

Victims of human trafficking – guidance for frontline staff

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

About this guidance

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This guidance tells all Home Office frontline staff on how to identify and help potential victims of human trafficking.</p> <p>A victim of human trafficking is someone who has been recruited or moved into a situation of exploitation by deception or coercion.</p> <p>This guidance tells you how to:</p> <ul style="list-style-type: none">• identify potential victims of trafficking• refer potential victims to the National Referral Mechanism (NRM), and• make sure victims have access to the services they are entitled to. <p>Once a potential victim of trafficking is referred to the NRM, a trained professional in a designated competent authority will make the decision on whether they have been trafficked.</p> <p>To download a process overview of how to refer a potential victim of trafficking to the NRM, see related link.</p> <p>Council of Europe Convention on Action against Trafficking in Human Beings This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings (the Convention). The Convention focuses on:</p> <ul style="list-style-type: none">• protecting victims of trafficking and safeguarding their rights• preventing trafficking, and• prosecuting traffickers. <p>Changes to this guidance – This page tells you what has changed since the pervious version of this guidance.</p>	<p>In this section Changes to this guidance Contact Information owner</p> <p>Links to staff intranet removed</p>
--	--	---

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

	<p>Contacts – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.</p>	
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Changes to this guidance

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	This page lists changes to the human trafficking guidance for frontline staff, with the most recent at the top.		Related links Children See also Contact Information owner Links to staff intranet removed
	Date of the change	Details of the change	
	26 July 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Children:<ul style="list-style-type: none">○ sub-heading 'Further guidance', second paragraph, updated telephone number of NSPCC child trafficking advice line• Minor housekeeping changes.	
	23 January 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Minor housekeeping changes.	
		For previous changes you will need to access the archived guidance. See related link: Human trafficking – archive .	

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Definition of human trafficking

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This section tells frontline staff the defining characteristics of ‘human trafficking’.</p> <p>The Council of Europe Convention on Action against Trafficking in Human Beings defines human trafficking as:</p> <p>‘the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.</p> <p>Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.’</p> <p>Human trafficking is essentially the recruitment, movement or receipt of a person by deception or coercion into a situation of exploitation, this may include:</p> <ul style="list-style-type: none">• prostitution (or other forms of sexual exploitation)• forced labour• slavery• servitude, or• the removal of organs. <p>Moving the victim</p> <p>Victims are generally moved to a place where there is a market for their services, often where they lack language skills and other basic knowledge that allows them to seek help.</p> <p>As noted in the guidelines on international protection issued by the office of the United Nations High Commissioner for Refugees (UNHCR):</p>	<p>In this section</p> <p>Smuggling or trafficking?</p> <p>Exploitation</p> <p>Links to staff intranet removed</p>
--	---	---

	<p>‘An important aspect of this definition is an understanding of trafficking as a process comprising a number of interrelated actions rather than a single act at a given point in time. Once initial control is secured, victims are generally moved to a place where there is a market for their services, often where they lack language skills and other basic knowledge that would enable them to seek help.</p> <p>While these actions can all take place within one country’s borders, they can also take place across borders with the recruitment taking place in one country and the act of receiving the victim and the exploitation taking place in another. Whether or not an international border is crossed, the intention to exploit the individual concerned underpins the entire process.’</p> <p>Consent of the victim The apparent consent of a victim to be controlled and exploited is irrelevant when one or more of the following is used to get that consent:</p> <ul style="list-style-type: none"> • the threat or use of force • abduction • fraud • deception • abuse of power or of a position of vulnerability • giving or receiving of payments or benefits. <p>Any child recruited, transported or transferred for the purposes of exploitation is considered a potential victim of trafficking, whether or not they are forced or deceived. This is because it is not considered possible for children to give informed consent.</p> <p>For more information about exploitation and the difference between smuggling and trafficking, see related links.</p>	
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Smuggling or trafficking?

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff the difference between cases of human smuggling and human trafficking.</p> <p>Human smuggling This is defined as moving a person across a border illegally, and is regarded as a violation of state sovereignty.</p> <p>Human trafficking This is defined as exploiting the victim for gain or other benefit and is regarded as a violation of that person's freedom and integrity.</p> <p>Distinguishing characteristics There are several factors to help distinguish between smuggling and trafficking.</p> <ul style="list-style-type: none">• With trafficking, a victim's entry into a state can be legal or illegal but smuggling is characterised by illegal entry.• Trafficking can take place both within and across national borders but international travel is required for smuggling.• In the case of adults, trafficking is carried out with the use of force and/or deception. Smuggling is not, which indicates it is a voluntary act on the part of those smuggled.• Trafficking involves the exploitation of people after they have been relocated, while the services of smugglers usually end when people reach their destination. <p>To download a quick guide how to identify the difference between smuggling and trafficking, see related link: Smuggling vs. trafficking.</p> <p>For more information on the exploitation victims of trafficking are subject to, see related link: Exploitation.</p>	<p>Related links Exploitation Smuggling vs. trafficking</p> <p>Links to staff intranet removed</p>
--	---	---

	<p>Unclear cases</p> <p>As noted in ‘Smuggled or Trafficked?’ by Jacqueline Bhabha and Monette Zard, it should be appreciated that the distinction of smuggling and trafficking can be blurred.</p> <p>There are certainly ‘pure’ cases of trafficking and smuggling - of children kidnapped without their parents’ consent, of migrant workers defrauded from the outset or, at the other end of the spectrum, of completely transparent cross-border transportation agreements where a fee is mutually agreed and the relationship between transporter and transported ends.</p> <p>However at the point of departure and at multiple stages of the journey, it may well be unclear which category – trafficking or smuggling – is at issue. Most transported undocumented migrants appear to consent in some way to an initial proposition to travel but frequently on the way or on arrival in the destination country circumstances change.</p>	
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Exploitation

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	This section tells frontline staff about the exploitation victims of trafficking are subject to.	In this section Sexual exploitation Forced labour Domestic servitude Organ harvesting
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Sexual exploitation

