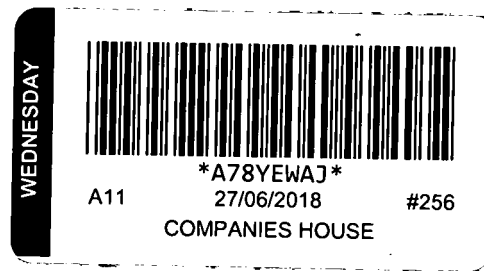


**Registered Company number: 06754171 (England and Wales)**  
**Registered Charity number: 1127620 (England and Wales)**

**Unseen (UK)**

**Trustees' Report and Financial Statements**

**For the year ended 31 December 2017**



## **Unseen (UK)**

### **Table of Contents for the year ended 31 December 2017**

<b>Executive Summary</b>	<b>1 - 2</b>
<b>Trustees' Report</b>	<b>3 - 27</b>
<b>Report of the Independent Auditors</b>	<b>28 - 29</b>
<b>Statement of Financial Activities</b>	<b>30</b>
<b>Balance Sheet</b>	<b>31</b>
<b>Statement of Cash Flows</b>	<b>32</b>
<b>Notes to the Statement of Cash Flows</b>	<b>32</b>
<b>Notes to the Financial Statements</b>	<b>33 – 44</b>

## **Unseen (UK)**

### **Executive Summary for the year ended 31 December 2017**

#### **Executive Summary**

This report looks back at the work carried out by Unseen in 2017 in its mission to eradicate modern slavery through supporting survivors, equipping stakeholders and influencing society.

#### **Supporting survivors**

Our women's safe house (Women's Anti-Trafficking Emergency Refuge, or WATER) provided a safe haven to 22 women from 14 countries over the course of the year, while our men's safe house (Men's Anti-Slavery Project, or MAP) worked with 16 clients from 12 countries. Our Resettlement, Integration and Outreach (RIO) project supported 59 survivors and their families from 20 countries in rebuilding their lives in the community. All three projects helped survivors access medical services, legal advice, education opportunities and psychological support or counselling, among other activities. Excitingly, 2017 also saw the development and OFSTED registration of a new children's safe house (Children In a Place of Safety, or CHIPS), which will open for referrals in 2018.

Unseen's Modern Slavery Helpline also supports survivors and indeed those still in situations of slavery. 10% of the 3,710 calls received by the Helpline in 2017 were from victims themselves and Helpline Advisors made 1,442 referrals to local authorities or law enforcement agencies.

#### **Equipping stakeholders**

Unseen trained over 1,300 individuals through 48 sessions last year, predominantly employees of the police, NHS, local authorities, businesses and charities. These frontline professionals are now better equipped to spot the signs of slavery if they come across it, and to take appropriate action.

We continued to play an active part in the Anti Slavery Partnerships (ASPs) in the South West, and helped establish a new Bedfordshire ASP, in both cases working closely with the police, local authorities and other stakeholders. Unseen accompanied the police on a "Day of Action" in Bath which resulted in the first prosecution for child trafficking in the UK.

The Modern Slavery Helpline also plays an important role in equipping frontline professionals through provision of information and advice to those calling in about potential victims. The Helpline produces monthly, quarterly and ad hoc reports based on call data, helping to paint a comprehensive picture of modern slavery in the UK and increase understanding of how to combat it.

Additionally, in 2017 we developed a new cloud-based pan-European Victim Case Management System, which increases the ability to digitally collect, store and manage victims' information. This will make for more effective case management by service providers, as well as creating more potential for data analysis, as it goes live in 2018.

#### **Influence society**

Unseen participated in numerous high-level networks, events and conferences, including advising the New Zealand government on the development of anti-slavery legislation, presenting in The Vatican, and working closer to home with the UK government, police and other organisations.

Our campaign 'Let's Nail It!' during Anti-Slavery Week in October 2017 aimed to raise awareness of slavery in nail bars. People were encouraged to paint their nails yellow and post on social media, an action which was picked up with enthusiasm by police officers, businesses, schools and community groups. The campaign was featured in the press 41 times during the week, including coverage in the Huffington Post, Daily Mail, The Telegraph, The Sun (front page) and several BBC outlets including radio and the evening news, exposing 'Let's Nail It!' to millions of people across the UK. Calls to the Helpline increased on the back of the campaign, peaking in October with 15 nail bar cases indicating 52 potential victims of slavery.

## **Unseen (UK)**

### **Executive Summary for the year ended 31 December 2017 - continued**

Our fundraising and income generation work enables everything we do. Our sincere thanks go out to the trusts and businesses, the churches, schools, community groups, universities and individuals that support us, not to mention our Patrons Levison Wood and Emilia Fox.

## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 - continued**

The Trustees present their report and financial statements for the year ended 31 December 2017. The Directors of the Charitable Company are also its Trustees.

The Accounts and Annual Report are required to comply with the requirements of Companies and Charities legislation and have therefore been prepared in accordance with the Companies Act 2006, the Charities Act 2006, the Charities Act 2011, and the Statement of Recommended Practice, Charities SORP (FRS 102) (effective 1 January 2015). The financial statements comply with the current statutory requirements, the Memorandum and Articles of Association.

#### **Administrative Information**

**Charity Name:**

Unseen (UK) trading as Unseen

**Company Number:**

06754171 (England and Wales)

**Charity Number:**

1127620 (England and Wales)

**Company Registered Office and Charity Address:**

103 First Floor, Deben House, 1-5 Lawrence Hill, Bristol, BS5 0BY

**Subsidiary Undertakings:**

Business for the Unseen Limited (dormant, incorporated 27 November 2017)

Back Into Work Limited (dormant, incorporated 8 March 2018)

**Trustees:**

Mr Daniel Morris – Chair

Mrs Caroline Green – Vice Chair

Mrs Fiona Boobyer

Mr Steve Daykin

Mr Jonathan Frank

Mrs Amanda Hamilton-Stanley

Mr Steven Jeffries

Mr Rob Taylor

Dr Jan Birtle (appointed 28 January 2017)

Ms Lorette Spierenburg (resigned 23 September 2017)

Ms Samantha Burt (appointed 28 April 2018)

**Executive Team:**

Chief Executive Officer – Andrew Wallis OBE

Director – Justine Currell

Director – Kate Garbers

Director – Stuart Mellis

**Patrons**

Ms Emilia Fox

Mr Levison Wood

## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 – continued**

#### **Bankers:**

Bank of Scotland, Pentland House, 8 Lochside Avenue, Edinburgh, EH12 9DJ  
Triodos Bank UK, Deanery Road, Bristol BS1 5AS

#### **Auditors:**

Corrigan Associates Bristol LLP, The Tramshed, 25 Lower Park Row, Bristol, BS1 5BN

#### **Legal Status**

Unseen is a Charitable Company Limited by Guarantee and governed by its Memorandum and Articles of Association. There are therefore no shares in issue. In event of the company being wound up, the members are required to contribute an amount not exceeding £1. Unseen is registered as a charity with the Charity Commission.

#### **Trustees and Directors**

The Trustees, who are Directors of the Charitable Company as at the date of this report, are listed in the Administrative Information.

#### **Appointment**

Due the nature of the services Unseen provides, the board of Trustees seeks to appoint members who have a wide range of appropriate skills and knowledge of the sector that will allow them to govern and grow the Charity successfully.

Unseen has an experienced, knowledgeable and diverse Trustee board with a range of skills and experience including: financial planning and advice, project management, human resources, management, health and social work, advocacy and partnership, policy knowledge, policing, law, fundraising and government strategy.

#### **Recruitment**

An annual skills audit is conducted and allows the Trustees to identify potential gaps in the Board that can then be suitably recruited for. The Charity's governing document permits a maximum of twelve Trustees.

There is an induction process, including visits to operations, a detailed file of responsibilities, observer status at a Trustee Board meeting and an interview with the CEO and Chair of Trustees in advance of appointment for all new Trustees, and on-going training of the current Trustees.

#### **Meetings**

Directors meet a minimum of three times a year in accordance with the Charity's governing document.

#### **Organisational Structure and Executive Team**

The CEO has been appointed by the Trustees to oversee the running of the Charity through the Executive Team. For matters significantly affecting the Charity's operations, decisions are discussed in detail by the Executive Team and the Board of Trustees together before a decision is made.

In relation to the setting of pay and remuneration of key management personnel, there is an approved pay-scale and executive remuneration is approved by the Board of Trustees. A Remuneration Sub-Committee of the Board was established in 2016.

## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 – continued**

#### **Statement of Trustees' Responsibilities**

The Charity Trustees (who are also the Directors of Unseen (UK) for the purposes of company law) are responsible for preparing the Trustees' Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the Charity for that year. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgments and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statement
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business

The Trustees have complied with section 17(5) of the Charities Act 2011 by having due regard to the Charity Commission's guidance on public benefit.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charitable Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees confirm (to the best of their knowledge) that there is no information relevant to the audit that the auditors are unaware of. The Trustees also confirm they have taken every necessary step to ensure they themselves are aware of all relevant financial information and that this information has been communicated to the auditors.

#### **Risk Statement**

The Trustees acknowledge their responsibility for the management and control of the organisation, and therefore are involved in the key aspects of the risk management process. Risks are explicitly identified and considered as part of the Trustees' approach to making decisions, and an overall risk review activity is included in the Charity's annual governance calendar. The major risks to the Charity have been reviewed during the year, and control systems and policies are in place to ensure that risks are appropriately identified and managed at all levels of the organisation.

Under the direction of the Trustees, the Executive Team have carried out a review of all forms of insurance to ensure that the cover provided is adequate for Unseen offices and secure accommodation needs. This review will be revisited each year as the policies in place come up for renewal.

Disclosure and Barring Service (DBS) checks are carried out on all staff and volunteers who work with vulnerable people being supported by Unseen. All Trustees and the Executive Team are subject to a DBS check.

All human resources processes have been outsourced to RSM HR Limited. Trustees are confident that as a result, all contracts, staff handbook and all procedures and policies comply with current employment legislation.

## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 – continued**

#### **Accountability and Scrutiny**

Unseen is committed to ensuring the Charity is managed effectively and appropriately. The following are some examples of what has been done in 2017:

- Senior Executives and Managers across the business took part in the 360-review process. We continued to develop a culture at a board/executive level of high support and high challenge
- We continued to seek the advice and scrutiny of external experts e.g. auditors, lawyers and we encourage our Executive team to access development forums and coaching schemes.
- We continued to streamline and develop our monthly management information to provide a more comprehensive understanding of the organisation from a financial and operational perspective
- We continued to take steps to ensure the Trustees meet all legal obligations to the highest standard.

#### **Related Parties**

Unseen continues to work closely in partnership with a range of statutory, law enforcement and non-governmental agencies, including;

- Home Office - Modern Slavery Unit
- Police Forces across the UK
- Modern Slavery Police Transformation Unit
- Police and Crime Commissioners
- UK Visa and Immigration
- UK Border Force
- Gangmasters and Labour Abuse Authority
- National Crime Agency: Modern Slavery and Human Trafficking Unit
- TISC Report
- City Councils
- Local Authorities
- Children's Services and Safeguarding Children and Adults Boards
- Devolved Administrations
- NHS
- Regional and Local Anti-Slavery Partnerships and their members (statutory, law enforcement, third sector)
- Local & national businesses
- Other NGOs to develop and deliver services to survivors of modern slavery and trafficking

Unseen continued to be a sub-contractor during 2017 for The Salvation Army, who are prime contractors for the Home Office to provide support services to adult victims of human trafficking and modern slavery.

Unseen works closely with a range of corporate partners to deliver its services, including delivery of the Modern Slavery Helpline and Resource Centre. Corporate partners in 2017 have included BT, Salesforce, Marks and Spencer, Cordant Group and Bizbloccs.



## **Unseen (UK)**

### **Trustees' Report**

**for the year ended 31 December 2017 – continued**

#### **Unseen's Objectives and Activities**

The objects for which Unseen is established (as stated in Unseen's governing document) are:

- Providing relief, help and assistance for anyone who may have been a victim of modern slavery in particular, by the provision of safe housing, medical care, financial support, legal advice, counselling and life skills coaching
- Raising awareness of trafficking and sexual exploitation in Bristol, the South West and nationally
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the committee shall in their absolute discretion see fit

#### **Published Aims**

Unseen is working towards a world without slavery

- **By supporting survivors** and vulnerable people through specialist services we can enable them to recover safely and develop resilient, independent lives
- **By equipping stakeholders** through the provision of training, advice and resources we can better identify and support actual and potential victims of slavery
- **By influencing society** through systemic change, we can use our practical experience, research and survivor stories to inspire change in legislation, policy, and consumer choices

#### **Mission Statement**

Unseen is working towards a world without slavery.

#### **Brand Values**

The Trustees have identified the following values as being core to Unseen:

- Collaborative
- Honourable
- Ambitious
- Dynamic
- Insightful

## Unseen (UK)

### Trustees' Report for the year ended 31 December 2017 - continued

#### 2017's Achievements

##### Supporting Survivors

##### **WATER – Women's Anti-Trafficking Emergency Refuge:**

The women's safe house was the first project opened by Unseen in 2011. The house provides 24-hour safe accommodation and high-level support for up to eight female survivors of human trafficking and modern slavery.

In 2017, WATER supported 22 female survivors taking 15 new referrals throughout the year. The average stay at the safe house was 159 days (just over 5 months). Out of 14 countries of origin represented in our client group in 2017, the most common were Romania (5), Vietnam (4), Albania (3), Nigeria (2) Pakistan (2) and China (2). With regards to types of exploitation experienced by our clients, 63% were victims of sexual exploitation, 30% were victims of domestic servitude and 7% of forced labour. 5 clients (23%) experienced more than one type of exploitation, often occurring concurrently.

Women in the house are supported to access a range of services as required including health care, psychological support, legal advice, criminal justice services, education, work and volunteering opportunities. Of the women we supported in 2017:

- 86% accessed health care
- 68% accessed psychological support
- 77% accessed education in the community and in-house (Butterfly Project)
- 82% accessed specialist legal advice

At WATER we monitor our clients' perceptions and feelings around their level of safety, sense of hope, choices available to them, and ability to cope, plus their Key Worker's observation of their level of resilience. Monitoring these concepts enables our clients to identify ways in which they can improve their situation, with our support if required, but also reflect on how far they have come and all they have achieved. It also informs the support we provide for each individual and helps us to evaluate and develop support in response to our clients' changing needs. The responses, from women who were able to complete this monitoring, revealed:

- 70% reported an increase in their level of resilience
- 71% felt more able to cope following their situation of exploitation
- 53% reported an increase in their ability to keep themselves safe
- 35% reported an increase in their ability to make choices
- 31% felt more hopeful for their future

In 2017, we saw an increase in the number of Vietnamese clients in our service. We noticed that this client group were less likely to engage in mental health services and were at higher risk of re-exploitation, even in the local community. In response to this, we worked with a specialist Vietnamese mental health service who provided bespoke training for our team, equipping us to develop culturally sensitive and appropriate approaches to supporting Vietnamese clients.

In 2017 we experienced some significant challenges at WATER, specifically an increase in problematic drug and alcohol use amongst our clients, increased complexities of clients and the impact of this on them, the team and the organisation. In response to these challenges we have worked to increase staff knowledge in relation to substance misuse. In doing so, we have developed resources to support clients with a history of drug and alcohol dependency who are in recovery. We have also developed new approaches to managing problematic or challenging behaviour, in the form of Positive Behaviour Plans (rather than warnings). This has been well received by our clients and we have seen significant changes in their behaviour and a reduction

## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 – continued**

of incidents of violence or substance misuse.

Some particular highlights of the year included seeing a survivor receive three years Discretionary Leave to Remain (the most any of our clients has ever been granted) and a survivor with severe mobility issues receive life-changing surgery.

#### **MAP – Men's Anti-Slavery Project:**

The men's safe-house was opened by Unseen in June 2016. The house provides 24-hour safe accommodation and high-level support for up to five male survivors of human trafficking and modern slavery.

In 2017, MAP supported 16 clients. Out of the 12 countries of origin represented in our client group in 2017, the most common were the United Kingdom (2), Poland (2), Vietnam (2) and Slovakia (2) equally. With regards to types of exploitation experienced by our clients, 75% were victims of forced labour, 19% were victims of forced criminality and 6% were victims of domestic servitude.

Men in the house are encouraged to access support around their physical and psychological health needs, legal advice and education during their stay. Of the men we supported in 2017:

- 69% accessed health care
- 56% accessed psychological support
- 69% accessed education in the community and in house
- 38% accessed specialist legal advice. As a result of most residents coming from countries within the EEA, there is not always a need for legal advice relating to immigration status.

At MAP, we offer clients the opportunity to complete questionnaires to assess their perceptions and feelings around their level of safety, sense of hope, choices available to them, and their level of resilience. Monitoring these concepts enables our clients to identify ways in which they can improve their situation, with our support if required, and it also informs the support we provide for each individual and helps us to evaluate and develop support in response to our clients' changing needs. The responses, from men who were able to complete this monitoring, revealed:

- 100% reported an increase in their level of resilience
- 75% reported an increase in their ability to make choices
- 50% reported an increase in their ability to keep themselves safe
- 50% felt more hopeful for their future

In 2017, MAP continued to provide a route out of slavery for some of the most vulnerable people in society. As the figures above show, we have assisted most of our clients to access vital services, such as primary healthcare, mental healthcare & specialist counselling. Our clients are all offered access to education, both in house and in the community. Most non-UK based residents take up English as a Second Language classes.

Throughout 2017, we have helped residents into employment and into independent accommodation. In 2017 we assisted 2 residents to return to their country of origin.

By providing safe accommodation for survivors of modern slavery, Unseen is committed to ensuring that MAP is place of refuge, where vulnerable men can escape from the terrible abuses that they have been subjected to, but also a place of positivity, where people can have enjoyable experiences and start to build a new future. Our aim is for MAP to change the lives of our residents, for the better, and to give them new experiences and new tools for embarking upon their new lives. With this goal in mind, during 2017 the MAP team created a schedule of activities to provide more opportunities for education, entertainment, personal development and therapeutic benefit to our residents. We run workshops in arts, photography and crafts.

## **Unseen (UK)**

### **Trustees' Report**

#### **for the year ended 31 December 2017 – continued**

We provide guitar lessons. Every week, the residents of the project cook together and share traditional recipes of their home countries, which are recorded in our 'Recipe Atlas'. The staff and residents at meet regularly for games nights, and movie nights, and go on group outings together. Many of our residents have reported to us that they want to improve their general health and physical wellbeing so to respond to this need we have begun the process of building a gym in our garage, which our residents will have open access to. The aim is to have interesting, fun, educational activities happening every day of the week.

#### **RIO – Resettlement, Integration, and Outreach Service:**

The RIO project provides practical and emotional support to victims of modern slavery and exploitation living in the community. The service also provides support during police operations to talk to potential victims about the services they may be eligible to access and provides information to other organisations in the area who may have concerns about an individual whom they suspect to be a victim.

During 2017, 59 individuals and their families were supported in the South West through both the outreach and resettlement services provided by the RIO team. Out of 20 countries of origin represented in our client group in 2017, the most common were Albania, Vietnam and Nigeria. With regards to types of exploitation experienced by our clients, 58% were victims of sexual exploitation, 18% were victims of domestic servitude and 14% were victims of forced labour. 10% of the clients supported experienced more than one type of exploitation, often occurring concurrently.

The RIO support team encourage and support survivors to access a range of services as required including health care, psychological support, legal advice, criminal justice services, education, work and volunteering opportunities. Of the individuals we supported in 2017:

- 71% accessed health care
- 63% accessed psychological support
- 59% accessed education in the community
- 76% accessed specialist legal advice

Often while being supported by the RIO service survivors experience a number of changes to their circumstances, which brings many challenges. These challenges may include survivors needing to move to new accommodation, having a new baby, having to navigate legal proceedings around their legal status and generally being faced with a whole variety of situations which may be unfamiliar to them. RIO's aim is to provide information and support to enable survivors to build knowledge and understanding of their situation and what services may be able to help them.

- 71% reported an increase in their ability to keep themselves safe
- 83% felt that they had a better understanding of their rights
- 76% reported an increase in their ability to make choices and make plans

In 2017, RIO experienced a 47% increase of referrals in to the service and we have therefore increased the number of staff to meet the new level of demand. The team worked with survivors in Bristol, South Gloucestershire, North Somerset, Bath and North East Somerset Council, Wiltshire and the Mendips.

