
Overview

This standard is about providing initial contact and support to victims and survivors affected by modern slavery, human trafficking and exploitation, and assessing their needs and wishes for further support

The support that is provided at this stage will depend on the needs and wishes of the individual, but it will involve working in ways that build trust.

Workers will need to be able to identify if someone is a potential victim of one or more of these crimes and will need to recognise that these crimes and forms of violence may co-present.

It involves assessing, with individuals, any further support that they may need. In some circumstances it may be necessary to balance the rights of the individual to make their own decisions with any risk of harm to the individual and others

The term 'victims and survivors' is taken to refer to the people to whom you are providing support.

Performance criteria

You must be able to:

1. make contact, if required, with victims and survivors using discretion and in line with organisational procedures
2. confirm identity of all persons accompanying victims and survivors
3. create a place of safety, which puts the victim/survivor at ease and allows them to feel able to speak
4. determine the age of the victim or survivor and follow appropriate procedures, which may be jurisdictional specific or UK-wide, where a child is identified
5. explain your organisation's policy relating to confidentiality
6. obtain informed consent for referral from victims and survivors where there is a requirement to do so
7. determine the victim's/survivor's language of choice for communicating
8. secure a professionally accredited translator in the most appropriate language or dialect and ensure the victim/survivor is comfortable with them
9. provide gender sensitive services and tailored responses based on age and type of exploitation.
10. gather information that supports the need to refer victims and survivors
11. listen in a trauma-informed way, ensuring the victim/survivor knows they are being taken seriously and are believed to the points made
12. communicate in a manner which suits the needs and ability of the victims and survivors
13. make complete and accurate referrals to expert and local and national independent, specialist support and advocacy organisations and services and statutory organisation partner agencies following organisational procedures and where appropriate into the National Referral Mechanism
14. support potential victims and survivors through the referral process into entitled systems and services in line with your role and responsibilities
15. check current requirements for making referrals and check information for completeness against referral requirements
16. obtain information from potential victims on their specific needs in line with organisational procedures
17. treat victims and survivors with dignity and respect, accepting what they say without making judgements

18. allow victims and survivors to progress at their own pace and express their needs and priorities.
19. seek early advice from an anti-human trafficking / modern slavery specialist service
20. ensure victims and survivors have appropriate legal representation and understand how to work with their legal representative effectively
21. involve an independent modern slavery advocate at the earliest possible opportunity and with consent of victim and survivor
22. conduct a conversation which avoids contaminating evidence
23. carry out risk assessments to determine the safety and wellbeing of the victim/survivor and any dependents
24. support victims and survivors to develop safety plans that meet their needs.
25. take necessary steps to implement risk assessment mitigations in order to safeguard the safety and wellbeing of victims and survivors
26. assist victims and survivors to identify which of their needs are priorities, and to explore options to address these
27. review with victims and survivors their needs, welfare and safety and that of any dependents in line with your organisation's procedures
28. identify the range of services which you and your organisation can offer, and anti-human trafficking organisations that may be able to assist
29. maintain accurate and up to date records of points discussed and the outcomes, in line with your organisation's requirements
30. maintain confidentiality in line with your organisation's policies and procedures
31. ensure your own safety, discuss with colleagues as appropriate, and seek external counselling, support and supervision in relation to vicarious trauma.
32. work in partnership with other organisations where this supports the needs of potential victims
33. share information with relevant agencies where there is a requirement to do so and in line with organisational procedures
34. follow your organisation's reporting procedures when a formal referral cannot be made
35. reflect on and develop your own practice, keeping up to date with emerging policies and practices relevant to your area of work

Knowledge and understanding

You need to know and understand:

1. legal and organisational requirements, which are relevant to your legal jurisdiction, which relate to providing initial support to victims and survivors and assessing their needs for further support, and their impact for your area of work
2. the National Referral Mechanism and the support that is available through it and requirements around consent.
3. Modern Slavery and Human Trafficking and Exploitation Duty to Notify requirements within your jurisdiction and how to implement these requirements.
4. the role of your organisation and its services and the services which it provides in supporting victims and survivors
5. the importance of working with and referral to specialist organisations, including into the National Referral Mechanism for victims of modern slavery and human trafficking and exploitation.
6. legislation, relevant to your legal jurisdiction, and organisational policies and procedures regarding confidentiality and the disclosure of information
7. organisational requirements related to allowing others to be present in discussions with victims and survivors, and the relative benefits, risks and disadvantages that the presence of others can create
8. how to carry out risk assessments to determine the safety and wellbeing of the victim and survivor and any dependents
9. the associated risks for potential victims of honour based abuse, modern slavery, human trafficking and exploitation and stalking particularly in the context of gender-based violence and abuse and how these risks are related and overlap
10. intersectionality and the associated complexities of the needs of potential victims
11. how to apply trauma informed practice in your area of work
12. how to embed cultural humility and exercise cultural competence in your practice
13. the limits of your authority and responsibility, and the actions to take if these are exceeded
14. the impact of crime on victims and survivors and their need for protection, respect, recognition, information, confidentiality and trauma informed approach

15. how to assess needs of victims and survivors and determine the type of services that are necessary to address them, including procedures and tools used within your organisation
16. how modern slavery, human trafficking and exploitation affects people of different genders and ages in different ways.
17. how to communicate effectively with potential victims including through the use of professionally accredited translators
18. the importance of not allowing someone accompanying, a family, friend, or member of the community to act as interpreter
19. the age assessment process in case of age disputes
20. how to follow appropriate procedures, including safeguarding, where a child is identified
21. the ways in which stereotyping and discrimination might affect the assessment of the needs of individuals, and how to guard against this
22. the potential conflict between victim and perpetrator for individuals where criminal exploitation is relevant
23. reactions to the experience of crime, and the factors which affect how individuals react to and recover from their experience
24. the importance of ensuring Modern Slavery and Human Trafficking and Exploitation Duty to Notify requirements within your jurisdiction are met
25. the organisation's procedures relating to safeguarding, including the needs of those who have experienced crime and who may be particularly vulnerable

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Relevant Occupations All Occupations across the Justice sector, Crisis Worker, Customs Officers, Education and Training, Government and Related Organisations, Health and Social Care, Health, Public Services and Care, Helpline Workers, HR Staff, Immigration Officers, 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, Prison Staff, Probation Staff, Public Service and other Associate Professionals, Public Service Interpreter, Public Service Professionals, Public Services, Public Services Professional, Refugee Worker, Social Worker, Volunteers, First Responder Modern Slavery, First responder stalking, First responder honour based abuse, Independent Human Trafficking Advocate (IHTA), Independent Modern Slavery Advocate (IMSA), Independent Stalking Advocacy /Caseworker (ISA/C)

SFJBE2

Provide initial response and referral to victims and survivors of modern slavery, human trafficking and exploitation



Suite

Community Justice

Keywords

1st responder; Abuse; age dispute; Communities; compulsory labour; Crime; criminal exploitation; Cultures; domestic abuse; domestic servitude; domestic violence; Exploitation; Female Genital Mutilation; FGM; First responder; forced criminality; forced labour; forced marriage; harmful cultural practices; HBV; honour based abuse; honour based violence; human trafficking; initial response; labour exploitation; modern slavery; organ harvesting; Provide; Reduction; Servitude; sexual abuse; sexual exploitation; sexual violence; Stalking; stalking survivor; stalking victim; stalking witness; Support; Survivor; Survivors; Victim; Victims; Violence; Witness