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff about people who are trafficked for sexual exploitation.</p> <p>Human trafficking for the purpose of sexual exploitation primarily affects women and children.</p> <p>Female victims</p> <p>Most female victims of trafficking identified in the UK are exploited in prostitution against their will. Some may know the type of work they were destined for, but will have been unaware of the level of control over their freedom, movement or monetary arrangements. Many are beaten, raped and abused.</p> <p>They may go abroad based on false promises of good jobs and economic opportunities, often out of ambition to earn money and make a better life for their children or family. Their youth makes them more desirable to traffickers looking for young girls to service their male clients.</p> <p>The forcible or deceptive recruitment of women and girls for the purposes of forced prostitution or sexual exploitation is a form of gender related violence.</p> <p>For more information on gender related violence, see related links:</p> <ul style="list-style-type: none">• Stolen Smiles: a summary report on the physical and psychological health consequences of women and adolescents trafficked in Europe• Ending violence against women and girls in the UK. <p>There is no typical experience of people who are trafficked for sexual exploitation. Some are held captive, assaulted and violated. Others are less abused physically, but are psychologically tormented, and live in fear of harm to themselves and their family members. The way in which different people describe their experiences means you must not rely on</p>	<p>In this section</p> <p>Forced labour</p> <p>Domestic servitude</p> <p>Organ harvesting</p> <p>Links to staff intranet removed</p>
--	--	---

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

	<p>victims to self-identify in explicit or obvious ways.</p> <p>Male victims Sexual exploitation of men also occurs but there is currently only limited evidence that there are adult male victims of sexual exploitation in the UK.</p> <p>For more information on how to identify a potential victim of trafficking, see link on left.</p>	
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Forced labour

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff about people who are trafficked for forced labour.</p> <p>Definition The International Labour Organisation (ILO) define forced labour as:</p> <p>‘All work or service which is exacted from any person under the menace of any penalty and for which the person has not offered himself voluntarily.’</p> <p>Forced labour is not restricted to a particular sector of the labour market but typically takes place in manufacturing (sweat shops), agriculture and construction. It affects both children and adults and represents a violation of human rights and restriction of human freedom practices similar to slavery, debt bondage or serfdom.</p> <p>Forced labour is not:</p> <ul style="list-style-type: none">• voluntarily working for low wages and/or in poor working conditions, or• being unwilling to leave a job because of the real or perceived lack of alternative employment. <p>For more information on forced labour, see page 5 of related link: A Global alliance against forced labour.</p> <p>For more information on how to identify a potential victim of trafficking, see link on left.</p>	<p>In this section Sexual exploitation Domestic servitude Organ harvesting</p> <p>Links to staff intranet removed</p>
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Domestic servitude

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff about people who are trafficked for domestic slavery.</p> <p>Domestic servitude often involves people working in a household where they are:</p> <ul style="list-style-type: none">• ill treated• humiliated• subjected to exhausting working hours• forced to live and work under unbearable conditions• forced to work for little or no pay. <p>The problems of domestic workers held in servitude are made worse because they often find it very difficult to leave their employers and seek help. Abusive employers create physical and psychological obstacles by, for example, instilling fear in the domestic slave by threatening them, or their relatives, with further abuse or deportation, or by withholding their passport.</p> <p>For more information on domestic servitude, see related links:</p> <ul style="list-style-type: none">• United Nations Office on Drugs and Crime - Domestic 'service' or domestic slavery?• Council of Europe Parliamentary Assembly – Domestic slavery: servitude, au pairs and mail-order brides. <p>For more information on how to identify a potential victim of trafficking, see link on left.</p>	<p>In this section</p> <p>Sexual exploitation</p> <p>Forced labour</p> <p>Organ harvesting</p> <p>Links to staff intranet removed</p>
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Organ harvesting

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff about people who are trafficked for the purposes of organ harvesting.</p> <p>Organ harvesting involves trafficking people to use their internal organs for transplant.</p> <p>Fraud frequently occurs if the individual is initially willing to have their organs removed and they enter into contracts where certain sums of money are promised to them but they are either only paid part of the agreed sum or none at all.</p> <p>Organ donors may also be deceived by the traffickers who mislead them or withhold relevant information about the medical intervention.</p> <p>For more information on organ harvesting see related link: Joint Council of Europe/United Nations Study on trafficking in organs.</p> <p>For more information on how to identify a potential victim of trafficking, see link on left.</p>	<p>In this section</p> <p>Sexual exploitation</p> <p>Forced labour</p> <p>Domestic servitude</p> <p>Links to staff intranet removed</p>
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Identifying potential victims of trafficking

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This section tells frontline staff how to identify potential victims of human trafficking.</p> <p>Once you identify a potential victim, you must make sure safe accommodation is arranged and any urgent health needs met.</p> <p>You must then refer the person to a ‘competent authority’ by completing a National Referral Mechanism form. The competent authority then makes a decision on whether the person is a victim of trafficking.</p> <p>For more information on the National Referral Mechanism, see link on left.</p>	<p>In this section</p> <p>Where are victims of trafficking identified</p> <p>Potential victims who claim asylum</p> <p>People at high risk of trafficking</p> <p>Indicators of trafficking</p> <p>Victims who are reluctant to self-identify</p>
--	--	---

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Where are victims of trafficking identified?

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff where they are most likely to encounter potential victims of human trafficking.</p> <p>Trafficking victims may be identified at any stage in the border and immigration process and may not have a related protection claim. Any frontline member of staff may identify a potential victim of trafficking. However, frontline officers in the following areas must be particularly alert to the signs of trafficking:</p> <ul style="list-style-type: none">• Border Force• criminal casework• entry clearance staff• enforcement teams• immigration crime teams• local immigration teams• asylum screening unit• asylum processing• public enquiry office staff• detention centres. <p>If you work in one of these areas you must complete the e-learning training packages 'Human Trafficking' and 'Human Trafficking – the National Referral Mechanism (NRM) Process' which you can find on Discover.</p> <p>For more information on the indicators of trafficking, see related link.</p> <p>Asylum screening unit (ASU) If you work in an ASU, you may be the first to have contact with potential victims of trafficking. You must not rely on the applicant to explicitly identify themselves as a victim of trafficking as there are many barriers to them doing so, for example:</p>	<p>In this section Potential victims who claim asylum People at high risk of trafficking Indicators of trafficking Victims who are reluctant to self-identify</p> <p>Related links Children</p> <p>Links to staff intranet removed</p>
--	---	--

	<ul style="list-style-type: none"> • fear of reprisals against them or their families • fear of removal and/or being treated as an immigration offender, or • the situation of dependency in which they find themselves. <p>If appropriate, you must use an individual screening room. Female asylum applicants may prefer to be interviewed by a female screening officer and interpreter.</p> <p>If possible requests must be accommodated. If ,during the screening interview, it appears an individual is a potential victim of trafficking (either because they stated they have been trafficked or because there are indicators to suggest this), you must:</p> <ul style="list-style-type: none"> • discuss the case with your manager, and • consider completing the NRM referral form. <p>For more information on referring potential victims into the National Referral Mechanism, see link on left.</p> <p>Children You must deal with children as a priority because of their vulnerability. Careful handling of the child is essential to avoid alarming or causing them concern. For more information on child victims of trafficking, see related link: Children.</p> <p>For more information on potential victims of trafficking who claim asylum, see related link.</p> <p>Enforcement Enforcement Officers must refer to the enforcement instructions and guidance for information on handling potential victims and child victims of trafficking. See related links:</p> <ul style="list-style-type: none"> • 09 Identifying victims of trafficking • 26 Unaccompanied children. <p>Immigration crime</p>	
--	--	--

