

# MODERN SLAVERY & EXPLOITATION

London Directory of Survivor Support Services

2021



**Human**

**Trafficking**

**Foundation**



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## Introduction

This directory has been created to support those working in the anti-trafficking sector in London.

The following sections have been categorised by the support services provided and the specialised groups they are tailored to. Each entry details the service offered by an organisation that falls under the heading, but the full list of services will be shown within the Services A-Z index. The Service Index A-Z is where all organisations' contact information, further details on services, eligibility and referral processes can be found. To go directly to the organisation in the Service A-Z index click on the underlined heading.

Organisations that do not offer frontline support to service users can be found in the Service A-Z.

All organisations have been contacted and have confirmed the services they offer. If any information needs updating, or services are missing please contact [info@humantraffickingfoundation.org](mailto:info@humantraffickingfoundation.org).

## Emergency Numbers

### Emergency Services

If someone is in immediate danger, always call 999.

### Modern Slavery Helpline

Help and advice about Modern Slavery 08000 121 700 (Open 24/7)

### The Salvation Army

Prime contractor for managing support for adult victims of modern slavery in England and Wales who consent to entering the National Referral Mechanism. Can also provide emergency accommodation to victims of modern slavery who are destitute.

Confidential referral line: 0800 808 3733 (Open 24/7)

## Support Provided

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### Accommodation

[Caritas Bakhita House](#) – safehouse for women survivors of modern slavery.

[Ella's](#) - safehouse accommodation for women who have survived trafficking and sexual exploitation.

[Hestia Modern Slavery Response Team](#) – accommodation for adult survivors within NRM contract or after.

[Hope at Home](#) - provides host accommodation in volunteer homes for adult survivors who have reasonable grounds or conclusive grounds decisions.

[Love146 UK](#) – short-term accommodation for child survivors of criminal, sexual and labour exploitation.

[Housing for Women](#) - accommodation and a drop-in centre for women.

[Marylebone Project](#) - long- and short-term beds for homeless women in Westminster.

[Newham Community Renewal Programme](#) - hostels for refugees and migrants under 25 and over 25.

[Rahab UK](#) – accommodation including emergency accommodation for women survivors of sexual exploitation.

[The Passage](#) - emergency accommodation for homeless adults in Westminster.

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### Advice, Casework, Advocacy

[Barnardo's Independent Child Trafficking Guardian Service \(ICTG\)](#) - support for young people in terms of social care, criminal justice system, NRM, immigration and safety planning.

[Caritas Bakhita House](#) - advice services in London for survivors.

[City of Hearts Integration Support Programme](#) - regular phone contact, signposting and advocating for adult survivors.

[Croydon Community Against Trafficking](#) – casework, advocacy and advice services for all survivors of modern slavery.

[Domestic Violence Intervention Project \(DVIP\)](#) - safety planning, referrals, signposting and both emotional and practical support services for adult women and girls from migrant, Arabic speaking and LGBTQ+ Communities.

**East European Resource Centre** - advocacy and immigration advice for Polish or Romanian speakers or from other Central and East European communities (within the EU).

**Ella's** - advice for women who have survived trafficking and or sexual exploitation.

**Glass Door Homeless Charity** – provides casework, advocacy and advice to homeless adults.

**Helen Bamber Foundation** – offers welfare, legal and housing advice to adult survivors.

**Hestia Modern Slavery Response Team** – casework, advocacy and advice for adult survivors within NRM contract or after.

**Hestia Phoenix Project** - casework, advocacy and advice services for adult survivors.

**Hibiscus Initiatives** – casework support on matters including education, housing, immigration, welfare benefits, contact with family, life in the UK and assistance in determining clients' rights and entitlements to foreign national adult women.

**Housing for Women** - signposting to primary care services, legal support and health services.

**Kalayaan** – advice on immigration and employment for migrant domestic workers.

**Latin American Women's Rights Service (LAWRS)** - supports Latin American migrant women with advice and support on employment rights, benefits, housing, immigration and domestic abuse.

**London Move on Project** – casework for adult women survivors.

**Love146 UK** – casework, advocacy and advice services for child survivors of CCE, sexual and labour exploitation.

**National Ugly Mugs** - ensures sex workers have access to professional services when they have been a victim of crime and offers support writing reports for the police.

**Newham Community Renewal Programme** - offers advice services for refugees and migrants.

**Rahab UK** – offers casework to women survivors of sexual exploitation.

**Refuge** - can help Middle Eastern, Eastern European, Vietnamese and Chinese victims of sexual exploitation, forced or sham marriage and domestic servitude victims access support.

**SPACE** - consultancy and expert witness services for British victims of criminal exploitation including county lines.

**Tamar** – casework, advocacy and advice services for women and transgender adult survivors of sexual exploitation.

**The Children's Society: London Services** - casework, advocacy and advice services for young people.

**The Children's Society: National Prevention Programme** - can facilitate problem-solving, strategic interventions and provide advice and capabilities-building for agencies who are working to prevent child exploitation.

[The Passage](#) - advocacy services for homeless adults in Westminster.

[Unseen Modern Slavery & Exploitation Helpline](#) – victim-centred, trauma-informed specialist support, advice and guidance over the phone.

