



Modern Slavery and Exploitation

Directory of Supporting Services



City of Westminster



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Important Safety Information

If someone is in immediate danger, always call police on 999.

If you require Police assistance in a non-emergency situation, call 101.

You can also report non-emergency crimes and information online via [Report a crime | Metropolitan Police](#)

To report crimes anonymously, you can contact Crimestoppers on 0800 555 111 or through the website, www.crimestoppers-uk.org

If you have concerns about the safety and wellbeing of a child, please contact the relevant local authority Children Services

Hammersmith & Fulham: 020 8753 6600

Kensington and Chelsea: 0207 361 3013

Westminster: 020 7641 4000

If you are concerned for the safety and wellbeing for an adult, or if you would like to speak to someone about accessing support for yourself, please contact the relevant local authority Adult Social Care Team

Hammersmith & Fulham: 020 8753 4198

Kensington and Chelsea: 020 7361 3013

Westminster: 020 7641 2500

For 24/7 free and confidential advice and support, you can also contact the Modern Slavery Helpline on 08000 121 700

Website: www.modernslaveryhelpline.org

Accommodation

Glass Door Homeless Charity

Website: www.glassdoor.org.uk

Contact: 02073514948

Overview: Glass Door is a charity supporting people impacted by homelessness, providing open access winter night shelters and a year-round casework service in Kensington & Chelsea, Hammersmith & Fulham, Richmond, and Lambeth.

Hope at Home

Website: www.hopeathome.org.uk

Contact: info@hopeathome.org.uk / 07877447341

Overview: Hope at Home provides move-on accommodation by matching survivors of modern slavery with volunteer host households. This is an independent, voluntary, adult to adult living arrangement facilitated by Hope at Home.

Olallo House

Website: www.sjog-olallo.uk/olallo-house.php

Contact: enquiries@sjog.org.uk / 07725927908

Overview: Olallo House is a 32-bed short-term accommodation for people affected by homelessness of all genders who have migrated to the UK. The house provides hot meals, job search support and 1 to 1 keyworker support. Criteria: No recourse to public funds and those not entering the NRM are welcome.

St Mungo's Website:

www.mungos.org

Contact: info@mungos.org / 020 3856 6000

Overview: St Mungo's is a charity supporting people affected by homelessness, including providing tailored support, outreach and accommodation.

The Connection at St Martin's

Website: www.connection-at-stmartins.org.uk

Contact: services@cstm.org.uk / 020 7766 5544

Overview: Homeless charity in Westminster with a day & night centre. Provides housing advice, mental health support and street outreach.

Safer Renting

Website: [Safer Renting - Cambridge House \(ch1889.org\)](http://ch1889.org)

Contact: SaferRenting@ch1889.org

Overview: Experts in private sector housing law providing advice, support and advocacy for people exploited by landlords.

Shelter

Website: [Housing advice from Shelter - Shelter England](http://shelter.org.uk)

Contact: 0808 800 4444

Overview: One-to-one, personalised help with housing and homelessness with access to free legal advice for individuals facing eviction.

The Passage – Modern Slavery Service

Website: www.passage.org.uk/modern-slavery

Contact: modernslavery@passage.org.uk

Overview: The Modern Slavery Service at The Passage identifies and supports survivors of modern slavery who are homeless in Westminster. The aim of the Modern Slavery Service at The Passage is to provide immediate assistance while addressing support needs and risks in a trauma informed way until the person enters the NRM. Support includes a multi-agency case conference (MACC) approach in partnership with Westminster City Council to provide a coordinated and holistic service. Emergency accommodation can be provided as part of the MACC process.

Child Exploitation

Afruca

Website: www.afruca.org

Contact: eunice@afruca.org / 0207 704 2261

Overview: Afruca provides individual advocacy and practical support for children from an African background, aged under 25 by the time of referral. Support includes help to navigating immigration, housing, legal and social services systems.

Barnardo's Independent Child Trafficking Guardianship Service

Website: www.barnardos.org.uk/what-we-do/protecting-children/trafficked-children Contact: 0800 043 4303 (available 24/7)

Overview: Barnardo's provides an Independent Child Trafficking Guardianship Service (ICTGs) for children who have been trafficked. All trafficked children residing in London should be referred to Barnardo's ICTG Service through this form.