	<p>Most traffickers are organised criminals. Human trafficking is a vile crime, where people are treated as commodities and exploited for criminal gain. A potential victim of trafficking is a potential victim of a serious crime in the UK. Trafficking is punishable by up to 14 years in prison and allegations must be investigated.</p> <p>Pre-entry In some trafficking cases the victim is recruited through registered or illegal agencies that organise and aid the process of travel from one country to another. In others a community member, family member, perceived friend, partner or any other mediator will recruit the victim and sponsor their visit or arrange for their illegal movement.</p> <p>Indicators of such recruitment may include:</p> <ul style="list-style-type: none"> • charging excessive fees for visas and other travel documents • processing and providing fake travel documents without informing the migrant who is to use them • recruitment for non-existent jobs as well as misrepresenting the job and work conditions (for example, women going abroad and believing they will work as domestic workers but end up in prostitution) • providing a loan that is hard to pay back (particularly since the interest on the loan and the amount of the loan itself tend to be falsely inflated). <p>For more information on recruitment, see page 7 of related link: Anti-slavery International 2005 Protocol.</p> <p>Port of Entry All ports of entry in the UK are potential channels for victims of trafficking. If you work at a port you must be alert to all possible signs, including those that are more subtle. Victims may not show obvious signs of distress on arrival, as they may not see themselves as being at risk of harm from the trafficker, or may not consider themselves to be in any danger. However, in both scenarios the victim is likely to have been coached with a story to tell the authorities at the border.</p>	
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

	For information on identifying child victims of trafficking, see related link: Children .	
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Potential victims who claim asylum

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	This section tells frontline staff how to handle victims of trafficking who claim asylum in the UK.	In this section Asylum interviews Accommodation for victims who claim asylum Links between the trafficking and asylum decisions
--	---	---

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Asylum interviews

<p>About this guidance</p> <p>Definition of trafficking</p> <p>Identifying potential victims of trafficking</p> <p>Handling potential victims of trafficking</p> <p>The National Referral Mechanism</p>	<p>This page tells asylum case owners how to handle potential victims of trafficking they encounter during an asylum interview.</p> <p>Most trafficking cases come to light before an asylum claimant is interviewed. However, in some cases you may identify a potential victim during an asylum interview. Such claimants may be reluctant to go into much detail about the full facts of their case due to:</p> <ul style="list-style-type: none">• cultural barriers• the traumatic or humiliating nature of the treatment they have suffered, or• the potentially illegal actions in which they were involved. <p>You must phrase your questions carefully and sympathetically to avoid causing undue distress, but keep in mind the need to get as full an account as possible.</p> <p>Establishing what happened</p> <p>Your questions must be open and without assumptions to establish what happened. You may need to establish if:</p> <ul style="list-style-type: none">• they approached the agent and/or trafficker• they were recruited in their country of origin and, if so, how• any control was maintained - were any threats made to them or their family• their family knows about their situation and what impact on the applicant would there be if they did know• they fear the trafficker and/or associates if returned to their country of origin• they can seek the protection of the authorities back home from the trafficker and/or associates• they can move around freely in their country of origin• they are able to resort to internal relocation.	<p>In this section</p> <p>Accommodation for victims who claim asylum</p> <p>Links between the trafficking and asylum decisions</p> <p>Related links</p> <p>Children</p> <p>Links to staff intranet removed</p>
---	--	--

	<p>This list is not exhaustive. For example, you may also have to question whether the applicant is a member of a particular social group (PSG). For more information, see related link: Considering the asylum claim and assessing credibility.</p> <p>If you think an individual is a potential victim of trafficking following an interview, you will need to act as the first responder and follow the National Referral Mechanism (NRM) referral procedure for adults or children. For information on the NRM, see link on left.</p> <p>Interviewing female victims of sexual assault Women who have been sexually assaulted may suffer trauma which can affect how they respond during interviews. The symptoms of this may include:</p> <ul style="list-style-type: none"> • persistent fear • a loss of self-confidence and self-esteem • difficulty in concentration • an attitude of self-blame • shame • a pervasive loss of control and memory loss or distortion. <p>You must not automatically draw negative assumptions, if a woman cannot recount details of their experience, when you assess their credibility. Female asylum applicants may prefer to be interviewed by a female case owner or caseworker and interpreter. You must accommodate this where it is both practical and possible to do so. Decisions on whether to postpone interviews must be made on a case by case basis.</p> <p>For more information, see related links:</p> <ul style="list-style-type: none"> • Gender issues in the asylum claim • Conducting the asylum Interview. <p>Interviewing children Children cannot always provide as much detail as adults in recalling abusive experiences. Therefore, if possible, you must consider evidence from other agencies involved with the</p>	
--	---	--

	<p>child (for example local authorities), which may be relevant to the child's application.</p> <p>If during an interview you believe the child is too traumatised to provide information in an understandable manner, you must pause the interview and re-assess the situation. If the child is unable to continue, you must rearrange the interview for another date.</p> <p>For further information on identifying potential child victims and interviewing children, see related links:</p> <ul style="list-style-type: none">• Children• Processing asylum applications from children.	
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Accommodation for victims who claim asylum

<p>About this guidance</p> <p>Definition of trafficking</p> <p>Identifying potential victims of trafficking</p> <p>Handling potential victims of trafficking</p> <p>The National Referral Mechanism</p>	<p>This page tells frontline staff how to provide accommodation for asylum claimants who are victims of trafficking.</p> <p>When a victim of trafficking claims asylum, you must follow the standard procedures for housing asylum applicants. They may also need outreach support (the competent authority can help you arrange this).</p> <p>Secure accommodation</p> <p>If the competent authority finds reasonable grounds to believe someone is a victim of trafficking, the Home Office is obliged to make sure their accommodation is appropriate and secure.</p> <p>This means accommodation must meet their support needs and be secure enough to make sure victims cannot be kidnapped by traffickers. For example, accommodation may be secure if it is in a different location from where the victim was exploited.</p> <p>Some victims may require more comprehensive security or support arrangements. The level of trauma or sophistication of the traffickers and their desire to recover a victim are factors in your consideration. If needed, you can arrange specialist accommodation through the Salvation Army by calling their 24 hour referral line on 0300 303 8151.</p> <p>For more information on competent authorities, see link on left: The National Referral Mechanism.</p> <p>Health needs</p> <p>Victims of trafficking may have specific health needs. For guidance on the health needs of asylum seekers and what information you need to pass to an accommodation provider, see related link: Healthcare needs and pregnancy dispersal guidance.</p>	<p>In this section</p> <p>Asylum interviews</p> <p>Links between the trafficking and asylum decisions</p> <p>Links to staff intranet removed</p>
---	--	---