Funding was obtained to provide three support worker traineeships. Recruitment focused on employing people who reflected the backgrounds of service users. The organisation received over 30 applications for the posts.

The RIO service applied for funding and worked in partnership with Co-exist to provide a cookery course for women supported by RIO. We provided a crèche so that mothers could take part, and an Albanian crèche

## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 – continued**

worker was a great support. Clients have given positive feedback including reporting that they have been making the recipes at home for themselves.

Service users were supported in attending the Garden Project run by two RIO staff in a voluntary capacity. This project gave survivors the opportunity to take part in looking after a community garden and this was an extremely rewarding experience for those who participated. The RIO service will be looking to introduce similar initiatives in 2018.

Some service users supported by RIO staff have often previously been supported in Unseen safe house accommodation prior to coming to RIO. This means that some clients may have been supported by Unseen for a few years. Over the last year, RIO staff have been making and strengthening partnerships with other organisations to ensure support is available for service users once Unseen withdraws support.

RIO staff continued to work with Police on welfare visits and operations throughout 2017. Unseen staff attended 11 operations totalling 44 hours of staff time. The approach has become more multi-agency with other agencies including staff from HMRC and Immigration attending. The role of RIO staff is to provide an independent presence and provide information to potential victims about potential services and support available to them. Because of collaborating on these multi-agency operations, three victims were entered into the NRM.

#### **CHIPS – Children in a Place of Safety**

After 3 years of development and partnership working, Unseen was able to open an Ofsted registered children's home for foreign national trafficked children in late 2017. It is the first time Ofsted have registered such a specialised provision for trafficked children and we worked closely with them, the Home Office and Department for Education to launch this project. We successfully secured funding from the Home Office, as well as other funders, to implement the project.

The project is a pilot to test if the model Unseen has developed reduces the number of trafficked children going missing from care placements. The model is based around a familial placement with the support of specialised staff on site 24/7.

2017 saw the recruitment, induction and training of the staff team – manager, house parents, children's workers, clinical psychologist and the project researcher. We also established a Steering group, consisting of local professionals (police, Barnardos, psychologists and Local Authority Safeguarding). Their role is to act in an advisory capacity in relation to developing the monitoring strategy for, and identifying and evidencing the impact of, the children's project and to support the overall aims of the project and to help ensure the project is delivered to high quality.

The researcher role will ensure we measure the success of the project and are able to provide insight to partner agencies and government about how to achieve positive outcomes for trafficked children in care.

Throughout 2017, the house was completely renovated and refurbished to meet the necessary security, safety and compliance standards.

The home has been built around the love of the parent, with the warmth and security of home at its centre. We have ensured that the home closely mirrors the foster care model.

The home is staffed 24 hours a day. In addition to the paid staff team (that includes on-site clinical psychologists) there are two live-in volunteer house parents contributing to the provision of a supporting,

## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 – continued**

nurturing and restorative environment. The house has covert security features to protect the children and reduce the risk of them going missing.

When at the house the children will be supported with access to:

- Medical care
- Legal support
- Mental Health support
- In-house education, where appropriate

We are looking forward to 2018 and supporting children who have been trafficked.

#### **Expert Witness Testimonies**

As experts in the field, Unseen are frequently asked by lawyers to meet with potential victims of trafficking and slavery, who they are representing, to analyse their narratives and offer opinion as to if we believe individuals are victims of modern slavery. This service ensures that potential victims are afforded the opportunity to safely tell their story to an impartial person who then writes a report to be used by the individual's legal team.

**Trustees' Report  
for the year ended 31 December 2017 - continued**

**Helpline and Resource Centre**

Since October 2016, when Unseen set up the UK-wide Modern Slavery Helpline based in Bedfordshire, the Helpline has become a key tool in the UK's fight against modern slavery. The Helpline has recruited and delivered an intensive four-week training programme to over 20 employees, established regular statistical publications, informed Government, law enforcement agencies, NGOs and media on the nature and scale of modern slavery in the UK and is working with a wide range of partners to ensure that potential victims can be effectively identified and supported. During 2017, the Helpline introduced online reporting so that those who do not wish to call in person can still contact the Helpline and report a suspicion or seek help or advice. We are continuing to look at other channels to make access to the Helpline as simple and easy as possible for everyone.

The Helpline is continuing to build an expansive directory of services, including single points of contact in police forces across the UK, contact information for each Local Authority's safeguarding teams, and invited approximately 120 NGOs to join our Directory of Services, to help inform callers about services and support in their location.

The Helpline has secured four key corporate partnerships. BT, our founding partner, continues to provide much-needed IT and telephone equipment and support to effectively run the Helpline as well as wider support in exploring additional tech capability. We also continue to have a strong partnership with Salesforce, who provide us with pro-bono support to maintain the Helpline case management platform which records call information and provides capability to run routine Helpline data reports. We have also secured financial support from Monsoon and Marks and Spencer and we are actively pursuing additional strategic sponsorships.

The Helpline is helping victims of modern slavery by offering emotional support and safety planning on the call and connecting them to a range of services including safe housing, medical care, financial support, legal advice, counselling, and life skills coaching. The Helpline is raising awareness as to the extent and nature of modern slavery occurring within the UK, as well as the gaps in responses and services. The Helpline routinely shares data with partners, including NGOs, businesses, government entities and law enforcement agencies, to improve services for survivors of modern slavery and increase well-informed, tailored prevention strategies across the UK.

During 2017, the Modern Slavery Helpline:

- Received 3,710 calls and 710 webforms
- Received reports of 4,886 potential victims of 94 different nationalities
- Identified 1,271 modern slavery cases
- Made 1,442 referrals to local authorities or law enforcement agencies

Of these 3,710 calls, around 10% involved a potential victim directly contacting the Helpline, and in around 45% of cases, an individual in direct contact with a victim contacted the Helpline to seek advice and support. Trained advisors speak with the victim or victims' advocate regarding the circumstances of exploitation, safety planning, and options for available services. The referrals made by the Modern Slavery Helpline in 2017 were to safeguarding teams within Local Authorities or to law enforcement agencies for investigation and prevention activities. In multiple cases, the Modern Slavery Helpline has facilitated victims leaving situations of exploitation, entering the National Referral Mechanism for accommodation and support, and Helpline referrals have triggered police investigations.

## Unseen (UK)

### Trustees' Report for the year ended 31 December 2017 - continued

#### Equipping Stakeholders

##### **Training**

During 2017, Unseen delivered modern slavery training to over 1,300 individuals in 48 different sessions for a variety of organisations including the Police, the NHS, local authorities, charities and businesses.

During 2017, we began a monitoring process to track and collate delegate feedback. At the end of 2017, delegate feedback indicated that:

- 80% of all attendees felt confident that they knew more about the issue than before they attended the training
- 72% of delegates trained felt that they would be able to identify a potential victim
- 80% felt confident that they knew what to do if they did spot a potential victim

Some recent quotes from delegates who attended Unseen modern slavery training sessions include:

*'Excellent presentation, including video which was informative and captivating. Pace and knowledge excellent. A very good training session.'*

*'I think this was excellent for a half day training. Broad coverage, knowledgeable presenter, powerful video clips, clear advice on what to do. Thank you!'*

In August of 2017, Unseen employed a Training Coordinator with the aim of developing the reach and effectiveness of the training delivered. We have now developed sector specific training packages that will help to address the needs of various organisations more directly.

Plans for 2018 include expanding our training team and offering UK-wide training opportunities.

##### **ASP - The Anti-Slavery Partnership**

The Anti-Slavery Partnership's mission is to support and enable the discovery of, and response to, incidents of modern slavery and exploitation. We do this through a victim-centred, multi-agency and collaborative community effort at both a local and regional level.

Unseen Director Kate Garbers co-chairs the regional Anti-Slavery Partnership, which brings together representatives of the five local partnership boards and those agencies working across the South West to create a joined up and innovative approach to combating Modern Slavery. Partners share the best practice being engineered on the local boards, identify gaps in approaches, and undertake one-off projects.

On the local boards, statutory and non-statutory partners work together to identify how Modern Slavery operates in their area, and act to resolve it.

During 2017, the five local Anti-Slavery Partnerships in Avon & Somerset, Swindon & Wiltshire, Gloucestershire, Dorset, and Devon & Cornwall have consolidated and expanded the best practice model that the ASP entails for partnership working. New partners from the NHS, Crown Prosecution Service, Department of Work and Pensions, Guildhall Chambers, research organisations, and several faith groups have joined the ASP.

These boards have facilitated the development of provisions such as new reception centres in Wiltshire and Gloucestershire. Multi-agency days of action have continued across all areas to disrupt exploitation and increase intelligence. Through consultation, pathways and materials for frontline staff have been developed,



## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 – continued**

and eLearning resources have been produced to provide an introduction to modern slavery on the ASP website. Thousands of staff working with partner agencies in the region have been trained to spot the signs of slavery, and provided with resources, such as the Modern Slavery Helpline, to act upon their concerns.

Several of these boards have elected to undergo a review process to ensure that the partnerships are adaptive, effective, and fit for purpose. This has resulted in sub groups being established to address new areas of concern, raise awareness about specific issues, regulate certain industries, and establish new strategic partnerships.

At the regional level, the partnership is working closely with the Regional Organised Crime Unit to understand the typologies and emerging trends in Modern Slavery to effectively combat it. The regional board continues to allow for best practice and learnings to be shared across the different localities, and for gaps in practice to be closed. As a regional partnership, the ASP has modelled a new provision for potential victims, to support them ahead of their decision to enter the National Referral Mechanism and is tasked with establishing it in the South West.

The landmark case in Bath, which led to the conviction of three people for child trafficking offences, was the result of a multi-agency team including ASP partners. The lead officer, DI Charlotte Tucker, commented, 'As a Force, we are proud of the work being undertaken by the regional South West Anti-Slavery Partnership and the relationships we've built with organisations such as Unseen'. As the Police and Crime Commissioner for Avon and Somerset concludes, the relationships and the collaborative work that the ASP enables are pivotal in 'preventing and ending Modern Slavery'.

The ASP also continues to act as a conduit between Unseen and wider agencies tasked with combating modern slavery. Representatives of the ASP within Unseen are regularly invited to attend strategic meetings and events, and Unseen has been invited to speak at several police training days. Unseen has also continued to train frontline professionals working with partner agencies.