Catch 22 | County Lines Support and Rescue

Website: www.catch-22.org.uk

Contact: 07545 423077

Overview: Specialist support and rescue service for young people up to the age of 25 who have been affected by County Lines criminal exploitation.

Children and Families Across Borders (CFAB)

Website: www.cfab.org.uk

Contact: info@cfab.org.uk / 020 7735 8941

Overview: CFAB's team of international children's social workers are experts in international social work including cross-border child protection cases, care proceedings requiring cross border cooperation and placements abroad.

The Children's Society

Website: www.childrenssociety.org.uk

Contact: safeguarding@childrenssociety.org.uk

Overview: The Children's Society run various services for children who are being exploited. They provide useful resources for practitioners related to child sexual exploitation, child criminal exploitation and missing children.

ECPAT UK

Website: www.ecpat.org.uk

Contact: youth@ecpat.org.uk

Overview: ECPAT UK provides tailored support to young people living in London, aged 15-25, who have experienced trafficking and exploitation, in a safe environment that enables them to learn valuable life skills, access peer support, ease their trauma and understand their rights.

Gangs, Violence and Exploitation Unit

Contact: gveu@lbhf.gov.uk

Overview: Identifying and offering long-term support to young people up to the age of 25 affected by or at risk of gang activity and exploitation in Hammersmith & Fulham

Migrant and Refugee Children's Legal Unit

Website: www.miclu.org

Contact: miclu@islingtonlaw.org.uk / 020 7288 7630

Overview: Specialist legal representation for migrant and refugee children on asylum and immigration matters.

Refugee Council - My View

Website: www.refugeecouncil.org.uk/our-work/mental-health-support-for-refugees-and-asylum-seekers/mental-health-services-for-unaccompanied-children/

Contact: MyView@refugeecouncil.org.uk

Overview: My View provides psycho-therapeutic groups and/or one to one therapeutic support for survivors of trafficking, war, conflict, displacement, bereavement, sexual violence, physical violence & torture, cultural alienation and FGM.

Safer London

Website: www.saferlondon.org.uk

Contact: info@saferlondon.org.uk

Overview: Trauma-informed and specialist support provided to young Londoners affected by violence, criminal and, sexual exploitation

St Giles Trust

Website: www.stgilestrust.org.uk

Contact: info@stgilestrust.org.uk / 020 7708 8000

Overview: St Giles Trust provides a range of support to help young men and women involved in serious violence, county lines and criminal exploitation.

Community Outreach Support

Helen Bamber Foundation

Website: www.helenbamber.org

Contact: referrals@helenbamber.org / 020 3058 2022

Overview: Helen Bamber Foundation provides holistic care and support for victims/survivors of modern slavery, including support from legal staff and trained therapists.

Hestia Phoenix Project

Website: www.hestia.org

Contact: phoenixproject@hestia.org / ModernSlavery.Response@hestia.org Overview: In addition to being an NRM sub-contractor for The Salvation Army, Hestia runs The Phoenix Project, a post-NRM programme supporting survivors with a positive Conclusive Grounds decision (with or without leave to remain). Case workers support survivors to integrate within their local community and increase their independence.

Justice & Care - Victim Navigators

Website: www.justiceandcare.org

Contact: hello@justiceandcare.org

Overview: Victim Navigators acts as a bridge between victims/survivors of modern slavery and the Police. They aim to free-up police time and resources allowing officers to focus on the criminal investigations and their wider organised crime groups. Victim Navigators manage the day-to-day necessary contact with victims/survivors, whilst providing strategic advice on victim care and safety.

The Salvation Army

Website: www.salvationarmy.org.uk/modern-slavery

Contact: 0800 808 3733 (available 24/7)

Overview: The Salvation Army are the prime contractor for managing support for adult victims/survivors of modern slavery in England and Wales who consent to entering the National Referral Mechanism (NRM). They can provide emergency accommodation to victims/survivors of modern slavery who are destitute.

Sophie Hayes Foundation

Website: www.sophiehayesfoundation.org

Contact: Via form on website www.sophiehayesfoundation.org/contact-us

Overview: Post-NRM support and skills workshops for survivors of modern slavery. Criteria: Female survivors aged over 18, medium verbal and written English comprehension. An NRM Conclusive Grounds decision and right to work is not essential

Victim Support

Website: www.victimsupport.org.uk

Contact: 0808 1689111

Overview: A national charity providing free and confidential practical and emotional support to people affected by crime.