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Links between the trafficking and asylum decisions

<p>About this guidance</p> <p>Definition of trafficking</p> <p>Identifying potential victims of trafficking</p> <p>Handling potential victims of trafficking</p> <p>The National Referral Mechanism</p>	<p>This page tells frontline staff how to consider human trafficking under the 1951 Convention and how it relates to a claim for asylum.</p> <p>The fact that a person is trafficked is not, in itself, a reason for refugee status. However, some trafficked women can establish a reason under the 1951 Convention (for example, membership of a particular social group (PSG)) and may have valid claims to refugee status.</p> <p>For guidance on applying article 1A (2) of the 1951 Convention and/or 1967 Protocol relating to the status of refugees to victims of trafficking and people at risk of being trafficked, see related link.</p> <p>Trafficked women</p> <p>Trafficked women may face serious consequences if they return to their home country, particularly if they were forced into prostitution or sexual exploitation. This may take the form of:</p> <ul style="list-style-type: none">• reprisals or retaliation from trafficking rings or individuals• discrimination from their community and families, and• the risk of being re-trafficked. <p>In some cases it will be necessary for you to consider internal relocation. For more information, see related links:</p> <ul style="list-style-type: none">• Considering the asylum claim and assessing credibility• Internal Relocation. <p>You must consider each case on its merits and in the context of the country on which it is based. For more information on sexual exploitation and gender issues in the asylum claim, see related links.</p>	<p>In this section</p> <p>Asylum interviews</p> <p>Accommodation for victims who claim asylum</p> <p>Related links</p> <p>Sexual exploitation</p> <p>Links to staff intranet removed</p>
---	--	--

	<p>Criminal prosecution</p> <p>When a victim of trafficking agrees to give evidence as part of a criminal prosecution, you must consider if:</p> <ul style="list-style-type: none"> • it is likely to affect the basis of the asylum claim (for example by increasing the risk of retribution), and • you should postpone the decision on the asylum claim until the trial is concluded. <p>You can then assess the impact of the applicant giving evidence on the likelihood of future risk. You may have to liaise with the police in these circumstances.</p> <p>Reporting</p> <p>As a general rule, you allocate asylum seekers a low reporting frequency if they have been identified as a victim of trafficking by a competent authority. However, the time, day of the week and frequency must be varied.</p> <p>When deciding the reporting criteria you must:</p> <ul style="list-style-type: none"> • make sure the reporting takes place at a location that is considered to be appropriate and safe • consider the risk that the individual may encounter traffickers or others involved in their exploitation. <p>You must always take into account specific and credible intelligence about the safety of the individual when considering if the risk warrants suspending reporting.</p> <p>Operational guidance notes (OGNs)</p> <p>OGNs contain useful guidance about claims based on being a victim of trafficking. They also provide guidance on sufficiency of protection, feasibility of internal relocation and include relevant case law for example on PSG. For more information, see related link: Country information and guidance.</p>	
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

People at high risk of trafficking

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This section tells frontline staff about adults and children who are at increased risk of being victims of trafficking.</p> <p>The following people may be particularly vulnerable to the risks of trafficking:</p> <ul style="list-style-type: none">• unaccompanied, internally displaced children• children accompanied by an adult who is not their relative or legal guardian• young girls and women• former victims of trafficking. <p>For more information on internally displaced persons, see related link: UNHCR Inter-Agency Standing Committee, Handbook for the protection of internally displaced persons.</p> <p>Vulnerable adults Traffickers can select victims from amongst vulnerable groups, for example, people with:</p> <ul style="list-style-type: none">• substance misuse issues• debts, in country of origin or as a result of their illegal migration• mental health problems, or• learning disabilities. <p>A common factor of trafficking is that the trafficker will present a scenario in which the potential victim can improve the quality of their life and that of their family. Vulnerable people are often targeted as being easier to coerce into a situation where they can be manipulated.</p>	<p>In this section Children</p> <p>Links to staff intranet removed</p>
--	---	---

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Children

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff about child victims of trafficking and how to identify them.</p> <p>Identifying potential victims of child trafficking</p> <p>The following signs may indicate children are victims of trafficking, if they arrive in the UK with adults who are either not related to them or in circumstances which raise child protection concerns:</p> <ul style="list-style-type: none">• no evidence of parental permission for the child to travel to the UK or stay with the adult• little or no evidence of any pre-existing relationship with the adult or even a complete lack of knowledge of the accompanying adult• evidence of unsatisfactory accommodation in the UK. <p>On discovery, trafficked children may not show any obvious signs of distress or imminent harm.</p> <p>As well as these indicators, those applying to adult victims can also apply to children. For more information on the indicators of trafficking, see related link.</p> <p>Informed consent</p> <p>You must consider any child recruited, transported or transferred for the purposes of exploitation as a potential victim of trafficking, whether or not they are forced or deceived. It is not considered possible for children to give informed consent. Even if they understand what is happening, they may still appear to submit willingly to what they think is the will of their parents or accompanying adults.</p> <p>Parents and relatives may also be involved in the exploitation of the child. The children are likely to be very loyal to their parents or carers so you must not expect them, of their own initiative, to seek protection against such people.</p>	<p>In this section</p> <p>People at high risk of trafficking</p> <p>Related links</p> <p>Indicators of trafficking</p> <p>Potential victims who claim asylum</p> <p>Handling potential victims of trafficking</p> <p>Links to staff intranet removed</p>
--	---	--

	<p>Establishing age</p> <p>It is sometimes difficult to establish the age of a potential child trafficking victim. If someone's appearance very strongly suggests they are significantly over the age of 18, and this is independently verified by an higher executive officer (HEO) or chief immigration officer (CIO) or higher grade, you may treat them as an adult.</p> <p>In all other cases the applicant must be given the benefit of the doubt and treated as a child until a careful assessment of their age is completed by the relevant Local Authority. For more information, see related link: Assessing age – common documents submitted by disputed age applicants.</p> <p>Child victims who claim asylum</p> <p>Some accompanied children may say they are unaccompanied to claim asylum. The trafficker may have told the child to do this so they will be granted permission to stay in the UK and be entitled to claim welfare benefits. For more information on potential victims who claim asylum, see related link.</p> <p>Further guidance</p> <p>The National Society for the Prevention of Cruelty to Children (NSPCC) operate a child trafficking advice and information line offering direct assistance to professionals dealing with children showing signs of trafficking. They can offer advice on how to address the child's needs and your duties to safeguard children from harm.</p> <p>They offer guidance by telephone and a case consultancy service by appointment. If you need to contact the service do so through your senior caseworker, CIO or local human trafficking lead. The advice line number is 0808 800 5000.</p> <p>For information on how to handle children you have identified as potential victims of child trafficking, see related link.</p>	
--	--	--

