Two-sided factsheets for frontline staff and managers

This section contains double sided fact sheets that you may find useful when raising awareness of human trafficking and exploitation amongst staff.

You are free to edit these factsheets to best suit the training and awareness raising needs of your team.

You may want to print them to put on notice boards; or encourage front line staff to carry a print-out for reference when undertaking their duties.

You might want to add specific examples to look out for within your department; or you could use the blank template as part of a training session to help staff do a self-assessment of where they might encounter the signs of human trafficking and exploitation while carrying out their duties.

**You will note that there is a section left blank for you to insert your local authority’s agreed processes for referring and supporting victims.**

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Factsheet 1 QUESTIONS FOR MANAGERS TO CONSIDER   
Factsheet for heads of service/department, managers, team leaders and those with line managerial responsibilities

Factsheet 2 WHAT ARE THE POTENTIAL HUMAN SIGNS OF HUMAN TRAFFICKING & EXPLOITATION? Factsheet for Staff who work in frontline services and deal with members of the public on a frequent basis i.e. customer service centres, welfare and benefits offices, schools, libraries

Factsheet 3 WHAT ENVIRONMENTAL SIGNS COULD YOU ENCOUNTER IN YOUR WORK?   
Factsheet for staff who routinely visit homes or property i.e. licensing, trading standards officers, housing officers, environmental health inspectors

Factsheet 4 Blank template

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Identifying and referring suspected victims of Human Trafficking and Exploitation

# WHO IS THIS INFORMATION SHEET FOR?

Heads of service/department, managers, team leaders or those with line managerial responsibilities

# WHAT IS HUMAN TRAFFICKING AND EXPLOITATION?

Trafficking can involve victims being sexually exploited or forced into the role of a servant, or trapped in forced labour, with nail bars, car washes and construction amongst the industries where potential cases in Scotland have been reported. It’s an abuse of human rights and dignity and causes lasting physical and psychological damage. In carrying out your daily duties you can play a key role in identifying and reporting potential victims of trafficking.

# QUESTIONS FOR MANAGERS TO CONSIDER

1. Think about where your team members carry out their duties - where and when might they spot the potential signs of trafficking and exploitation, or encounter the perpetrators and victims of these crimes?

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1. Have staff in your team received training on how to spot the potential signs of human trafficking and exploitation while carrying out their duties?

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1. Do you know where to find awareness raising materials to support your staff?

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1. Are appropriate reporting mechanisms in place in your local authority and do you and your team know how to escalate concerns?

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1. Is your team aware of these reporting mechanisms?

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# REMEMBER!

There is no such thing as a typical victim. For more information on other potential signs: <http://bit.ly/HTsignsPoliceScotland>

Human trafficking can involve: slavery, domestic servitude, compulsory labour, prostitution and sexual exploitation, criminal exploitation, benefit fraud, sham marriages, organ harvesting.

Trafficking does not require movement between countries. Victims can be moved within the UK, within an area or not be moved at all. Sometimes they appear to have travelled freely.

Victims of human trafficking can include men, women, children, foreigners and UK nationals.

If a victim of human trafficking was forced to commit criminal offence there is a strong presumption against their prosecution.

# WHAT SHOULD YOU DO?

Scottish local authorities should:

* establish a protocol for making referrals;
* establish approaches to trainingand awareness raising across all departments, and for all staff

**If you think that someone is in immediate danger contact Police Scotland emergency line- 999**

To report suspicious activity call Police Scotland’s non- emergency line- **101**

For more information or to file a report contact **Modern Slavery Helpline – 08000121700**

To report human trafficking or related crime anonymously contact **Crime Stoppers 0800 555 111**

# REFERRAL PROTOCOL FOR <INSERT NAME OF LOCAL AUTHORITY HERE>

# FOR MORE INFORMATION

* Scottish Government’s Trafficking and Exploitation Strategy: <http://www.gov.scot/Publications/2017/05/6059/0>
* Modern Slavery Helpline: <https://www.modernslaveryhelpline.org/scotland>
* COSLA Migration Team: <http://www.migrationscotland.org.uk/our-priorities/current-work/human-trafficking-and-exploitation>

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Identifying and referring suspected victims of Human Trafficking and Exploitation

# WHO IS THIS INFORMATION SHEET FOR?

Staff who work in frontline services and deal with members of the public on a frequent basis i.e. customer service centres, welfare and benefits offices, schools, libraries.

# WHAT IS HUMAN TRAFFICKING AND EXPLOITATION?

Trafficking can involve victims being sexually exploited or forced into the role of a servant, or trapped in forced labour, with nail bars, car washes and construction amongst the industries where potential cases in Scotland have been reported. It’s an abuse of human rights and dignity and causes lasting physical and psychological damage. In carrying out your daily duties you can play a key role in identifying and reporting potential victims of trafficking.

