



Modern Slavery Helpline and Resource Centre

INCLUSION IN THE MODERN SLAVERY HELPLINE AND RESOURCE CENTRE REFERRAL DIRECTORY

GUIDELINES & EXPECTATIONS

This resource is intended for direct and indirect service providers that are interested in being included in the Modern Slavery Helpline and Resource Centre (MSHRC) Referral Directory. This document outlines basic criteria and explains what to expect from inclusion in the Directory.

APPLICATION

If you wish to be considered for inclusion in the Directory, please submit your application to: modernslaveryhelpline@unseenuk.org

GENERAL OVERVIEW

The MSHRC is the national, free phone anti-modern slavery helpline in the UK. Its main aim is to provide information, advice and guidance for victims, the public, statutory agencies, NGO's and businesses on all aspects of modern slavery and human trafficking.

More information will be available at www.modernslaveryhelpline.org from 18 October 2016.

The MSHRC Referral Directory will be a comprehensive directory developed for call handlers to provide relevant help, information and advice to callers about: local and national services; law enforcement and other statutory agency contacts; reporting cases of potential human trafficking to specialised law enforcement and government agencies, and connecting individuals with training, assistance and opportunities to get involved in their communities. The Directory will cover the whole of the UK.

The full version of the Referral Directory will be accessible only to helpline staff, for the purpose of providing specific modern slavery related support and assistance to victims and other callers. However, a short version of the directory, setting out direct support services will be publicly available on the modern slavery helpline website. As part of the application process NGOs will be asked to indicate if they wish to be included on this publicly available version.

The full internal version of the Directory will be comprised of contact information about:

- NGOs and other relevant support organisations providing direct services to victims and survivors of modern slavery, including immigration and other critical legal services, emergency and short-term shelter and relevant social services;
- local and national law enforcement agencies;
- relevant government agencies, including child welfare and criminal justice;
- organisations providing indirect services;
- organisations that focus on issues related to modern slavery and human trafficking, such as domestic violence, child sexual exploitation, rape, sexual assault, runaway and homeless, immigration, and refugee services.

The public online version of the Referral Directory will contain information about:

- Direct service providers from the full internal Directory that have a specific focus on modern slavery;
- Indirect service providers from the full internal Directory that have a specific focus on modern slavery.

Only organisations that have agreed to make their organisation's profile publicly searchable via the online directory will be included in this version of the directory. (Direct contact information for individual staff will not be made publicly accessible as part of your organisation's profile on the online Directory).

The Online Directory will be available here: www.modernslaveryhelpline.org/referraldirectory from 18 October 2016.

WHAT TO EXPECT FROM THE MODERN SLAVERY HELPLINE AND RESOURCE CENTRE

The MSHRC will:

- Signpost callers to the range of services available relevant to the caller's location and needs. The helpline will not promote one organisation over another.
- Respect your decision regarding whether a particular individual referred to your organisation is eligible for the services you provide. The Modern Slavery Helpline and Resource Centre will not promise individuals a specific response or level of service.
- Keep all internal contact information for your organisation private, except where required by law.
- Track referrals made to your agency and make statistical reports available upon request.
- Provide assistance and support, where possible;
- Make helpline resources available, where possible;
- Seek feedback from your organisation on a regular basis to evaluate the level of service on offer and review as necessary.

Important Considerations

Inclusion in MSHRC Referral Directory does not indicate an endorsement of any service provider or organisation. These organisations have simply met the application requirements and provided a suitable letter of support/reference for inclusion in the directory.

The MSHRC cannot verify that an individual referred to your agency is a victim of modern slavery or is providing accurate information about his/her situation. The MSHRC engages in a basic modern slavery, needs, and safety assessment in order to match callers with the relevant agencies in their area that appear best-suited to meet their stated needs. We do not meet callers in person.

The MSHRC will not disclose information about the individual seeking services to the referral agency without prior consent from the individual. Some exceptions apply in cases of alleged child abuse or imminent harm. Refer to the helpline confidentiality policy for additional information.

Inclusion in the Directory does not guarantee that the MSHRC will refer individuals to your organisation with any given frequency, as the signposting and referral process is tailored to meet the specific needs of each individual seeking advice and services.

The MSHRC cannot guarantee when or if an individual will contact an agency. Whenever possible, we will directly connect the individual seeking specific services to an agency via warm handoff, where appropriate.