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## Education & Employment

[Caritas Bakhita House](#) - mentoring, English & Maths lessons, arts therapy and employment training services.

[ECPAT UK](#) - peer support, skills-building and rights-based education through their youth programme.

[Her Equality Rights and Autonomy \(HERA\)](#) - provides adult women survivors access to a business training programme and delivers workshops.

[Hestia Phoenix Project](#) - employment and education support services for adults.

[Hibiscus Initiatives](#) – skills and education training, including basic literacy (delivered by qualified ESOL teacher) and IT classes to foreign national adult women.

[Kalayaan](#) – provides ESOL courses to migrant domestic workers.

[Love146 UK](#) - education services for child survivors of CCE, sexual and labour exploitation.

[Newham Community Renewal Programme](#) - specific education services for refugees and migrants.

[SPACE](#) - training services on British victims of criminal exploitation including county lines.

[Tamar](#) – offers English and creative classes to women and transgender adult survivors of sexual exploitation.

[The Mend & Restore Project](#) – three-month mending and sewing programme focused on wellbeing and women’s health for women survivors.

[The Passage](#) – employment support services for homeless adults in Westminster.

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## Health Services (Sexual and Physical Health)

[The Passage](#) – health services for homeless adults in Westminster.

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## Health Services (Mental Health and Counselling)

[Caritas Bakhita House](#) – medical help and counselling services for residents of the safehouse.

[Helen Bamber Foundation](#) – therapy and medical advice for adult survivors.

[Off the Record Youth Counselling](#) – free youth counselling for young people under twenty-five in Croydon.

[Rahab UK](#) – mental health and counselling services for women survivors of sexual exploitation.

[Street Talk](#) - free psychotherapy offered to vulnerable women including survivors of trafficking and modern slavery.

[The Children’s Society: London Services](#) – offer mental health and counselling support to young people in London.

[The Passage](#) – the health team can provide mental health services for homeless adults in Westminster.

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## Interpreters

[Hestia Modern Slavery Response Team](#) – interpretation services for adult survivors within NRM contract or after.

[Hestia Phoenix Project](#) - offers interpretation services for adult survivors.

[Hibiscus Initiatives](#) – provides interpretation and translation services for foreign national adult women.

[Kalayaan](#) - interpretation services for migrant domestic workers.

[London Move on Project](#) – interpretation services for women survivors of modern slavery.

[Tamar](#) – interpretation services offered to women and transgender adult survivors of sexual exploitation from Thai and Chinese diaspora communities.

[Unseen Modern Slavery & Exploitation Helpline](#) – offers translation services 24/7 on their helpline.

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## Legal Advice and Aid

[Asylum Aid](#) - legal representation and advice for asylum cases for survivors or statelessness applications.

[Kalayaan](#) – offers legal advice and aid for migrant domestic workers.

[Medical Justice](#) - medico-legal assessments and associated support for those who are in immigration detention.

[Newham Community Renewal Programme](#) – legal advice for refugees and migrants.

**The AIRE Centre** - legal advice with regards to access to benefits for EEA national victims of trafficking, representation of victims before the European Court of Human Rights and support with EUSS applications.

**The Passage** – referrals to legal advice services for homeless adults in Westminster.

**Unseen Modern Slavery & Exploitation Helpline** – legal advice over the phone on their helpline.



## Forms of Exploitation

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### Criminal Exploitation (Including County Lines)

**SPACE** - support services for British victims of criminal exploitation including county lines.

**The Children's Society: London Services** - offer a range of services for those who are at risk of, or are being internally trafficked, for the purposes of criminal exploitation.

**The Children's Society: National Prevention Programme** - works with strategic partners across sectors to develop interventions and initiatives to prevent child exploitation.

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### Domestic Servitude

**Kalayaan** - supports adults who entered the UK on a domestic worker visa, under the Tier 5 route as a diplomatic domestic worker or who believed that they were coming to the UK to carry out domestic work in a private household.



**Refuge** - can help Middle Eastern, Eastern European, Vietnamese and Chinese victims of domestic servitude victims to access support.

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### Forced or Sham Marriage

**Refuge** - can help Middle Eastern, Eastern European, Vietnamese, and Chinese victims of forced or sham marriage to access support that is tailored to their specific risks and experiences.

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### Labour exploitation

**Focus on Labour Exploitation (FLEX)** - provides bespoke training to community-based, frontline organisations working with at-risk workers, in particular migrant communities, women and those working in precarious sectors.

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### Organ Harvesting

**No specialist organisations listed yet.**

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## Sexual Exploitation



**Ella's** - provide safe house accommodation for women who have survived trafficking and sexual exploitation.

**National Ugly Mugs** - ensures sex workers have access to professional services when they have been a victim of crime and support on writing reports for the police.

**Rahab UK** - supports both adult women involved in sex work and adult women who have experienced sexual exploitation.

**Refuge** - can help Middle Eastern, Eastern European, Vietnamese and Chinese victims of sexual exploitation to access support that is tailored to their specific risks and experiences.

**Street Talk** - provides free psychotherapy to vulnerable women including survivors of trafficking and modern slavery focused on sexual exploitation.

**Tamar** – supports women and transgender adult survivors of sexual exploitation.

**The Children's Society: London Services** - offer a range of services for young people who have been sexually exploited.

