



## **Modern Slavery Helpline Data Frequently Asked Questions**

The Modern Slavery Helpline and Resource Centre publishes regular data regarding the volume and types of contacts made to the helpline through calls and online forms. This document provides further information about the data we publish.

### **How is Helpline data reported?**

The Modern Slavery Helpline provides regular information on a monthly, quarterly and annual basis. The Helpline provides a monthly high-level data summary covering the number of calls received, number of cases, number of victims and number of referrals. For each quarter, a more detailed summary is published setting out additional information such as victim demographics, location of exploitation and caller's proximity to the potential exploitation. We will also publish an annual report providing a comprehensive overview of the contacts made to the helpline. The annual report will provide a detailed assessment of the nature and scale of modern slavery we are seeing from the helpline, including commonly reported industries and venues.

All our reports are published on our website at [www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org).

### **When can I expect to see published reports?**

We expect to publish monthly reports within two weeks of the end of the reporting month; quarterly reports within one month of the end of the reporting quarter; and annual assessments within two months of the end of the reporting year.

### **Why is there a delay in publishing reports?**

All data included in published reports must be cleaned to ensure that it is accurate and compliant with MSHRC data standards. This must happen before data is included in published reports.

### **What are the number of calls into the helpline?**

These are telephone calls made into our 08000 121 700 number and answered by our helpline advisers. These calls may include hang ups, and silent calls, which are all logged as non-substantive cases.

### **What are online forms?**

People wanting advice or information from the helpline may choose to send in an online form rather than calling the helpline number. The online form can be found on the modern slavery helpline website and, once completed, the form is submitted to [www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org) for further action.

### **When can I complete an online form?**

You can complete an online form at any time. The online form can be used to ask for information about any issue relating to modern slavery, to report suspicious activity or to seek help and support as a potential victim or as a statutory agency or other organisation.



### **Why does the number of cases not match the number of calls into the helpline?**

The Helpline may receive several calls about the same case and so only one case record is made. Contrastingly, a case submitted via the online webform may have zero calls.

### **What type of cases do you record?**

We record cases based on the information provided by the caller. We record the information as accurately as possible and do not expand, elaborate or make any judgement about the information provided. To assess whether modern slavery may be a factor, the helpline advisers ask a series of questions to determine whether indicators of modern slavery are present. We subsequently record cases based on the following:

- modern slavery cases with one or more indicator of modern slavery identified;
- non-Modern Slavery which may include other crimes, vulnerabilities, needs or other risks;
- general information cases including calls from the media, information about the helpline, and general questions about modern slavery; and
- non-substantive cases including wrong numbers, hang ups or inaudible connection.

### **What is a case?**

A case is a situation of potential exploitation which may involve multiple potential victims, multiple potential exploiters, multiple locations, and multiples types of exploitation. Multiple calls, emails or webforms may relate to the same case. There is no time limit to a case, meaning that information relating to a given case may be received over multiple days, weeks, or months.

### **Why are there more cases of modern slavery and seemingly more potential victims according when cases are broken down according to smaller geographic regions?**

The number of potential victims and modern slavery cases recorded by a geographic area, such as a police force region or by city, may be higher than the total number of victims in a country because it may be reported that one victim has been exploited in more than one force area or location. Thus, that one victim or one case is counted in each relevant geographic location.

### **How is the location of a case determined?**

For modern slavery cases, the location of the case is the location of exploitation. For general information cases, non-MS cases or non-substantive cases, the location of the case is the location of the caller.

### **What are your indications of the number of potential victims of modern slavery based on?**

When a caller to the helpline describes a situation of modern slavery, they may indicate several potential victims such as 10 – 15 people working in a car wash where we have established one or more indicators of modern slavery. If a caller describes such a situation we record the lowest of the two numbers given i.e. in this case 10. We try and identify potential victim ages, gender of potential victims and nationality but in some cases this is not possible. If a caller describes a potential victim as being aged 20 – 25 we will select the lowest age band. If a caller is reporting suspicious activity it is sometimes difficult to establish exact details due to the proximity of the caller. In some cases, such as those reported via online reports we may not be able to speak to the reporting person, this may be because of a lack of consent or because they have not included their contact details. In these types of cases we will record the details of the online report on our database.

### **Why might the number of potential victims or cases on a quarterly or annual report not match the sum of the corresponding monthly reports?**

Additional information may be received about a case after the month ends. As additional potential victims are reported on pre-existing cases, the number of potential victims may increase. Contrastingly, as more information is received, two cases may be merged if additional information is reported to indicate the two cases relate to the same situation of exploitation, which may result in fewer cases or potential victims, to avoid double counting.