In 2017, Unseen also set up an Anti-Slavery Partnership in Bedfordshire, with support from the Bedfordshire Police and Crime Commissioner. As a result, over 10,000 Bedfordshire residents have been reached, 500 frontline personnel trained, and 1,200 school children given awareness sessions.

#### **Helpline and Resource Centre**

The MS Helpline provides immediate support to any frontline professional that may encounter a potential victim by working with callers to help identify and respond effectively to instances of modern slavery and potential victims. During every call, the Helpline Adviser reviews the details of the situation for signs of modern slavery and informs the individual on the ground as to their duties, advocates for the victim, and informs the professional of relevant avenues available to access services for the survivor.

The Helpline is well placed to provide unique data to partners and stakeholders about modern slavery cases. We produce regular monthly and quarterly statistics for the calls we have taken on the Helpline. The statistics include high-level data reflecting the number of potential modern slavery cases, the type of exploitation, the number of victims indicated and the proximity of the caller to the situation. The Helpline is gathering and coordinating a new level of data and is well positioned to identify new trends and geographic locations of trafficking and slavery to feed into law enforcement agencies and supporting prevention activities. As well as providing this crucial intelligence to law enforcement, the Helpline has also utilised its unique data-set to develop thematic reports into the prevalence of forced labour with the car wash industry and into the identification of victims by health professionals. Informed by the data from helpline calls, these ground-breaking reports detail the findings of the Modern Slavery Helpline, as well as making recommendations

## **Unseen (UK)**

### **Trustees' Report**

#### **for the year ended 31 December 2017 – continued**

about how to spot the signs of slavery and other actions that would increase awareness and identification of exploitation within these fields.

Additionally, since its launch, the Modern Slavery Helpline has engaged in over 30 presentations regarding Modern Slavery and how the Helpline is a key step towards ending modern slavery in the UK. Presentations in specific locations include data on the number and types of instances of modern slavery in the area reported to the Helpline. This level of information is not available from any other government body or charity.

The Modern Slavery Helpline team has also established the Spotlight programme for children aged 13-17 years old. The programme provides interactive sessions to children and teachers about modern slavery, the signs to spot and what to do they suspect someone may be a potential victim. This is being tested in other areas and is expected to be rolled out across the rest of England in 2018.'

#### **Pan-European Victim Case Management System**

In January 2017, Unseen won an award from the European Union's Asylum, Migration and Integration Fund to develop a Pan-European Victim Case Management System (PE VCMS) to enable us to increase the ability to digitally collect, store, and manage victim information. This pilot project is for two years and Unseen has chosen to partner with Caritas in the Czech Republic so that we can achieve a pan-European view of modern slavery. In addition, Unseen has been working with Liberty Asia, who have developed a similar system on the same underlying infrastructure. This relationship has allowed us to gain a huge amount of knowledge and experience so reducing our development lifecycle.

The system is based on the Salesforce platform, which allows us to benefit from their class-leading technical knowledge, data storage and security, ensuring that client data is kept safely and securely. The project team have also considered and prepared for the new data protection law, GDPR. This has resulted in consent processes and how we might hold and share data being reviewed and rewritten.

By working closely with the support workers both at Unseen and Caritas, our developers have built a system which complements the needs of each organisation and how their current processes work. One of the major challenges has been the translation of the system from English into Czech and finding solutions where there are marked differences in definitions and concepts in each country. For example, the phrase, "Vulnerable Adult" means different things in different countries.

As of January 2018, the system has been deployed to both Unseen's and Caritas's frontline staff, who are using it with all new clients. In addition to this, the importing of historical data from our paper records into PE VCMS is underway so that this vital data source can be used for further research.

One of the key benefits of PE VCMS is that it provides the ability to collect and analyse trends and patterns on human trafficking and modern slavery. This will allow us to better understand the modern slavery environment and find better ways to support victims.

This pilot project is due to run until January 2019, however, we have plans to expand the use of PE VCMS and will be seeking further funding to facilitate this.

#### **Influencing Society**

##### **Senior Leadership Team**

In October 2017, Unseen's Executive Team expanded from a team of three to four to include the Director for Finance & Operations to give further resilience to the rapidly growing organisation.

## **Unseen (UK)**

### **Trustees' Report**

#### **for the year ended 31 December 2017 – continued**

Unseen continues to attend as a member of the EU Civil Society Platform on Trafficking in Human Beings. This enables Unseen to participate in valuable collaborative work, information sharing and exchange of good practices with our EU partners.

In July 2017, Unseen's CEO and Director for the Helpline and Business Engagement visited New Zealand to speak at a multi-stakeholder conference on modern slavery and transparency in supply chains. Conversations were had with the New Zealand Government and other key stakeholders across both public and private sector regarding how UK legislation occurred and how New Zealand might approach this issue. Discussions also took place concerning Transparency in Supply Chain legislation.

Unseen's CEO spoke at the Wilton Park Modern Slavery Conference bringing together key stakeholders within the Tech industry. He also presented at the Cumberland Lodge conference for policing on modern slavery. He attended the annual global Freedom from Slavery Conference in Paolo Alto, USA.

Unseen's Director, Kate Garbers, was invited to participate in a workshop at the Pontifical Academy of Social Sciences in The Vatican to present the work of Unseen. The objective of the workshop was to identify new strategies, and to create new partnerships to afford better and more effective legal and other aid to victims of human trafficking.

The Unseen team regularly attended both local and national forums and meetings relating to violence against women and girls, homelessness and refugees ensuring slavery is on various agendas and recognised as a safeguarding issue.

Nationally, Unseen has visited and spoken at Local Government, Police and Crime Commissioner and Policing events as well as presenting in various schools, universities, businesses, churches and at fundraising events throughout the year to raise awareness of trafficking and slavery issues and the new legislation. Increasingly, Unseen is presenting to businesses because of the Transparency in Supply Chains clause and has presented at several events in partnership with the Chartered Institute of Procurement (CIPS), Centre for Social Justice, Impactt and Innovation Forum.

Unseen continues to actively work with the UK Government to help develop and implement strategies to combat modern slavery. We are members of the Modern Slavery Strategy Implementation Group which meets quarterly with the Government Minister. We have also been working with the Modern Slavery Unit at the Home Office helping to develop statutory guidance in relation to victim support.

#### **Helpline and Resource Centre**

Lack of accurate data is one of the largest obstacles in combatting modern slavery. Concomitantly, one of the key priorities of the Helpline is to receive, categorise and publish new data on modern slavery occurring within the UK. The MS Helpline has created a new stream of information and has already begun identifying new trends and new geographic hotspots. The Helpline is working collaboratively with a range of partners to identify opportunities to share data and break down data silos.

In addition to increasing timely information on instances of exploitation, the Helpline is well placed to identify systemic gaps in responses and access to services. Not only through looking at aggregate data of incoming calls, but also by analysing data of outgoing referrals, the Helpline can identify recurring obstacles across the UK in identifying victims and in ensuring access to services.

As such, the Helpline has already informed key dialogues with the Home Office, devolved governments,

## Unseen (UK)

### Trustees' Report

#### for the year ended 31 December 2017 – continued

police, National Crime Agency, other NGOs, and government entities. The Helpline is well placed to support UK law enforcement agencies and is already involved in key law enforcement activities where the involvement of the Helpline and its early trend analysis is beneficial.

#### Ambassadors and Patrons

Unseen are fortunate to have the support of committed and passionate ambassadors to raise awareness about our work and the issue of modern slavery. We would like to extend our gratitude to the following individuals who continue to act as representatives of Unseen, sharing information and raising funds to help us achieve our goal of a world without slavery: Susannah Townsend MBE, Dirkie Chamberlain, James Ewins QC (Helpline), Jen Svrcek, Nick Dutnall, Paul Griffiths, Rebecca Grant, Tim Waldron, Harriet Calfo.

2017 also saw published author, Helen Matthews, join Unseen as an Ambassador. The protagonist in Helen's novel 'After Leaving the Village' falls victim to modern slavery, and Unseen has helped to ensure the story is true to life, reflecting the experiences of victims of human trafficking. Helen has generously donated a percentage of sales of the novel to Unseen and continues to promote the Charity's work through events and book launches.

Unseen also continues to receive the support of a committed group of Faith Ambassadors, across the South West, and we are grateful to know that more and more people are learning about the issue of modern slavery because of their ongoing work.

Unseen is delighted that explorer, writer and photographer, Levison Wood became a Patron of Unseen in 2017, joining our existing patron, actor Emilia Fox. We are looking forward to working with our patrons in 2018 and are hugely appreciative of their commitment to tackling modern slavery.

Unseen is incredibly grateful to all its Ambassadors and Patrons who work tirelessly to raise awareness of modern slavery and how to tackle it.

#### Public benefit

The purpose of the Charity, to work towards a world without slavery, is inherently one which brings benefit to the public as a whole. In each area of our work - supporting survivors, equipping stakeholders and influencing society - our aims are aligned towards this societal transformation.