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## Specialist Services

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### Children

**[Barnardo's Independent Child Trafficking Guardian Service](#)** – services for young people without anyone of Parental Responsibility in the UK, and indirect work advice and support to professionals for young people with someone of Parental Responsibility in the UK.



**[ECPAT UK](#)** - provides a space for peer support, skills-building and rights-based education through their youth programme.

**[Fearless](#)** – youth service aimed at 11-16-year olds, providing young people with a safe place to give information anonymously about crime.

**[Love146 UK](#)** – support for child survivors of criminal, sexual or labour exploitation.

**[Off the Record Youth Counselling](#)** – free youth counselling for young people under twenty-five in Croydon.

**[The Children's Society: London Services](#)** - offers a range of services, some of which are tailored to particular groups such as the Stride programme for boys and young men who are at risk of, or are being internally trafficked, for the purposes of criminal exploitation.

**[The Children's Society: National Prevention Programme](#)** - works with strategic partners across sectors to develop interventions and initiatives to prevent child exploitation.

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### Diaspora Communities

**[Domestic Violence Intervention Project](#)** - safety planning, referrals, signposting and both emotional and practical support services for adult women and girls from migrant, Arabic speaking and LGBTQ+ Communities.

**[East European Resource Centre](#)** - advocacy, immigration advice, employability support and counselling for Polish- or Romanian-speakers or from other Central and East European communities (within the EU).

**[Hibiscus Initiatives](#)** – services for foreign national adult women survivors of modern slavery and trafficking.

**[Latin American Women's Rights Service \(LAWRS\)](#)** - offers Latin American migrant women in London advice and support.

**[Refuge](#)** - can help Middle Eastern, Eastern European, Vietnamese and Chinese victims of sexual exploitation, forced or sham marriage and domestic servitude victims to access support that is tailored to their specific risks and experiences.

[Tamar](#) – services for women and transgender adult survivors of sexual exploitation specifically from Thai and Chinese diaspora communities.

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## LGBT+

[Domestic Violence Intervention Project](#) - safety planning, referrals, signposting and both emotional and practical support services for adult women and girls from migrant, Arabic speaking and LGBTQ+ Communities.

[Tamar](#) – services for women and transgender adult survivors of sexual exploitation specifically from Thai and Chinese diaspora communities.

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## Substance Misuse

[The Passage](#) - substance misuse services for homeless adults in Westminster.

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## Voluntary Return

[A21](#) - repatriation to EU countries and airport assistance to all survivors of modern slavery or trafficking.



## Service Index A-Z

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### A21

[info.uk@a21.org](mailto:info.uk@a21.org) ● 02077366994 ● [www.a21.org](http://www.a21.org)

A21 offers repatriation to EU countries and airport assistance to all survivors of modern slavery or trafficking. Based across London and take referrals from all boroughs.

**Availability:** individuals can access services both within NRM contract and outside, in emergencies and with no recourse to public funds.

**Referral process:** email or call and an application pack for the relocation and repatriation programme will be sent.

Accommodation	<b>Voluntary Return ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	<b>Legal advice / aid ✓</b>

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### The AIRE Centre

[info@airecentre.org](mailto:info@airecentre.org) ● 02078314276 ● [www.airecentre.org](http://www.airecentre.org)

Offers written legal advice with regards to access to benefits for EEA nationals who are victims of human trafficking, representation of victims before the European Court of Human Rights and support with EUSS applications. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services both within NRM contract and outside, in emergencies and with no recourse to public funds.

**Referral process:** self-referral or through an advisor.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	<b>Legal advice / aid ✓</b>

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### Asylum Aid

[advice@asylumaid.org.uk](mailto:advice@asylumaid.org.uk) ● 020 7354 9631 ● [www.asylumaid.org.uk](http://www.asylumaid.org.uk)

Asylum Aid provides legal representation and advice for **asylum cases for survivors or statelessness** applications. Based in North London but can take referrals from all boroughs.

**Availability:** Individuals can access services both within NRM contract and outside and with no recourse to public funds.

**Referral process:** A referral can be made by email or by phone.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	<b>Legal advice / aid ✓</b>

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### Barnardo's Independent Child Trafficking Guardian Service

[countertrafficking@barnardos.org.uk](mailto:countertrafficking@barnardos.org.uk) ● 0800 0434303 ● <https://www.barnardos.org.uk/what-we-do/protecting-children/trafficked-children/ICTG-service-referral-form>

Barnardo's offer direct work to **young people** without anyone of Parental Responsibility in the UK, and indirect work advice and support to professionals for young people with someone of Parental Responsibility in the UK. Support with social care, CJS, NRM, immigration and safety planning.

**Availability:** Individuals can access services before NRM, within NRM contract and post NRM.

**Referral process:** can be made by any professionals at the point a young person has been identified as a potential victim of trafficking, either by online form or calling the helpline.

Accommodation	Casework, advice, advocacy ✓
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

Eligibility:  
**CHILDREN**

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### Caritas Bakhita House

[Bakhitahouse@rcdow.org.uk](mailto:Bakhitahouse@rcdow.org.uk) ● [www.caritaswestminster.org.uk/bakhitahouse](http://www.caritaswestminster.org.uk/bakhitahouse)

Offering a holistic range of services including emergency support, legal and financial assistance, mentoring, and help with accessing accommodation. Based in London and take referrals from all boroughs.

