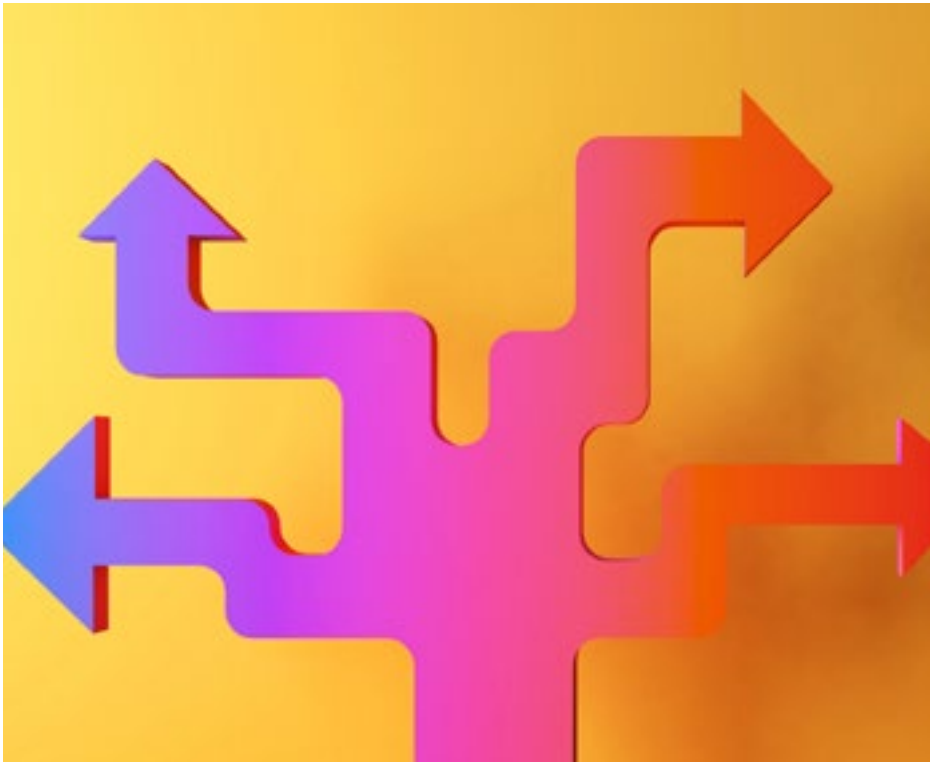


NORFOLK
ANTI-SLAVERY
NETWORK

ACCESSING SUPPORT AS A VICTIM OF MODERN SLAVERY



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No matter who you are or where you are from, all people deserve to live their lives free from exploitation and harm.

Modern Slavery and Human Trafficking is considered a serious crime in the UK where the recruitment, transport, transfer, harbouring or keeping of a person has happened with the purpose of exploitation. It can involve being controlled by threats, coercion, deception, fraud, or where a vulnerability has been abused, or payments or other benefits given.

Types of exploitation can take many forms but can include sexual exploitation, forced labour, criminal exploitation, domestic servitude, organ harvesting and human trafficking. What caused the conditions where exploitation has occurred can vary. We need to work together and learn from each other so that we can be stronger as a community and stop this crime from destroying lives.

You may have been told that you were coming to the UK to work legally but once here you have been forced to work with threats if you refuse.

THE NATIONAL REFERRAL MECHANISM (NRM)

The National Referral Mechanism (NRM) is a system for identifying and referring potential survivors of Modern Slavery and ensuring that you receive the appropriate support.

If you want the UK Government to recognise you as a victim of Modern Slavery, you can request they consider your claim by asking a First Responder to submit an NRM referral. Trained decision makers at the Home Office consider your claim to decide if they believe you are a victim of Modern Slavery. Decision makers will first decide if there are 'reasonable grounds' to suspect you are a victim of Modern Slavery.

They aim to make this first decision within 5 days, and you are entitled to emergency support including accommodation to prevent destitution prior to a Reasonable Grounds decision. This will be determined by assessment, usually by telephone with the Salvation Army who provide this service. If you receive a positive Reasonable Grounds decision, you are entitled to a certain level of support from the UK Government.