# WHAT ARE THE POTENTIAL HUMAN SIGNS OF HUMAN TRAFFICKING & EXPLOITATION?

The relative invisibility of human trafficking means you may have encountered a victim without recognising it.

There are no definitive symptoms by which to identify trafficking however commonly reported indicators are:

* They do not possess official documents
* There are inconsistencies in personal details they provide i.e. names, dates, addresses
* They are accompanied by someone who appears controlling
* They display symptoms associated with physical, psychological and sexual abuse.

The individual may:

* Have old or serious injuries left untreated, appear to delay seeking treatment and be vague on their medical history;
* Not be registered with a GP, school or nursery;
* Have experienced being moved locally, regionally, nationally or internationally;
* Appear to be moving location frequently.

REMEMBER: these signs are not a definitive list, and someone who displays any of these signs might not be a victim. However even if it turns out to be a false suspicion it is important to follow your local authorities reporting mechanisms.

(Signs of trafficking and exploitation adapted from Human Trafficking and Exploitation: What health workers need to know about human trafficking and exploitation, NHS Health Scotland, 2018)

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# WHAT SHOULD YOU DO?

**If you think that someone is in immediate danger contact Police Scotland emergency line- 999**

Otherwise you should discuss your concerns with your line manager who will signpost you to your local authority’s referral protocol.

Do not confront the suspected victim or in case this leads to increased harm.   
  
The suspected victim may fear or not trust officials or strangers – be calm and try to build trust and rapport.   
  
Note down anything that you notice and any information that the victim says that might build a picture of what has happened and support law enforcement services.

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# FOR MORE INFORMATION

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Identifying and referring suspected victims of Human Trafficking and Exploitation

# WHO IS THIS INFORMATION SHEET FOR?

Officersand staff who carry out their duties on planned and unplanned visits to peoples’ homes, businesses or premises.

# WHAT IS HUMAN TRAFFICKING AND EXPLOITATION?

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# WHAT ENVIRONMENTAL SIGNS COULD YOU ENCOUNTER IN YOUR WORK?

* **Is the person that opens the door evasive or trying to buy-time?** Perpetrators opening the door may use this tactic to allow a trafficked individual to exit the property.
* **Does the person that opens the door appear frightened and reluctant to let you in?** Victims of trafficking often exist in a highly controlled environment and may be discouraged from interacting with strangers.
* **Does one person in the property appear to be “in charge,” or speaking on behalf of others?**  Human trafficking is often hierarchical, and victims may be under significant level of physical and psychological control.
* **Does an individual or individuals appear disoriented, intimidated or confused, or not know the property address?** Victims of trafficking often have very restricted movement outside their property limited to local area or workplace only.
* **Are there signs of injury? Does an individual or individuals appear afraid or unsettled? Do they display signs of psychological trauma?** Victims may be physically abused or forced to take illegal substances. The experience of trafficking is also traumatising and may affect their mental health.
* **Is the property in unusually poor condition?** Perpetrators of this crime may not have high regard for the living conditions of their victims.
* **If in a house, does the number of beds and belongings suggest overcrowding?** No private sleeping place or sleeping in shared space (for example the living room) could be a sign of domestic servitude.
* **Are there additional locks on internal doors?** Victims of trafficking may have limited movement within the property or be held captive.
* **Does the appearance of the property suggest it is being used for commercial sexual activities?**

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Identifying and referring suspected victims of Human Trafficking and Exploitation

# WHO IS THIS INFORMATION SHEET FOR?

<Which staff is this resource aimed at?>

# WHAT IS HUMAN TRAFFICKING AND EXPLOITATION?

<Edit as appropriate for the role> Trafficking can involve victims being sexually exploited or forced into the role of a servant, or trapped in forced labour, with nail bars, car washes and construction amongst the industries where potential cases in Scotland have been reported. It’s an abuse of human rights and dignity and causes lasting physical and psychological damage. In carrying out your daily duties you can play a key role in identifying and reporting potential victims of trafficking.

# WHAT SIGNS COULD YOU ENCOUNTER IN YOUR WORK?

<Read Police Scotland’s Signs of Trafficking, and think about how they apply to you and your team’s field of work.

Suggested format: **<sign in a form of a question> <**what it can indicate >

**Example: Does the person that opens the door appear frightened and reluctant to let you in?** Victims of trafficking often live in a highly controlled environment and may be discouraged from interacting with strangers.

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# REFERRAL PROTOCOL FOR <INSERT NAME OF LOCAL AUTHORITY HERE>

<Insert your local authority’s agreed protocol for referring victims to support here>

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