**Availability:** Individuals can access services both within NRM contract, pre-NRM and outside NRM, in emergencies and with no recourse to public funds.

**Referral process:** direct from the police or via referral form online (upon request) and pre-assessment meeting.

Accommodation ✓	Casework, advice, advocacy ✓
Education & Employment	Substance misuse
Health services (mental health & counselling) ✓	Interpreters ✓
Health services (sexual and physical health) ✓	Legal advice / aid

Eligibility:  
**WOMEN**

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### City Hearts Integration Support Programme

[ISP@cityhearts.co.uk](mailto:ISP@cityhearts.co.uk) ● <https://cityhearts.global/ispreferral>

This service offers regular phone contact, signposting and advocating for **adult survivors** with negative conclusive grounds decisions, and then positive decisions received before 4<sup>th</sup> Jan 2021. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services both outside NRM contract and post NRM, in emergencies and with no recourse to public funds.

**Referral process:** made through their website.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

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### Crimestoppers

[reception@crimestoppers-uk.org](mailto:reception@crimestoppers-uk.org) ● 0800 555 111 ● <https://crimestoppers-uk.org/>

Crimestoppers is an anonymous information reporting line for anyone with information about crimes, before, during and after. After receiving a call Crimestoppers create a report that brings together all the information reported making sure it doesn't contain any information that could identify you. Your report is sent to the relevant authority with the legal responsibility to investigate crimes, make arrests and charge people in order to bring them to justice.

**Availability:** Individuals can access the helpline at any time.

**Referral process:** call the helpline above, or through their online form.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

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### Croydon Community Against Trafficking

[croydon65@gmail.com](mailto:croydon65@gmail.com) ● 07973746308 ● [www.theCCAT.com](http://www.theCCAT.com)

Croydon Community Against Trafficking offers casework, advice, and advocacy services to survivors of modern slavery. Based in South West and South East London.



**Availability:** Individuals can access services both within NRM contract and outside, in emergencies and with no recourse to public funds.

**Referral process:** referrals are not made to CCAT but they can help direct individuals to relevant help.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

### Domestic Violence Intervention Project (DVIP)

[hanan.babikir@richmondfellowship.org.uk](mailto:hanan.babikir@richmondfellowship.org.uk) • 07587657804 • [WWW.DVIP.ORG](http://WWW.DVIP.ORG)

Provides safety planning, referrals, signposting and both emotional and practical support services for adult women and girls from **migrant, Arabic speaking and LGBTQ+ Communities**. Based in West London and can take referrals from all boroughs.

**Availability:** Individuals can access services with no recourse to public funds.

**Referral process:** through email, phone, website or referral form.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN GIRLS**

### East European Resource Centre

[advocacy@eerc.org.uk](mailto:advocacy@eerc.org.uk) • 07521857415 • <http://www.eerc.org.uk/>

EERC provides advocacy, immigration advice, employability support and counselling in partnership with another organisation. Candidates must be Polish or Romanian speakers or from other **Central and East European communities (within the EU)** with communicative English. EERC prioritises individuals unable to access support elsewhere. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services both within NRM contract, pre-NRM and outside NRM and with no recourse to public funds.

**Referral process:** email for more information.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

### ECPAT UK

[info@ecpat.org.uk](mailto:info@ecpat.org.uk) ● 020 7607 2136 ● <https://www.ecpat.org.uk>

ECPAT UK's direct work with young victims of child trafficking provides a space for peer support, skills-building and rights-based education through their youth programme, available through separate youth groups for male and female members, as well as the ethical and meaningful participation of young survivors of trafficking in ECPAT UK's research, campaigns and training work. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services both within NRM contract, pre-NRM and outside NRM and with no recourse to public funds.

**Referral process:** request a referral form by email.

Accommodation	Casework, advice, advocacy
<b>Education &amp; Employment ✓</b>	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**CHILDREN  
YOUNG PEOPLE**

### Ella's

[ellas.org.uk](http://ellas.org.uk) ● 07841905477 ● [info@ellas.org](mailto:info@ellas.org)

Ella's is a London-based organisation working with women who have survived trafficking and sexual exploitation. They provide safe house accommodation for women when they are most vulnerable, care to help them recover and move forward and long-term community-based support to help

survivors build safe, independent lives. Based in East London and can take referrals from across London.

**Availability:** work with people pre NRM and post NRM, those outside the NRM and those with no recourse on an outreach basis.

**Referral process:** usually through a caseworker but also self-referrals are considered. Please contact: [referrals@ellas.org.uk](mailto:referrals@ellas.org.uk).

Accommodation ✓	Casework, advice, advocacy ✓
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN**

### Fearless

[fearless@crimestoppers-uk.org](mailto:fearless@crimestoppers-uk.org) ● <https://www.fearless.org/en/give-info>

Fearless is Crimestoppers youth service aimed at 11-16-year olds, providing young people with a safe place to give information anonymously about crime. Fearless develops effective anti-crime resources for young people and their families.

