Services (Other/Blank)****	4	61
Tech	2	2
<b>Total</b>	<b>990</b>	<b>5362</b>

\*Hospitality includes 50 restaurants, 29 takeaways, 1 catering company, 8 businesses and 17 Hotel/motels (there may be more than one location recorded for some cases)

\*\*Manufacturing includes 5 clothing/accessories cases involving 229 potential victims.

\*\*\*Other includes charity bag distribution and security (also clinical research, nursery, language school, law firm and ministry of defence)

\*\*\*\*Services (other/blank) includes removal business

In addition to sectors, the Helpline takes information about the location or venue associated with labour exploitation. The venues and locations are diverse and demonstrate the breadth and complexity of labour cases and the potential signs to spot.

Table 25 totals to more than the number of cases of PVs or labour exploitation, as some situations involved exploitation across multiple sites or types of location.

**Table 25: Location of exploitation**

Location of exploitation	# of cases	# of PVs
Business	498	2682
Nail Bar	125	449
Private House	95	292
Other	51	489
Restaurant	50	196
Farm	33	356
Factory	31	371
Take Away	28	274
Shop	22	52
Street	18	42
Hotel/Motel	17	143
Blank	13	32
Not specified	12	35
Park/recreational facility	9	22
Residential facility	7	33
Hair Salon	6	11
Traveller/caravan site	5	10
Ship/Boat	5	40
Marina/Port	1	7
<b>TOTAL</b>	<b>1026</b>	<b>5536</b>

**Table 26: Breakdown of England cases by sector**

Industry	# of cases	# of PVs
Car Wash	318	1665
Construction	123	924
Beauty/Spa	116	415
Hospitality	80	547
Unknown/Blank	35	106
Agriculture/Farm	28	349
Services (other/blank)	23	99
Manufacturing	21	360
Care Sector	17	68
Retail/Big Issue	17	33
Various	15	39
Transportation	14	82
Entertainment	11	22
Janitorial/cleaning	9	31
Domestic Work/Au Pair/Nanny	8	11
Repairs/Maintenance	8	13
Other	7	13
Recycling/Waste Management	6	23
Religion	4	7
Maritime Industry/Boat/Shipping	1	1
Tech	1	1
<b>TOTAL</b>	<b>4809</b>	

**Table 27: Breakdown of Scotland cases by sector**

Industry	# of cases	# of PVs
Blank/Unknown	3	5
Agriculture/Farm	2	3
Construction	2	10
Various	1	3
Hospitality	4	45
Car Wash	19	95
Beauty/Spa	10	37
Retail	1	2
Janitorial	1	2
<b>TOTAL</b>	<b>43</b>	<b>202</b>

**Table 28: Breakdown of Wales cases by sector**

Industry	# of cases	# of PVs
Car Wash	17	90
Beauty/Spa	7	21
Agriculture/Farm	4	4
Construction	4	16
Hospitality	3	5
Retail	3	5
Unknown/Blank	2	6
Manufacturing	1	1
Various	1	10
Other	1	50
<b>TOTAL</b>	<b>43</b>	<b>208</b>

**Table 29: Breakdown of Northern Ireland cases by sector**

Industry	# of cases	# of PVs
Car Wash	5	37
Hospitality	2	2
<b>TOTAL</b>	<b>7</b>	<b>39</b>

## Potential Exploiters indicated in labour exploitation

Of the total number of PEs indicated in situations of labour exploitation, 63% are reported to be male. In just over 21% of instances the age status and/or gender of the PE is unknown. The table below provides the breakdown of PEs indicated in situations of labour exploitation by gender and age status.

Age Status	# of PEs	Male	Female	Unknown
Adult	886	644	155	87
Unknown	275	92	18	165
<b>TOTAL</b>	<b>1161</b>	<b>736</b>	<b>173</b>	<b>252</b>

Interestingly, when assessing the nationalities of potential victims against potential exploiters we see some correlation. The table below provides information on the top Ten PV and PE nationalities related to labour exploitation.

**Table 31: Top Ten PV and PE nationalities**

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

In the top ten PV nationalities indicated, the nationalities of PEs largely correlate (in eight out of the ten, the nationalities are the same). Romanian is the most prevalent nationality for PEs and correlates with the highest proportion of PVs who are also indicated to be from Romania.

## Control methods indicated in cases involving labour exploitation

In many instances of labour exploitation the primary method of control is financial. In 2018 the Helpline identified financial control as a key factor in how PVs are manipulated and coerced into remaining in a situation of exploitation. Other prevalent control methods include isolating the victim and monitoring

them to prevent them from engaging with others and potentially seeking help. Emotional abuse and verbal manipulation are also techniques used to elicit compliance from a PV. The table below sets out the control methods indicated to the Helpline in relation to situations of labour exploitation.

**Table 32: Prevalence of control methods indicated**

Methods of Control	#
Financial Control	2303
Other	2185
Isolation	1676
Monitoring	1341
Emotional Abuse-Verbal/manipulation	1244
Threat-other	685
Withheld/destroyed documents	604
Physical Abuse	602
Threat to harm subject or family	473
Threat to abandon subject/make homeless	125
Isolation-controls in public	74
Threat to report to police/immigration	62
Threat to expose or shame subject	51
Induced Substance Abuse	42
Isolation - keeps confined	39
Economic abuse – limits finances	29
Isolation-moves subject frequently	26
Economic Abuse-Other	23
Intimidation – destroys property	22
Intimidation	19
Economic abuse-takes wages	15
Economic Abuse-limits allowance	13
Isolation-limits access to healthcare	9
Isolation-creates distrust of others	8
Sexual Abuse	6
Isolation-other	2



**Financial control is the most prevalent control method indicated to the Helpline in situations of labour exploitation.**

## Recruitment methods and tactics

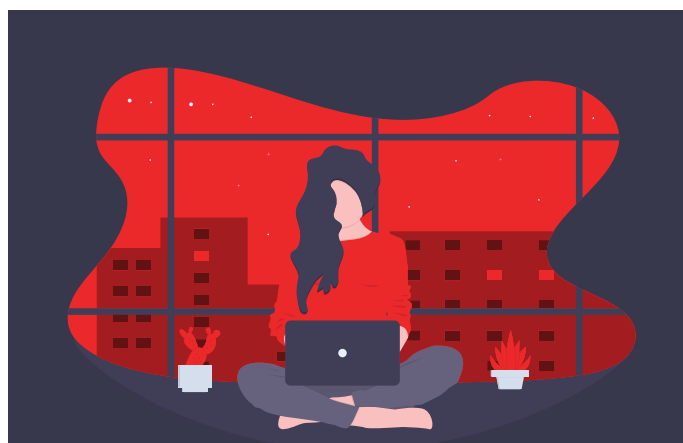
A range of recruitment methods are utilised by potential exploiters seeking to recruit vulnerable individuals into labour exploitation situations. Again, as to be expected in a large proportion of cases the recruitment method is unknown. This aligns with the fact that a large proportion of situations relating to labour exploitation are reported by third parties or members of the public who would not have such information.

The most prevalent recruitment method recorded by the Helpline is through a work or business venture followed by the internet. Public areas such as the street or a park and shelters are also indicated by those reporting situations.

The offer of a job continues to be a prevalent recruitment tactic adopted by potential exploiters. This can often appear to be a genuine job opportunity and individuals are lured by the prospects of securing employment and earning a good wage.

All too often the promises are simply nothing more than lies and a way of engaging with the person. False promises or statements are also a core tactic deployed by exploiters seeking to coerce or encourage individuals into exploitative situations.

A range of locations are used to recruit individuals. As well as the internet, the Helpline has seen churches or places of worship being indicated as locations where PVs have been recruited. This is more prevalent in PVs whose nationality is indicated as Indian or Romania. Coercion, threats and blackmail are also tactic used by exploiters.



### Did you know?

For over 47% of labour exploitation potential victims, a bogus job advert was used as a way of recruiting the potential victim.



Table 33: Number and type of Contacts on labour exploitation cases

Contact type	# of contacts	% of contacts
Community member	687	62%
Potential victim	94	8%
Local Authority/Regional Govt	48	4%
Police	40	4%
NGO/Other	34	3%
Medical professional	32	3%
Unknown	31	3%
Friend of PV	29	3%
Business	25	2%
Government	16	1%
Family member of PV	15	1%
NGO-Immigrant/refugee	7	1%

Additionally contacts have been received from faith based organisations, mental health professionals, legal professionals, education establishments, media and the GLAA.

## Chapter 8 – Domestic Servitude

Domestic servitude is often the most hidden form of modern slavery as it takes place behind closed doors in private households.

*“ The service was brilliant. It was a complicated situation, with family members involved – the Helpline Advisor was fantastic, the voice of reason and really helped guide us. I haven’t had to deal with a situation like this in safeguarding before. It wasn’t straight forward where you can just refer, we really needed to get to the bottom of the situation. ”*

- Safeguarding Lead  
at Central London Community  
Healthcare NHS Trust

As an exploitation type, domestic servitude is one of the most hidden and complex. Facilitated behind closed doors, victims are often hidden from the public. However, the Helpline received the highest percentage of calls from PVs calling directly on situations involving domestic servitude cases with 17% compared to 11% for all modern slavery cases. Additionally, the Helpline also recorded a higher percentage of those reporting who were in direct contact with a PV at 55% compared to 43% for all modern slavery cases. This means that, in 72% of cases recorded as domestic servitude, the Helpline has been in direct contact with the PV or someone who is in direct contact with the PV.

In 2018, the Helpline recorded 178 cases as domestic slavery or servitude indicating 217 PVs.

Interestingly, there are more potential exploiters recorded on domestic servitude cases than potential victims, at 315. This may be down to the household dynamic where more than one householder will be involved in the situation and exploiting the PV.

