
Overview

This standard is for workers who may be in contact with potential victims of modern slavery during the course of their daily duties. These duties may be carried out within an agency that is recognised as a formal referral point for modern slavery victims or it may be within other agencies that have contact with potential victims of modern slavery. It covers what you must do, know and understand when responding directly to potential victims of modern slavery. You will need to identify needs and associated support services, and follow procedures to support potential victims within the remit of your role. Potential victims of modern slavery may be adults, children or young people.

Performance criteria

You must be able to:

1. identify potential victims of modern slavery in line with organisational procedures
2. make contact with potential victims using discretion and in line with organisational procedures
3. communicate at a pace and level suited to the potential victims using recommended communication techniques
4. keep discussions free from judgement, discrimination and oppression
5. respond to cultural differences and needs in line with current good practice
6. provide information on your role and responsibilities to potential victims in a format and language that can be understood
7. obtain information from potential victims on their specific needs in line with organisational procedures
8. identify any obstacles to disclosure in line with recognised good practice
9. assess the suitability of referral services in line with potential victims' needs
10. review the needs of potential victims against modern slavery support services that are available
11. explain the rights and associated options available to potential victims in line with their assessed needs
12. provide information in a format acceptable to potential victims to enable them to make informed decisions about referrals
13. inform potential victims of information that has to be passed between services including the steps that will be taken to maintain confidentiality, in line with organisational procedures
14. obtain informed consent for referral from potential victims where there is a requirement to do so
15. complete all relevant referral courses of action, including records, in line with your role and responsibilities, organisational procedures and national guidelines
16. manage expectations about potential outcomes in line with the needs of potential victims
17. provide support to potential victims that enables them to take appropriate action to safeguard themselves
18. comply with the rights and requirements of confidentiality when working with potential victims
19. seek advice and support from appropriate others when the limits of your role are exceeded
20. maintain complete records of your actions in line with organisational procedures and national guidelines
21. share information with relevant agencies where there is a statutory or other

requirement to do so and in line with organisational procedures

Respond to potential victims of modern slavery

Knowledge and understanding

You need to know and understand:

1. legislation, guidance and organisational procedures relevant to:
 - 1.1 modern slavery
 - 1.2 safeguarding and protection
 - 1.3 health and safety
2. key definitions used in relation to modern slavery
3. types of modern slavery including the impacts and consequences on potential victims
4. the gendered nature of modern slavery and how this impacts upon practice, responses and obligations
5. the indicators and signs of modern slavery
6. your role, responsibilities and competence, and who to seek assistance and advice from when necessary
7. the risks associated with potential victims of modern slavery
8. current mechanisms to:
 - 8.1 refer potential victims of modern slavery
 - 8.2 report potential victims of modern slavery
 - 8.3 assist and support potential victims of modern slavery
9. the potential traumas and impacts that may arise during your interactions with potential victims and the importance of a trauma-informed approach
10. the complexities of the needs of potential victims of modern slavery
11. the range of approaches available to respond to the needs of potential victims
12. how to communicate effectively with potential victims of modern slavery including through the use of interpreters when necessary
13. obstacles to disclosure and self-identification of victims and how to overcome these
14. the diversity and contexts of different cultures and the needs these may generate
15. what information needs to be shared with potential victims and with other agencies who are involved with potential victims' cases
16. the importance of confidentiality and discretion where required
17. the importance of gaining informed consent before sharing any information unless there is an immediate safeguarding risk
18. how to manage individuals' and your expectations
19. how to check individuals' understanding on what a referral might mean
20. the roles and responsibilities of differing organisations and agencies working to address modern slavery

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21. the importance of maintaining an up to date overview of the range of support services available to potential victims of modern slavery
 22. how to access the range of support services available to potential victims of modern slavery
 23. how to obtain information on the requirements of different services
 24. how to match individuals' requirements against agencies' acceptance criteria
 25. the procedures and timescales for different types of referrals
 26. recording requirements of:
 - 26.1 your organisation
 - 26.2 national referral and reporting mechanisms
 - 26.3 other partner agencies

Glossary

Modern slavery

Modern slavery encompasses a range of offences:

- Slavery, servitude and forced or compulsory labour
- Human trafficking
- Exploitation, which includes:
 - Sexual exploitation
 - Removal of organs
 - Securing services by force, threats or deception
 - Securing services from children and vulnerable persons.

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Developed by Skills for Justice

Version Number 1

Date Approved November 2014

Indicative Review Date November 2019

Validity Current

Status Original

Originating Organisation Skills for Justice

Original URN SFJBMS02

Relevant Occupations All occupations across the Justice sector; Crisis Worker; Customs Officers; Government and Related Organisations; Health, Public Services and Care; Helpline Workers; Immigration Officers; HR Staff; Independent Domestic Violence Advisor (IDVA) ; Independent Sexual Violence Advisor (ISVA); Independent Sexual Violence Advocate; Interpreter; Managers in Justice sector services; Police; Police Community Support Officers; Police Officers; Public Service Interpreter; Public Service and Other Associate Professionals; Public Service Professionals; Public Services; Public Services and Care; Public Services Professional; Refuge Worker; Social Workers; Volunteers; First responder modern slavery

Suite Addressing modern slavery

Keywords First responder; 1st responder; human trafficking; trafficking; servitude; forced labour; compulsory labour; exploitation
