

# Lewisham Modern Slavery Victim Care Pathway

**1. A professional identifies or is made aware of a potential victim(s) of Modern Slavery and or Human Trafficking.** This could be via 101 or 999, and if so Police would follow their internal procedures in the first instance.



**2. Crisis Risk Assessment:** In emergency cases where there is an immediate threat to the potential victim(s) or other related individuals, or if emergency medical treatment is needed, then call 999. Ring the Modern Slavery Helpline for advice if needed (0800 012 1700). If Translation services are needed then ring Language Line (0845 310 9900), or your agencies own provider. Each department within the London Borough of Lewisham (LBL) Council has their own Language Line contract.



**3. Contact the relevant LBL Modern Slavery single point of contact to alert them:**

Children Social Care – Safeguarding Lead/ Service Manager.  
Adult Social Care – Safeguarding Lead/ Service Manager.

**Also contact the relevant duty team as below**

The referrer should then submit a Safeguarding Concern Form/Merlin record the actions they have taken.



**Children and Family  
Cases:  
Office Hours**

**Adult only Cases:  
Office Hours**

**Out of Office Hours  
(Children and Adults)**

Children MASH  
020 8314 6660

Adult Gateway Team  
020 8314 7777

Emergency Duty  
Team  
020 8314 6000



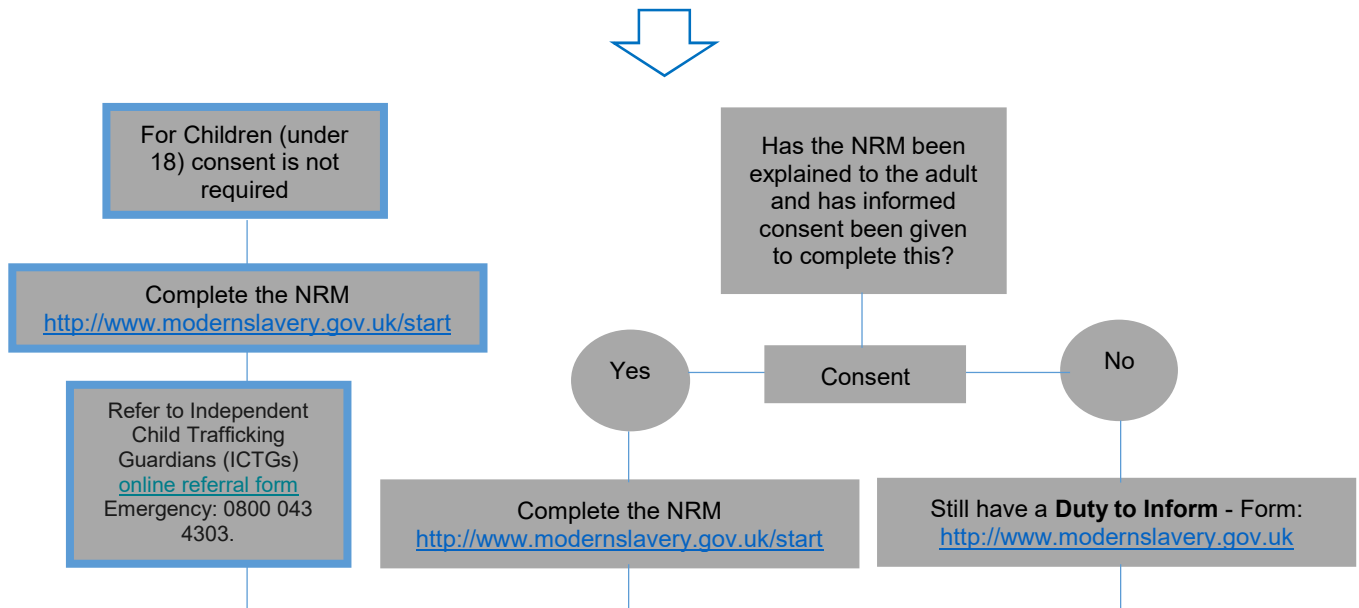
**4. Conduct an Initial Needs and Risk Assessment (first 24 hrs)**

If this is urgent complete within 3hrs if needed:

- Is the victim(s) still being targeted or exploited, or are they likely to be by the perpetrator(s)?
- Do they have accommodation needs?
- Do they have any access to money/ benefits or a legal income?
- Do they need food or clothes?
- Can the victim(s) live independently?
- Do they need legal or immigration advice?
- Do they have needs for care and support, including health concerns?
- Do they have any other support needs (see Initial Needs and Risk Assessment Form).