You cannot be removed from the UK while your claim is being considered. You are entitled to a minimum of 30 calendar days rest and reflection period - for some people this can last much longer. During this time, the UK Government will gather more information about you and make a final decision (a 'Conclusive Grounds' decision) about whether they believe you are a victim of Modern Slavery.

If you receive a positive Conclusive Grounds decision to confirm that the UK Government believes you are a victim of Modern Slavery, then you may be entitled to additional support to recover.

If you are not ready to make this decision just yet, you can ask for a referral in the future. If you are at risk of abuse or have care and support needs, you may be entitled to support from your local authority under the Care Act (2014).

If you wish to be referred into the NRM...

Your First Responder will complete an NRM referral with you. A First Responder is a professional within certain organisations who are trained to make referrals into the NRM, such as:



Police



Salvation Army



**Specialist
charities**



Local authorities

If you are an adult (over 18) you will have to give consent to be referred into the NRM. By consenting to an NRM referral, you also consent to your information being shared with relevant authorities such as Home Office departments and the Police. You do not need to report to the Police, but they may contact you and ask if you want support to do so. You will be asked for your personal information, an account of what has happened to you and your travel journey into and/or around the UK.

First Responders are trained to know the indicators of Human Trafficking and Modern Slavery to write information to support your claim.

The First Responder should read everything back to you to ensure it is correct and you should request a copy of this form for your records. You may be moved into temporary accommodation while this process takes place, and you will be informed if you need to leave that accommodation when you receive your reasonable grounds decision.

If you receive a negative Reasonable Grounds at this stage and don't enter the NRM, you can also ask your First Responder to appeal this decision if you have additional evidence to support your claim.



Options for care and support in the NRM: OUTREACH SUPPORT OR ACCOMMODATION AND SUPPORT

If you are given a **positive Reasonable Grounds** decision in the NRM, specialist agencies can offer you support. The Victim Care Contractor can refer you to a support organisation who will assist you to access the following:

If you are destitute and have no entitlement to accommodation, or if it is not safe for you to stay where you currently live, you can access temporary safe accommodation.

If you already have somewhere safe to live, have an entitlement to accommodation or are not accepted into a safe accommodation, specialist support agencies can offer you outreach support. You will be allocated a caseworker from a local specialist organisation who will visit and offer you support.



LEGAL ADVICE

With a positive Reasonable or Conclusive Grounds decision, you are entitled to legal aid to access some forms of legal advice for free. If required, you can discuss your immigration options and access some other areas of legal advice. If you don't have status in the UK, you should start thinking about your immigration options.

You should gather information that may assist you in completing an application and seek legal advice about the most suitable option for you.



IF YOU RECEIVE A POSITIVE 'CONCLUSIVE GROUNDS' DECISION



If you receive a positive Conclusive Grounds decision, this confirms the Government believe you are a victim of Modern Slavery. Your support provider will complete a recovery needs assessment with you. This assessment is to ensure you don't move out of support until you have reached a reasonable level of recovery and can safely move into the support of another organisation.

This will be a minimum of 30 days of extra support.

If you receive a negative Conclusive Grounds decision, this means the Government has not found enough evidence to suggest that you are a victim of Modern Slavery. You will have 14 working days to be supported to move out of the support organisation and access other support services if you need them. See the information overleaf for more detail about support you can access.

If you disagree with your Conclusive Grounds decision and believe what you have been through meets the definition of Modern Slavery, you can ask your support provider, legal representative or First Responder to support you to submit a reconsideration request.

You can include any information that you think was missing when your claim was considered. You will remain in your support until the reconsideration is considered.



If you don't enter the NRM or if you receive a negative Reasonable or Conclusive Grounds decision.

Modern Slavery is a very specific crime type. Receiving a negative decision may not mean that what happened to you isn't believed, but what happened to you may not fit the criteria of modern slavery and you may be entitled to access alternative support.

If you are at risk of abuse or have care and support needs, you may be entitled to support from your local authority under the Care Act (2014).

IMMIGRATION OPTIONS AND LEGAL ADVICE

If you don't have a legal right to stay in the UK, you should start thinking about your immigration options. You should gather information that may assist you in completing an application to remain in the UK if that is what you want to do and seek legal advice about the most suitable option for you.