The Helpline also recorded more potential exploiters in domestic servitude cases as female with 41%. This is much higher than the 18% recorded for females involved in all types of modern slavery cases.

**Table 34: Domestic Servitude cases for UK countries**

Type of MS	England		Scotland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex - Domestic Slavery/ Servitude	39	59	1	1
<b>Total</b>	<b>141</b>	<b>170</b>	<b>3</b>	<b>4</b>

Type of MS	Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex - Domestic Slavery/ Servitude	0	0	1	1
<b>Total</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>

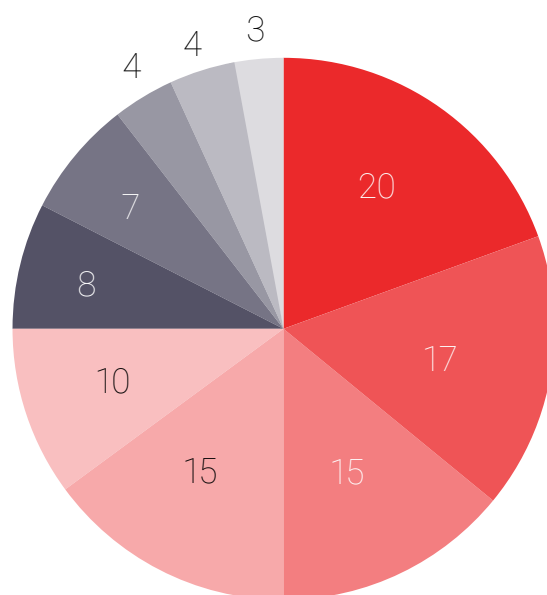
In addition, the top ten nationalities for those recorded in situations of domestic servitude varies significantly from the overall nationalities recorded for all modern slavery cases. Of nationalities specified, the most prevalent nationalities are Nigeria (13%), Philippines (11%), Bangladesh (10%) and India (10%). In total, 45 different nationalities of PVs have been recorded by the



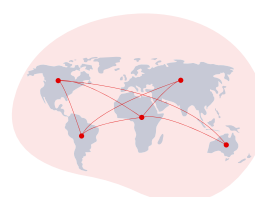
**76%**  
of potential victims  
reported to be female

Helpline on domestic servitude cases alone. Interestingly, English (5%) and Scottish (1%) nationalities also feature in the nationalities of PVs indicated.

**Chart 21: Top ten most prevalent nationalities for domestic servitude**



- Nigeria
- Philippines
- Bangladesh
- India
- Pakistan
- Romania
- England
- Ghana
- Sri Lanka
- Jamaica



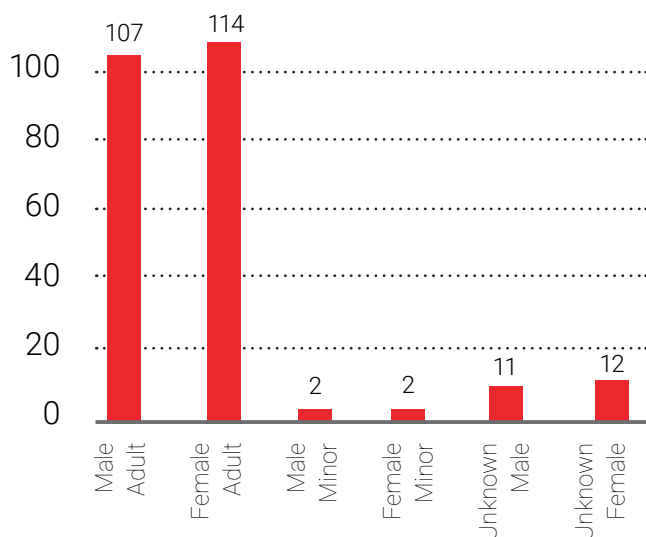
**45**  
Different victim  
nationalities

When analysing the nationalities of PEs involved in domestic servitude there is some correlation between the nationalities of PVs and those who are exploiting them. Nigeria, Bangladesh, India, England, and Pakistan all feature in the top ten nationalities for both PVs and PEs. The table below sets out the top twenty nationalities for PEs. A total of 34 different PE nationalities were recorded by the Helpline in 2018 on domestic servitude cases. What is of note, is the prevalence of Saudi Arabia as a top nationality for PEs, with only one PV recorded with the same nationality.

**Table 35: Most prevalent nationalities of PEs**

Nationality	# of PEs
Saudi Arabia	19
India	19
England	17
Poland	16
Nigeria	12
Pakistan	6
Bangladesh	6
Sri Lanka	5
Zimbabwe	4
Romania	4
Qatar	4
Ghana	4
Portugal	4
Gambia	3
China	3
France	3
Spain	2
Oman	2
Lebanon	2
Kuwait	2
Cech Republic	2
Columbia	2

**Chart 22: PE Adult/Minor Breakdown**



As with other exploitation types there are a wide range of methods of control used to maintain power over PVs. The most common is emotional abuse or verbal manipulation.

**Table 36: Prevalence of control methods indicated**

Methods of Control	# of PVs
Emotional Abuse - Verbal/Manipulation	91
Isolation	89
Financial control	74
Physical Abuse	72
Withheld/Destroyed Important Documents	67
Other	65
Threat - Other	50
Monitoring	39
Threat to harm subject, family or other	35
Threat to report to police or immigration	28
Threat to Abandon subject/make homeless	15
Sexual Abuse	12
Threat to expose or shame subject	8
Intimidation - Other	3
Isolation - Creates distrust of others	3
Isolation - Keeps confined	3
Isolation - Limits access to medical	3
Economic Abuse - Takes money earned	3
Isolation - Controls in public	3
Economic Abuse - Limits/small allowance	2
Economic Abuse - Other	2
Emotional Abuse - Other	1
Induced Substance Abuse	1
Isolation - Denies access to support	1

The most prevalent reported recruitment tactic was a false job advert/offer with 28% of PVs. Interestingly, the second most common way to target individuals for domestic servitude was familial recruitment affecting 24% of PVs, which is significantly higher than this tactic for all MS cases - with 1.5% of PVs.

**41%** of potential exploiters reported to be female

*“One of the most astonishing aspects of the job is talking directly to potential victims of modern slavery, who really do come from all walks of life and can be any age, gender, nationality, and ethnicity. What is particularly striking to me is the courage and resilience that potential victims possess, even in the midst of enduring the most appalling abuses and injustices.”*

- Helpline Advisor



## Case Study

Wendy\* had been trafficked from Nigeria on the promise of a job as a nanny in the UK. Upon arrival her passport and visa were confiscated. Wendy's duties included cooking, cleaning and taking her employer's children to school, and she had been working for between eight and ten months but had not been paid. By this point, Wendy's visa had expired. Part of Wendy's agreement with her employers was that they would arrange for her immigration status to be approved but they had not done so.

Wendy was constantly monitored and her employers threatened that they would kill her if she told anyone what was happening. She had been forced to take an oath which she believed bound her supernaturally to her situation – a method of control that is common in West Africa.

On one occasion during winter, when Wendy was collecting the employers' children from school, someone noticed that she did not have suitable clothing and gave her some warm clothes to wear, which got her into trouble with her exploiters.

We were told this information by Wendy's friend, Joy\*, who had lived with Wendy in Nigeria many years before. Joy had direct contact with Wendy, who had explained what was happening. Joy told us that she was concerned for Wendy's mental health which was deteriorating from the abuse she was suffering, and said Wendy had started hearing voices.

The Helpline Advisor told Joy that we would refer the case to the police. Wendy was reportedly scared of authorities as her exploiters had threatened to report her visa being expired. However, we reassured Joy that the police would safeguard Wendy and we sent a referral to the local police force (Kent). The police then successfully extracted Wendy from her situation, and she was moved to a different part of the country to keep her safe.

We were informed that Wendy had entered into the National Referral Mechanism (NRM) - the government's system for identifying and supporting PVs of slavery - and was in a safehouse, while a police investigation into her exploiters was taking place.

## Chapter 9 – Criminal Exploitation

Criminal exploitation is diverse in nature with people being exploited through a number of criminal activities such as forced shoplifting, cannabis cultivation and the running of drugs, often known as county lines.

*“ The National Crime Agency has worked in partnership with the Modern Slavery Helpline for a number of years with the aim of increasing general awareness of modern slavery, emphasising the route to report concerns both for the general public and victims, and responding to reports received by the Helpline.*

*The NCA’s Invisible People Exhibition continues to tour the UK, highlighting the risk of modern slavery in local communities. It demonstrates the importance of providing a clear method for reporting concerns through the Modern Slavery Helpline. The Helpline plays an important role in enabling members of the public to come forward. It is only through working together that we can successfully safeguard victims whilst apprehending those who commit modern slavery and human trafficking. ”*

- Rob Jones,  
Director Threat Leadership,  
National Crime Agency

## Criminal Exploitation

Criminal exploitation can take many forms, from cannabis cultivation, forced shoplifting or begging to county lines\*. In determining the appropriate classification, criminal exploitation falls into two categories: HT non sex criminal and Forced labour-criminal exploitation. A total of 113 cases indicating 270 PVs were reported to the Modern Slavery Helpline in 2018. Of those PVs, 9% were minors. This is almost double the number of minors for all exploitation types (5%).

In 36 cases involving criminal exploitation the statutory defence was discussed. This is significantly higher than any other case type with the statutory defence being recorded by the Helpline as discussed in a total of 64 cases.