## 5. Complete the National Referral Mechanism Process:

Refer to: [Government Guidance for the National Referral Mechanism](#)



## 6. Refer to relevant sources of Support

Sources of Support and Information		
Name	Contact	Overview of Support
<b>National Organisations</b>		
Modern Slavery Human Trafficking Unit Tactical Advisors	0844 7782 406	24/7 advice, support and expertise to police officers.
Child Trafficking Advice Centre (CTAC)	0808 800 5000	Specialist support for child victims of modern slavery.
<a href="#">Barnado's Independent Child Trafficking Guardian Service (ICTG):</a>	0800 0434 303 <a href="mailto:countertrafficking@barnados.org.uk">countertrafficking@barnados.org.uk</a> , or complete an online referral form <a href="#">here</a> .	Offer direct support work to young people without parents or guardians in the UK, and advice and support to professionals or guardians acting for young people with existing support.  Available pre, during and post-NRM.
Ugly Mugs	0161 629 9861  You can also report an incident online <a href="#">here</a> .	Intelligence service for sex workers. Provides warnings to people in the sex industry about dangerous individuals.
<a href="#">NSPCC Child Trafficking Advice centre</a>	0808 800 5000 <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>	Advice and support for professionals worried that a young person may be a victim of trafficking.
Modern Day Slavery Helpline	08000 121 700	24/7 helpline.
Migrant Help UK	0808 8010 503	24/7 helpline.
Gangmasters and Labour Abuse Authority (GLAA)	0800 432 0804	Confidential reporting line, Monday to Friday, 9-5pm.

<a href="#">Victim Support</a>	0808 1689 11 fill our their <a href="#">online form</a> , or <a href="#">start a live chat</a>	Provides support for victims of all types of crime, including modern slavery. They have a dedicated service for children.
<a href="#">The British Red Cross (BRC):</a>	020 7704 5686 <a href="mailto:LondonRU@redcross.org.uk">LondonRU@redcross.org.uk</a> .	The BRC has a dedicated Anti-Trafficking Officer who provides complex casework to survivors of trafficking. Those who have had contact with the asylum process can additionally access casework and destitution support through Refugee Services.
<a href="#">East European Resource Centre:</a>	0800 121 4226 <a href="mailto:slavery@eerc.org.uk">slavery@eerc.org.uk</a>	Information, advice and advocacy for Eastern European migrants in need of help navigating British systems.
<a href="#">Helen Bamber Foundation:</a>	020 3058 2020 or make an online referral <a href="#">here</a> , or email <a href="mailto:reception@helenbamber.org">reception@helenbamber.org</a> .	Holistic care and support for victims of modern slavery, including support from legal staff and trained therapists.
<a href="#">SPACE:</a>	<a href="mailto:emai@bespaceaware.co.uk">emai@bespaceaware.co.uk</a>	Consultancy and expert witness services for British victims of criminal exploitation, including county lines. Provides free advice for families directly affected by county lines exploitation.
<a href="#">Unseen Modern Slavery Helpline</a>	08000 121 700 <a href="mailto:info@mshelpline@unseen.org">info@mshelpline@unseen.org</a>	Offers translation services 24/7 on their helpline.
<b>Sexual Assault</b>		
Sexual Assault Referral Centre (SARC):	020 3299 1599	Camberwell Haven in South London: 24/7 self-referral service for rape/ sexual assault.
<a href="#">Solace Women's Aid</a>	Advice line on 0808 802 5565 Rape Crisis line on 0808 801 0305, or email <a href="mailto:advice@solacewomen.org">advice@solacewomen.org</a>	Accommodation, advice and support for women in London, including Rape Crisis line.
<b>Accommodation</b>		
Emergency Accommodation	020 8314 7007	Housing Solutions is accessible 24/7.  There would be an assessment of 'eligibility and vulnerability' so emergency accommodation would not be guaranteed unless the normal thresholds were reached. If the individuals had No Recourse to Public Funds (NRPF) then they would need to be referred to Adult Social Care.  Children Services would automatically make any family a priority need, so Housing Solutions would have to provide emergency accommodation if they were eligible. If they were not eligible or NRPF then it would be a MASH referral and a S.17 assessment from Children Services.

