

Frontline workers, including those working in health and social care, education, charities and key frontline services, police and emergency services, and transport, are well-placed to identify a potential victim of modern slavery or exploitation.

Often, frontline professionals are the only other people someone might interact with whilst they are being exploited. For example, up to 1 in 5 victim-survivors report having had contact with healthcare services throughout the time they were experiencing modern slavery ([NHS England](#)).

It is therefore essential for frontline workers to be aware of and help victim-survivors of modern slavery in the following ways:



1. Recognise the Signs

Frontline workers should learn to recognise potential indicators of modern slavery, such as restricted movement, poor living conditions, signs of physical abuse, fearfulness, lack of personal identification, and unusual working conditions.

2. Listen Actively, Believe and Validate

Allow victim-survivors to share their stories without interruption. Active listening helps frontline workers understand their needs and concerns better. Take disclosures seriously and validate the survivor's experiences. Believe their account and show empathy.

3. Assess Immediate Safety and Address Basic Needs

If there's an immediate threat to someone's safety, involve the police or emergency services as appropriate. Following this, ensure a victim-survivor's immediate needs are met, such as shelter, food, and medical care, while connecting them with relevant support services.

4. Explain Rights and Options

Inform the victim-survivor about their rights, available support services, and potential options, such as seeking legal assistance, counselling, and medical care.

5. Respect Autonomy and Maintain Privacy

Allow the victim-survivor to make their own decisions about seeking help or pursuing legal actions. Respect their autonomy and choices, as their rights to privacy and confidentiality, while being aware of legal and ethical obligations.

6. Cultural Sensitivity

Be aware of cultural differences and sensitivities that might affect how a victim-survivor discloses their situation or seeks assistance.

7. Documentation

Keep accurate records of your interactions with the victim-survivor, including dates, times, and details of conversations. This documentation may be valuable for legal or support purposes.

8. Training and Education

Stay updated on modern slavery awareness and response training. Regular training helps frontline workers stay informed about new developments and best practices.

9. Trauma-Informed Care

Recognise the potential trauma that a victim-survivor has experienced and provide trauma-informed care. Approach interactions with sensitivity and understanding.

10. Long-Term Support

Understand that the effects of modern slavery can be long-lasting. Offer ongoing support and check-ins as needed.