**Availability:** young people can access their services at any time.

**Referral process:** fill out their online forum, which you can find on their website.

Accommodation	Casework, advice, advocacy ✓
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**YOUNG PEOPLE**

### Focus on Labour Exploitation (FLEX)

[info@labourexploitation.org](mailto:info@labourexploitation.org) ● 0203 752 5516 ● [www.labourexploitation.org](http://www.labourexploitation.org)

FLEX is a research and policy organisation working towards an end to labour exploitation. FLEX has found that workers at risk of labour exploitation are often unable to easily access

information, advice and support on their rights and entitlements under employment, human rights and modern slavery laws. They provide bespoke training to community-based organisations with the aim of improving their ability to spot labour abuse and exploitation and support those affected. Frontline organisations can contact FLEX by email to discuss whether this training might be a good fit for them. Based in South East London.

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### Glass Door Homeless Charity

[info@glassdoor.org.uk](mailto:info@glassdoor.org.uk) ● 02073514948 ● [www.glassdoor.org.uk](http://www.glassdoor.org.uk)

Glass Door provides advice, casework, advocacy and winter night shelters to **homeless or vulnerably housed adults**. Based in West and South West London and takes referrals from all boroughs.

**Availability:** Individuals can access services post NRM contract, pre-NRM and outside NRM and with no recourse to public funds.

**Referral process:** services are open access and can drop in at their day service.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

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### Helen Bamber Foundation

[www.helenbamber.org](http://www.helenbamber.org) ● 020 3058 2020 ● [reception@helenbamber.org](mailto:reception@helenbamber.org)

The Foundation works with **adult survivors** of trafficking and torture who have **insecure immigration status, mainly asylum seekers** to strengthen their ability to move on with their lives. Support services include therapy, medical advice, housing and welfare advice, legal advice, counter-trafficking support, and community and integration support in a model of integrated care for as long as each client requires and until graduation from the service. Based in North London and takes referrals from all boroughs.

**Availability:** Individuals can access services both pre and post NRM, outside NRM contract and with no recourse to public funds.

**Referral process:** referral form on website, will need medical and legal records so helpful if support worker, medical or legal professional makes referral but possible to self-refer.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
<b>Health services (mental health &amp; counselling) ✓</b>	Interpreters
Health services (sexual and physical health)	Legal advice / aid

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### Hestia Phoenix Project

[PhoenixProject@hestia.org](mailto:PhoenixProject@hestia.org) ● <https://www.hestia.org/phoenixproject>

Hestia's Phoenix Project provides education, employment, interpretation services and casework to **adult survivors** of modern slavery and human trafficking. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services post NRM, outside NRM contract and with no recourse to public funds.

**Referral process:** any support workers and external agencies can refer individuals with a positive conclusive grounds decision by email.

Accommodation	<b>Casework, advice, advocacy ✓</b>
<b>Education &amp; Employment ✓</b>	Substance misuse
Health services (mental health & counselling)	<b>Interpreters ✓</b>
Health services (sexual and physical health)	Legal advice / aid

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### Hestia Modern Slavery Response Team

[ModernSlavery.Response@hestia.org](mailto:ModernSlavery.Response@hestia.org) ● <https://www.hestia.org/modernslaveryresponse>

Hestia supports adult survivors offering accommodation, interpretation and casework services. Supported individuals must be in the NRM to access services and can access the Reach In service following a positive CG on their NRM. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services within NRM contract, post NRM and with no recourse to public funds.

**Referral process:** accepts referrals from the prime contractor of the MSVCC, the Salvation Army.

<b>Accommodation ✓</b>	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	<b>Interpreters ✓</b>
Health services (sexual and physical health)	Legal advice / aid

### Her Equality Rights and Autonomy HERA

[info@hera.international](mailto:info@hera.international) ● 07706890463 ● <https://hera.international/>

Provides **adult women** survivors of modern slavery and exploitation access to a business training programme, delivers workshops in setting up a business, gaining a career in a business sector and personal development. Included in the programme is a trained personal mentor to work with the client for 12 months. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services within NRM contract, outside NRM and with no recourse to public funds.

**Referral process:** referrals are made through application form by caseworker or outreach worker.

Accommodation	Casework, advice, advocacy
<b>Education &amp; Employment ✓</b>	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN**

### Hibiscus Initiatives

[referrals@hibiscus.org.uk](mailto:referrals@hibiscus.org.uk) ● 0207 697 4120 ● <https://hibiscusinitiatives.org.uk/about/>

Hibiscus Initiatives offers casework support to adult **foreign national women** who have been affected by the criminal justice system and are not eligible for other sources of support. Casework support is given on matters including education, housing, immigration, welfare benefits, contact with family and life in the UK. Assistance in determining client's rights and entitlements, skill and education training; including basic literacy (delivered by qualified ESOL teacher) and IT classes is also offered. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services within NRM contract, outside NRM and with no recourse to public funds.

**Referral process:** all agencies or individuals can refer by phone or email.

Accommodation	<b>Casework, advice, advocacy ✓</b>
<b>Education &amp; Employment ✓</b>	Substance misuse
Health services (mental health & counselling)	<b>Interpreters ✓</b>
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN**

### Hope at Home

[helen@hopeathome.org.uk](mailto:helen@hopeathome.org.uk) ● 07877447341 ● <https://www.hopeathome.org.uk/>

Hope at Home train and support individuals to host low-needs **adult survivors** of human trafficking for up to a year in their homes post-NRM as **move-on accommodation**. Based across London and can take referrals from all boroughs.