### **Why might a chart of nationalities of potential victims indicate more individuals than the total number of potential victims?**

Potential victims of dual nationality have been reported.

### **Why are there more or fewer referrals and signposts than cases?**

We can make several referrals for a single case such as referring to a law enforcement agency and a safeguarding team. In some cases, we will signpost callers to a range of other agencies or non-government organisations. In other cases, no referral is made. This may be when a caller does not want a referral/signpost or does not wish to share their information and personal details with another agency. This is in line with our confidentiality protocols. We will always refer cases involving a minor or where we have identified an immediate risk of harm.

### **How do we record types of exploitation in modern slavery cases?**

We endeavour to record as accurately as possible the types of exploitation described to us. Our helpline advisors are trained to identify the various indicators of modern slavery and where it is clear the type of exploitation. This is then entered on our system. Each case is reviewed by a supervisor and/or manager to ensure that the classification of the exploitation is appropriate, based on the information provided by the caller.

The MSHRC categorises modern slavery cases within the following types:

- slavery/servitude;
- forced labour;



- human trafficking for sexual exploitation;
- human trafficking for non-sexual exploitation;
- various;
- unknown.

These types of modern slavery correspond with the offences in the Modern Slavery Act 2015 and the National Crime Agency's published National Referral Mechanism statistics. Instances of Domestic Servitude are either classified as human trafficking for non-sexual exploitation or slavery/servitude.

In some cases, we may have identified various forms of exploitation and will categorise this as 'various'. In some cases, we may have to record the type of exploitation as unknown. Cases recorded as 'unknown' may result, for example, from a technical assistance call with a professional dealing with a victim where the specific details of the exploitation type are not disclosed on the call.

### **What does the 'proximity to the caller' indicate?**

The MSHRC records the following levels of proximity:

- victim self-report;
- direct contact with the victim;
- indirect contact with the victim;
- observation of suspicious activity;
- unknown.

Calls from individuals claiming to be victims themselves or calls from those in direct contact with the victim often provide more detailed information regarding the potential exploitation reported and the victims' needs and demographics, as the caller is speaking of their own experiences.

Callers who are in direct contact with a victim may include an NGO, friends or family of the potential victim, health professional, police, or local authority personnel such as social services. These callers may have witnessed the exploitation or learned of it from the victims' self-reporting to them. Indirect contact is recorded where the caller has learned of the situation or the individual involved through someone else and has not had direct contact with the potential victim, themselves. This may be where the caller has been told of a situation that involves a friend of a friend or where a caller is a manager of a team in which a staff member has reported a situation.

Observation of suspicious activity refers to third-party tip offs where the information provided by the caller is often very limited, as the caller is further removed from the situation.

### **How reliable is your data?**

The data produced by the MSHRC is based on the information provided to the helpline at the time of the contact, including third-parties. The MSHRC is not an investigating organisation and does not corroborate or seek to prove the information provided. Similarly, the MSHRC does not conduct open source research to gain evidence to support or disprove claims made by callers and does not add to the information received from the point of contact. The MSHRC employs a victim-centred approach and takes the account given at face-value. Accordingly, the Helpline refers to reported situations and victims of exploitation as 'potential' to reflect the nature of



information received from the caller through the helpline and the fact that the helpline does not attempt to corroborate the information provided. Thus, the MSHRC makes referrals to law enforcement and publishes data, with appropriate disclaimers and markings.

The MSHRC maintains thorough internal processes to ensure data quality. All cases are checked by management to ensure the recorded data, including but not limited to, type of case, exploitation, location, victim age, gender, nationality, route of travel, recorded accurately reflects the call. Management also reviews cases to ensure the correct referral is sent, where appropriate. Further data checks are carried out on all cases to ensure reporting fields are where possible completed to the required standard. Prior to publishing our reports the management team will again check the accuracy of our cases to ensure we are providing an accurate picture of our calls and work.

### **Is your data secure?**

Helpline data is held on a secure Salesforce platform. The Salesforce platform is used by our counterpart in the US, Polaris, and by many banking organisations because it is recognised as one of the most secure systems available. Any sensitive information sent to another agency is via the secure CJSM email system. Where a receiving organisation does not have a secure email server, the Helpline will send password protected documents to the agency to maintain the integrity of an individual's personal information. An email containing a password protected document and the password to access the document are never provided in the same email to maintain security.