



Integration

Support Programme

INTERIM REPORT JANUARY - MARCH 2017

About this Report

The Fresh Start Report found that 76% of victims exited the NRM into unknown circumstances. The Integration Support Programme aims to catch people as they fall off the cliff edge of support after the NRM. Since the 9th January 2017, 97% of those asked if they wanted ongoing support after leaving the NRM said yes. The ISP has supported 73 individuals, seeing referrals into our post NRM service rise by 118%.

This means that we now know what is happening to all 73 individuals. Their circumstances are no longer unknown, they are known, they are supported and they are moving towards true freedom. This report details the support model designed by City Hearts, and presents evidence for what is actually happening to survivors after the cliff edge of NRM support. Furthermore, this report details the needs we are seeing individuals face after the NRM and shares stories of those who, through the support given, have avoided falling into repeated exploitation, homelessness and suicide.

The Integration Support Programme (ISP) is a survivor centred, longer term support programme. The programme creates support nets with the purpose of catching and meeting clients' needs. The purpose of the ISP is to maintain stability in two key areas: **connection to meaningful community** and **connection to stable income** to deliver sustained freedom for those leaving the governments National Referral Mechanism (NRM).



97%

of survivors of modern slavery now in longer term support*

*Figure taken from asking 76 survivors in the North West of England if they would like further support upon leaving the NRM.

ISP support model and client breakdown

The new ISP model offers one day of drop-in support every week, with transport to and from the drop-in paid for. Phone support is given to every person once a fortnight. Needs are captured from calls and at the drop-in's. These needs are met by the coordinator or volunteers, who assist the coordinator in making phone calls. In addition, our drop-ins are staffed and coordinated by the health and well-being team. Each drop in has a six-week rolling programme with the vision to be the best day of the individual's week. The ISP

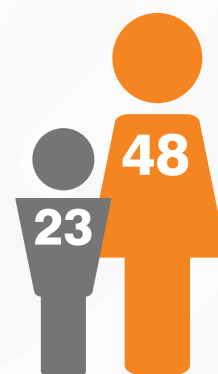
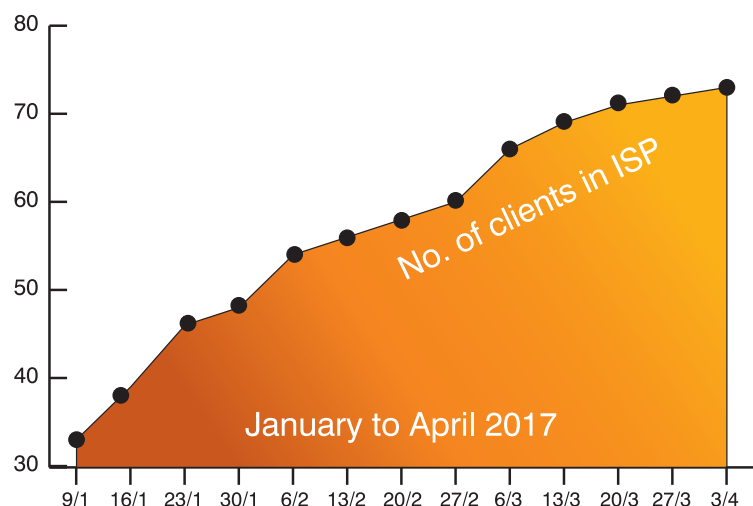
has access to translation services and local service databases are maintained, in order to ensure swift connection with services that can most effectively help meet the individuals' need. Survivors can also call our office number any time and leave a message that will be responded to by the ISP Coordinator.

While most new referrals have come from City Hearts North West NRM services, the ISP has now begun to accept referrals from other providers via a referral form.

Where survivors come from

Country	Number of clients
Albania	14
Angola	1
Gambia	1
Nigeria	10
Spain	1
Angola	1
China	1
Malawi	2
Eritrea	2
Somalia	4
Bangladesh	1
England	1
Estonia	1
Slovakia	2
Vietnam	3
Sri Lanka	1
Uganda	1
Ethiopia	7
Poland	4
Romania	5
Pakistan	1
Czech Republic	2
Sudan	2
Hungary	1
Zimbabwe	1
Sierra leon	1

Referrals into the ISP



Gender

UK location map

Area of UK	Number of clients
Glasgow	1
Liverpool	30
Greater Manchester	37
Birmingham	1
Luton	1
London	3



Of the 73 supported, 23 are male, 48 are female and together represent 27 source countries. The majority of those in the ISP are supported in the North West, however when individuals are moved out of the North West, we continue to support them via the phone, connecting them to local services. To date, outside of the North West, we are supporting 6 individuals across 4 cities: London, Glasgow, Birmingham and Luton.

Post NRM needs identified

The ISP is a reactive and proactive service responding to the changing nature and level of need of individuals. The system captures need through the support nets of the regional Drop-in's and bi-weekly phone

calls as well as from individuals calling the office. The areas of need we have encountered are shown below. The larger the word, the more prevalent this need has been met over the last three months.