Victims of human trafficking – guidance for frontline staff

Indicators of trafficking

<p>About this guidance</p> <p>Definition of trafficking</p> <p>Identifying potential victims of trafficking</p> <p>Handling potential victims of trafficking</p> <p>The National Referral Mechanism</p>	<p>This section tells frontline staff the signs which may indicate a person is a victim of trafficking.</p> <p>Potential victims of trafficking (particularly children) are often reluctant to give information and may tell their stories with obvious errors. Such errors or a lack of credibility may be a sign their stories were made up by their trafficker.</p> <p>If the victim's trafficker is present during initial questioning, you must look out for non-verbal communication and body language between the victim and trafficker.</p> <p>For more information on identifying potential victims who are reluctant to identify themselves, see related link: Victims who are reluctant to self-identify.</p> <p>Making a referral to the National Referral Mechanism</p> <p>If you think the signs show a person is a potential victim of trafficking you must consider making a referral into the National Referral Mechanism (NRM). Under the NRM, a trained specialist in a designated competent authority will investigate the matter further. You must also consider the potential victims' safety and any health considerations.</p> <p>For more information on handling potential victims of trafficking, see link on left.</p> <p>For more information on the National Referral mechanism, see link on left.</p>	<p>In this section</p> <p>Physical and sexual health indicators of trafficking</p> <p>Psychological indicators of trafficking</p> <p>Situational and environmental indicators of trafficking</p> <p>Related links</p> <p>Victims who are reluctant to self-identify</p>
---	---	---

Victims of human trafficking – guidance for frontline staff

Physical and sexual health indicators of trafficking

<p>About this guidance</p> <p>Definition of trafficking</p> <p>Identifying potential victims of trafficking</p> <p>Handling potential victims of trafficking</p> <p>The National Referral Mechanism</p>	<p>This page tells frontline staff the physical and sexual health signs that can indicate a person is a victim of trafficking.</p> <p>Physical indicators of trafficking may include:</p> <ul style="list-style-type: none"> • injuries apparently as a result of assault or controlling measures • neurological symptoms, headaches, dizzy spells, memory loss • gastrointestinal symptoms (symptoms relating to the stomach or intestines) • cardiovascular symptoms (symptoms relating to the heart) • musculoskeletal symptoms (symptoms relating to the bones or muscles) • tattoos or other marks indicating ownership by exploiters • work related injuries often through inadequate personal protective equipment or poor health and safety measures. <p>Sexual health indicators</p> <p>Sexual health signs of trafficking may include:</p> <ul style="list-style-type: none"> • pregnancy as a result of their trafficking situation, they may also recently been forced to terminate a pregnancy • sexually transmitted diseases • injuries of a sexual nature • gynaecological symptoms such as urinary or vaginal infections, pelvic inflammation or pain or irregular bleeding. <p>For more information on victims who are trafficked for sexual exploitation, see related link.</p> <p>For information on handling potential victims and referring them to the National Referral Mechanism, see links on left.</p>	<p>In this section</p> <p>Indicators of trafficking</p> <p>Psychological indicators of trafficking</p> <p>Situational and environmental indicators of trafficking</p> <p>Related links</p> <p>Sexual exploitation</p>
---	---	---

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Psychological indicators of trafficking

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff the psychological signs that can indicate a person is a victim of trafficking.</p> <p>Psychological indicators of trafficking may include:</p> <ul style="list-style-type: none">• expression of fear or anxiety• depression (lack of interest in engaging in activities, lack of interest in engaging with other individuals, hopelessness)• isolation• suffering from post-traumatic stress and/or a range of other trauma induced mental or physical illnesses, symptoms of post-traumatic stress may include:<ul style="list-style-type: none">○ hostility○ aggression○ difficulty in recalling details or entire episodes, and○ difficulty concentrating• drug use• alcohol use• self harm• suicidal feelings• an attitude of self-blame, shame and an extensive loss of control. <p>For information on handling potential victims and referring them to the National Referral Mechanism, see links on left.</p>	<p>In this section Indicators of trafficking</p> <p>Physical and sexual health indicators of trafficking</p> <p>Situational and environmental indicators of trafficking</p>
--	---	--

Victims of human trafficking – guidance for frontline staff

Situational and environmental indicators of trafficking

<p>About this guidance</p> <p>Definition of trafficking</p> <p>Identifying potential victims of trafficking</p> <p>Handling potential victims of trafficking</p> <p>The National Referral Mechanism</p>	<p>This page tells frontline staff the situational and environmental signs that can indicate a person is being exploited and is a victim of trafficking.</p> <p>The International Labour Organisation (ILO) has produced a report listing specific signs of forced labour and sexual exploitation. These are categorised into strong, medium and weak signs, broken down for adult and child cases. Indicators include:</p> <ul style="list-style-type: none"> • distrust of authorities • acting as if instructed by another • lack of knowledge about the area they live in the UK • fear of saying what their immigration status is • fearful and emotional about their family or dependents • limited English, for example only having vocabulary relating to their exploitative situation • passport or travel document has been confiscated • someone has taken advantage of their illegal status in the UK. <p>To download the report, see related link: ILO operational indicators of human trafficking.</p> <p>Indicators of forced labour and domestic servitude</p> <p>The following indicators are particularly relevant to those victims of trafficking exploited as domestic workers or for forced labour, withholding:</p> <ul style="list-style-type: none"> • passports • payments • information about rights as workers in the UK • information about a person's rights as visitors in the UK. <p>For more information on domestic servitude and forced labour, see related link.</p>	<p>In this section</p> <p>Indicators of trafficking</p> <p>Physical and sexual health indicators of trafficking</p> <p>Psychological indicators of trafficking</p> <p>Related links</p> <p>Domestic servitude</p> <p>Forced labour</p> <p>Links to staff intranet removed</p>
---	--	---