**Table 37: Criminal exploitation cases and PVs by UK country**

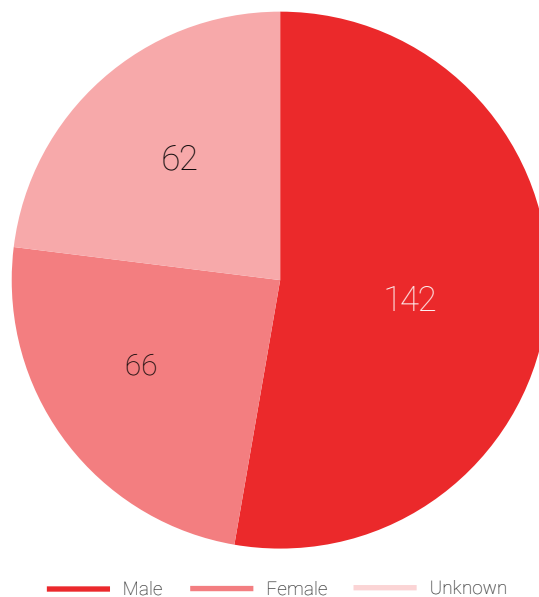
Type of MS	England		Scotland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex	45	144	2	4
Forced labour	53	106	1	2
<b>Total</b>	<b>98</b>	<b>250</b>	<b>3</b>	<b>6</b>

Type of MS	Wales		Northern Ireland	
	# of cases	# of PVs	# of cases	# of PVs
HT Non Sex	0	0	2	4
Forced labour	1	1	0	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>

<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>
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As with other exploitation types and due to the nature of the calls received by the Helpline, in 23% of the cases reported that are assessed to be criminal exploitation the gender of the PV is recorded as unknown. Taking out these cases, male PVs make up over 68% of PVs indicated. Minors are more prevalent in criminal exploitation than the average for modern slavery cases with 9% of PVs indicated as being under the age of 18. Again, in 29% of cases the Helpline has recorded unknown as to whether the PV is adult or a minor. This will be where the individual reporting cannot say with any certainty the age of the PVs involved. Therefore the number of minors involved could be significantly higher. In situations where an individual is being reported and it may be the case that they could be a minor, all reasonable safeguarding steps will be taken to ensure the individual is not harmed further. The nationalities of those PVs indicated in situations of criminal exploitation is interesting with English PVs as the most prevalent.

**Chart 23: Breakdown of criminal exploitation by gender**



**2.4**  
Potential victims per case of criminal exploitation

Romanian PVs also feature highly in line with being the most prevalent nationality when looking at all exploitation types.

*“ Thanks to the Modern Slavery Helpline - knowing people care, that they are looking after you, that gives a big relief, it gives peace of mind. It would be very lonesome, with no one to discuss it with. These calls are more than enough, helping to chase and just giving support. Without the Helpline, I would have felt abandoned. ”*

- Quote from PV

\* County Lines refers to the movement of drugs by exploited young or vulnerable people who are monitored and controlled through the use of dedicated telephone lines.

**Table 38: Nationalities of PVs indicated in criminal exploitation**

Nationality	# of PVs	% PVs of criminal exploitation
England	54	20%
Romania	53	19.6%
Vietnam	15	5.5%
China	6	2.2%
Pakistan	4	1.5%
Albania	3	1.1%
Poland	3	1.1%
Afghanistan	1	>1%
Bosnia and Herzegovina	1	>1%
Chad	1	>1%
Egypt	1	>1%
India	1	>1%
Jamaica	1	>1%
Kenya	1	>1%
Lithuania	1	>1%
Portugal	1	>1%
St Lucia	1	>1%
Scotland	1	>1%
Unknown	121	44.8%
<b>Total</b>	<b>270</b>	<b>100%</b>

Overwhelmingly, PVs indicated in situations of criminal exploitation where drugs are involved are male with 77%. In a further 15%, the gender of PVs is unknown.

**77%**  
male potential victims involved in exploitation relating to drugs

The largest proportion of criminal exploitation cases are recorded by the Helpline as involving drugs or begging. The table below shows the sub-types of criminal exploitation the Helpline has been advised of in 2018.

'Other' includes money laundering, selling stolen goods, illegal gambling.

**Table 39: Number of criminal exploitation cases and PVs recorded**

Sub categories	# of cases	% of cases	# of PVs
Drugs	48	42%	65
Begging	46	41%	136
Other	12	11%	60
Shoplifting	3	3%	4
Unknown	2	2%	3
Pickpocketing	1	1%	1
Benefit fraud	1	1%	1
<b>Total</b>	<b>113</b>	<b>100%</b>	<b>270</b>

**Sub category – drugs**

Of the 48 criminal exploitation cases involving drugs, the overwhelming majority of PVs indicated in these situations are adult males. 23% of PVs indicated in criminal exploitation involving drugs are reported as minors, a figure much higher than the 5% for all exploitation types. The following two charts show this breakdown.

**Chart 24: Breakdown of drugs cases by adult/minor**

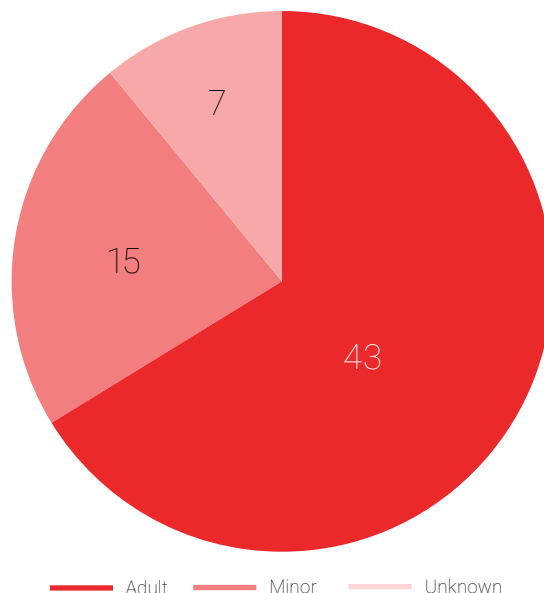




Chart 25: Breakdown of gender on criminal exploitation involving drugs

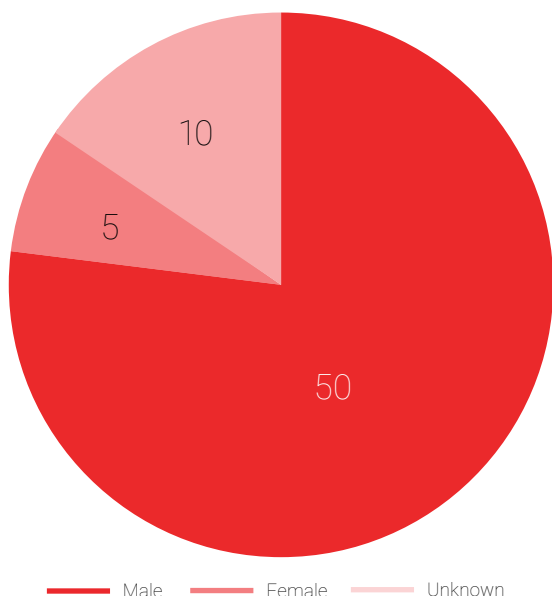
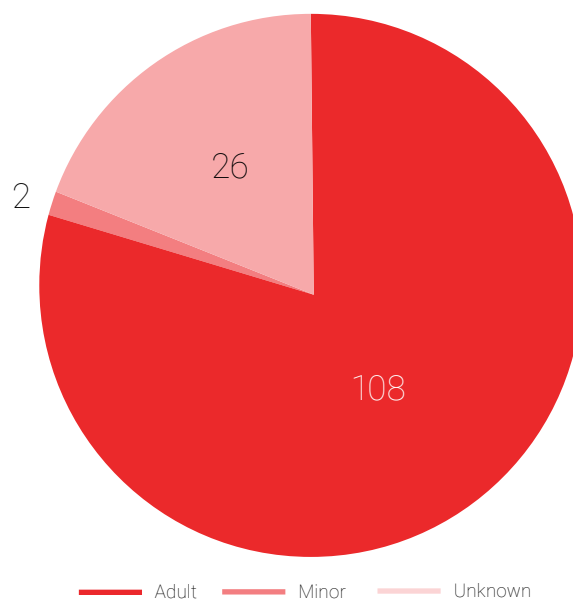


Chart 26: Begging by adult/minor



The most prevalent nationality in criminal exploitation for drugs cases is Vietnamese, followed by English and Chinese. The table below provides a breakdown of the nationalities reported to the Helpline.

Table 40: Breakdown of Nationalities reported

Nationality	# of PVs
Vietnamese	15
English	4
Chinese	4
Albanian	3
Polish	2
St Lucian	1
Portuguese	1
Lithuanian	1
Jamaican	1
Unknown	33
<b>Total</b>	<b>65</b>

Chart 27: Breakdown by gender of criminal exploitation for begging

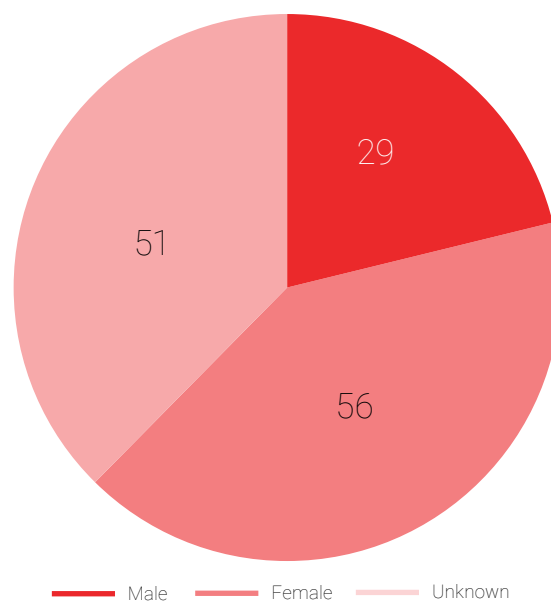


Table 41: Nationality of PVs in criminal exploitation for begging

Nationality	# of PVs
Romanian	49
Pakistani	4
Indian	1
Bosnian	1
Afghan	1
Unknown	80
<b>Total</b>	<b>136</b>

In situations reported to the Helpline involving criminal exploitation through begging, again the largest proportion of victims are adults with only two PVs reported as minors. (Chart 24)

Of note, in cases involving begging, the highest proportion of PVs indicated to the Helpline are females, with 56 PVs.(Chart 25)

**36%**  
of potential victims involved  
in criminal exploitation for  
begging are from Romania

### Types of caller

The most prevalent caller type recorded on cases relating to criminal exploitation is community member with 42% of individuals contacting the Helpline being from this cohort.

