

# **The Trauma-Informed Code of Conduct**

**For all Professionals working with Survivors  
of Human Trafficking and Slavery**

**Rachel Witkin and Dr Katy Robjant**



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**Registered Charity No.** 1149652  
**Company No.** 08186281

**Contact Details**

Bruges Place  
15-20 Baynes Street  
London  
NW1 0TF

**T:** 020 3058 2020  
**F:** 020 3058 2050  
**E:** [info@helenbamber.org](mailto:info@helenbamber.org)  
[helenbamber.org](http://helenbamber.org)  
[@HelenBamber](https://twitter.com/HelenBamber)

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## The Trauma Informed Code of Conduct

Trauma-informed methods of working are based upon an understanding of the harmful effects of traumatic experiences together with fundamental principles of compassion and respect. Any form of professional communication with a person who has suffered human trafficking or slavery should be treated as an opportunity to help them to progress towards a long-term situation of safety, stability and well-being.

The Trauma-Informed Code of Conduct (TiCC) is designed to enable professionals in all fields of discipline to:

-  **Establish and maintain a mutual relationship of trust with survivors in any working context or environment**
-  **Impart a consistent sense of calm, security and safety throughout the course of their work.**
-  **Increase the confidence of survivors and minimise the risks of causing distress and re-traumatisation.**
-  **Remain safe and well in the course of their work, avoiding secondary traumatisation and professional ‘burnout’<sup>1</sup>**

The Code is intended for use only within the strict parameters of each professional’s allocated role and remit. It is equally applicable to individuals who have been internally trafficked as to those who have crossed international borders. Its methods are designed to be adaptable to all environments and situations in which professionals may encounter survivors, bearing in mind that specialist services for survivors vary widely across international regions. In emergency and conflict settings it may be more difficult to apply every principle, but the ethos of the guidance can still be maintained.

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<sup>1</sup> Clinical supervision can help to prevent professional burnout. This should be sought by all organisations and professionals who work with survivors of human rights violations. For further advice see *The Slavery and Human Trafficking Care Standards (Human Trafficking Foundation, 2018), s.1.5, Staff Induction, Training and Support.*



## 1. Understanding Survivors' Presentation

Many survivors experience psychological distress as a result of traumatic experiences. Some may develop mental health problems, including Post-Traumatic Stress Disorder (PTSD), Complex PTSD, anxiety and depression. The presence or absence of mental health conditions should not be assumed: wherever possible, survivors should have access to a comprehensive mental health assessment and to a programme of specialist therapeutic care provided by an experienced mental health professional.<sup>2</sup>

It is useful to know that the mental health problems of survivors are rarely immediately visible or obvious to others. People who have been trafficked and enslaved become used to minimising, concealing or denying their injuries and suffering in order to survive.

Survivors may feel nervous, afraid and confused at a first meeting. Some may suffer signs and symptoms of distress, for example panic attacks or shaking, while others may be withdrawn or seem 'numb'. In some cases, survivors may appear to be detached, disinterested, or sometimes even hostile.

It is helpful for all professionals to be able to identify and understand presentations which indicate '**dissociation**'.

**Dissociation** is caused by trauma. It is a temporary, often recurring detachment of a person's mind from their emotional state and body which can manifest in various ways. For example a person may stare into space (for seconds, minutes or even hours), they may fail to respond to environmental cues or behave as if they are re-experiencing traumatic events from their past.

Dissociation stems from the automatic biological reaction that can occur during traumatic events, when a person cannot escape from danger. Once they are out of

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<sup>2</sup> See *The Slavery and Human Trafficking Care Standards* (HTF 2018 Op.Cit), *Chapter 5, Access to Healthcare for Survivors & Annex 1: 3-Stage Therapy Model for Survivors*.

danger, dissociation can be triggered by their memories, or parts of their memories which are associated with the trauma. Sometimes they may not be aware of the trigger.

Many survivors experience feelings of shame and humiliation, which can prevent them from feeling able to express themselves and to assert their needs with others. Those who have post-traumatic stress disorder (PTSD) may go to great lengths to avoid speaking about traumatic aspects of their history because they fear that their symptoms (for example flashbacks, panic attacks, psychological distress and physiological hyperarousal) may be triggered and become overwhelming for them, leading to loss of control.

In many cases survivors will not display any signs of fear or confusion and will appear to be fine and able to manage. Professionals should proceed sensitively and simply observe each person's presentation and manner, providing them with appropriate physical space, and ensuring that they are as comfortable as possible. In most cases the presentation of survivors will change and adapt over time as a working relationship of trust is established, and professionals will become better placed to understand their individual needs.



## **2. Focusing on Current and Future Safety: Establishing a Mutual Relationship of Trust**

Securing the long-term safety relies upon professionals' ability to establish a mutual, working relationship of trust. This provides survivors with the vital gateway to a full and informed understanding of their legal rights and entitlements, as well as the responsibilities and duties of organisations and systems that are designed to help them.