Domestic Servitude

Kalayaan

Website: www.kalayaan.org.uk

Contact: info@kalayaan.org.uk / 020 7243 2942

Overview: Kalayaan provide individual advice and support for people on overseas domestic worker visas. Kalayaan are a First Responder organisation for the NRM. Criteria: Support is available to people inside and outside of the NRM process.

Voice of Domestic Workers

Website: www.thevoiceofdomesticworkers.com

Contact: info@thevoiceofdomesticworkers.com

Overview: Voice of Domestic Workers provides educational and community activities for domestic workers, including English language lessons and employment advice.

Health and Wellbeing

National Suicide Prevention Helpline

Website: www.spuk.org.uk

Contact: 0800 689 5652

Overview: Free and confidential helpline for those experiencing poor mental health and thoughts of suicide. The helpline is open every day from 6pm until midnight.

SASH (Support and Advice on Sexual Health)

Website: www.sashlondon.org

Contact: info@SASHLondon.org / 020 7851 2955

Overview: SASH provide sexual wellbeing services for people living in Westminster, Kensington & Chelsea and Hammersmith & Fulham. A specialist clinic offering a variety of services are available for people involved in sex work and the sex work industry every Thursday from 9:30am to 5:00pm. People are seen by appointment only at the John Hunter Clinic, St Stephen's Centre, 369 Fulham Road, SW10 9NH. To book an appointment email info@sashlondon.org or call Max on 0788 195 5226.

Rights and Entitlements

Turning Point

Website: www.turning-point.co.uk

Contact: 0203 126 3036

Overview: Turning Point provides mental health support and services for people wishing to address their alcohol or drug use.

ATLEU (Anti Trafficking and Labour Exploitation Unit)

Website: www.atleu.org.uk

Contact: referrals@atleu.org.uk / 020 7700 7311

Overview: ATLEU provides legal representation for victims/survivors of modern slavery. They can support appeals for negative National Referral Mechanism (NRM) decisions and provide free advice on immigration, compensation and housing for support providers working with victims/survivors.

The British Red Cross London Refugee Support Services

Website: www.redcross.org.uk/about-us/what-we-do/modern-slavery-and-trafficking Contact:
LondonRU@redcross.org.uk / 0207 704 5670

Overview: The British Red Cross provides welfare advice, casework and practical support to asylum seekers and refugees in London. Support includes offering advice on the National Referral Mechanism and related support options, along with support around destitution and family reunion.

Citizens Advice

Contact: Kensington and Chelsea - 0808 278 7982 - www.citizensadvicekc.org.uk Westminster -
0808 278 7834 - www.westminstercab.org.uk

Hammersmith & Fulham - 0808 278 7832 – www.cahf.org.uk

Overview: Citizens Advice provides support with employment rights, including employment tribunals, failure to pay minimum wage, discrimination and breaches of contracts. Citizens Advice can also assist with benefits, housing, debt and money.

East European Resource Centre (EERC)

Website: www.eeac.org.uk

Contact: advocacy@eerc.org.uk Polish: 07521857415; Romanian: 07730021986; Ukrainian: 07718 612 218 Monday - Thursday: 10:00 - 16:00 (EERC provide translation for other Eastern European languages)

Overview: EERC provides a team of dedicated advocates, solicitors and advisers supporting female Eastern European victims/survivors of domestic abuse and trafficking in London. EERC run a holistic and culturally sensitive service, providing free independent advice, welfare advice, family law and immigration advice and emotional support through one-to-one counselling and peer support.

Migrant Help

Website: www.migranthelpuk.org

Contact: info@migranthelpuk.org / 0808 8000 630

Overview: Migrant Help is a First Responder organisation for the NRM. They provide support, advice and accommodation services for migrants and victims/survivors of modern slavery in South East England, along with a free asylum helpline.

Right to Remain

Website: www.righttoremain.org.uk

Contact: [Online contact form](#)

Overview: Right to Remain is a national charity providing information, resources and training materials to support communities to navigate the UK asylum and immigration system.

Shpresa

Website: www.shpresaprogramme.org

Contact: 020 7511 1586

Overview: Programmes and support for the Albanian speaking community, including the project 'Breaking the Chains' working to affect policy and practice changes for children and young people fleeing traffickers, blood feuds, honour-based violence, and organised crime in Albania.