The MSHRC cannot confirm if an individual has reached out to other organisations or is already being served by another organisation. As victims and survivors of modern slavery require diverse services and support, and service availability varies from day to day, we will provide individuals with multiple signposting options in a given area. MSHRC staff will follow up referrals to statutory agencies and NGOs to ensure that callers are getting the services they need and want.

METHOD OF REFERRAL

The MSHRC will promote the National Referral Mechanism (NRM) to any caller wishing to access support services. The MSHRC will refer an individual wanting access to Government funded support into the National Referral Mechanism. Where an individual is in the NRM pilot locations (SW region and West Yorkshire) the referral will be made through a local Slavery Safeguarding Lead. Referrals will be made via a warm handoff, where possible ensuring that the individual can speak to an organisation quickly. Where an individual wants help but does not want to engage with the NRM they will be signposted to wider support services relevant to their location (including national services).

MINIMUM INCLUSION CRITERIA

All organisations seeking inclusion in the MSHRC Referral Directory must complete the MSHRC Referral Directory Application, which requires the following:

- public contact information for the organisation;
- information about the organisation's services and the populations that are eligible to receive services;
- a point of contact at the organisation to be used internally by Modern Slavery Helpline and Resource Centre staff;
- additional details regarding the organisation's structure and operations, to be used internally by the MSHRC;
- whether the organisation wishes to have its information accessible to the public through the online Directory or only by contacting the MSHRC;
- have good standing within the local anti-modern slavery community;
- respond to periodic requests from the MSHRC to update the organisation's record, confirm referral protocols, follow up on the outcomes of referrals, and address any issues/questions that may arise;
- promptly alert the MSHRC of any changes that may affect signposting or referrals from the MSHRC. This includes but is not limited to changes regarding: capacity, hours of operation, available services, service area/jurisdiction, language capacity, key personnel, and any major funding streams that affect your services; and
- if requested, provide letters of reference/support from other service providers, law enforcement, funders, and/or government agencies.

Inclusion in the Directory as a direct service provider means that your organisation will be offered to callers as a potential referral route for advice, information, support or wider social and/or legal services. An organisation designated as a direct service provider in the Directory must:

- have capacity to provide one or more direct social and/or legal services and/or coordinate the provision of direct services to victims and survivors of human trafficking;

- have demonstrated experience serving victims and survivors of modern slavery and/or related populations; and
- have a public phone number accessible by all MSHRC callers (24-hour capacity not required) or have a referral protocol in place with helpline staff.

Inclusion in the Directory as an indirect service provider means that your organisation will be highlighted to callers who are seeking information or advice or to get involved in local and national anti-modern slavery efforts, find volunteer opportunities, and/or access training and technical assistance.

Typically, individuals seeking direct social or legal services will not be referred to indirect service providers unless your organisation has demonstrated an ability to coordinate direct services.

ORGANISATIONAL SCREENING & APPROVAL PROCESS

The MSHRC strives to connect modern slavery victims and survivors, advocates, service providers, and law enforcement with social and legal services throughout the UK. The helpline does not endorse or conduct a formal evaluation of programs included in the Directory; however, we do request information from organisations to assist our staff in undertaking an initial screening process.

The screening process seeks to ensure that a baseline level of quality assurance criteria is met and ensures that organisations:

- have sustainable managerial practices;
- engage in victim-centred practices;
- are equipped to provide services to modern slavery victims and survivors;
- is in good standing and collaborates with partners in their area; and
- fulfils the minimum criteria for inclusion as outlined above.

The MSHRC will consider an organisation's request for inclusion based on its own self-reported responses to the screening questions. The MSHRC may contact the organisation with follow-up questions as needed. Organisations must submit an appropriate letter of reference/support to verify the organisation's experience working directly with victims and survivors of modern slavery, and/or other at-risk or related populations, and to confirm that the organisation is in good standing within its field. The MSHRC cannot verify the accuracy of information reported by the referral organisation.

PLEASE ENSURE THAT YOU COMPLETE THE APPLICATION FORM AS FULLY AS POSSIBLE AND INCLUDE A LETTER OF SUPPORT/REFERENCE FROM A SUITABLE INDIVIDUAL OR ORGANISATION.