Table 42: Top caller types related to criminal exploitation cases

Caller type	# of POCs	%
Community Member	57	42%
Police	20	15%
Local Authority	13	9%
Potential Victim	10	7%
Legal Professional	10	7%
NGO (all)	10	7%
Family member of PV	6	4%

Other caller types recorded by the Helpline on cases involving criminal exploitation include faith-based organisations, friends, medical professionals, and the National Crime Agency.

Of the 120 PEs indicated in cases of criminal exploitation, 63% are reported to be male.

Table 43: Breakdown of PEs by gender and adult/minor

Age status	# of PEs	Male	Female	Unknown
Adult	65	56	2	7
Unknown	55	20	3	32
<b>Total</b>	<b>120</b>	<b>76</b>	<b>5</b>	<b>39</b>

The nationality for a large proportion of those indicated as PEs in relation to criminal exploitation is unknown. Of those where a nationality has been indicated the most prevalent are England and China, followed by Vietnam and Poland.

Table 44: Breakdown of PE nationalities

Nationality	# of PEs
England	3
China	3
Vietnam	2
Poland	2
Kenya	2
Albania	2
Portugal	1
Pakistan	1
Chad	1
Unknown	103
<b>Total</b>	<b>120</b>

## Case Study

Sang\* was trafficked to the UK from Vietnam and forced to work in a cannabis farm. He was physically locked up and did not speak English. He had previously been arrested by police while he was in a similar situation, but had been released back to the same exploiter, who was violent towards him.

Fortunately, Sang had access to a Vietnamese internet forum and when he came upon the Modern Slavery Helpline number he rang us and spoke to a Helpline Advisor through an interpreter. He explained his situation and said the exploiter was out, but he was worried that when the exploiter returned he would kill him as Sang had accidentally broken a lock on the door. The exploiter had told Sang that if ever ran away he would be killed and so would his parents, so he was understandably scared.

Sang also said he was worried that if the Helpline worked with the police to come and get him, they might end up releasing him back to his exploiter and his life would be in danger. We reassured Sang that we would explain Sang's situation to the police and that he would be protected as they had a duty of care to keep him safe.

The next step was to locate the address where Sang was being held, and we contacted the local police force explaining that he was in fear of his life, was a victim of modern slavery and that they had a duty of care for him. We informed the police of the necessity of entering him into the National Referral Mechanism (NRM) - the government's system for identifying and supporting potential victims of slavery - and the use of the statutory defence if required. Once we established with Sang that he was ready, we confirmed that police were on their way and twenty minutes later they arrived on the scene.

The next day, Sang arrived at Unseen's Men's Safehouse. He was able to provide more information about the exploiter and his business, which we referred to the police, who later confirmed a full investigation was underway.



# Chapter 10 – Referrals and Signposts

The Helpline provides referrals to the police, National Crime Agency, Border Force, and NGOs to ensure situations are reported appropriately and potential victims can access the services they need.

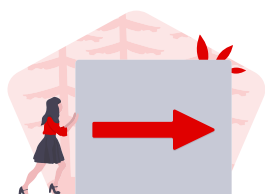
*“ In partnership meetings with senior officers and across a range of partners I strongly encourage the use of the Modern slavery Helpline and describe it to them as “crime stoppers for modern slavery” to help them understand the purpose and use of the Helpline. I actively encourage all partners to download and use the app, its perfect for busy professionals to easily and quickly pass their intelligence to be properly evaluated and acted upon. ”*

- Andy Leonard,  
Modern Slavery Regional Coordinator

When an individual contacts the Helpline, the Helpline Advisor will assess the situation and make a decision on next steps. This will be undertaken in consultation with the individual where that is appropriate and possible. A referral will be made to the relevant law enforcement agency (police force, National Crime Agency or Gangmasters and Labour Abuse Authority), local authority or NGO provider where the individual needs or wants help, support, guidance or advice.

A total of 3382, referrals and signposts were made, of which 1659 were referrals made on modern slavery cases.

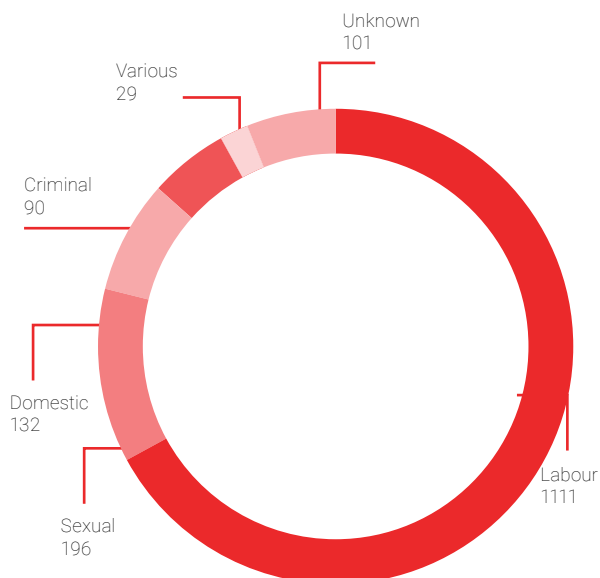
**3382**  
referrals or signposts  
made in 2018



**Table 45: Top recipients of referrals in 2018**

Agency/Org	# of referrals in 2018
GLAA	468
MET	304
NCA	92
West Midlands Police	71
Thames Valley Police	63
Avon and Somerset Police	63

**Chart 28: Referrals on modern slavery cases**



*“ During 2018, Thames Valley Police worked with the Modern Slavery Helpline to produce resources such as coasters and trolley coins that were used as part of awareness raising activity. The Modern Slavery Helpline also shared information about these resources and events on their social media platform, which was useful to extend the reach of our awareness raising activity ”*

- Thames Valley Police

Referrals from the Helpline are made to a range of agencies and organisations. The table 45 provides information on the top recipients of referrals across all case types in 2018.



## Case Study

Esi\* was already in a situation of exploitation in her home country in Africa when someone offered her what seemed like a way out – the promise of a new start and a better life in the UK. Upon arrival however, her trafficker confiscated her passport, took Esi to a flat in a British city, and forced her to sleep with a stranger, despite her crying and protesting. She was regularly raped by many different men over several months, and became seriously unwell.

Esi managed to run away from her trafficker, but with nowhere else to go she ended up being abused by another man, who raped and assaulted her. He threatened her not to leave or tell anyone about her situation.

Ultimately Esi escaped to a women's refuge and phoned the Modern Slavery Helpline. The Helpline Advisor signposted her to The Salvation Army who met with Esi and helped her enter the National Referral Mechanism (NRM), the Government's system for identifying and supporting potential victims of slavery. Esi was later given a positive reasonable grounds decision, confirming that Esi had indeed been a victim of trafficking and exploitation. She has received support which will hopefully enable her to break the cycle of re-exploitation.

Meanwhile, the Helpline referred the case to the National Crime Agency and West Mercia Police to investigate the reported crimes.

## Chapter 11 – International cases

Although the Helpline is UK focused calls are received from those reporting situations in other countries or from individuals calling from abroad regarding potential situations of modern slavery within or into the UK.

*“ Border force plays an important role in protecting people at risk of modern slavery and ensuring that those who cross the border do so safely. Our safeguarding teams work closely with Unseen to raise greater awareness of modern slavery amongst the travelling public and to promote the 24/7 confidential helpline which allows people to report exploitation and get important help. It’s key partnerships like this that enable us to keep our borders protected from criminality and keep us all safe. ”*

- Amanda Read,  
Border Force

The Helpline receives calls from abroad regarding exploitation reportedly happening in the UK, but the Helpline also receives calls of reports regarding exploitation reported to occur in countries outside of the UK. In response to these cases, the MSHRC refers international modern slavery cases to the NCA when appropriate, so that the NCA may effectively, safely liaise with trusted external agencies or offices abroad, as appropriate.

This table shows a breakdown of cases from callers or contacts outside of the UK

**Table 46: Volume and type of international cases handled by the Helpline**

Type of case	# of cases	% of international cases
General Information	9	5%
Non Modern Slavery	56	30%
Modern Slavery	115	61%
Non Substantive	7	4%
<b>Totals</b>	<b>187</b>	<b>100%</b>

The Helpline recorded a total of 187 international cases in 2018. On international cases in 2018, the Helpline received 258 calls, 66 webforms, and 2 app submissions. 215 calls and 22 webforms were received related to situations deemed to be modern slavery. 209 calls and 23 webforms were received related to situations deemed to be modern slavery.

The largest proportion of those cases deemed to involve modern slavery from an international perspective relate to situations of sexual exploitation.

**Chart 29: Breakdown of exploitation type on international cases**



**187** international cases raised by the Helpline in 2018

Additionally, 22 cases were unknown as to the type of modern slavery involved and 5 were various.

Although the Helpline is not an international Helpline, calls and contacts are received from many other countries across the globe. The table below sets out the location of the caller or contact. This highlights the complexity of the work of the Helpline and the scope of the Helpline as a port of call for those in need.