Victims of human trafficking – guidance for frontline staff

Victims who are reluctant to self-identify

<p>About this guidance</p> <p>Definition of trafficking</p> <p>Identifying potential victims of trafficking</p> <p>Handling potential victims of trafficking</p> <p>The National Referral Mechanism</p>	<p>This page tells frontline staff why people may not recognise themselves as a victim of trafficking or be reluctant to be identified as such.</p> <p>Obstacles to victims coming forward</p> <p>Victims of trafficking may initially be unwilling to disclose details of their experience or identify themselves as a victim, for a variety of reasons.</p> <ul style="list-style-type: none"> • They may fear: <ul style="list-style-type: none"> ○ punishment at the hands of their traffickers ○ punishment at the hands of the authorities ○ deportation ○ juju or witchcraft rituals ○ discrimination from their community and families ○ being accused of being complicit in an illegal activity connected to their trafficking situation ○ reprisals against them or their children or families. In most trafficking situations, agents know or can easily discover personal information about the victim, their home, family and friends. It is very common for agents and employers to use threats against the victim's family, especially children, to manipulate and control the victim. The fear of reprisal on themselves or their family will have a huge impact on whether a potential victim of trafficking is willing to cooperate. • They may be in a situation of dependency. • The stigma attached to trafficking. Knowledge and understanding of trafficking is limited and most individuals will associate the term 'trafficking' with prostitution. • They may suffer from Stockholm Syndrome, where due to unequal power, victims create a false emotional or psychological attachment to their controller. • Exploited people may be unable and/or unwilling to think of themselves as 'victims'. • They may see their current situation as temporary and blame it on their lack of 	<p>In this section</p> <p>Where are victims of trafficking identified</p> <p>Potential victims who claim asylum</p> <p>People at high risk of trafficking</p> <p>Indicators of trafficking</p> <p>Related links</p> <p>Children</p> <p>Links to staff intranet removed</p>
---	---	--

	<p>understanding of the culture and labour market of the UK.</p> <ul style="list-style-type: none"> • They may tolerate their situation because they see it as a ‘stepping stone’ to a better future and compare it favourably to experiences at home. <p>Identification by the Home Office</p> <p>It is the responsibility of the Home Office to verify if a person is a ‘victim of human trafficking’.</p> <p>In the context of the Council of Europe Convention on Action against Trafficking in Human Beings, ‘Victim of human trafficking’ is a legal concept triggering certain rights and measures. You must not expect a person to feel or behave as a ‘victim’ (in the sense of being totally dependent on help and protection from someone else). Many victims do not recognise themselves as such, but as migrants who happen to be in a ‘difficult’ situation.</p> <p>If they are unwilling to identify themselves as a victim, you must consider if there are any objective signs. Such indicators help you identify potential victims of trafficking. It is important you do not rely on victims to identify themselves, but instead know how to recognise and identify the signs of trafficking. For more information on what to look for, see related link: Indicators of trafficking.</p> <p>Victims often feel both relief when identified and yet fear and suspicion toward the identifying officer, particularly those from the police or immigration services. This is because their traffickers tell them the authorities will simply return them to their home country if they try to escape. It is also not uncommon for the victims’ feelings of fear and suspicion to give way to relief once they feel safe and come to trust the identifying officer.</p> <p>For information on identifying children and the consent of child victims, see related link: Children.</p> <p>For more information on how victim’s can react to being identified, see page 57 of related link: ICMPD Experiences of identification, return and assistance in South-Eastern Europe.</p> <p>For information on handling potential victims of trafficking and referring them to the National</p>	
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

	Referral Mechanism, see links on left.	
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Handling potential victims of trafficking

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This section tells frontline staff what to do if they identify a potential victim of trafficking.</p> <p>The first thing you must do is take the potential victim to a secure environment (away from any potential traffickers or other potential victims) and inform them of their rights, which include:</p> <ul style="list-style-type: none">• the right to independent emotional and practical help• the right to protection• assistance to allow their rights and interests to be presented and considered at appropriate stages of criminal proceedings against offenders. <p>Under the National Referral Mechanism (NRM) the person may also be entitled to:</p> <ul style="list-style-type: none">• temporary safe accommodation• medical treatment• help coping with their experience• an interpreter (or translator services), and• help finding independent legal advice. <p>If an adult victim indicates they require support or safe accommodation you must contact the Salvation Army's 24 hour referral line on 0300 303 8151. A child's needs must be accommodated through the local authority responsible for the care, protection and accommodation of child trafficking victims.</p> <p>Recording information</p> <p>You must officially record all the information a potential victim of trafficking gives you on the first responder form and follow the process for making a referral into the National Referral Mechanism. Where appropriate, the information must also be passed to your local intelligence team and the police. This is so victims do not have to repeat the same</p>	<p>In this section</p> <p>Safeguarding and promoting the welfare of children</p> <p>Related links</p> <p>Indicators of trafficking</p> <p>Guidance and policy on personal data</p> <p>Links to staff intranet removed</p>
--	---	---

	<p>information to multiple organisations, which could re-traumatise them unnecessarily.</p> <p>You must record all relevant information on CID and other Home Office systems in line with guidance but you must not record anything that may compromise the person's safety, such as the address of a safe house.</p> <div><div>Restricted information – do not disclose – start of section</div><div>The information in this page has been removed as it is restricted for internal Home Office use only.</div><div>Restricted information – do not disclose – end of section</div></div> <p>Sharing data and maintaining confidentiality</p> <p>Victims will have been in situations where contact with outsiders is handled with suspicion and in some circumstances endangers the health and safety of themselves or their loved ones. Careless handling of personal information greatly increases that risk. Inter-agency and the Home Office cooperation is essential in correctly identifying and sufficiently supporting victims but the data been transferred between agencies and the Home Office must be heavily protected.</p> <p>Confidentiality is an important condition in working with victims of trafficking. They have information about criminals who have trafficked and exploited them and this makes them vulnerable. You must not disclose a potential victim's address, support arrangements or other details that may compromise their safety to anyone who is not directly involved in the case.</p> <p>All trafficking paperwork must, at a minimum, be given the government marking 'restricted' and you must comply with government guidance on handling such information. For more information, see related links:</p>	
--	--	--