**Availability:** Individuals can access services who have reasonable grounds or conclusive grounds decisions and those with no recourse to public funds.

**Referral process:** email the contact number for a referral conform.

<b>Accommodation ✓</b>	Casework, advice, advocacy
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

### Housing for Women

[info@h4w.co.uk](mailto:info@h4w.co.uk) ● 0783 066 231 ● <https://hfw.org.uk>

Housing for Women provides accommodation and a drop-in centre for women. The drop-in provides daily essentials including food vouchers, mobile phones and top-ups, a laundry service and showers. Housing for Women also can signpost to primary care services, legal support and health services. Based in East London and take referrals from all boroughs.

**Availability:** women can access services within NRM contract and with no recourse to public funds.

**Referral process:** all referrals are made through a caseworker.

Accommodation ✓	Casework, advice, advocacy ✓
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN**

### Human Trafficking Foundation (HTF)

[info@humantraffickingfoundation.org](mailto:info@humantraffickingfoundation.org) ● 020 3773 2040 ● [www.humantraffickingfoundation.org](http://www.humantraffickingfoundation.org)

The Human Trafficking Foundation brings together parliamentarians NGOs, local authorities, law enforcement, academics and other experts throughout the anti-trafficking and modern slavery sector, to learn from their first-hand experience of supporting victims and disrupting trafficking networks in order to inform policy recommendations to Parliamentarians and Government.

HTF offers one-off small grants to survivors of human trafficking and modern slavery to meet their immediate needs when no other sources of funding are available. Caseworkers can fill out an application form from the website.

### Kalayaan

[info@kalayaan.org.uk](mailto:info@kalayaan.org.uk) ● 02072432942 ● <http://www.kalayaan.org.uk/>

Kalayaan supports adults who entered the UK on a **domestic worker visa**, under the Tier 5 route as a diplomatic domestic worker or who believed that they were coming to the UK to carry out domestic work in a private household. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services within NRM contract, outside NRM, in emergencies and with no recourse to public funds.

**Referral process:** email or contact by phone.

Accommodation	<b>Casework, advice, advocacy ✓</b>
<b>Education &amp; Employment ✓</b>	Substance misuse
Health services (mental health & counselling)	<b>Interpreters ✓</b>
Health services (sexual and physical health)	<b>Legal advice / aid ✓</b>



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### Latin American Women's Rights Service (LAWRS)

[info@lawrs.org.uk](mailto:info@lawrs.org.uk) ● 0808 145 4909 ● [www.lawrs.org.uk](http://www.lawrs.org.uk)

LAWRS support **Latin American migrant women** in the UK with advice and support on employment rights, benefits, housing, immigration and domestic abuse. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside NRM and with no recourse to public funds.

**Referral process:** Self-referral or referral from other organisations.

Accommodation	Casework, advice, advocacy ✓
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid ✓

**Eligibility:**

**WOMEN**

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### London Move on Project

[c.beaton@medaille-trust.org.uk](mailto:c.beaton@medaille-trust.org.uk) ● 07983921083 ● <https://www.medaille-trust.org.uk/moving-on/moving-on-project>

The Move on Project is available to **adult women** affected by modern slavery offering casework & befriending service, support to access counselling, signposting to appropriate health services, education and employment opportunities and community integration. Also supports women throughout the justice process and conducts legally admissible interviews. Based in central London takes referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside NRM and with no recourse to public funds.

**Referral process:** takes referrals from service providers but to self-refer visit their website and complete a short self-referral form.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	<b>Interpreters ✓</b>
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN**

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### Love146 UK

[info@love146.org.uk](mailto:info@love146.org.uk) ● 08456 802 146 ● <https://www.love146.org.uk/>

The Love146 Rapid Response Out of Hours Placement Service (RRPS) provides short term accommodation options for **child victims** of trafficking and modern slavery or unaccompanied children. Love146 specialises in cases of **CCE, county lines, sexual and labour exploitation**. Where the age of a child is disputed, they can also be referred into their provision. Based across London, takes referrals from all boroughs and Hampshire, East and West Sussex.

**Availability:** Individuals can access services pre and post NRM contract, outside NRM, in emergencies and with no recourse to public funds.

**Referral process:** local authorities refer cases to Love149.

<b>Accommodation ✓</b>	<b>Casework, advice, advocacy ✓</b>
<b>Education &amp; Employment ✓</b>	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**CHILDREN**

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### Off the Record Youth Counselling

[stephhernandez@talkofftherecord.org](mailto:stephhernandez@talkofftherecord.org) ● 07747800903 ● [www.talkofftherecord.org](http://www.talkofftherecord.org)

Off the Record offers **young people under twenty-five** free youth counselling. They also have a specialised Refugee Service which provides confidential support and counselling to refugees, asylum seekers and forced migrants who are aged between 11 – 25. Based in South East London and takes referrals for young people with a connection to Croydon.

**Availability:** young people can access services pre and post NRM contract, outside and within NRM contract and with no recourse to public funds.