Our 2017 achievements include the following:

Project	Supporting Survivors	Equipping Stakeholders	Influencing Systemic Change
WATER	<ul style="list-style-type: none"><li>• Provided specialist, high-level support to 22 female survivors, helping them to access health care, psychological support, legal advice, criminal justice services, education, work and volunteering opportunities.</li></ul>	<ul style="list-style-type: none"><li>• House Manager delivered training to health and social care professionals and students.</li></ul>	<ul style="list-style-type: none"><li>• Informing Services Delivery Manager and Director of trends and developments in client needs and changes in external support available, which could then be fed into research and inform conversations with key individuals.</li></ul>

## Unseen (UK)

### Trustees' Report

for the year ended 31 December 2017 – continued

Project	Supporting Survivors	Equipping Stakeholders	Influencing Systemic Change
MAP	<ul style="list-style-type: none"> <li>Supported 16 clients throughout 2017. Supported clients to access healthcare, education, to re-enter work, to find safe move-on accommodation and to return home where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Provided training on Modern Slavery to local drug and alcohol service.</li> </ul>	<ul style="list-style-type: none"> <li>Informing Services Delivery Manager and Director of trends and developments in client needs and changes in external support available, which could then be fed into research and inform conversations with key individuals.</li> </ul>
RIO	<ul style="list-style-type: none"> <li>Supported 59 individuals (and their families) by providing practical and emotional support to victims of modern slavery and exploitation living in the community</li> <li>Provided a cookery course for 10 women with children in the service, providing a crèche.</li> </ul>	<ul style="list-style-type: none"> <li>Providing anonymised feedback from our frontline work to equip partner agencies with clear, up-to-date information about issues facing victims and survivors</li> <li>Provided a presentation on the NRM and support survivors are eligible for at a forum for agencies supporting the mental wellbeing of asylum seekers and victims of trafficking in Bristol and South Gloucestershire area.</li> </ul>	<ul style="list-style-type: none"> <li>Informing Services Delivery Manager and Director of trends and developments in client needs and changes in external support available, which could then be fed into research and inform conversations with key individuals.</li> <li>RIO attends a number of regional forums including the Refugee Advisory Working Group which provided information regarding the integration barriers refugees faced to the South West Strategic Migration Partnership.</li> </ul>
CHIPS	<ul style="list-style-type: none"> <li>Reducing the numbers of trafficked children going missing from care</li> </ul>	<ul style="list-style-type: none"> <li>Raised awareness within partner agencies through attending local safeguarding meetings (missing and CSE groups)</li> <li>Widespread link with Local Authorities in the UK, offering the service and on-going support for social workers</li> </ul>	<ul style="list-style-type: none"> <li>Influencing local government to understand the response needed for child victims of trafficking</li> </ul>
Helpline	<ul style="list-style-type: none"> <li>Available to anyone, potential victim, member of public,</li> </ul>	<ul style="list-style-type: none"> <li>Produced printed materials in 17 languages which are posted on a weekly basis</li> </ul>	<ul style="list-style-type: none"> <li>Has responded to over 20 media requests thereby increasing awareness of the</li> </ul>

## Unseen (UK)

### Trustees' Report

for the year ended 31 December 2017 – continued

Project	Supporting Survivors	Equipping Stakeholders	Influencing Systemic Change
	<p>business, frontline professional</p> <ul style="list-style-type: none"> <li>Handled 1,271 Modern Slavery cases. Around 10% involved a potential victim directly contacting the Helpline. About 45% involved someone in direct contact with a victim calling the Helpline</li> <li>Calls to the Helpline identified 4,886 potential victims</li> <li>Provided 1,442 referrals to safeguarding teams or to law enforcement</li> <li>In multiple cases, the Helpline has facilitated victims leaving situations of exploitation, entering the NRM, and referrals have triggered police investigations</li> </ul>	<p>to partners throughout the UK to inform the public and equip stakeholders identify and act</p> <ul style="list-style-type: none"> <li>Enables and encourages any stakeholder to act in response to witnessing suspected modern slavery by calling the helpline</li> <li>Engaged in over 30 presentations regarding Modern Slavery and how the Helpline is a key step towards ending modern slavery in the UK</li> <li>Provided training to over 300 frontline professionals, including to call handlers with the British Transport Police</li> </ul>	<p>Helpline, the issue of modern slavery and encouraging the public to call the Helpline, in confidence if they suspect a situation of modern slavery.</p>
Training	<ul style="list-style-type: none"> <li>Unseen are training individuals across a range of agencies and sectors to spot the signs of slavery and assist survivors in accessing support.</li> </ul>	<ul style="list-style-type: none"> <li>We have trained over 1,300 People across 48 sessions to various agencies, increasing awareness amongst frontline professionals and businesses to equip them to act effectively and appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Where requested, we work with commissioning managers to tailor training package for specific agency which can highlighting potential gaps in agencies procedures – influencing changes in practice through advice and training</li> <li>We have now developed sector-specific training packages to meet the needs of different sectors more directly.</li> </ul>
ASP	<ul style="list-style-type: none"> <li>Multi-agency visits support victims that may be encountered by informing individuals of</li> </ul>	<ul style="list-style-type: none"> <li>The ASP has enabled partnership working throughout the South West between various</li> </ul>	<ul style="list-style-type: none"> <li>The ASP has influenced a collaborative and joined up response to Modern</li> </ul>

## Unseen (UK)

### Trustees' Report

for the year ended 31 December 2017 – continued

Project	Supporting Survivors	Equipping Stakeholders	Influencing Systemic Change
	<p>their rights and offering entry into the NRM</p>	<p>statutory agencies and NGOs</p> <ul style="list-style-type: none"> <li>The ASP has enabled the sharing of information, increased gathering of intelligence, and increased awareness amongst frontline professionals</li> </ul>	<p>Slavery across the South West</p> <ul style="list-style-type: none"> <li>Nationally we have been involved in conversations about rolling partnerships out more widely</li> </ul>
Other	<ul style="list-style-type: none"> <li>As a member of Multi-Disciplinary Panels - supporting survivors to get the right Conclusive Grounds Decisions and outcomes</li> <li>Analysing the narratives of potential victims of trafficking and slavery in order to provide expert witness testimonies and ensure that potential victims are afforded the opportunity to safely communicate their experiences to their legal team.</li> </ul>		<ul style="list-style-type: none"> <li>Working with UK Government to help develop and implement strategies to combat modern slavery.</li> <li>Unseen continues to work internationally and with international partners. In 2017, this included working with the New Zealand Government, the EU Civil Society Platform on Trafficking in Human Beings, the Pontifical Academy of Social Sciences in The Vatican and many others to develop new approaches to tackling slavery.</li> </ul>

### Awards

Directory of Social Change Awards: Influencer – Kate Garbers in recognition for her continued work in the field of tackling Modern Slavery and bringing about positive change for both individuals and wider society.

Charity Times Awards: Nominated for Corporate National Partnership Champion - Unseen and BT

## **Unseen (UK)**

### **Trustees' Report**

**for the year ended 31 December 2017 – continued**

#### **Staffing and Organisational Structure**

Unseen's staff team has grown over the past year both in our frontline delivery and support and development team.

We are determined and committed to ensuring as much funding as possible goes towards project staffing and intend to have a focused and lean support and development team structure. However, we also need to ensure that we have strong operational and financial foundations that will enable the Charity to continue to grow and increase its impact in 2018 and beyond. Accordingly, a Director for Finance & Operations was appointed in October 2017.

Unseen operates a clear pay-scale which all staff are on. It is benchmarked to the NJC pay-scale which is widely used in the public and voluntary sectors. We are undertaking a review of this in conjunction with HR advisors to ensure that remuneration is aligned to both performance and the Charity's values.

#### **Volunteers**

Unseen are grateful to all those who have volunteered for the Charity of the last 12 months enabling Unseen to increase its reach and further its efforts to support survivors, educate the public about the realities of modern slavery and deliver invaluable support to the operational running of Unseen.

We have maintained our volunteer programme in 2017 and have offered volunteer opportunities at various events throughout the year. These opportunities have included inviting volunteers to take on roles such as hosting information stands and marshalling at both the TRIBE Run for Love in June 2017, and Unseen's Neon Night Trail event held in September 2017.

Throughout 2017, we have utilised continued administrative support from a variety of volunteers offering a variety of days and commitments. Volunteers have provided valuable support in terms of day-to-day administration, research into potential funders and sourcing of donations for Unseen's frontline services.

The numbers of volunteers signing up online is slowly increasing and we are always looking for new opportunities for individuals to help. At the end of 2017, a total of 2,196 individuals had subscribed to receive email notifications about volunteering opportunities. We have calculated that over 1,140 volunteer hours were used during 2017.

#### **Supporters and Social media**

From January to December 2017:

- 84,455 people visited the website (73% new visitors) and there was a total of 207,951 page views.
- The top countries traffic came from are UK with 79%, US next with 4.6%, Mexico with 1% and Colombia, Spain, India, Argentina, Canada, Peru, Chile, Australia, Germany all with around 0.5%.

We also increased our digital messaging:

- We have continued to receive regular sign-ups for Unseen's quarterly email newsletter. As a part of the measures taken to comply with GDPR, a thorough review of all communication preferences and consent was undertaken, opting in supporters who have confirmed consent to receive Unseen's communications.
- 5,494 Facebook followers at the end of 2017, from 4,884 in 2016. The Modern Slavery Helpline Facebook page also increased to 1,276 followers in 2017.



## **Unseen (UK)**

### **Trustees' Report**

#### **for the year ended 31 December 2017 – continued**

- 9,104 followers on Twitter at the end of 2017, from 7,281 in 2016. 55% of followers are in the UK, 22% in the USA, 3% in Australia, 2% in Canada, 2% in India and less than 1% in South Africa, France, Ireland, Spain and Germany. 67% of followers are female and 33% of followers are male.

### **Media**

Unseen continues to work with the media, both print and broadcast, either to provide commentary and expert analysis on developing news stories or to contribute articles and thought leadership on the issue of modern slavery. The Charity has also been consulted as sector experts on several occasions in regard to breaking news stories. Unseen has increased its capacity to respond to media requests through training spokespersons for the organisation and, in 2017, contributed to more media items than ever.

Unseen is keen to maximise its communications and media activity and has utilised key calendar dates to do so, such as Anti-Slavery Day and the UN World Day Against Trafficking in Persons, on which we released our short film 'Modern Slavery is Real' and press release.

Unseen also enjoyed high levels of media attention on and around Anti-Slavery Day in October 2017 due to our promotion of our Let's Nail It! campaign and our partnership with the British Association of Beauty Therapy & Cosmetology (BABTAC). The campaign had two key aims this year, firstly informing the public to spot the signs of slavery in nail bars and secondly encouraging customers to call the Modern Slavery Helpline and report slavery concerns to aid investigations. Unseen partnered with BABTAC to raise awareness across the sector about the problem of slavery and it recruited legitimate nail salons to take part in the campaign, informing customers face to face about slavery in nail bars whilst they were getting their nail treatment done. A total of 37 nail salons took part across the country, reaching thousands of customers directly.