You may or may not be entitled to financial assistance to access legal advice, you should only get advice from qualified legal advisors, they may offer you legal aid, pro-bono or free legal advice centres. You should always check beforehand if your legal advisor requires payment for the service.

You can find an immigration adviser by visiting **www.gov.uk** and search for 'immigration adviser'. Alternatively, you can contact:

OFFICE OF THE IMMIGRATION SERVICES COMMISSIONER

Call: **0845 000 0046**

Website: **www.oisc.gov.uk**

It is illegal for someone to give you advice if they are unqualified or unregistered and you risk their advice not being accurate or up to date.

If you wish to return to your country of origin, The Home Office Voluntary Returns Service may be able to help you to return home. You can contact them on **0300 004 0202**. The team will discuss your return and the support you may need. If it is safe for you to do so, you can also contact your Embassy for support.

HEALTHCARE

Any person can register with a doctor as a National Health Service (NHS) patient.

There is no charge for any primary care such as a general doctor appointment or emergency medical treatment. You are also exempt from paying healthcare fees if you are an ordinary resident, asylum seeker or refugee or a government-recognised potential victim of modern slavery.

Some NHS medical care will not be free and you may be asked to pay ahead of certain medical treatment taking place – you should ask a medical professional any questions about your entitlement if you are unsure. The NHS may check your immigration status with the Home Office if they are unsure about your status, they should let you know if this takes place and can give you information about this process.



ACCESS TO HOUSING

If you are ordinarily resident in the UK or have certain types of leave to remain, you may have an entitlement to housing in the UK and this includes homelessness services.

If you do not have status in the UK, you may not have entitlement to accommodation and may have difficulty accessing accommodation. You should contact your local housing team for advice.

You can access advice from the Citizens Advice Bureau or a legal representative regarding your rights and entitlements.

ACCESS TO WELFARE BENEFITS

If you have Settled Status, a form of leave to remain such as Refugee Status or Humanitarian Protection, or the right to reside in the UK you may be entitled to apply for Government welfare support, Universal Credit.

You can get advice from the Citizens Advice Bureau, the Government website or a legal support provider to discuss if you are able to apply for welfare support.

ASYLUM SEEKER SUPPORT

If you are an asylum seeker or wish to lodge an asylum claim you may be entitled to asylum support, see the information sheet for contact details. Further information on asylum support is available at:
www.gov.uk/asylum-support

It is advised that you access legal advice prior to lodging an asylum claim.

SUPPORT

Attached is a list of support services and other services who may be able to signpost you to support in the area you reside. This includes food banks and homeless shelters.



SUPPORT SERVICES

HOW TO CALL THE POLICE FOR HELP IN THE UK

You can call **Norfolk Police** in an emergency by dialling **999** from any phone. If you would like to speak to the police but it is not an emergency, such as asking for advice or reporting a concern dial **101**.

If you need to call the police in an emergency but you cannot speak dial **999** and then dial **55** from your mobile phone. This will let the police know that you need help but can not speak freely.



HOW TO REPORT A CRIME BUT REMAIN CONFIDENTIAL

Crimestoppers: call **0800 555 111** or contact them via the Crimestoppers website: **crimestoppers-uk.org**

WHO TO CONTACT TO REPORT MODERN SLAVERY AND HUMAN TRAFFICKING

In an emergency, call the **Norfolk Police** on **999** or use **101** for non-urgent calls including advice.

Contact the **Modern Slavery Helpline** (Unseen) for confidential advice and reporting, available all hours, every day on **08000 121 700** or report online at **www.modernslaveryhelpline.org/report**

Salvation Army for confidential advice, available all hours, every day on **0800 808 3733**

LABOUR EXPLOITATION

Gangmaster Labour and Abuse Authority who exist to protect vulnerable and exploited workers.

Report problems: **0800 432 0804**

Website: **www.gla.gov.uk**

Care Sector Labour Abuse- People from Abroad Team

Call: **01362 654535**

Email: **lucy.groenewald2@norfolk.gov.uk** or **ruby.nicholas@norfolk.gov.uk**

WHERE CAN I GET HELP (ADULT OR CHILD) NORFOLK

You can speak to someone within the Safeguarding Team at **Norfolk County Council** to discuss a child or adult that you are worried about.