Sexual Exploitation

National Ugly Mugs

Website: www.nationaluglymugs.org

Contact: casework@nationaluglymugs.org / 0161 629 9861

Overview: National Ugly Mugs (NUM) is a national organisation that provides greater access to justice and protection for sex workers. NUM provides direct support to sex workers who have been victims of crime, along with taking reports of incidents of harm towards sex workers and providing alerts to others in adult industries about dangerous people and conditions affecting sex workers.

Rahab

Website: www.rahabuk.com

Contact: referrals@rahabuk.com/ 0207 370 3901

Overview: Support for women involved in prostitution and women who have experienced sexual exploitation, including modern slavery. Rahab can provide an ISVA service, third party reporting,

outreach, 1:1 case work support, befriending, wellbeing, counselling and English lessons. Rahab also provides advice and training to frontline practitioners on how to support women in their care.

Tamar

Website: www.tamarwestminster.org

Contact: contact@tamarteam.org

Overview: Tamar provide outreach and individual support for women and transgender people affected by prostitution and sexual exploitation in Westminster and the City of London. Tamar has volunteers speaking a range of languages including Thai and Mandarin.

Women & Girls Network

Website: www.wgn.org.uk

Contact: info@wgn.org.uk / 020 7610 4678

Overview: Women & Girls Network provide services including free counselling and advice to women & girls who have experienced, or are at risk of experiencing, violence including sexual exploitation and forced marriage.

Support for Women

Caritas Bakhita House

Website: www.caritaswestminster.org.uk/bakhita-house.php

Contact: bakhitahouse@rcdow.org.uk / 020 7931 6045

Overview: Safehouse accommodation for female victims/survivors of modern slavery. Criteria: Women with no recourse to public funds and those not entering the NRM are welcome.

Daria House (nia)

Website: www.niaendingviolence.org.uk/get-help/domestic-violence-and-abuse/specialistrefuges/

Contact: 07884 886901

Overview: A refuge for women who have been sexually exploited, with a particular focus on supporting women who have been exploited through their involvement in prostitution.

Ella's Home

Website: www.ellas.org.uk

Contact: referrals@ellas.org.uk /

Overview: Accommodation for female victims/survivors of modern slavery with recourse to public funds; and floating support for women with or without recourse. Those not entering the NRM welcome. Criteria: Support outside of the NRM and for women with no recourse to public funds.

Emma Project (nia)

Website: www.niaendingviolence.org.uk/get-help/domestic-violence-and-abuse/specialistrefuges/

Contact: 07590 712872

Overview: A pioneering refuge and outreach service for women who have experienced domestic and sexual violence, including women who have been exploited through prostitution and who also use substances problematically.

LAWRS (Latin American Women's Rights Service)

Website: www.lawrs.org.uk

Contact: referrals@lawrs.org.uk / 0808 145 4909

Overview: Specialist services for all Latin American women, including advice for women facing gender violence, counselling, advice on welfare benefits, housing, debt, employment rights and exploitation, initial legal advice on immigration and family law, as well as integration activities and groups.

Medaille Trust - Moving on Project

Website: www.medaille-trust.org.uk

Contact: enquiries@medaille-trust.org.uk / 0800 06 999 16

Overview: The Moving on Project provides long-term, community-based support to women outside of the NRM who are at risk of and/or affected by Modern Slavery. Support can include help and advice around mental health, employment, money management, personal safety, repatriation/resettlement and community integration.

Refuge

Website: www.refuge.org.uk/our-work/forms-of-violence-and-abuse/modern-slavery/

Contact: 0808 2000 247 (National Domestic Abuse Helpline)

Overview: Refuge provide temporary accommodation for women escaping abuse. They can also help victims or people at risk of exploitation through tailored support, for example relating to immigration support, health and wellbeing and accessing the National Referral Mechanism.

Solace Women's Aid

Website: www.solacewomensaid.org

Contact: advice@solacewomensaid.org Advice line: 0808 802 5565 Rape Crisis: 0808 801 0305

Overview: Accommodation, advice, and support for women in London.

Parents and Carers

Ivison Trust

Website: www.ivisontrust.org.uk

Contact: [Parent Support Enquiry form](#)

Overview: A National charity running a parent support line for parents/carers concerned about child sexual and criminal exploitation alongside parent webinars and Spot the Signs resources.