**Referral process:** professional or self-referral via a form on website.

Accommodation	Casework, advice, advocacy
Education & Employment	Substance misuse
<b>Health services (mental health &amp; counselling)</b> ✓	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**CHILDREN  
YOUNG PEOPLE**

### Mend & Restore Project

[mel.manning48@icloud.com](mailto:mel.manning48@icloud.com) ● 07976965688

The project is a three-month mending and sewing programme beginning September 2021 focused on wellbeing and women's health for women survivors of modern slavery and abuse. Based in East London and takes referrals from East London.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract and with no recourse to public funds.

**Referral process:** will take referrals from organisations that work with women survivors.

Accommodation	Casework, advice, advocacy
<b>Education &amp; Employment</b> ✓	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN**

### National Ugly Mugs

[admin@uglymugs.org](mailto:admin@uglymugs.org) ● 0161 629 9861 ● <https://uglymugs.org/um/>

National Ugly Mugs support **sex workers** in making full reports to the police so that the perpetrators can be identified and ensure sex workers have access to professional services when they have been a victim of crime. They also take reports of incidents from sex workers and produce anonymised warnings which are sent directly to sex workers and front-line support projects throughout the UK through their Violence and Crime Reporting and Alert System for Sex Workers in the UK. Based across London and takes referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract and with no recourse to public funds.

**Referral process:** No referral process, team is available Monday through to Friday during office hours to answer calls and emails, and text to those who need support following an incident.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

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### Newham Community Renewal Programme

[info@renewalprogramme.org.uk](mailto:info@renewalprogramme.org.uk) ● 020 8471 6954 ● <https://www.renewalprogramme.org.uk/>

The Renewal Programme has specific services for **refugees & migrants** which include a Food Bank service, Youth Programmes and hostels for both under 25s and over 25s. Based in East London and takes referrals from East London boroughs only.

**Availability:** Individuals can access services with no recourse to public funds.

**Referral process:** For the Refugee & Migrant Service email [rampreferrals@renewalprogramme.org.uk](mailto:rampreferrals@renewalprogramme.org.uk) and for Training and Education please contact [Education@renewalprogramme.org.uk](mailto:Education@renewalprogramme.org.uk)

<b>Accommodation ✓</b>	<b>Casework, advice, advocacy ✓</b>
<b>Education &amp; Employment ✓</b>	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	<b>Legal advice / aid ✓</b>

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### The Children's Society: London Services

[Kelly.Lewington@childrenssociety.org.uk](mailto:Kelly.Lewington@childrenssociety.org.uk) 020 8221 8200 <https://www.childrenssociety.org.uk>

The Children's Society offer a range of services, some of which are tailored to particular groups such as the Stride programme for boys and young men who are at risk of, or are being internally trafficked, for the purposes of criminal exploitation. They specialise in both **sexual exploitation** and

**criminal exploitation including county lines** and offer a range of services, some of which are pan-London and others borough specific but takes referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract and with no recourse to public funds.

**Referral process:** referrals from case workers and practitioners but self-referrals from families and young people can also be discussed.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
<b>Health services (mental health &amp; counselling) ✓</b>	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**  
**YOUNG PEOPLE**

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### The Children’s Society – National Prevention Programme

[prevention@childrenssociety.org.uk](mailto:prevention@childrenssociety.org.uk) ● [childrenssociety.org.uk](http://childrenssociety.org.uk)

The Children’s Society’s National Prevention Programme works with strategic partners across sectors to develop interventions and initiatives to prevent child exploitation. They can facilitate both problem-solving and strategic interventions and provide advice and capabilities-building for agencies who are working to prevent child exploitation. **The Prevention Programme does not work directly with children or families.**

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### The Passage

[modernslavery@passage.org.uk](mailto:modernslavery@passage.org.uk) ● 02075921850 ● <https://passage.org.uk>

Holistic support for **homeless** adults addressing primary needs including emergency accommodation; referral to First Responders; multi-agency case conferences on a case-by-case basis; health and mental health care including referral to a GP; linking with legal aid; and advocacy. Based in central London and takes referrals from Westminster.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract and with no recourse to public funds.

**Referral process:** self-refer by dropping into The Passage Day Centre. All agencies in Westminster can refer their service users who are homeless by email.

Accommodation ✓	Casework, advice, advocacy ✓
Education & Employment ✓	Substance misuse ✓
Health services (mental health & counselling) ✓	Interpreters
Health services (sexual and physical health) ✓	Legal advice / aid ✓

### Marylebone Project

<https://www.maryleboneproject.org.uk/> ● 0203 959 1444 ● [referrals@churcharmy.org](mailto:referrals@churcharmy.org)

Provides 112 long- and short-term beds to **homeless women** over the age of 18 and offer essential facilities and support to women who visit our rough sleeper's drop-in at the Marylebone Centre. The Marylebone Centre also delivers education, employment and training opportunities. Based in Central London and take referrals for those who have had a local connection to the borough of Westminster for six months.

**Availability:** individuals can access services both within NRM contract and outside, in emergencies and with no recourse to public funds.

