

**Meeting Notes from 31 March 2017**

**In Attendance:**

Dragan Nastic, Senior Policy and Advocacy Advisor, UNICEF UK  
Andrea Simon Campaigns & Policy Officer, ECPAT UK  
John Merralls, Migrant Help  
Vicky Brotherton, Project Coordinator & Researcher, The Anti-Trafficking Monitoring Group  
Phillipa Roberts (for Neil Wain), Hope for Justice  
Sarah Di Giglio (for Jennifer Dew), International Organization for Migration (IOM), UK  
Euan Fraser (for Tamara Barnett), Human Trafficking Foundation  
Lucy Leon, Service Manager, The Children's Society  
Stephan Jermendy, Johanna Nyman (for Steve Trent), Environmental Justice Foundation (EJF)  
Justine Currell, Executive Director, Unseen  
Rachel Harper, Modern Slavery Helpline, Unseen

**Apologies:**

Karen Hutchison, Sophie Hayes Foundation, Sophie Hayes Foundation

**1. Vision and expectations for the Advisory Group**

The vision and role of the Advisory Group as well as desired commitment were discussed. The group acknowledged that feedback on the Helpline's provision of services is welcome. It was also communicated that in the interest of transparency, the Terms of Reference, and notes from each meeting, including attendance, would be posted publicly on the helpline's website.

**2. Terms of Reference**

A copy of the draft Terms of Reference (ToR) was provided to all Group members prior to the meeting. A few proposed amendments were suggested during the meeting including:

- Adding a term clarifying the relationship of the Advisory Group with the Advisory Forum;
- Adding a term stating that Advisory Group members would be informed of operations and approaches of the Helpline in order to better provide informed guidance.
- Clarification as to what confidential material would be shared and whether that material could be shared with other members of coalitions or membership-based organisations represented. The confidential information shared will not be sensitive, case-specific information but will primarily be previews of statistics based on raw data that has not yet been cleaned and is not for public consumption.

Membership of the group was also discussed. The group agreed that membership from organisations operating within Scotland, Wales, and Northern Ireland was desired. Members of the group offered to facilitate communicating that message.

### **3. Overview of Helpline Operations**

- a. Published statistical reports for Quarter 4 2016, January 2017 and February 2017 were shared.  
The group discussed how modern slavery cases were identified. Additionally, discussed was why stats show more calls and victims than number of cases, as some cases have multiple calls and multiple victims involved. A request was made for more information with respect to the types of exploitation, and plans to include more information as to types and locations of exploitation in future reports were shared. It was noted that there have been very few cases in which a minor potential victim of modern slavery was indicated, and the point was made that the low number is assumed to be due to low(er) visibility and/or accessibility of the number.
- b. A brief introduction of the helpline's approach as victim-centred was offered as well as a brief overview of the confidentiality policy with respect to when referrals to third parties are made and what contact information, if any, is included.
- c. Feedback which has been received from some key stakeholders as to the helpfulness of helpline referrals was shared.
- d. In response to staffing questions, information as to the number of staff and staffing structure were shared.
- e. It was communicated that the Helpline is not operating as a national first responder and that NRM applications are best conducted in person.
- f. Information of the helpline's directory of services was shared, and all members were asked to share with the helpline key contacts and recommendations of other organisations across the UK that provide services.

### **4. Review of Response Protocols.**

All members were invited to review draft response protocols to be sent prior to the next meeting and then to offer feedback or suggestions on the protocols during the next meeting.