		If emergency accommodation cannot be sourced via the Council then refer to Salvation Army as above if the victim(s) may otherwise become destitute pre- Reasonable Grounds (RG) decision.  There may also be link to the Domestic Abuse Act 2021 and priority need.
Salvation Army	0800 808 3733	24/7 helpline - for First Responders to call when a victim of modern slavery is destitute & no other emergency accommodation can be provided.
<a href="#">Refuge:</a>	0800 112 4052	Temporary accommodation for women escaping abuse.
<a href="#">Hope at Home:</a>	07877 447 341 <a href="mailto:helen@hopeathome.org.uk">helen@hopeathome.org.uk</a>	Train and support individuals to host low-needs adult survivors of human trafficking for up to a year post-NRM as move-on accommodation.
<a href="#">Love146 UK:</a>	Call 08456 802 146 <a href="mailto:info@love146.org.uk">info@love146.org.uk</a>	Short term accommodation for child victims of modern slavery or unaccompanied children. Available pre- and post-NRM contract and to persons with no recourse to public funds.
<a href="#">Daria House (nia):</a>	07884 886901	A refuge in central London for women who have been sexually exploited, with a particular focus on supporting women who have been exploited through their involvement in prostitution.
<a href="#">Emma Project (nia):</a>	07590 712872	Specialist refuge in central London for women who have experienced domestic and sexual violence and who also use substances problematically.
<a href="#">Ella's Home:</a>	<a href="mailto:referrals@ellas.org.uk">referrals@ellas.org.uk</a>	Accommodation for female victims of modern slavery with recourse to public funds; and floating support for women with or without recourse. Those not entering the NRM welcome.
<a href="#">Olallo House:</a>	020 7380 6020/07725927908 <a href="mailto:MiguelNeves@sjog.org.uk">MiguelNeves@sjog.org.uk</a>	32 bed short-term accommodation for homeless migrants of all genders in central London. Provides hot meals; job search and 1-2-1 keyworker support. Those with no recourse to public funds (NRPF) and those not entering the NRM are welcome.
<a href="#">St Mungo's:</a>	020 3856 6000 <a href="mailto:info@mungos.org">info@mungos.org</a>	Homeless charity providing No Second Night Out Services and tailored support.
<b>Interpretation Services</b>		
<a href="#">Hestia Modern Slavery Response Team</a>	<a href="mailto:ModernSlavery.Response@hestia.org">ModernSlavery.Response@hestia.org</a>	Interpretation services for adult survivors within NRM contract or after.
<a href="#">Hibiscus Initiatives</a>	020 7697 4120 <a href="mailto:referrals@hibiscus.org.uk">referrals@hibiscus.org.uk</a>	Offer interpretation services for foreign national adult women.
<a href="#">Kalayaan:</a>	0207 243 2942 <a href="mailto:info@kalayaan.org.uk">info@kalayaan.org.uk</a>	Interpretation services for migrant domestic workers.