**Table 47: Number and location of international callers**

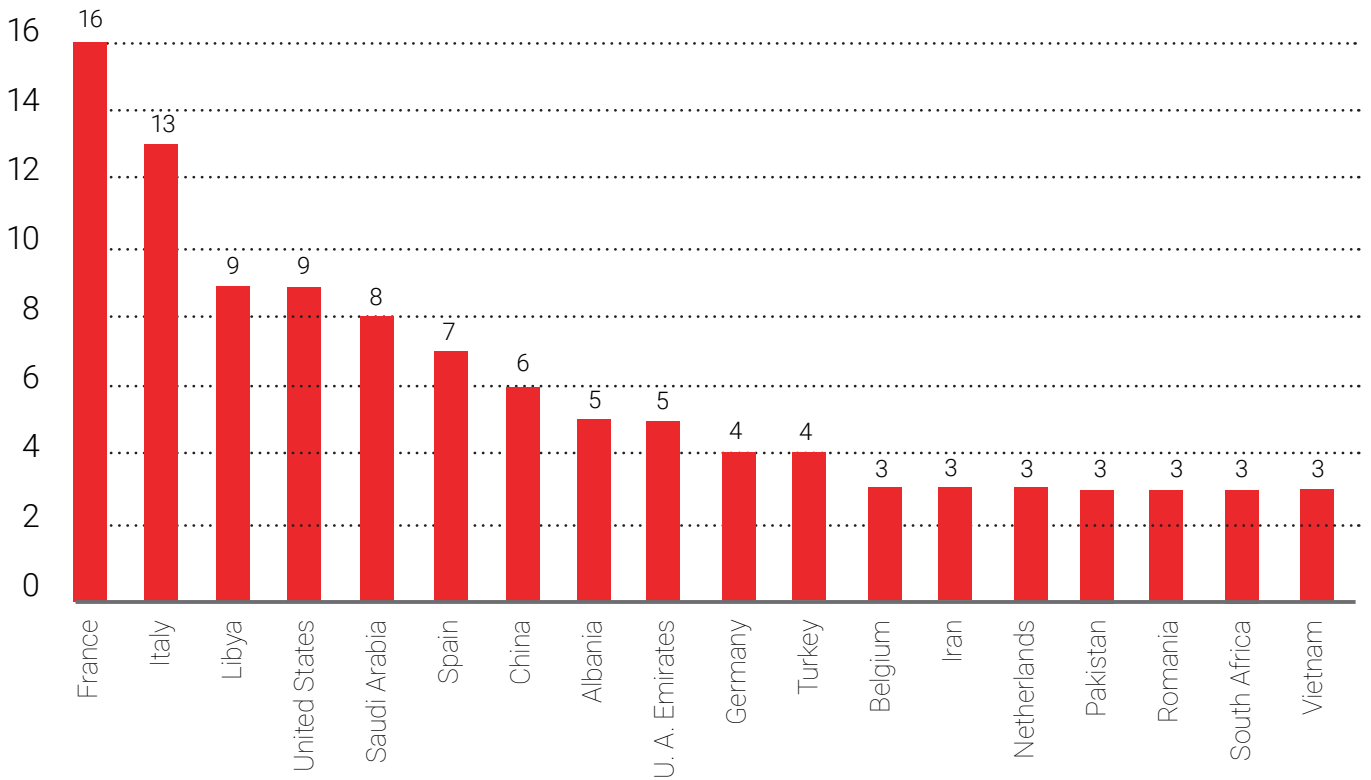
Country	# of POCs
United States	28
France	5
Poland	5
Germany	3
Ecuador	4
India	3
Ireland	4
Italy	3
Romania	2
Spain	4
Barbados	2
Cyprus	1
Denmark	1
Nigeria	2
Philippines	2
Portugal	1
Russia	1
South Africa	4
Vietnam	1
Qatar	3
Pakistan	2
Czech Republic	2
Australia	2
New Zealand	1
Libya	1
Lebanon	1
Kenya	1
Jordan	1
Japan	1
Israel	1
Indonesia	1
Hungary	1
Estonia	1
Democratic Rep. of Congo	1
Bulgaria	1
Bangladesh	1
Sri Lanka	1
Belgium	1
<b>TOTAL</b>	<b>100</b>



International cases are complex in nature and often situations involve more than one location or country of exploitation. In total the Helpline received reports of potential modern slavery

situations involving 57 different countries. The chart below shows the top countries where exploitation has been reported to be occurring in.

Chart 30: International cases by most commonly reported location of exploitation



One or two modern slavery cases were also reported across 39 additional countries. Although France was reported as the potential location of exploitation in the most number of international cases, those cases citing the United Arab Emirates as the location of exploitation had the most potential victims indicated, with 42.

A range of exploitation types are recorded on cases where there is an international dimension. Cases from the United Arab Emirates indicated the most potential victims (31) of labour exploitation, however these potential victims arose from one case or instance. Saudi Arabia has the highest prevalence of domestic servitude cases (6) and for sexual exploitation it is Italy (9).

### Method of Travel

In cases of exploitation, potential victims were reported to enter the UK in a number of ways. The table below shows the four most common methods of travel into the UK. (Table 48, 49)

In many situations, PVs do not travel directly from their country of origin to the UK but pass through other countries. In 2018, at least 77 countries were recorded as transit countries, through which PVs passed before arriving in the UK.

Chart 31: Number of PVs exploited in countries outside the UK

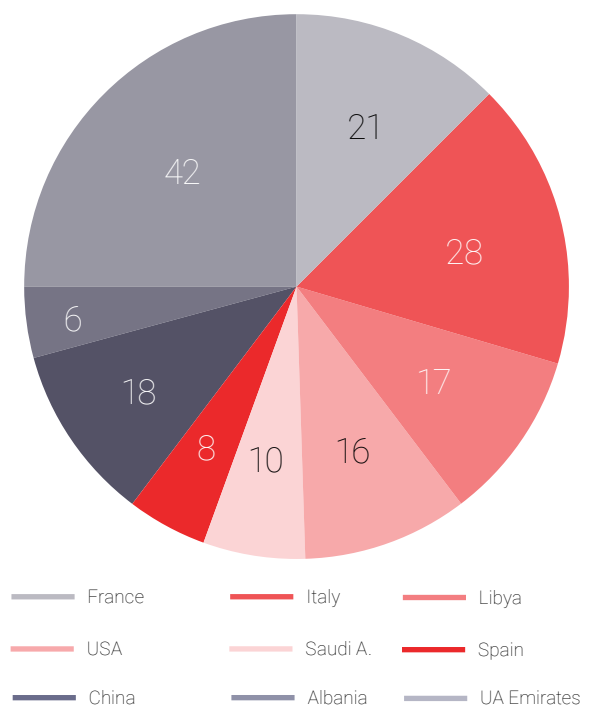


Table 48: Methods of travel by number of cases and PVs

Method of Travel	# of PVs	# of Cases
Plane	732	62
Bus/coach	232	8
Car	124	12
Boat	63	7
Lorry	53	28

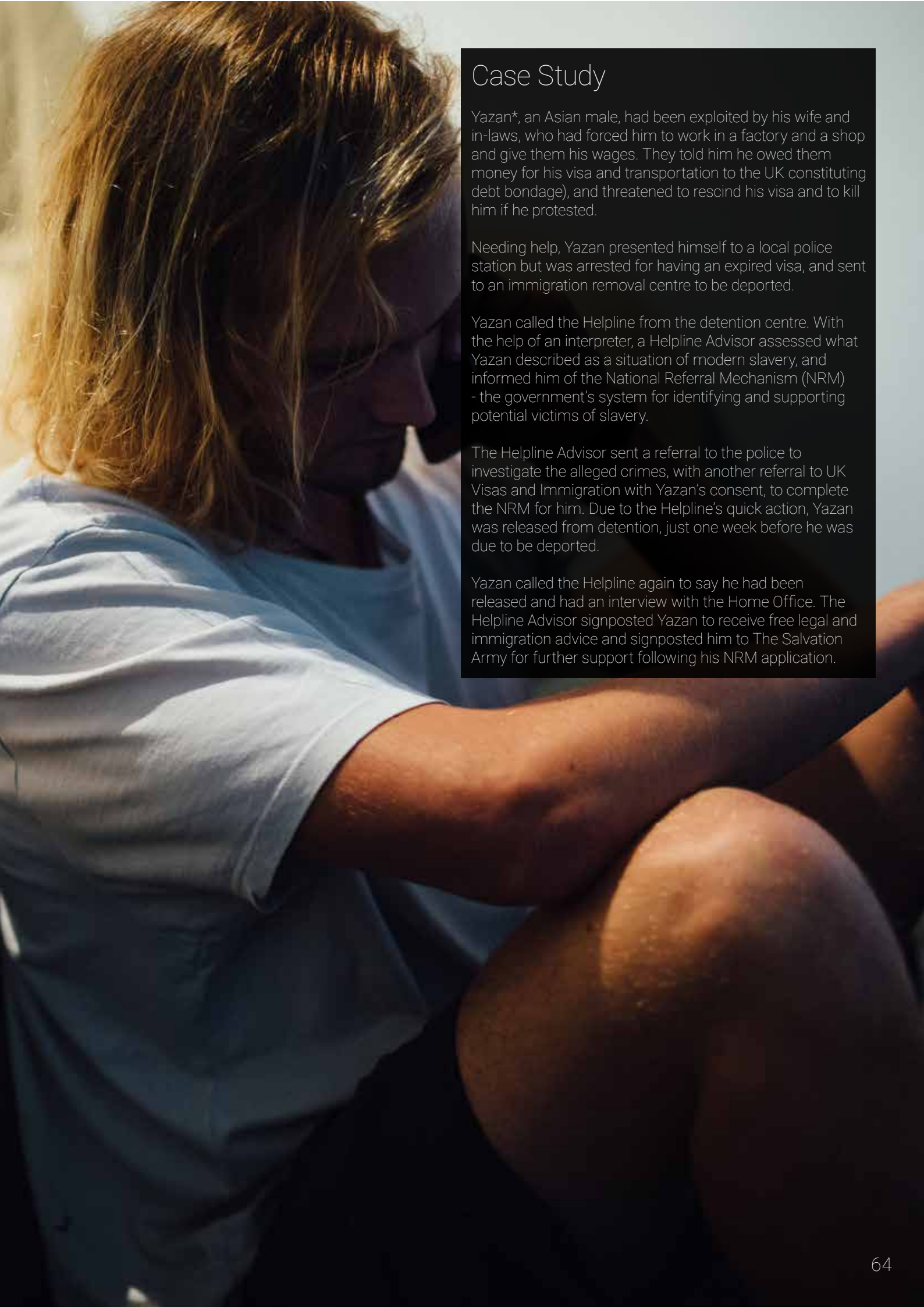
For PVs entering England, the most common ports reported are:

Table 49: Common ports of entry in England

Port	# of PVs	# of cases
Dover	50	1
Heathrow	38	8
London	5	3
Gatwick	5	1
Bristol	2	1
Luton	2	2
Manchester	2	2
Liverpool	1	1
Norwich	1	1

*“ The 24/7, almost immediate access to interpretation services, as well as trained staff to deal with sensitive cases and to recognise the signs of exploitation, makes it possible for the victim to be secured. ... I personally experienced their effectiveness in two of the cases that reached my office.”*

**- Rodica Carausu,  
Romanian Embassy**



## Case Study

Yazan\*, an Asian male, had been exploited by his wife and in-laws, who had forced him to work in a factory and a shop and give them his wages. They told him he owed them money for his visa and transportation to the UK constituting debt bondage), and threatened to rescind his visa and to kill him if he protested.

Needing help, Yazan presented himself to a local police station but was arrested for having an expired visa, and sent to an immigration removal centre to be deported.

Yazan called the Helpline from the detention centre. With the help of an interpreter, a Helpline Advisor assessed what Yazan described as a situation of modern slavery, and informed him of the National Referral Mechanism (NRM) - the government's system for identifying and supporting potential victims of slavery.

The Helpline Advisor sent a referral to the police to investigate the alleged crimes, with another referral to UK Visas and Immigration with Yazan's consent, to complete the NRM for him. Due to the Helpline's quick action, Yazan was released from detention, just one week before he was due to be deported.

Yazan called the Helpline again to say he had been released and had an interview with the Home Office. The Helpline Advisor signposted Yazan to receive free legal and immigration advice and signposted him to The Salvation Army for further support following his NRM application.

## Chapter 12 – Non Modern Slavery

Although the Helpline is UK focused calls are received from those reporting situations in other countries or from individuals calling from abroad regarding potential situations of modern slavery within or into the UK.

*“ We are delighted to have such a close working relationship with the Modern Slavery Helpline. By pushing out the Unseen App to all our phones, officers and staff have quick access to a simple tool that provides information on both physical and psychological signs to be aware of in victims of Modern Slavery, as well as environments victims may be found in and the relevant legislation. The work of the Helpline is vital in protecting those most vulnerable in our communities and assisting us in delivering safer neighbourhoods. ”*

- Temporary Detective Sergeant Richard Sidney, North Wales Police

With such a complex issue like modern slavery the Helpline takes calls about many interrelated topics such as labour abuse, domestic abuse, female genital mutilation and honour based violence. In 2018, the Helpline opened 2088 non modern slavery cases.

The Helpline regularly signposts non-MS cases to organisations reported to specialise in the topic or need indicated by the caller. A total of 621 referrals were made on cases classified as non-Modern Slavery and a further 465 signposts to relevant services including NGOs and local authorities.

**Table 50: Number of contacts and cases related to non-modern slavery**

	England	Scotland	Wales	Northern Ireland	Total
# of cases	1317	40	51	21	1429
# of calls	1531	41	36	25	1633
# of webforms	411	12	17	5	445
# of App subs	20	1	1	1	23
<b>TOTAL Contacts</b>	<b>1962</b>	<b>54</b>	<b>54</b>	<b>31</b>	<b>2101</b>

\*total number of contacts made in the calendar year of 2018 related to cases classified as non-modern slavery

One case may have multiple types of concerns. Where an indicator or indicators are recorded on labour abuse cases the most prevalent indicator is non-payment of national minimum wage (NMW). These cases are usually referred to the Gangmasters and Labour Abuse Authority (GLAA) for consideration and onward referral to HMRC, NMW Board, or the Health and Safety Executive, where appropriate. In 2018, the Helpline made 365 referrals to GLAA on non-modern slavery cases.

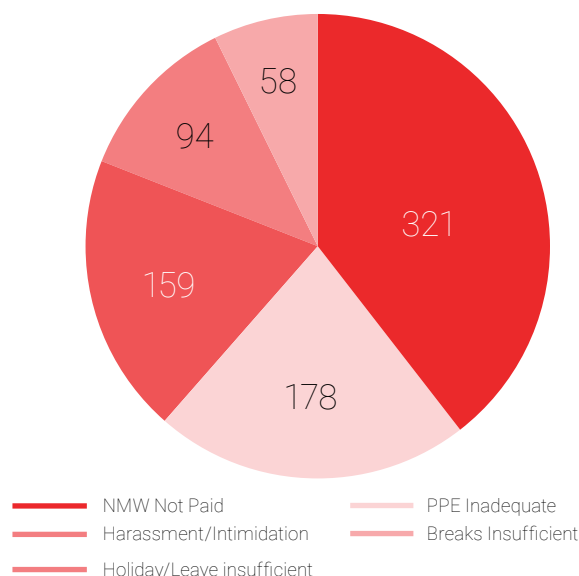
Of the 831 labour abuse cases, Table 51 shows a breakdown for the industries involved.

**25%**  
of all labour abuse cases reported relate to car washes

**Table 51: Number and types of different crimes reported**

Types of situations and related crimes	Number of instances
Labour Abuse	831
Other	770
Commercial Sex- Non-Trafficking	85
Domestic Abuse	84
Sexual Abuse/assault	82
Violence	60
Runaway/Homeless	58
Mental Health	52
Benefit Fraud/identity theft	41
Child abuse/neglect	40
Employment Issue	36
Asylum/Immigration issue	35
Smuggling	25
Drug Crime	19
House of Multiple Occupancy	19
Begging	17
Forced Marriage	14
Stalking	9
Harassment/Bullying	6
Missing person	5
Health and Safety	5
Pornography	4
FGM	1
<b>Total</b>	<b>2285</b>

**Chart 32: Indicators of Labour Abuse**



## Table 52: Industries of Labour Abuse

Industry	# of cases
Car Wash	210
Hospitality	73
Construction	51
Beauty/Spa Services	48
Other	37
Factory	29
Not Specified	25
Transportation	26
Care Sector	28
Domestic work/au pair	25
Retail	23
Janitorial/cleaning services	18
Agriculture/farm	9
Manufacturing	8
Various	8
Landscaping/Gardening	8
Criminal	2
Maritime industry	1
Travellers/caravan site	1
Commercial Sex	1
Blank	200
<b>Total</b>	<b>831</b>

## Chapter 13 – General Information

Callers often contact the Helpline for general information and advice. These are classified as general information cases and help to demonstrate the range and type of calls the Helpline receives. The largest proportion of calls seek general advice about situations of modern slavery, the indicators, and what to do if someone has suspicion that needs reporting.

*“The Modern Slavery Helpline is a unique one-stop phone number for everything from general enquiries to reporting actual or suspected abuse. One phone call to the Modern Slavery Helpline creates the opportunity for anyone to add their own eyes and ears to thousands of others and help bring an end modern slavery in the UK.”*

- James Ewins QC,  
Ambassador for the  
Modern Slavery Helpline

As well as dealing with cases of modern slavery the helpline also takes general inquiry calls which can span a wide array of topics.

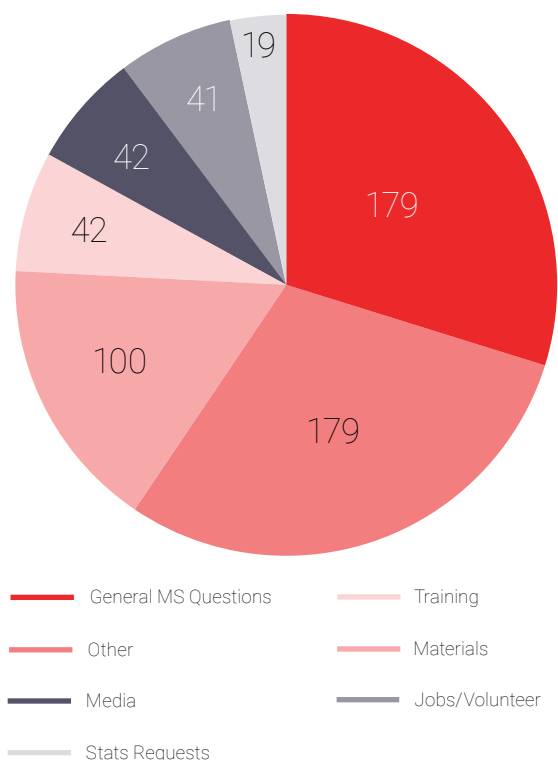
**Table 53: Breakdown of General Information cases and contacts within the UK**

	England	Scotland	Wales	Northern Ireland	Total
# of cases	265	17	17	6	305
<b>Contacts</b>					
# of calls	250	14	15	5	284
# of webforms	15	2	0	0	17
# of App subs	1	0	0	0	1
<b>Total # of contacts</b>	<b>266</b>	<b>16</b>	<b>15</b>	<b>5</b>	<b>302</b>

\*total number of contacts made in the calendar year of 2018 related to cases classified as general information

On 179 cases marked as general information, the caller asked general MS questions.

**Chart 33: Breakdown of General Information Requests**



One caller may make more than one request hence why there are more requests than cases or contacts. In 2018, the Helpline opened 527 general information cases, with 540 types of callers or contacts.