Fast track back to work, Bright Futures

We believe that every individual who has had their human rights stolen from them has the right to restoration. A huge part of sustainable freedom is connection to stable income. We believe that collaboration with businesses to create work opportunities is key to the freedom of individuals.



Bright Futures is a partnership with the Co-op creating a fast track into work programme for survivors. The partnership has been piloted and developed over a 2-year period and is now operational.

The ISP connects candidates who are ready to work, with the appropriate Bright Futures opportunity. We have seen a total

of 8 clients connected to an opportunity in the last three months. Bright Future has two fast tracks -

- 1 **Store opportunity** is a 4 week, 15-hour placement, with a guaranteed non-competitive job interview at the end.
- 2 **Depot opportunity** offers a 4-week full time placement with a non-competitive job interview at the end.

Store Opportunity

2 candidates have successfully completed the 4-week store placement, 1 is now working part time in a Co-op store and 1 candidate has used the skills and confidence gained as well as excellent references from the store manager to secure a job with another employer.

Depot Opportunity

2 clients have successfully completed a 4-week placement, in a Co-op depot and have begun full time permanent work.

Candidate Pipeline

4 clients are in waiting to be placed in a store or depot.



In depth support analysis

73 survivors have said yes to support upon leaving the NRM, clearly demonstrating the desire for longer term support. As we have captured and met the needs of these individuals we have discovered the following:

14% have needed crisis help via face-to-face support outside of the drop-in time. For example:

- **Suicidal** client needed emotional and practical support while travelling to local A&E.
- **Homeless** client needed residency permit renewed which required help attending post office and sending his residency permit to solicitors.
- **Homeless** client needed moral support at meeting with housing association.
- **Re-exploited** client had been cleaning in Chinese and Vietnamese restaurants for under minimum wage and needed help accessing local support services.

12% have needed support in other regions. They have needed help connecting with local services, which can mostly be done over the phone, however we are seeking to expand the number of drop-ins we have in other areas in order to improve continuity of support and therefore reducing risk of people being lost to unknown circumstances.

31% have been regularly attending drop-in's and value the peer-to-peer support they receive as well as the space away from dealing with their pain and past.

One lady said *"I am so grateful; I am so thankful for all the support. I'm so thankful for the crafts at the drop-in that keeps our minds occupied from our worries and from our suicidal thoughts."*

Drop-in attendees value peer-to-peer support. We are identifying survivors to be part of local **survivor forums** which will be directly feeding back on the services survivors connect with through their pre, during and post NRM journey. This will better inform change, giving a voice to the service user in the process.

40% of our client's main barrier to entering work is English. To address this, we are working with two national businesses that are part of the Co-op's supply chain, one business is able to offer non-English speaking job opportunities, with a prerequisite that candidates continue to pursue ESOL while employed. The business also has on site ESOL classes. We have 2 survivors who are about to access this opportunity.

The evidence gathered by the ISP is valuable in creating a more coherent picture of what happens to survivors after they leave the NRM. We have been honoured to help survivors to continue to journey towards freedom and will continue to take referrals hoping to expand the service model to other areas by the end of 2017.





Survivor stories and feedback

“City Hearts have been so useful in connecting me to local support organisations in my new local area. When I first arrived, I felt alone, lost and hopeless. But I’m better, I’m happy now.”

“I am so grateful, I am so thankful for all the support. I’m so thankful for the crafts at the drop-in that keeps our minds occupied from our worries and from our suicidal thoughts.”

Case study

Peter was promised work in England and worked hard cleaning and in a laundry. His bosses told him that they would keep his salary safe by paying it into a bank account for him. But he never saw the money, and he suffered threats and violence. His passport was taken by the traffickers and he spoke next to no English. Anxious and fearful for his life, Peter was trapped in this situation for 7 years.

When the Police uncovered this, Peter was referred to the NRM and housed in a City Hearts safe house, where he began English classes, helped medically and accessed a dentist for the first time in years.

Now being supported through the ISP and living in the community, Peter’s confidence is back and he welcomed the opportunity offered by the ISP through the Co-op’s Bright Future back to work Project. He has successfully completed four weeks’ full time training and work placement in a major Co-op distribution centre and is now in full-time employment with the Co-op.

Peter said “I feel good; I really enjoy the job that City Hearts helped me get because it is the ideal working environment for me. The Co-op stands out to me from any previous employment that I have because the people there are seriously nice”



“ **The Co-op placement was really great for me.** I gained a lot of confidence because it was the first ‘real’ job I ever had. It is also great to have the support and reference from the store manager. ”

“ ‘I enjoy spending **time at drop-in.** ’ ”

“ ‘I know you are just **one call away.** ’ ”

“ Thank-you for everything, **thank-you so much.** ”



Phillip Clayton

phill.clayton@cityhearts.co.uk

0151 7099 599

City Hearts
The Megacentre
Bernard Road
Sheffield
S2 5BQ
United Kingdom

cityhearts.co.uk