	<ul style="list-style-type: none"> • Guidance and policy on personal data, and • Quick reference guide to handling protectively marked material (UK Border Agency). <p>Victim safety Victim safety comes first and you must make provisions immediately when you identify a potential victim. Once their situation is disclosed, they may be at serious risk from their traffickers. If you are referring a victim to another organisation, you must make their situation clear so that adequate provisions are put in place immediately. If a potential victim requires access to temporary safe accommodation, you must arrange it. The Salvation Army can assist with such arrangements (contact them on 0300 303 8151).</p> <p>Health issues A potential victim may suffer a wide range of health, mental health, psychological and physical problems. If a victim requires urgent medical assistance you must immediately arrange for them to see a medical professional.</p> <p>For more information on the physical and psychological signs of trafficking, see related link: Signs of trafficking.</p> <p>Meeting urgent health needs The following treatment is free and available on the National Health Service (NHS) to all people, regardless of immigration status:</p> <ul style="list-style-type: none"> • treatment inside an accident and emergency department (though not emergency treatment after admission) • treatment for sexually transmitted diseases (excluding treatment for human immunodeficiency virus (HIV), but including the HIV diagnostic test and associated counselling). <p>Identified victims of trafficking are exempt from charges for all hospital treatment. For more information, see related link: Department of health – victims of human trafficking.</p> <p>Children</p>	
--	---	--

	<p>You must refer potential victims under 18 to the local authority children's services. They are the primary service provider for safeguarding and responding to the needs of a child trafficking victim, regardless of their nationality or immigration status.</p> <p>Her Majesty's government and the Scottish government have published guidance for staff on how to identify and safeguard child victims of trafficking. For more information, see related links:</p> <ul style="list-style-type: none">• Safeguarding children who may have been trafficked: process guidance• Safeguarding children in Scotland who may have been trafficked. <p>For more information on your statutory duty to safeguard and promote child welfare, see related link.</p> <p>For a process overview of what to do when you identify a potential victim of trafficking, see related link.</p>	
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Safeguarding and promoting the welfare of children

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff the statutory duty to safeguard and promote child welfare.</p> <p>Section 55 of the Borders, Citizenship and Immigration Act 2009 requires the Home Secretary to make arrangements to safeguard and promote the welfare of children who are in the UK.</p> <p>The duty applies to all Home Office staff and contractors who exercise immigration, asylum, nationality, or customs functions. Home Office staff working overseas are also expected to abide by the spirit of the new duty.</p> <p>If you encounter potential child victims of trafficking (including those whose age is doubtful but are being treated as children) you must read this guidance and understand your responsibility as part of these arrangements.</p> <p>Key principles of safeguarding and promoting child welfare are:</p> <ul style="list-style-type: none">• The best interests of the child will be a primary consideration (although not necessarily the only one) when you make a decisions about his or her future (this is in line with the UN Convention on the Rights of the Child).• You must not discriminate against the child because they are a child, or on grounds of gender, race religion, disability, sexual orientation or culture.• You must seek out the views and wishes of the child and take account of them whenever you make a decision which affects them. You must do this in a way that takes account of the child's age and maturity. <p>General guidance You must also read the Home Office's general guidance on safeguarding and protecting child welfare. To download the guidance, see related link: Section 55 children's duty guidance.</p>	Links to staff intranet removed
--	--	---------------------------------

	<p>The guidance does not impose any new functions or override existing functions, but explains:</p> <ul style="list-style-type: none">• how the statutory duty relates to the department's chief functions of:<ul style="list-style-type: none">○ maintaining immigration control, and○ achieving the departure of those with no legal basis of stay• the department's duty to make sure children are well treated and engaged with through the immigration process• the need to identify children who may be at risk of harm. <p>In summary, you must be as responsive as possible to the needs of the children involved, without overriding the department's functions.</p>	
--	--	--

Victims of human trafficking – guidance for frontline staff

The National Referral Mechanism

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This section tells frontline staff about the National Referral Mechanism (NRM) for identifying and supporting victims of human trafficking.</p> <p>The NRM is the process for victim identification and support, designed to help all the different agencies involved in a trafficking case cooperate and share information about potential victims and facilitate their access to advice, accommodation and support.</p> <p>First responders</p> <p>Only organisations classed as first responders can refer a potential victim of human trafficking into the NRM. Anyone outside the NRM who wishes to raise trafficking concerns, can do so through a first responder. First responders are:</p> <ul style="list-style-type: none">• The Home Office• Local authorities• Health and Social Care Trusts (HSC Trusts)• Police• Serious Organised Crime Agency (SOCA)• POPPY Project• Trafficking Awareness Raising Alliance (TARA)• Migrant Helpline• Kalayaan• Gangmasters Licensing Agency• Medaille Trust• Salvation Army• Barnardo's• National Society for the Prevention of Cruelty to Children (NSPCC).• Unseen UK	<p>In this section</p> <p>Making referrals into the National Referral Mechanism</p> <p>Where to send the referral form</p> <p>Competent authorities' decision</p> <p>Links to staff intranet removed</p>
--	---	---

	<p>Competent authorities</p> <p>If you identify a potential victim of trafficking, you must refer them to the NRM. The case will then be routed to a 'competent authority'. Only trained specialists in the UK's designated competent authorities can decide who is actually a victim of trafficking.</p> <p>The UK's designated competent authorities are:</p> <ul style="list-style-type: none">• The Home Office – deals with cases when trafficking is raised as part of an asylum claim or in the context of another immigration process.• The UK Human Trafficking Centre (UKHTC) - deals with cases referred by external agencies (for example the police and local authorities) when the potential victim is:<ul style="list-style-type: none">○ a UK or European Economic Area (EEA) national, or○ a non-EEA national but not yet known to the Home Office. <p>For a list of staff who are competent authority leads in their area see the related link: Human trafficking competent authority (CA) leads.</p>	
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Making referrals to the National Referral Mechanism

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff how to refer a potential victim of trafficking to the National Referral Mechanism (NRM).</p> <p>You must identify indicators of trafficking who merit further consideration. However, the threshold for referring a case is low and there is no minimum requirement for justifying a referral.</p> <p>NRM referral form</p> <p>If you identify a person as a potential victim of trafficking, you must refer them to a competent authority by completing an NRM referral form. There are separate forms for adults and children, to download these forms, see related links:</p> <ul style="list-style-type: none">• Adult trafficking referral form• Child trafficking referral form (NRM). <p>For more information on competent authorities, see related link: The National Referral Mechanism.</p> <p>Completing the form</p> <p>Before you make a referral, adult victims must give their consent. This is not required for children. You must then complete the trafficking referral form.</p> <ul style="list-style-type: none">• Give as much information about the potential victim and their circumstances as possible. You must fully detail the reasons for the referral and circumstances in which the person was identified in section F. If indicators of human trafficking are not listed on the form, these can also be entered at section F.• Make sure that adult victims have signed the form to indicate they give their consent. <p>Restricted information – do not disclose – start of section</p>	<p>In this section</p> <p>Where to send the referral form</p> <p>Competent authorities' decision</p> <p>Links to staff intranet removed</p>
--	--	--

The information in this page has been removed as it is restricted for internal Home Office use only.