Call: **0344 800 8020**

Report online: **www.norfolk.gov.uk**

Norfolk and Suffolk Victim Care (standard risk) provides free, confidential support to victims and witnesses of crime.

Website: **www.nsvictimcare.org**

Call: **0300 303 3706** (8am-5pm Monday-Friday)

National Helpline: **0808 1689 111** (24 hours)

GENERAL HELP AND GUIDANCE TO ACCESS LOCAL SERVICES

St Giles Trust help people held back by poverty, unemployment, involvement in the criminal justice system, homelessness, exploitation and abuse to build a positive future. Modern Slavery Victim Advocacy in Norfolk (supporting those that do not enter into the NRM).

Call: **0738 741 0978** or **07704 986680**

Email: **MDSHTProject@stgilestrust.org.uk**

Norfolk Community Advice Network (NCAN) provide a referral system that connects advice and community support providers in Norfolk, to facilitate access to better support for professionals and members of the public.

Call: **0333 996 8333**

Email: **helpline@ncan.co.uk** (helpline open 10am-4pm Monday to Friday for members of the public, or 8am – 6pm Monday to Friday for professionals).

Salvation Army can help provide many of your immediate needs such as food, accommodation and clothes:

Website: **www.salvationarmy.org.uk**

Contact online: **www.salvationarmy.org.uk/contact-us**

Call: **0207 367 4500**

British Red Cross provide practical, local and emotional support to people around the UK. Call the support line on **0808 196 3651**

FOR ASYLUM SEEKERS AND MIGRANTS

New Routes provides English classes, advice, and community projects space.

Call: **01603 213539**

Website: **www.newroutes.org.uk/contact**

Migrant Help is a charity supporting people seeking asylum, refugees and victims of Human Trafficking and Modern Slavery.

Free asylum helpline (open 24/7/365): **0808 8010 503**

Web chat and online form: **www.migranthelpuk.org/contact**

FOR TRAVELLER COMMUNITIES

One Voice 4 Travellers works with and supports members of the Gypsy Traveller and Roma communities who are in conditions of need, hardship or distress caused by or associated with violence.

Call: **07939 519877** or **07930 958274** (please leave a message giving your name and contact details)

Email: **onevoice4travellers@hotmail.com**

CHILDREN AND YOUNG PEOPLE HARMED BY SEXUAL EXPLOITATION

The Rose Project provides support to young people throughout Norfolk who have been affected by child sexual exploitation.

Call: **01603 610256**

Email: **support@magdalenegroup.org**

FOR CHILDREN/YOUNG PEOPLE IN GENERAL

You can call the National Society for the Prevention of Cruelty to Children (NSPCC) if you think a child is in danger of trafficking on **0808 800 5000**

MAP supporting young people aged 11-25 in Norfolk.

Call: **0800 0744454**

Email: **advice@map.uk.net** or **info@map.uk.net**

HELP FOR VICTIMS OF DOMESTIC ABUSE IN NORFOLK

NIDAS - Norfolk Integrated Domestic Abuse Services (medium and high risk) provides joined up support for those experiencing domestic abuse across Norfolk.

Website: **www.nidasnorfolk.co.uk**

Call: **0300 561 0555** (9am and 6:30pm on weekdays, between 9am and 3pm on weekends) Out of hours: **0808 2000 247** or text: **07860 063 464**

Leeway refuge services including short term emergency accommodation.

Website: www.leewaysupport.org

24-hour telephone helpline: **0300 561 0077**

Orwell refuge services (Haven Project) provides emergency accommodation for females in South Norfolk.

Website: www.orwell-housing.co.uk

Call: **0845 467 4876**

Pandora Project (standard risk) provide advice, support and information for women and children affected by domestic abuse living in West Norfolk and North Norfolk.

Website: www.pandoraproject.org.uk

Email: info@pandoraproject.org.uk

Daisy Programme (standard risk support Breckland) supporting men and women living with or who have been affected by domestic abuse in the Breckland area.