'Let's Nail It!' also spread the word to the wider public, encouraging people to paint their nails neon yellow and 'put two fingers up to modern day slavery', sharing their picture on social media with hashtags to spot the signs and call the Modern Slavery Helpline. Police officers, businesses, schools, and community groups did an incredible job in campaign week and 'Let's Nail It!' hit the national headlines. Highlights include:

- 'Let's Nail It!' was picked up in the press 41 times during campaign week including coverage in the Huffington Post, Daily Mail, The Last Leg, The Telegraph, The Sun (front page) and several BBC outlets including radio and the evening news, exposing 'Let's Nail It!' to millions of people across the UK
- Unseen had an additional 100,000 impressions on social media channels during campaign week
- MP's Darren Jones, Thangam Debbonaire and Kerry McCarthy went into Parliament with their nails painted and raised awareness of the campaign.
- BT lit up the BT Tower in London promoting the Modern Slavery Helpline for Anti-Slavery Day on October 18th
- Reports of slavery in nail bars quadrupled in the month preceding, during and after the campaign and 117 potential victims in nail bars were identified.

We want to say a huge thank you to everyone who supported 'Let's Nail It!' this year and a special thanks to Avon and Somerset Police for their incredible efforts supporting the campaign, which has empowered so many people to identify slavery in nail bars.

The first anniversary of the Modern Slavery Helpline was also a milestone on which we were able to announce headline data processed from the calls received in its first 12 months of operation. Such media attention afforded great publicity for the campaign and prompted good discussions around the subject across many media channels, including The Guardian, The Huffington Post, The Independent, Thomson Reuters

## **Unseen (UK)**

### **Trustees' Report**

#### **for the year ended 31 December 2017 – continued**

Foundation, and even in Parliament.

In addition to receiving media attention for Unseen's own campaigns, Unseen have continued to act as experts in the field and are therefore regularly asked to comment on news relating to Modern Slavery and Human Trafficking. An example of this includes Unseen being invited, by Reuters, to comment on landmark new data from the International Labour Organisation (ILO), International organisation of Migration (IOM) and the Walk Free Foundation, which estimates that at least 40 million people were living as slaves in forced labour globally.

#### **Income Generation and Fundraising**

The loyalty, enthusiasm and generosity of Unseen's supporters were a highlight of 2017. Once again, through your support, Unseen was able to further grow its impact and importantly reach more survivors than ever before. Thank you so much.

Funding from grant-makers continues to be fundamental to Unseen. Our relationship with Big Lottery, Comic Relief, the Home Office, the EU and Google.org continued to have a significant impact in 2017. Unseen also enjoyed new funding relationships with Nisbets Charitable Trust, Monsoon Foundation, Emmanuel Kaye Charitable Trust and Rayne Foundation who generously supported the breadth of Unseen's services.

Corporate support rose exponentially in 2017 to over £128,000. Partnerships with businesses are a fundamental part of Unseen's fundraising and strategic focus into the future. Modern slavery often occurs in the operations and supply chains of businesses and Unseen has been able to form mutually beneficial partnerships supporting businesses to tackle slavery risks. 2017 saw impactful new partnerships formed with Cordant Group, Eversheds Sutherland, SLR Consulting, ERM and Bizbloccs, whilst enjoying continued support from BT, Bristol Energy, Marks and Spencer, Salesforce, Aesop, Clarke Wilmott and TRIBE to name a few. Unseen held its first 'Business for the Unseen' event, bringing together UK business leaders to share best practice and collaborate on future anti-slavery strategies. We thank all of Unseen's corporate supporters who have given their time, skills, fundraising efforts and gifts-in-kind this year. You are pivotal in tackling this heinous crime into the future.

Unseen's Neon Night Trail event took place in Leigh Woods, Bristol, in late September. Men, women and children got dressed up in their brightest colours for a 1k, 5k or 10k run around the beautifully lit woods. A total of 67 amazing runners and walkers came out on a rainy, chilly evening to support Unseen. The event raised over £8,500 as a result, directly supporting survivors in our safe-houses.

Finally, a thank you to our incredible, loyal supporters who chose to donate their money to Unseen, keeping our services going each year. Over £48,000 was received in 2017 through monthly donations and over £130,000 in gifts throughout the year. To all the individuals, churches, schools, community groups and universities- you continue to inspire all we do, thank you.

#### **Financial Review**

Income of £1,819,114 (2016: £1,710,672) was received in the year to 31 December 2017 whilst expenditure during the year amounted to £1,816,803 (2016: £1,134,967). This resulted in a combined surplus of £2,311 (2016: £575,705), comprising a surplus of £170,518 on unrestricted funds and a £168,207 decrease in restricted funds. Total reserves at the year-end amounted to £989,234 (2016: £986,923) comprising unrestricted funds of £508,172 (2016: £337,654) and restricted funds of £481,062 (2016: £649,269).

Unseen recognises the valuable contribution of the following key organisations who supported our work over the past year:

## **Unseen (UK)**

### **Trustees' Report**

**for the year ended 31 December 2017 – continued**

- The Big Lottery
- Google.org
- Bristol City Council – Public Health
- Bristol City Council – Impact Fund
- BT PLC
- Comic Relief
- Lloyds Bank Foundation for England & Wales
- Avon & Somerset Police & Crime Commissioner
- Sport for Freedom
- Burden Trust
- Nisbets Charitable Trust
- Rayne Foundation
- Emmanuel Kaye Foundation
- Monsoon Trust
- Garfield Weston
- Big Potential
- Home Office
- European Union
- Bedfordshire Police and Crime Commissioner

## **Unseen (UK)**

### **Trustees' Report for the year ended 31 December 2017 - continued**

#### **Reserves Policy**

Unseen is determined to maintain a level of reserves equal to six months' back office expenditure budgeted for the forthcoming year to meet effectively the requirements of the long-term running of the Charity and in line with the requirements of the Charity Commission. This policy ensures the Charity has a buffer in the event of losing a major source of funding.

Whilst this target is currently met, the Trustees recognise that, with the continued expansion of the Charity's operations in 2018, the level of free reserves is likely to fluctuate and may go below this target over the forthcoming year.

#### **Plans for the future**

The Charity's focus and plans are set out below:

- to continue to develop and strengthen the delivery of existing projects
- to continue and expand a re-integration programme for survivors through the Resettlement Service to ensure longer term support is offered to all survivors
- to research, analyse and evidence the impact of Unseen's specialist provision for children
- to develop Unseen's work internationally
- to enhance the UK's response to combatting Modern Slavery via the UK Helpline and Resource Centre
- to continue to develop diverse income streams by increasing regular giving, corporate and community fundraising, expanding Unseen's training programmes and delivering increased consultancy work
- to successfully deliver on the five-year strategy for 2015- 2020
- to expand training programmes and develop consultancy for businesses about modern slavery
- to continue to build positive partnerships with corporates
- to continue to be involved in strategic developments at national and international levels
- to continue to be committed to finding long-term, strategic and systemic solutions to the issue of trafficking and modern slavery including looking at the application of technology.

#### **Fundraising statement**

Unseen is fully compliant with Section 13 of the Charities (Protection and Social Investment) Act 2016.

Unseen's fundraising approach centred on trusts and foundations, government funding, corporate partnerships and voluntary donations from supporters through appeals, events and campaigns. We had several corporate supporters whose staff took part in office fundraising and donated their services/products as gifts in kind.

Unseen did not use any professional fundraisers in 2017. It had partnerships with commercial participators by way of businesses donating a percentage of sales of their products/ services to Unseen. The charity ensured compliance with legal and best practice obligations in relation to commercial participators, as detailed in partnership agreements between the charity and corporate partners. There have been no instances of failure to comply with a scheme or standard cited.

Unseen was not part of any fundraising schemes in 2017. We have registered with the Fundraising Regulator and operate at a best practice level in relation to the Code of Fundraising Practice. Unseen monitors all activity undertaken by members of its fundraising team and did not employ any third parties to conduct fundraising on our behalf.

Individual members of Unseen's fundraising team are members of the Institute of Fundraising, channelling

## Unseen (UK)

### Trustees' Report

for the year ended 31 December 2017 – continued

knowledge, best practice and expertise into fundraising activities. Unseen or anyone acting on its behalf has not had any complaints received about fundraising activities that have been undertaken.

To protect vulnerable people and others from unreasonable intrusion on a person's privacy, unreasonably persistent approaches or undue pressure to give, in the course of, or in connection with fundraising for the charity, Unseen has an opt-in mechanism on all of its fundraising materials, so that supporters only receive communications from the charity if they give their consent, including communication type and channel. Unseen conducted a review considering the upcoming GDPR and has implemented an action plan to ensure it is compliant with the legislation by May 2018.

We have not contacted any person who is not a proactive supporter of Unseen. Unseen has not conducted wealth screening or bought 'cold' lists. Unseen does not conduct telephone, door to door or street fundraising to the general public.

If we have a reason to believe that a person may be vulnerable, we do not contact that person for fundraising purposes.

#### Auditors

The Auditors, Corrigan Associates Bristol LLP, will be proposed for re-election at the forthcoming Annual General Meeting. They have indicated their willingness to continue in office.

This report has been prepared in accordance with the provision of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the Board of Trustees on ..... 29 May 2018 ..... and signed on their behalf by:



CHAIR: DANIEL MORRIS

DATE: 29/5/2018



TRUSTEE: STEVE DAYKIN

DATE: 29/5/2018

## **Report of the Independent Auditors to the Members of Unseen (UK)**

### **Opinion**

We have audited the financial statements of Unseen (UK) (the 'charitable company') for the year ended 31 December 2017 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement, and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2017, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the report of the trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

## **Report of the Independent Auditors to the Members of Unseen (UK) (continued)**

### **Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime, and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 5 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Corrigan Associates Bristol LLP*

Stuart Crisp (Senior Statutory Auditor)

For and on behalf of Corrigan Associates Bristol LLP (Statutory Auditors)

The Tramshed, 25 Lower Park Row, Bristol, BS1 5BN

Date: 12 June 2018

## Unseen (UK)

### Statement of Financial Activities (including an Income and Expenditure Account) for the Year Ended 31 December 2017

	Notes	Unrestricted Funds £	Restricted Funds £	2017 Total funds £	2016 Total funds £
<b>INCOME FROM:</b>					
Donations and legacies	3	141,967	78,782	220,749	161,120
Charitable activities:					
<i>Supporting survivors</i>	4	528,856	1,023,921	1,552,777	1,487,774
<i>Equipping stakeholders</i>	4	22,302	-	22,302	50,092
<i>Influencing society</i>	4	-	-	-	-
Other trading activities		548	-	548	1,738
Other incoming resources		19,938	2,800	22,738	9,948
<b>Total income</b>		<b>713,611</b>	<b>1,105,503</b>	<b>1,819,114</b>	<b>1,710,672</b>
<b>EXPENDITURE ON:</b>					
Raising funds	5	115,703	-	115,703	58,077
Charitable activities:					
<i>Supporting survivors</i>	5	257,453	1,253,142	1,510,595	964,995
<i>Equipping stakeholders</i>	5	88,704	44,939	133,643	59,928
<i>Influencing society</i>	5	56,862	-	56,862	51,967
<b>Total expenditure</b>		<b>518,722</b>	<b>1,298,081</b>	<b>1,816,803</b>	<b>1,134,967</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>194,889</b>	<b>(192,578)</b>	<b>2,311</b>	<b>575,705</b>
Transfer between Funds		(24,371)	24,371	-	-
<b>NET MOVEMENT IN FUNDS</b>		<b>170,518</b>	<b>(168,207)</b>	<b>2,311</b>	<b>575,705</b>
<b>RECONCILIATION OF FUNDS:</b>					
Total funds brought forward		337,654	649,269	986,923	411,218
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>508,172</b>	<b>481,062</b>	<b>989,234</b>	<b>986,923</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure is derived from the Charity's continuing activities.