**Referral process:** referral by email from an approved provider, see more information [here](#).

Accommodation ✓	Casework, advice, advocacy
Education & Employment ✓	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN**

### Medical Justice

[med@medicaljustice.org.uk](mailto:med@medicaljustice.org.uk) ● 02075617498 ● [www.medicaljustice.org.uk](http://www.medicaljustice.org.uk)

Provides medico-legal assessments and associated support for those who are in **immigration detention, either in an IRC or in prison**. Not able accept referrals for people in the community or who are currently serving a sentence in prison. Based across London and take referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract, in emergencies and with no recourse to public funds.

**Referral process:** Case worker via our online referral form, self-referrals by phone or the online form

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	<b>Legal advice / aid ✓</b>

### Rahab UK

[contact@rahabuk.com](mailto:contact@rahabuk.com) ● 07809219551 ● [www.rahabuk.com](http://www.rahabuk.com)

Rahab supports both adult women involved in sex work and adult women who have experienced **sexual exploitation**. Support is tailored to individual situations and circumstances including pastoral care, outreach visits and emergency accommodation. Based in West London and takes referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract, in emergencies and with no recourse to public funds.

**Referral process:** email for a referral form and criteria. Can self-refer either by email or phone.

<b>Accommodation ✓</b>	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
<b>Health services (mental health &amp; counselling) ✓</b>	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN**

### Refuge

[modernslavery@refuge.org.uk](mailto:modernslavery@refuge.org.uk) ● 07741119930 ● <https://www.refuge.org.uk/>

Refuge can help victims of modern slavery to access support that is tailored to their specific risks and experiences, for example relating to safety, health, trauma, immigration support and economic independence. The service focuses on providing a culturally specific service to **Middle Eastern**,

**Eastern European, Vietnamese and Chinese victims of sexual exploitation, forced or sham marriage and domestic servitude.** Based across London and takes referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract, in emergencies and with no recourse to public funds.

**Referral process:** The service takes agency or self-referrals via phone or email.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

### SPACE (Stop & Prevent Adolescent Criminal Exploitation)

[email@bespaceaware.co.uk](mailto:email@bespaceaware.co.uk) ● <http://www.bespaceaware.co.uk/436824474>

SPACE provides support services for **British victims of Criminal Exploitation** including county lines. SPACE does county lines, (C)CE and modern slavery training, consultancy and expert witness service. Based across London and takes referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract, in emergencies and with no recourse to public funds.

**Referral process:** by email from statutory services, NGOs or from affected families and victims directly.

Accommodation	<b>Casework, advice, advocacy ✓</b>
<b>Education &amp; Employment ✓</b>	Substance misuse
Health services (mental health & counselling)	Interpreters
Health services (sexual and physical health)	Legal advice / aid

### Street Talk

[info@street-talk.org.uk](mailto:info@street-talk.org.uk) ● 07913817046 ● <https://www.street-talk.org.uk>



Street Talk provides free psychotherapy to vulnerable women including survivors of trafficking and modern slavery specialising in cases of **sexual exploitation**. Able to offer long-term support and are also experienced in supporting asylum-seeking women throughout the asylum process. Based across London and takes referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract and with no recourse to public funds.

**Referral process:** referrals come via partner organisation staff and self-referrals are accepted. Email or phone.

Accommodation	Casework, advice, advocacy
Education & Employment	Substance misuse
<b>Health services (mental health &amp; counselling)</b> ✓	Interpreters
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN AND  
TRANSGENDER**

## Tamar

[admin@tamarteam.org](mailto:admin@tamarteam.org) ● 07564410069 ● <https://tamarwestminster.org/>

Tamar is a Christian **faith-based** charity supporting women & transgender people who **are sexually exploited**. Enables individuals to access statutory and other available services. Tamar are experienced in working with the Chinese and Thai diaspora and can provide translation, but services are open to all. Creative classes, English classes, accompaniment to appointments, exploring Christianity & supporting people in their Christian faith. Based in Central London and takes referrals from across the borough of Westminster & City of London.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract and with no recourse to public funds.

**Referral process:** clients can both self-refer to us or can be referred by a third party of any kind.

Accommodation	<b>Casework, advice, advocacy</b> ✓
<b>Education &amp; Employment</b> ✓	Substance misuse
Health services (mental health & counselling)	<b>Interpreters</b> ✓
Health services (sexual and physical health)	Legal advice / aid

**Eligibility:**

**WOMEN AND  
TRANSGENDER**

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## Unseen Modern Slavery & Exploitation Helpline

[info.mshelpline@unseenuk.org](mailto:info.mshelpline@unseenuk.org) ● 08000 121 700 ● <https://www.modernslaveryhelpline.org/>

The helpline serves as a free, confidential, independent point of contact for all modern slavery and exploitation issues offering victim-centred, trauma-informed specialist support, advice and guidance to potential victims, members of the public, statutory agencies and businesses. Translation services are available 24/7. The helpline also makes referrals and offers signposts to local organisations and police where helpful. Based across London and takes referrals from all boroughs.

**Availability:** Individuals can access services pre and post NRM contract, outside and within NRM contract, in emergencies and with no recourse to public funds.

**Referral process:** requests for support may be made via the helpline number, which is free to call, via the Unseen App, or website.

Accommodation	<b>Casework, advice, advocacy ✓</b>
Education & Employment	Substance misuse
Health services (mental health & counselling)	<b>Interpreters ✓</b>
Health services (sexual and physical health)	<b>Legal advice / aid ✓</b>