Restricted information – do not disclose – end of section

For information on where to send the completed referral form, see related link.

Children

If you identify a child as a potential victim of trafficking, you must also complete a referral to child welfare services form. This is because responsibility for the care, protection and accommodation of child trafficking victims from the UK and abroad falls to local authorities under the 1989 and 2004 Children Acts.

When you complete the welfare services form, you must:

- highlight the signs of trafficking and confirm you will refer the case to the NRM
- take a copy of the completed form (send this to the competent authority when you make the NRM referral)
- send the completed form to the relevant local authority.

To download the child welfare referral form, see related link: Child trafficking referral form (printable version).

For more information on referring children to welfare agencies, see related link.

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Where to send the referral form

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff where to send the National Referral Mechanism (NRM) referral form.</p> <p>All referrals must be sent to the UK Human Trafficking Centre (UKHTC) by email, see related link: Email UK Human Trafficking Centre or faxed to 0870 4965534.</p> <p>The UKHTC then logs the referral and, if it is for the Home Office, sends to the appropriate team.</p> <p>Who you send the form to will depend on the type of case as some special cases may also need the completed NRM referral sent to another team in the Home Office. For more information, see table below.</p>		In this section Making referrals to the National Referral Mechanism Competent authorities' decision Links to staff intranet removed
	Type of case	Action	
	Detained fast track (DFT) cases	If the potential victim has claimed asylum you must follow existing asylum routing procedures for making referrals to the national asylum (and third country) intake unit (NAIU). If they are suitable for detention, the detained fast track competent authority will deal with the trafficking referral. For more information on the detained fast track processes, see related link.	
	Third country unit (TCU) cases	Where evidence comes to light of a potential victim's presence in a Dublin Convention signatory country and they meet the criteria for referrals to TCU, you must refer the case to the NAIU for	

		consideration of the trafficking claim and the third country consideration. For more information on referring and handling third country cases, see related link.
	Last minute representations	<p>When removal directions are due to be carried out on an individual and they make a late claim to be a victim of trafficking, you must refer the case to the operational support and certification unit (OSCU). OSCU will then consider the information provided and advise on whether to cancel removal and refer the case to a competent authority.</p> <p>Once the referral is received, the competent authority will send you an acknowledgement letter (UKBA NRM 01) and a copy to the UKHTC.</p>

For more information on asylum routing procedures, see related links:

- Routing Applicants to Regional Asylum Teams
- Changes to referring asylum cases and third country cases to NAM.

Protected people

Restricted information – do not disclose – start of section
The information in this page has been removed as it is restricted for internal Home Office use only.

The information in this page has been removed as it is restricted for internal Home Office use only.

Restricted information – do not disclose – end of section

Referrals to local intelligence teams

Restricted information – do not disclose – start of section

The information in this page has been removed as it is restricted for internal Home Office use only.

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

The information in this page has been removed as it is restricted for internal Home Office use only.

Restricted information – do not disclose – end of section

To download a process map of the trafficking referral process, see related link.

Victims of human trafficking – guidance for frontline staff

Competent authorities' decision

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page tells frontline staff what happens when a potential victim of trafficking is referred to a competent authority through the National Referral Mechanism (NRM).</p> <p>Reasonable grounds decision</p> <p>The competent authority will apply a 'reasonable grounds' test to consider if a reasonable person, having regard to the information in the mind of the competent authority, would hold the opinion 'I suspect but cannot prove' the claimant is a victim of human trafficking. They will consider the information provided by the first responder along with any other evidence available.</p> <p>The competent authority works to a target of five working days from the date they receive the referral to make a decision. During this period they may contact the first responder for further information. If a case needs to be fast tracked, for example, when the person is detained or being prosecuted for a criminal offence, the competent authority will prioritise the case to reach the reasonable grounds decision as soon as possible.</p> <p>If they find there are reasonable grounds to believe someone is a potential victim of trafficking, they will grant them a minimum of 45 calendar days for recovery and reflection. No detention or removal action is taken against the potential victim during this time unless it is justified on public protection or public order grounds. They may however be interviewed for asylum purposes and notified of their decision in line with existing asylum deadlines.</p> <p>Once the competent authority has reached a decision they will notify the:</p> <ul style="list-style-type: none">• referring officer• potential victim, and• UK Human Trafficking Centre.	<p>In this section</p> <p>Making referrals to the National Referral Mechanism</p> <p>Where to send the referral form</p> <p>Links to staff intranet removed</p>
--	---	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

	<p>For a list of staff who are competent authority leads in their area, see the related link: Human trafficking competent authority (CA) leads.</p> <p>NRM - conclusive grounds decision If a competent authority makes a positive reasonable grounds decision, they then conclusively decide if the individual is a victim of trafficking. The expectation is a decision will be made after 45 calendar days.</p> <p>For more information on competent authorities and guidance on how they reach their decision, see the link on the left: The National Referral Mechanism, and the related link: Victims of trafficking: guidance for the competent authorities.</p>	
--	--	--

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Contact

About this guidance Definition of trafficking Identifying potential victims of trafficking Handling potential victims of trafficking The National Referral Mechanism	<p>This page explains who to contact for more help with a specific case involving human trafficking.</p> <p>If you have read the relevant guidance and still need more help with this category, you must first ask your line manager.</p> <p>If the question cannot be answered at that level, you may contact the competent authority lead in your region or directorate. For a list of competent authority leads and their contact details, see related link.</p> <p>Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact the human trafficking policy team, see related link, who will ask the MGT to update the guidance, if appropriate.</p> <p>The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.</p>	<p>In this section Changes to this guidance Information owner</p> <p>Links to staff intranet removed</p>
--	---	---

This guidance is based on the Council of Europe Convention on Action against Trafficking in Human Beings

Victims of human trafficking – guidance for frontline staff

Information owner

[About this guidance](#)

[Definition of trafficking](#)

[Identifying potential victims of trafficking](#)

[Handling potential victims of trafficking](#)

[The National Referral Mechanism](#)

This page tells you about this version of the human trafficking guidance for frontline staff and who owns it.

Version	3.0
Valid from date	26 July 2013
Policy owner	Human trafficking policy
Cleared by director	Kristian Armstrong (and Rebecca Baumgartner - acting grade 5 – Asylum NAM+)
Director's role	Head of Asylum, criminality and enforcement.
Clearance date	9 July 2012
This version approved for publication by:	Richard Short
Approver's role	Assistant director, modernised guidance team
Approval date	25 July 2013

Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact the human trafficking policy team, see related link, who will ask the MGT to update the guidance, if appropriate.

The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.

In this section
[Changes to this guidance](#)

[Contact](#)

Links to staff intranet removed