Website: www.daisyprogramme.org.uk

Call: **01953 880903**

Email: help@daisyprogramme.org.uk

SERVICES TO HELP PEOPLE TRAPPED IN DRUGS AND CRIME

If you feel at risk of being pulled into drugs-related crime, you can call **Change Grow Live** (CGL) for help on **01603 514096**.

HONOUR-BASED ABUSE OR FORCED MARRIAGE

Karma Nirvana are able to listen and to help anyone who is affected by Honour Based Abuse or facing a forced marriage.

Free helpline: **0800 5999 247** (Mon-Fri 9am-5pm)

Online form: www.karmanirvana.org.uk/about/contact-us/

Freedom Charity can give support to victims of forced marriage and violence upon women thought to have brought dishonour on their family.

24/7 Helpline: **0845 607 0133**

Or text the words: **4freedom to 88802**

Website: www.freedomcharity.org.uk/contact-us/

HOMELESS OR AT RISK OF HOMELESSNESS CHARITIES IN NORFOLK

Shelter for housing and legal advice if you are homeless, have nowhere to stay or worried about losing your home, or are at risk of harm or abuse in your home.

Call: **0808 8004444**

Legal team: **0344 515 1564**

Webchat: england.shelter.org.uk/get_help/webchat

The Benjamin Foundation and **Empanda** offer accommodation for young people under 25. You can make a direct referral or speak to the Housing Options team on **01263 513811** or emergency out-of-hours call **01223 849782** for further advice.

Sanctuary Housing offers hostel accommodation. They can make a referral for you.

Call: **01263 513811**

Email: housing@north-norfolk.gov.uk

Pathways Norwich offer immediate and long-term solutions to sleeping rough.

Call: **01603 984694**

Email: **pathways@stmartinshousing.org.uk**

The Purfleet Trust Kings Lynn supports people experiencing homelessness.

Call: **01553 767829**

Email: **enquiries@purfleettrust.org.uk**

Herring House Trust Great Yarmouth works for single homeless people in the Borough of Great Yarmouth.

Call: **01493 331524**

Email: **info@herringhousetrust.org.uk**

Kings Lynn Night Shelter supporting homelessness in Kings Lynn and West Norfolk.

Call: **01553 776109**

Email: **nightshelter.steering@gmail.com**

Streetlink for someone you are worried about sleeping rough where a outreach team can make contact with them.

Website: **www.streetlink.org.uk**

Call: **0300 500 0914**

No Second Night Out who can help and advise you if you need a bed for the night.

Call **0870 383 3333**

Pottergate ARC (part of Salvation Army) run a drop-in for people who are homeless or vulnerably housed at 28 Pottergate, Norwich NR21DX.

Call: **01603 663496**

Email: **nicola.darkins@salvationarmy.org.uk**

WHERE CAN I GET FOOD?

You can get free food at foodbanks. To get food from a food bank, you usually need a foodbank voucher. You can ask for a voucher from your GP, a local homeless charity or advice agency such as Citizens Advice.

Take your voucher to the food bank and exchange it for a food parcel. It will contain at least three days' emergency food.

Find out where to get a voucher and find a foodbank:

Website: **www.communitydirectory.norfolk.gov.uk**

Call: **0300 365 1123**

Email: **admin@norwich.foodbank.org.uk**

WHERE CAN I GET FREE LEGAL ADVICE IN NORFOLK?

Norfolk Community Law Service

- Domestic Abuse advice: call **01603 496623** option 3, or email **family@ncls.co.uk**
- Debt advice: call **01603 496623** option 2, or email **debt@ncls.co.uk**
- Employment and general advice: call **01603 496623** option 5, or email **info@ncls.co.uk**.
- Immigration advice: call **01603 496623** option 1, or email **immigration@ncls.co.uk**
- Welfare benefits advice: call **01603 496623** option 4, or email **wrars@ncls.co.uk**. WhatsApp: **07900 153753**

Norfolk Citizens Advice, for free, impartial, confidential and accredited advice.

Call: **0800 144 8848**

Online form: **www.ncab.org.uk/email-advice-form**

Website: **www.ncab.org.uk/get-advice**