The notes on pages 33 to 44 form part of these financial statements.



## Unseen (UK)

Balance Sheet  
as at 31 December 2017


	Notes	Unrestricted Funds 2017 £	Restricted Funds 2017 £	Total 2017 £	Total 2016 £
<b>FIXED ASSETS</b>					
Tangible assets	11	<u>10,215</u>	<u>22,077</u>	<u>32,292</u>	<u>20,835</u>
<b>CURRENT ASSETS</b>					
Debtors	12	37,069	195,216	232,285	107,069
Cash at bank and in hand		<u>484,218</u>	<u>486,365</u>	<u>970,583</u>	<u>957,884</u>
		521,287	681,581	1,202,868	1,064,953
<b>CREDITORS</b>					
Amounts falling due within one year	13	<u>(23,330)</u>	<u>(222,596)</u>	<u>(245,926)</u>	<u>(98,865)</u>
<b>NET CURRENT ASSETS</b>		<u>497,957</u>	<u>458,985</u>	<u>956,942</u>	<u>966,088</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>508,172</u>	<u>481,062</u>	<u>989,234</u>	<u>986,923</u>
<b>FUNDS OF THE CHARITY</b>					
Unrestricted funds	14	508,172	-	508,172	337,654
Restricted funds	14	-	481,062	481,062	649,269
<b>TOTAL FUNDS</b>		<u>508,172</u>	<u>481,062</u>	<u>989,234</u>	<u>986,923</u>

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The notes on pages 33 to 44 form part of these financial statements.

The financial statements were approved by the Board of Trustees on 29 May 2018 and were signed on its behalf by:

  
CHAIR: DANIEL MORRIS  
DATE:

  
TRUSTEE: STEVE DAYKIN  
DATE:

## Unseen (UK)

### Statement of Cash Flows for the Year Ended 31 December 2017

	Notes	2017 £	2016 £
<b>CASH USED IN OPERATING ACTIVITIES</b>	<b>1</b>	<b><u>33,161</u></b>	<b><u>592,041</u></b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of tangible fixed assets		<u>(20,462)</u>	<u>(2,284)</u>
<b>CASH USED IN FINANCING ACTIVITIES</b>		<u>-</u>	<u>-</u>
Increase in cash and cash equivalents in the year		12,699	589,757
Cash and cash equivalents at the beginning of the year		<u>957,884</u>	<u>368,127</u>
<b>TOTAL CASH AND CASH EQUIVALENTS AT THE YEAR END</b>		<b><u>970,583</u></b>	<b><u>957,884</u></b>

## Unseen (UK)

### Notes to the Statement of Cash Flows for the Year Ended 31 December 2017

#### 1. Reconciliation of net movement in funds to net cash flow from operating activities

	2017 £	2016 £
Net income for the year	2,311	575,705
Depreciation charge for the year	9,005	5,745
Gift in kind – donated assets	-	(15,794)
Increase in debtors	(125,215)	(44,803)
Increase in creditors	<u>147,060</u>	<u>71,188</u>
Net cash used in operating activities	<u>33,161</u>	<u>592,041</u>

## **Unseen (UK)**

### **Notes to the Financial Statements for the Year Ended 31 December 2017**

#### **1. ACCOUNTING POLICIES**

Unseen (UK) is a Company limited by guarantee and incorporated in England. The Registered Office is 103 First Floor, Deben House, 1-5 Lawrence Hill, Bristol, BS5 0BY.

The principal activities of the Charity are the provision of help and assistance for those who are victims of human trafficking and raising awareness of human trafficking locally, regionally and nationally.

##### **Statement of Compliance and Accounting Conventions**

The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland ((FRS 102) (Charities SORP (FRS 102))), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Unseen (UK) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes set out below. The Financial Statements are prepared in sterling which is the functional currency of the Charity.

##### **Preparation of the accounts on a going concern basis**

Based on the level of reserves held and budgets and forecasts prepared, the Trustees consider it appropriate to prepare the Financial Statements on the going concern basis.

##### **Incoming resources**

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably. Amounts received which are not yet recognised are classified as deferred income.

For legacies, entitlement is taken as the earlier of the date on which either: The Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Investment income is included when receivable.

Incoming resources from charitable trading activity are accounted for when earned.

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2017

#### 1. ACCOUNTING POLICIES – continued

##### **Donated services and facilities**

Donated services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and donated facilities are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

In accordance with the Charities SORP (FRS 102), the general volunteer time of the supporters is not included as income. Refer to the Trustees' Report for information about volunteers' contributions.

##### **Resources expended**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Irrecoverable VAT is charged as a cost against the charity activity for which the expenditure was incurred.

##### **Allocation of support costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll, governance costs and research and development activities which support the activities of the Charity. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.

##### **Tangible fixed assets**

Individual fixed assets costing more than £250 are capitalised at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	Straight line basis over 3 years
Computers equipment	Straight line basis over 3 years

##### **Debtors**

Other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

##### **Cash**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2017

#### 1. ACCOUNTING POLICIES - continued

##### Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

##### Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

##### Taxation

The Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

##### Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

##### Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of Charity.

Restricted funds are donations or grants which the donor or grant body has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

#### 2. LEGAL STATUS OF THE CHARITY

The charity is a Company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

#### 3. DONATIONS AND LEGACIES

	2017	2016
	£	£
Donations	199,987	129,765
Sponsor a room	20,762	31,355
	<u>220,749</u>	<u>161,120</u>

During the year, contributions were received towards the running of charity and certain activities the charity undertakes. Of the £220,749 (2016: £161,120) received in 2017, £141,967 is included within unrestricted funds and £78,782 has been received that is restricted to specific projects (2016: £118,471 and £42,649 respectively).

The Charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not included as income in the accounts.

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2017

#### 4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Supporting survivors £	Equipping stakeholders £	Influencing society £	2017 £	2016 £
Service income	490,654	-	-	490,654	400,381
Training	-	22,302	-	22,302	28,336
Grants received	1,062,123	-	-	1,062,123	1,109,149
	<u>1,552,777</u>	<u>22,302</u>	<u>-</u>	<u>1,575,079</u>	<u>1,537,866</u>

Of the £1,575,079 (2016: 1,537,866) received in 2017, £551,158 is included within unrestricted funds and £1,023,921 has been received that is restricted to specific projects (2016: £421,761 and £1,116,105 respectively).

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2017

#### 4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES (Continued)

During the year to 31 December 2017 the following Trusts funds and other institutions supported the work of the Charity and the amounts below are included in grants received above:

	2017	2016
	£	£
Bristol City Council – Public Health	17,000	21,500
Bristol City Council – Impact Fund	22,498	-
Comic Relief	22,478	44,515
Regional Organised Crime Unit (ROCU)	-	15,000
Sir Halley Stewart Trust	-	7,500
The Big Lottery – WATER/RIO	128,455	24,873
The Big Lottery – MAP	147,455	155,505
The Big Lottery – Other	-	3,572
Lloyds Foundation for England and Wales	25,000	6,250
Avon & Somerset Police & Crime Commissioner	38,534	38,800
Peoples Postcode Lottery	-	20,000
Burden Trust	6,000	6,000
The Women's Foundation	-	12,500
Google.org	250,000	500,010
Devon & Cornwall	-	10,980
IHG Foundation	-	42,381
Trusthouse Charitable Foundation	-	8,000
Cloth Workers	-	24,000
Kilkeggan Trust	-	30,000
Anonymous	20,000	50,000
Swire Charitable Trust	-	5,000
BT PLC	25,000	39,762
Nisbets Charitable Trust	20,000	-
Rayne Foundation	23,600	-
Emmanuel Kaye Foundation	30,000	-
Monsoon Trust	50,000	-
Garfield Weston	15,000	-
Big Potential	14,970	-
Home Office	118,101	-
European Union	53,915	-
Bedfordshire Police and Crime Commissioner	20,538	-
Other grants (individually < £5,000)	13,579	43,001
	<u>1,062,123</u>	<u>1,109,149</u>

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2017

#### 5. RESOURCES EXPENDED

##### Raising funds

	2017	2016
	£	£
Direct fundraising costs	19,511	4,381
Premises costs	8,981	963
Staffing costs	83,084	43,712
Office costs and comms	4,008	5,960
Professional fees	109	2,271
Depreciation	10	790
	<u>115,703</u>	<u>58,077</u>

##### Expenditure on charitable activities

	Supporting survivors	Equipping stakeholders	Influencing society	2017	2016
	£	£	£	£	£
Staff and contractor costs	980,551	81,522	40,712	1,102,785	584,900
Staff other costs	15,792	275	19	16,086	710
Staff travel	28,746	18,038	9,600	56,384	41,651
Training costs	-	-	-	-	12,962
Activities costs	19,052	5,229	-	24,281	2,105
Counselling costs	490	-	-	490	4,770
Victim NRM costs	75,001	-	-	75,001	56,048
Interpreting costs	5,550	619	-	6,169	2,350
Medical costs	54	-	-	54	208
Subscriptions	1,486	-	-	1,486	2,464
CRB checks	1,754	-	-	1,754	1,479
Venue hire	827	-	-	827	155
Property costs	120,102	1,760	-	121,862	77,636
Heat, light and insurance	3,257	60	-	3,317	11,053
General premises and sundry costs	22,261	-	-	22,261	47,884
Waste disposal and cleaning	4,566	-	-	4,566	2,723
IT costs	10,456	-	-	10,456	11,090
Printing, postage, stationery and advertising	7,318	696	-	8,014	11,987
Telephone	28,051	751	443	29,245	26,233
Professional fees	16,386	10,386	-	26,772	4,840
Depreciation	7,181	-	-	7,181	2,134
Support costs (note 6)	134,063	11,861	5,046	150,970	138,380
Governance (note 6)	27,651	2,446	1,042	31,139	33,128
	<u>1,510,595</u>	<u>133,643</u>	<u>56,862</u>	<u>1,701,100</u>	<u>1,076,890</u>

Of the £1,701,100 (2016: £1,076,890) expenditure in 2017, £403,019 has been charged to unrestricted funds and £1,298,081 has been charged to restricted funds (2016: £412,632 and £664,258 respectively).



## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2017

#### 6. ALLOCATION OF SUPPORT COSTS AND OVERHEADS

The Charity identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the three key charitable activities undertake (see note 5) in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs.

	Support costs	Governance costs	Totals	Basis of apportionment
	£	£	£	
Premises costs	15,856	-	15,856	<i>Time spent</i>
Staffing costs	101,185	22,985	124,170	<i>Time spent</i>
Office costs and comms	18,468	214	18,682	<i>Time spent</i>
Professional fees	13,706	-	13,706	<i>Time spent</i>
Depreciation	1,606	-	1,606	<i>Time spent</i>
Finance costs	149	-	149	<i>Time spent</i>
Auditor's remuneration	-	3,000	3,000	<i>Direct</i>
Trustees' costs and expenses	-	4,940	4,940	<i>Direct</i>
	<u>150,970</u>	<u>31,139</u>	<u>182,109</u>	

#### Basis of apportionment

The support costs listed above have been allocated to the various expenditure headings where either the expenditure has been directly incurred on the activity or apportioned based on staff time.

#### 7. STAFF COSTS

The total staff cost for the Company for the year was £1,250,086 (2016: £753,498) and comprises the following items:

	2017	2016
	£	£
Wages and salaries	1,135,829	687,174
Social security costs	92,118	54,113
Pension costs	<u>22,139</u>	<u>12,211</u>
	<u>1,250,086</u>	<u>753,498</u>

Unseen employs 19 full-time and 43 part-time staff members at the WATER, MAP, RIO and Helpline projects (2016: 15 and 22 respectively) and 7 full time and 7 part-time staff members in leadership and operations (2016: 6 and 6 respectively). One (2016: One) employee is paid over £60,000 but less than £70,000 per annum and one (2016: nil) employee is paid over £70,000 but less than £80,000 per annum.

The Trustees acknowledge key management personnel within the organisation (the Executive Team), namely the Chief Executive Officer and three Directors making up the Executive team. Costs incurred during 2017 on the Executive Team amount to £217,762; (2016: £161,291). This represents an increase to 4 full time equivalents from 3 in 2016.

## Unseen (UK)

### Notes to the Financial Statements – continued for the Year Ended 31 December 2017

#### 8. TRUSTEES' REMUNERATION AND BENEFITS

There was no remuneration nor other benefits paid to Trustees for their governance duties during the year ended 31 December 2017 nor for the year ended 31 December 2016.

##### Trustees' expenses

The total expenses paid to the trustees for the year ended 31 December 2017 were £858 (2016: £3,212) and comprises the following items:

	2017	2016
	£	£
Travel and subsistence	<u>858</u>	<u>3,212</u>

Expenses of 3 trustees were reimbursed in 2017 (2016: 4 trustees).

#### 9. OPERATING LEASE COMMITMENTS

At 31 December the Charity had the following future minimum lease payments under non-cancellable operating leases falling due as follows:

	2017	2016
	£	£
Payable within one year	61,112	55,078
Payable within 2-5 years	158,400	158,400
Payable in greater than 5 years	<u>13,200</u>	<u>52,800</u>
	<u>232,712</u>	<u>266,278</u>

#### 10. NET INCOMING RESOURCES

Net resources are stated after charging:

	2017	2016
	£	£
Auditors' remuneration – audit of the financial statements	3,000	3,000
Auditors' remuneration – non-audit services	1,320	1,000
Depreciation of owned fixed assets	<u>9,005</u>	<u>5,745</u>

## Unseen (UK)

### Notes to the Financial Statements – continued for the Year Ended 31 December 2017

#### 11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Total £
<b>COST</b>			
At 1 January 2017	4,571	29,777	34,348
Additions	<u>8,550</u>	<u>11,912</u>	<u>20,462</u>
At 31 December 2017	<u>13,121</u>	<u>41,689</u>	<u>54,810</u>
<b>DEPRECIATION</b>			
As at 1 January 2017	1,950	11,563	13,513
Charge for the year	<u>1,508</u>	<u>7,497</u>	<u>9,005</u>
At 31 December 2017	<u>3,458</u>	<u>19,060</u>	<u>22,518</u>
<b>NET BOOK VALUE</b>			
At 31 December 2017	<u>9,663</u>	<u>22,629</u>	<u>32,292</u>
At 31 December 2016	<u>2,621</u>	<u>18,214</u>	<u>20,835</u>

The depreciation charge for the year is recognised within support costs and overheads. Included in additions is £nil (2016: £15,974) of assets donated to the Charity in the year.

#### 12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017 £	2016 £
Other debtors	59,007	85,607
Prepayments and accrued income	<u>173,278</u>	<u>21,462</u>
	<u>232,285</u>	<u>107,069</u>

#### 13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017 £	2016 £
Trade creditors	47,055	18,101
Other taxes and social security costs	29,898	21,385
Other creditors	2,728	1,872
Accruals and deferred income	<u>166,245</u>	<u>57,507</u>
	<u>245,926</u>	<u>98,865</u>

## Unseen (UK)

### Notes to the Financial Statements – continued for the Year Ended 31 December 2017

#### 13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR (continued)

The movement on the deferred income account was as follows:

	2017	2016
	£	£
At 1 January	22,471	-
Amounts released to income	(22,471)	-
Additions during the year	<u>149,512</u>	<u>22,471</u>
At 31 December	<u>149,512</u>	<u>22,471</u>

As explained in the accounting policies note (note 1), grant receipts are deferred until the criteria for recognition as income are met. These criteria include consideration of whether performance conditions attached to the income have been met.

## Unseen (UK)

### Notes to the Financial Statements – continued for the Year Ended 31 December 2017

#### 14. MOVEMENT IN FUNDS

	At 1 January 2017 £	Incoming resources £	Resources expended £	Transfers £	At 31 December 2017 £
<b>Unrestricted funds</b>					
General fund	337,654	713,611	(518,722)	(24,371)	508,172
	<u>337,654</u>	<u>713,611</u>	<u>(518,722)</u>	<u>(24,371)</u>	<u>508,172</u>
<b>Restricted funds</b>					
Women's Anti-Trafficking Emergency Refuge (WATER)	28,424	130,320	(157,744)	-	1,000
Anti-Slavery Partnership (ASP)	5,615	18,220	(20,724)	-	3,111
Resettlement & Integration Project (RIO)	14,222	132,248	(137,366)	-	9,104
Children's Project (CHIPS)	148,048	179,700	(124,395)	-	203,353
Men's Project (MAP)	78,857	149,620	(225,037)	-	3,440
Support Team Fund	35,571	-	-	-	35,571
Helpline	338,532	385,772	(508,068)	-	216,236
Contribution to director's salary	-	25,000	(25,000)	-	-
Jordan	-	-	(1,689)	1,689	-
Bedfordshire Anti-Slavery Partnership	-	20,538	(11,291)	-	9,247
Business for the Unseen	-	10,170	(10,782)	612	-
Victim Case Management System (VCMS)	-	53,915	(75,985)	22,070	-
	<u>649,269</u>	<u>1,105,503</u>	<u>(1,298,081)</u>	<u>24,371</u>	<u>481,062</u>
<b>TOTAL FUNDS</b>	<u>986,923</u>	<u>1,819,114</u>	<u>(1,816,803)</u>	<u>-</u>	<u>989,234</u>

#### Details of Restricted Funds

**Women's Anti-Trafficking Emergency Refuge (WATER):** A 24-hour staffed safe-house for women who have suffered exploitation and trafficking.

**Anti-Slavery Partnership (ASP):** A collaboration between Unseen, regional police authorities and Bristol City Council to discover and respond to, incidents of human trafficking and exploitation.

**Resettlement & Integration Project (RIO):** Resettlement, outreach and integration project for men and women who have survived trafficking and exploitation.

**Men's Anti-Slavery Project (MAP):** A 24-hour staffed safe-house for men who have suffered exploitation and trafficking.

**Children in a Place of Safety (CHIPS):** Preparations to provide a 24-hour staff safe-house for children. Reserves of £203,353 for the CHIPS project are held (2016: £148,048). All preparations were complete by 31 December 2017 and accordingly we expect to receive our first children in early 2018. This follows our practice of ensuring funds are in place ahead of a project's launch in order to ensure resilience.

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2017

#### 14. MOVEMENT IN FUNDS (continued)

**Support Team Fund:** Funds received to deliver modern slavery training and human trafficking training to the hospitality industry.

**Helpline:** Google.org funds received to set-up a confidential UK Modern Slavery helpline service.

**Contribution to Director's salary:** Funds received to support the salary of the Director for Services.

**Jordan:** Initial funds received to set-up an antislavery project in Jordan.

**Bedfordshire Anti-Slavery Partnership:** A collaboration between Unseen, regional police authorities, business and schools to raise awareness of incidents of human trafficking and exploitation.

**Business for the Unseen:** Funds received to research and establish a consultancy to work with businesses to address their responsibilities under the Modern Slavery Act.

**Victim Case Management System:** Funds received from the EU to build an online case management system for victims of modern day slavery.

During the year, the Charity has made a transfer from unrealised reserves to fully cover deficits that arose in the year in three restricted reserves. The amounts transferred by reserve were Jordan (£1,689), Business for the Unseen (£612) and the Victim Case Management System (£22,070).

#### 15. RELATED PARTY TRANSACTIONS

There have been no related party transactions in the period which require disclosure (2016: none). See note 8 for details of transactions with trustees.