Calls have also been received from Faith-based organisations, NGOs, legal professionals, the National Crime Agency, mental health professionals airline/airport personnel, family or friend of a potential victim and potential victims themselves.

40% of calls from community members were seeking general information about modern slavery and the indicators and signs to spot. For training, the largest number of contacts came from businesses and for materials the largest number of contacts were from the police.

**Table 54: Top contact types on General Info cases**

Contact Type	# of contacts	% of contacts
Community Member		
Business		
Police	176	33%
Local Authority/Regional	72	13%
Government entity	60	11%
Unknown	47	9%
NGO- Other		
Press/Media	30	6%
Medical Professional	26	5%
NGO- Anti-trafficking	25	5%
Government	20	4%
Educator/School Personnel	19	4%
Student	17	3%
	11	2%
	10	2%



# Chapter 14 – Role of Business

Business plays a vital role in mitigating the risks of modern slavery in supply chains and their own organisations. Through the Helpline, businesses can access support, advice and information about any situation related to labour abuse or modern slavery.

*“As founding partner we’re proud to see the helpline flourish. With the new Unseen app more people now know how to spot the signs and report concerns around modern slavery, but there’s still plenty more work to be done. We encourage all businesses to promote both the helpline and app to help put an end to this cycle of abuse.”*

- Eric Anderson,  
Senior Consultant, BT

Businesses call the Helpline for a variety of reasons, however, the most prevalent request is related to enquiries about how to handle a situation or victim should a business find or suspect modern slavery.

In 2018, the Helpline had 92 cases on which a business was seeking advice. Interestingly, businesses seek advice in the context of a variety of cases.

**Table 55: Breakdown of cases where a business is seeking advice**

Type of case where business called seeking advice:	# of cases
Modern Slavery	29
Non Modern Slavery	18
General Information	43
Non-Substantive	2
<b>Total</b>	<b>92</b>

The most common query from business, in 45 cases, is what to do if a potential victim is encountered. In 14 cases, businesses also called to ask about their obligations under the Modern Slavery Act and around supply chain transparency.

A variety of types of businesses call seeking advice, such as construction companies, recruitment job centres, solicitor firms, and health care companies.

Exploitation often happens outside of the work place, when individuals' wages are taken from them by an exploiter unaffiliated with the business or place of work of the potential victim. Businesses can proactively raise awareness of the signs of exploitation and offer support or signpost to the Helpline for workers who may be exploited at home.

## Business involved in MS

Businesses can also be implicated or suspected of being part of a situation of exploitation. In 2018, a business was suspected to be involved in 811 modern slavery cases.

Work venues or sites are also reported to be places of recruitment into exploitation. For 516 potential victims, a work or business venue was recorded as a recruitment location or method.

**49%**

of cases featured businesses asking what to do if they encounter a potential situation or victim.

*“ PMP Recruitment is committed to raising awareness of modern slavery and in October we collaborated with Unseen to launch ‘Be Seen, Be Heard’, a campaign which influences peers to be more responsible, more transparent and to tackle modern slavery head-on. The aim of ‘Be Seen, Be Heard’ is to promote the Modern Slavery Helpline which is a lifeline for victims and essential in gathering data and measuring impact. Awareness needs to replace ignorance and action is critical in eradicating modern slavery. Unseen and the incredible team behind the Helpline are leading the way in this fight. The Modern Slavery Helpline, and new mobile app, allow people to confidentially report suspicious activity or have a voice if they’re a victim of this horrific crime. I can’t praise Unseen enough for their amazing work in changing, but above all saving lives! ”*

- Jamie Reynolds,  
Managing Director,  
PMP Recruitment

## Our Partners

The Helpline is committed to working in partnership with many different agencies, organisations and businesses. As well as working effectively with the UK Government, devolved Governments, and law enforcement agencies across the UK, the Helpline also works with a number of key businesses to ensure the work of the Helpline is maximised to achieve our overall aim – a world without slavery.





## Case Study

In his late teens, Roman\* had come to the UK from a country in Eastern Europe to work. His ticket and transportation had been paid for by men who turned out to be part of an organised gang from his home country, and who then forced Roman to give up his wages to them in repayment. They also took his ID and destroyed it in front of him.

After a year of working every day, and repaying the cost of the ticket a hundred times over, his wages were still being confiscated. When he confronted the gang members, Roman was threatened that he would be kicked out and become homeless for life, and was beaten. Roman reported that the beating stopped only because he quit 'complaining' and did what he was told.

Roman called the Helpline late one afternoon, during a brief moment in which the exploiters were away. He was promptly connected to an interpreter due to his restricted English.

Roman wanted out of the situation and needed help. The Helpline Advisor discussed the potential role of police in helping him to leave this unsafe situation. The Helpline Advisor then explained the National Referral Mechanism (NRM) - the government's system for identifying and supporting potential victims of slavery - outlining the help potentially available and told Roman that he would need to share his story for the NRM application to be submitted.

Having confirmed that Roman definitely wanted to leave the situation with police, the Helpline Advisor and Roman agreed that he would go to work as normal the next morning, and would then move to an agreed public location at a set time. Meanwhile, the Helpline gave the police the agreed location, timing, and Roman's mobile number and physical description.

The Helpline Advisor also established that there would be a three-hour window just before the meet during which time it would be safe to reach Roman on his mobile phone. The Helpline Advisor advised Roman to pack a 'go bag' with any money he had, snacks, one or two changes of clothes, and a phone charger.

The Helpline contacted local police and explained that Roman was in a situation of high risk and would be in real danger should anything go wrong. The police were very responsive, confirmed the plan with Roman during the window prior to the meet, and met him at the agreed location.

The extraction went as planned and Roman escaped his situation. He later confirmed to the Helpline that he was successfully entered into the NRM.

# Chapter 15 – Challenges and Opportunities

The Helpline continues to face a range of challenges but also opportunities in dealing with those who have been abused and exploited. This is particularly the case when individuals have significant and complex needs.

*“I have waited on the phone with potential victims, providing them with safety planning advice to minimise risk while other team members communicate with police and other agencies to arrange for urgent support and protection for the potential victim to remove them from the threat of their exploiters. It’s a huge relief in such moments when the caller lets us know that police have arrived to help them, and we can debrief with officers on their special responsibilities to safeguard the potential victim and offer the National Referral Mechanism.”*

- Helpline Advisor

The Helpline faces a range of challenges and opportunities in dealing with individuals who are vulnerable. Limited support options and a lack of knowledge about modern slavery and what to do are common challenges faced by Helpline Advisors when engaging with callers. The list below highlights some of the key challenges faced by Helpline Advisors in their day to day work:

- Helpline capacity in dealing with complex situations
- Time needed to build up relationships and trust
- Variation in local authority practices/pathways
- Education of frontline professionals
- Immediate housing needs
- Lack of response/feedback on referrals/cases
- Staffing unexpected spikes related to external activity

Funding the Helpline also provides a key challenge. As well as challenges, the Helpline also has a range of opportunities, which include:

- Maintaining and offering independent and confidential advice
- Ensuring the Helpline is free to call
- Developing expertise on safety planning
- Informing stakeholders of trends
- Working collaboratively

The Helpline regularly offers support to frontline professionals in the moment, who need a quick reminder as to the Government's National Referral Mechanism process or wish to discuss factors in a given situation. The Helpline's role in offering this technical advice has served to fill the gaps in knowledge and understanding on many occasions. Many first responders or frontline professionals are not familiar with the signs of modern slavery or what their statutory duties are when a victim is encountered. As the only dedicated 24/7 Helpline for modern slavery, Unseen has a unique position in its understanding of what is happening on the ground. The Helpline is able to utilise its data to maximum effect by incorporating real life examples into training provided to frontline professionals.

Often, the Helpline will get complicated cases 'handed off' at 5:30pm on a Friday afternoon. Helpline Advisors quickly pick the issue up and readily engage. Yet, at all times of day, especially on weekends or late evenings, potential victims in need of immediate housing or immediate support often face limited options, which vary significantly based on the location. Some areas have more local charities in the field or higher engagement from local authorities who are willing and able to offer support. While the Helpline has created an online directory and maintains many relationships with partners and robust referral routes, options are not always ideal or readily available.

After making the most appropriate referral, in a victim-centred way, the Helpline then follows up on referrals sent to ensure they have been received. Confirmations and updates on actions taken by investigative bodies or NGOs providing service are much appreciated.

While raising awareness of modern slavery is key, a clear call to action renders campaigns more effective. The Helpline continues

to see the impact of communications efforts, as contacts to the Helpline increase surrounding campaigns or media coverage. These welcome spikes have an operational impact; thus, the Helpline will continue to work with partners to get as much information as possible about upcoming press releases, reports and campaigns so that we are able to best serve callers.

Potential victims often call the helpline multiple times to build up a relationship and build trust with the Advisors.

Operating 24/7 allows Advisors to work at the speed of the caller, taking time to listen to callers and research options to fit their needs. We are also able to call back outside of business hours, when requested and it is safe to do so.

The Helpline is continuing to review its database, editing the instance each year to capture trends and record new sectors, relationships, recruitment tackles as they become more commonly reported.

***“ The Modern Slavery Helpline is a vital resource for frontline healthcare professionals. Accessibility of confidential advice and support is a big issue, as our contact with patients is often out of hours. Having the Modern Slavery Helpline available at the end of a phone, 24 hours a day, seven days a week; facilities immediate access, which can help provide better health outcomes for patients. Frontline health care professionals are uniquely positioned to identify and support victims/survivors of modern slavery and it is therefore of the utmost importance that all frontline staff are appropriately equipped with the right training and resources. ”***

**- Lou Cahill,  
Clinical Nurse Specialist**

# Chapter 16 – Emerging Trends

Understanding the new ways in which vulnerable people may be exploited is key in attempting to stay ahead of the adept criminals who prey on the vulnerable to make a profit. Through the Helpline, Unseen seeks to work with partners to utilise its data to maximum advantage.