<b>Domestic Abuse Services</b>		
<a href="#">Refuge:</a>	Call 0774 111 9930 <a href="mailto:modernslavery@refuge.org.uk">modernslavery@refuge.org.uk</a>	Can help Middle Eastern, Eastern European, Vietnamese, and Chinese victims of forced or sham marriage to access support that is tailored to their specific needs and experiences.
Local Athena Service	0800112 4052	Women and girls aged over 13; Men aged 16 or older; Transgender and identifies as male, female, as another gender, or is questioning gender identity.
<b>Food Bank</b>		
Lewisham Food Bank	07938 071854 <a href="mailto:info@lewisham.foodbank.org.uk">info@lewisham.foodbank.org.uk</a>	For other general support call <b>Community Connections Lewisham</b> 0330 058 3464 Monday-Friday 9.30 am – 4 pm who can: <ul style="list-style-type: none"> <li>• Connect you to groups and communities, and enable access to social opportunities</li> <li>• Help with staying active</li> <li>• Access befriending and practical assistance</li> <li>• Help find new opportunities for employment, training and learning</li> </ul>
<b>Physical Health</b>		
Lewisham and Greenwich NHS Trust	<p style="text-align: center;"><b>Adults</b> 020 8333 3042/3043</p> <p style="text-align: center;"><b>Children</b> 020 8333 3138</p> <p style="text-align: center;"><b>Urgent Care Centre</b> 020 8333 3226</p>	<p>Emergency Treatment can be accessed via University Hospital of Lewisham (UHL) – Emergency Department.</p> <p>See here for more information: <a href="https://www.lewishamandgreenwich.nhs.uk/emergency-services-in-lewisham/">https://www.lewishamandgreenwich.nhs.uk/emergency-services-in-lewisham/</a></p> <p>Victims can register with any local GP as long as their address is within their catchment area. Prescriptions and dental accosts can be met through the <a href="#">HC2 Form</a></p> <p>Asylum Seekers can register with any GP practice.</p>
<b>Mental ill-Health</b>		
Mental Health Crisis Line South London and Maudsley NHS Foundation Trust (SLaM)	0800 731 2864	Emergency issues may also be directed via UHL in person as above.  Also see here for more information: <a href="https://www.slam.nhs.uk/about-us/operations-directorates/lewisham/">https://www.slam.nhs.uk/about-us/operations-directorates/lewisham/</a>
<a href="#">Keeping Well SEL:</a>	Individuals can contact IAPT:  020 3228 3563  <a href="mailto:slm-tr.keepingwell.sel@nhs.net">slm-tr.keepingwell.sel@nhs.net</a>	The Improving Access to Psychological Therapies (IAPT) is a free, accessible, confidential therapy service available to everyone and hosted by the NHS.
<b>Alcohol and Substance Misuse Services</b>		
<a href="#">Turning Point:</a>	020 7841 7600 <a href="mailto:info@turning-point.co.uk">info@turning-point.co.uk</a>	Provides mental health support and services for people wishing to address their alcohol or drug use.

Change, Grow, Live (CGL)	0208 314 5566 <a href="mailto:info.lewisham@cgl.org.uk">info.lewisham@cgl.org.uk</a>	See here for more information: <a href="https://www.changegrowlive.org/lewisham/info">https://www.changegrowlive.org/lewisham/info</a>
<b>Legal Advice</b>		
<a href="#">ATLEU:</a>	020 7700 7311 <a href="mailto:referrals@atleu.org.uk">referrals@atleu.org.uk</a>	Legal representation for victims of modern slavery. Can support appeals for negative National Referral Mechanism (NRM) decisions. Provides free advice on immigration, compensation and housing for support providers working with victim/survivors of modern slavery.
Legal or Immigration Advice (for professionals)	Legal Team within London Borough of Lewisham	Staff working within the Council will be able to access legal support and information, including in relation to No Recourse to Public Funds (NRPF) cases.
<b>Post-National Referral Mechanism (NRM) Support</b>		
<a href="#">Hestia:</a>	<a href="mailto:phoenixproject@hestia.org">phoenixproject@hestia.org</a>	In addition to being an NRM sub-contractor for The Salvation Army, Hestia runs The Phoenix Project, a post-NRM programme supporting survivors with a positive Conclusive Grounds decision (with or without leave to remain). Case workers support survivors to integrate within their local community and increase their independence.
<a href="#">Sophie Hayes Foundation</a>	There is a contact via form on their website <a href="#">here</a> .	Post-NRM support and skills workshops for survivors of modern slavery.
<a href="#">The Salvation Army</a>	For referral information call 0207 629 5242 (option 2) or email <a href="mailto:abigail.lennox@salvationarmy.org.uk">abigail.lennox@salvationarmy.org.uk</a>	Drop-in service in Westminster for survivors in London with a positive Conclusive Grounds decision (with or without leave to remain). Survivors are paired with a highly trained volunteer and are invited to meals and trips to help move towards recovery and independence.



## 7. Multi-Agency Long-Term Care Plan (follow safeguarding pathways)

If the victim(s) are to remain in the borough or likely to return to the borough, develop a plan around safety, housing, mental/physical health, legal advice, immigration options, work options, social/cultural needs.



## 8. 45 day Recovery and Reflection Period

If victim is rehoused outside borough, advocate should contact TSA safe house's local authority (LA), and ensure they have all relevant documents. Ask new LA, with the safe house, to develop an exit plan for victim. Original advocate should follow up in 45 days.



## 9. If Conclusive Grounds decision from the Home Office is Negative

Consider appeal and or judicial review processes. Review long-term Care Plan which should remain open for a further 6 months.