With unique insight into diverse situations of Modern Slavery, the Helpline can be at the fore of identifying key emerging trends, tactics and methods of manipulating and controlling those who are abused and exploited.

During 2018, the Helpline identified an emerging trend related to churches/religious sites or places of worship as recruitment locations or where potential exploitation may occur. Additionally, religion has been cited as a potential method of control by those contacting the Helpline with the mention of cults and religious beliefs as a way of increasing the psychological controls over potential victims.

The Helpline is also seeing a continued slow build of labour exploitation in recycling/waste facilities related to forced labour. The Helpline continues to monitor these types of cases in order to seek opportunities to work with those who can help prevent the situation from becoming worse or stopping it in the first place.

A rise in the number of cases involving situations where the transportation sector is indicated has also been seen by the Helpline. Often drivers are being coerced or feel like they have no option but to work extremely long hours with no breaks for fear of losing their job. In many reported instances, the worker's treatment may be considered to be more akin to labour abuse rather than modern slavery. All relevant information will be taken into consideration by the Helpline Advisor in determining the classification of the case and any subsequent action needed to address the situation.

As the Helpline matures, reliance on technology to support analysis of situations and data will be key to maintain a good grasp of what is happening on the ground and how it can be disrupted and eradicated. Unseen is committed to identifying technological solutions that can prevent vulnerable individuals from being subjected to modern slavery or other forms of abuse or exploitation.

## Chapter 15 - Conclusion

Despite facing a number of ongoing challenges, the Helpline has continued to offer a professional and dedicated service to vulnerable individuals, members of the public, businesses and statutory agencies. We continue to work collaboratively with many partners to bring together resource, experience, knowledge and understanding so that our response can be as well informed as possible.

If anyone wants help or support on any situation involving modern slavery please download the Unseen App, call the Modern Slavery Helpline on 08000 121700, or complete a webform at [www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org).

\*Names and any distinguishing facts in the case studies used in this document have been changed to protect the identity of the individuals involved'

# Annex A - 2018 Aggregate Data

\*includes transgender female

## England

4044 Calls relating to England cases

903 Online Reports

21 App Submissions

1486 Cases of Modern Slavery

6158 Potential Victims of Modern Slavery Indicated

Police Force	# of MS Cases	% in/dec from 2017	Labour	Sexual	Criminal	Domestic	Various	Unknown	# of PVs
Avon & Somerset Constabulary	78	5%	35	11	12	5	1	14	355
Bedfordshire Police	17	-26%	9	2		3		3	68
Cambridgeshire Constabulary	22	38%	17	3				2	85
Cheshire Constabulary	25	79%	19	2	1			3	113
Cleveland Police	11	175%	8	2				1	32
Cumbria Constabulary	15	200%	12				1	2	46
Derbyshire Constabulary	24	100%	20	2		1		1	73
Devon & Cornwall Constabulary	31	24%	16	5	2	3		5	105
Dorset Police	11	-35%	7	3			1		18
Durham Constabulary*	5	-50%	3	1		1			13
Essex Police	36	20%	27	3	1	4	1		365
Gloucestershire Constabulary	13	-7%	10	1		1		1	35
Greater Manchester Police	70	56%	41	7	5	6	1	10	408
Hampshire Constabulary	39	77%	30	3	1	1	1	3	185
Hertfordshire Constabulary	27	8%	17	2	2	2	2	2	65
Humberside Police	12	33%	10	1		1			44
Kent Police	59	90%	43	4	2	6		4	285
Lancashire Constabulary	33	43%	22	4	2	3		2	84
Leicestershire Constabulary	19	-14%	13	4		1		1	67
Lincolnshire Police	9	29%	6	1		1		1	25
Merseyside Police	15	-17%	10		1	1		3	66
Metropolitan Police Service	378	42%	161	57	41	64	11	44	1481
Norfolk Constabulary	14	27%	6	2	1	1		4	33
Northamptonshire Police	18	-50%	14	2	1	1			59
Northumbria Police	13	0%	6	5				2	44
North Yorkshire Police	5	-32%	5						30
Nottinghamshire Police	34	100%	29	1	1	1		2	127
South Yorkshire Police	31	107%	17	9	4			1	79
Staffordshire Police	23	229%	14	3	1	1	1	3	89
Suffolk Constabulary	16	45%	13			2		1	91
Surrey Police	32	28%	27			2		3	131
Sussex Police	30	7%	19	1	3	3	1	3	309
Thames Valley Police	77	48%	51	5	5	7	1	8	364
Unknown*	71	255%	15	21	8	8	3	16	155
Warwickshire Police	13	63%	8	1		1	1	2	35
West Mercia Constabulary	17	55%	13	1				3	62
West Midlands Police	91	63%	47	14	5	8	3	14	304
West Yorkshire Police	68	119%	43	7	4	3	2	9	455
Wiltshire ConstabularyTotal	12	-37%	10		1	1			35

## Scotland

143 Calls relating to Scotland cases

37 Online Reports

3 App Submissions

58 Cases of Modern Slavery

254 Potential Victims of Modern Slavery Indicated

Police Force	# of MS Cases	% in/dec from 2017	Labour	Sexual	Criminal	Domestic	Various	Unknown	# of PVs
Scotland Police	59	-8%	43	8	3	3		2	254

## Wales

131 Calls relating to cases in Wales

34 Online Reports

1 App Submission

63 Cases of Modern Slavery

256 Potential Victims of Modern Slavery Indicated

Police Force	# of MS Cases	% in/dec from 2017	Labour	Sexual	Criminal	Domestic	Various	Unknown	# of PVs
Dyfed Powys Police	10	67%	8	1		1			23
Gwent Police	10	150%	9	1					81
North Wales Police	12	9%	10	2					52
South Wales Police	31	107%	17	8	1		1	4	103

## Northern Ireland

54 Calls relating to cases in Northern Ireland

5 Online Reports

1 App Submission

16 Cases of Modern Slavery

56 Potential Victims of Modern Slavery Indicated

Police Force	# of MS Cases	% in/dec from 2017	Labour	Sexual	Criminal	Domestic	Various	Unknown	# of PVs
Police Service of Northern Ireland	16	14%	7	3	2	2	1	1	56



Important Notes:

Total contacts represented in the annex were made within the calendar year of 2018, regardless of what year the case was opened. One victim may have been reported as having been exploited in more than one force area or location and therefore may be represented multiple times in these tables.

The information provided in this annual assessment is based on case details as at 31 January 2019. Any further information provided on a case after 31 January 2019 may change its related data, including classification, location or the number of potential victims, in subsequent reporting due to the live nature of the cases.

% in/dec from 2017	A Male	A Female	A Unknown	M Male	M Female	M Unknown	U Male	U Female	U Unknown	LE MS Ref	LA MS Ref
13%	206	44	18	4	6	1	12	9	55	47	8
-55%	25	11	22			4			6	10	1
-31%	42	4	4	1	3		7	13	11	2	2
157%	35	9	3		1	1	4	7	53	22	2
700%	11	13	2		2		1		3	9	2
207%	22	5	5				1	4	9	10	1
181%	32	8	9			3	1	2	18	19	2
46%	45	14	34	1	1		5	1	4	20	0
-72%	7	10						1		9	2
-76%	9	2*							2	5	1
-25%	74	21	31	1	7		8	2	221	25	3
-27%	14	7	4		3		3	4		8	3
219%	117	31	13	2	6	3	4	15	217	50	5
161%	93	34	30	2	1		8	4	13	28	2
-10%	22	10	20	1	4		3	3	2	19	3
-2%	21	13					5	2	3	11	1
90%	112	32	72	6	25		7	4	27	44	9
68%	35	11	4	4	3	2	11	6	8	25	8
16%	18	30	2	2	1		1		13	13	5
108%	14	1					4	1	5	9	1
12%	25	2	18	2	1		8	2	8	19	2
60%	391	256	216	19	24	14	405	45	111	216	32
32%	13	5	1	7	1		1		5	10	2
-30%	34	12	2	1			10			17	1
64%	19	13	5	2			3		2	9	1
-31%	24	0	6							3	0
210%	69	12	15	5		2	7	3	14	32	5
-10%	37	25	4	4	4			1	4	17	1
35%	61	13	2		2		4		7	19	3
78%	82	2		1			1	1	4	12	1
17%	72	16	11		1		21	1	9	33	1
209%	55	19	217		3		4	2	9	27	2
194%	95	34	54	8	2	5	15	7	144	59	5
1092%	30	35*	3	2	5	3	1	9	67		
25%	4	20		1			5	3	2	14	1
107%	15	11	15	1		1	9	4	6	17	2
24%	105	48	50	7	4	18	9	13	50	65	12
250%	82	27	16	10	3	4	35	7	271	47	8
-33%	21	4	8	2						11	

% in/dec from 2017	A Male	A Female	A Unknown	M Male	M Female	M Unknown	U Male	U Female	U Unknown	LE MS Ref	LA MS Ref
11%	84	56	57	11	4	1	20	5	16	45	9

% in/dec from 2017	A Male	A Female	A Unknown	M Male	M Female	M Unknown	U Male	U Female	U Unknown	LE MS Ref	LA MS Ref
-62%	11	4					2	3	3	10	0
440%	59	1	1		1	1		2	17	12	0
53%	25	10	14	1				2		10	1
171%	44	11	18	5	2		1	6	13	18	7

% in/dec from 2017	A Male	A Female	A Unknown	M Male	M Female	M Unknown	U Male	U Female	U Unknown	LE MS Ref	LA MS Ref
-36%	13	11	14	5	1		1	3	8	11	4



Modern Slavery Helpline on  
**0800 121700**  
or via the website at  
**[www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org)**