Establishing a relationship of trust with survivors can be challenging even within the secure and private environment of an office or therapy room, let alone in other more pressurised contexts in which professionals and survivors meet and need to communicate.

The following procedures are designed to help professionals to establish a mutual relationship of trust as swiftly as possible, bearing in mind that in an ideal situation significant time is required for trust to be fully developed:

-  **There is always a risk that continuing contact with survivors may be lost and their safety jeopardised.** Demonstrate interest in survivors' well-being from the first point of contact and deliver a calm, kind, consistent approach at all times, and in all environments. This applies regardless of whether time and capacity are limited and it is strengthened by effective teamwork in which all colleagues extend the same high level of courtesy and consistency of approach. It provides a model of the professional response that survivors of trafficking can reliably expect and therefore helps to maintain trust.
  
-  **If survivors' initial impression is positive, they will be far more likely to remain in contact.** Ensure that the intention to communicate clearly, and to help and support survivors in a practical way is evident from the outset, and maintained throughout the professional relationship. Avoid providing a lot of complex information at once, and proceed at a pace which is appropriate for each individual person, checking whether they have understood, and if they have any questions.
  
-  **Inform survivors of the name of the lead professional, and the name and contact details of the organisation or service. Check that they have understood, and that they have a written record.** Provide advance notice of the times and dates for meetings and appointments, and ensure that survivors know whom they can contact when the lead professional is not available. Practicing pronunciation of names can be a helpful way to ensure that survivors have memorised contact details in case of any crisis further on.
  
-  **It is common for survivors to be confused about the identity of professionals who are working with them. In any situation where a person is providing information which could affect their legal rights, it is essential that they are able to understand this and that they have access to specialist legal advice.** Take time to explain if the organisation or service is connected to the authorities (for example, police, government agencies,

immigration), or if it is not (for example, a charity or Non-Governmental Organisation (NGO)).

- ✔ **All current safety risks should be assessed as quickly as possible for each person and then monitored on an ongoing basis. There may be an ongoing risk of harm and reprisals from traffickers or networks against survivors or their family members.** However, there are many other risks to consider, for example, to their physical health, mental health, safeguarding issues, immigration status, housing & welfare, and current relationships.<sup>3</sup>
- ✔ **The concepts of ‘trafficking’, ‘exploitation’ and ‘slavery’ can be confusing or have little meaning for some survivors, however the term ‘safety’ is more widely understood, and translates well into other languages.** While a person may not comprehend that they have been ‘trafficked’, they will be aware of having suffered violence or abuse or feeling afraid. Therefore questions such as ‘do you feel safe?’ ‘Is your housing safe?’ And ‘is [this or that person] a safe person for you?’ can be quickly absorbed and understood, as well as reassurances such as ‘You are safe here, now.’ (see 7. Referring Back to the ‘Here and Now’ to Instill Calm)
- ✔ **It may become known to professionals that survivors are living or working in risky or dangerous environments, or that they are involved in controlling, exploitative or harmful relationships.** In all cases where there is an immediate risk of harm, police should be contacted and safeguarding procedures followed.
- ✔ **In other such cases where immediate safeguarding procedures do not apply, or the full circumstances are not known, it is important to work proactively to limit any harm as much as is possible without risking alienation or loss of contact.** Ensure that each person is provided with the necessary time, space and professional support to make informed decisions about their current needs and options. The best and safest way for survivors to extricate themselves from harmful situations or relationships is by personal choice.

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<sup>3</sup> See *The Slavery and Trafficking Survivor Care Standards (Human Trafficking Foundation 2018)* for comprehensive standards and advice on working for survivors in all of these areas.

- 🛡️ **Risk factors are highly individual, so it should never be assumed that a person is simply 'safe'. Forward planning, in collaboration with survivors, is essential for their ongoing safety.** Potential safety risks should be assessed on a regular basis, including for survivors who are considered to currently have a high level of safety and support. This is often a temporary situation, which can leave survivors in a position of increased vulnerability as soon as they are without it.
- 🛡️ **Build an effective 'team' around any person who is not currently safe:** wherever it is helpful and permission is given, initiate contact for them with other known and supportive professionals who can offer additional support, assistance and protection.



### 3. Communicating a Sense of Safety

Professionals can extend a sense of calm and security for survivors in any context or environment by making it integral to their own conduct, manner and approach.

- 🛡️ **Demonstrate a pro-active interest in meeting survivors' immediate health and practical needs.** In cases where it is possible, obtain any available information about survivors' disabilities or health needs prior to meeting with them for the first time. It is important to ensure that they feel able to access a building or meeting without difficulty, and are provided with help to do so if necessary. Some survivors may be deterred from engaging with a service at all if the act of doing so feels overwhelming, intimidating or unmanageable.
- 🛡️ **Remember that people who have been trafficked and enslaved often become used to minimising, concealing or denying injury.** Remain observant as to whether each person is able to sit and converse comfortably. They should know from the outset that they can finish the meeting to continue it on another day if they are not well or feel too tired to complete it.

- ✔ **Care for each person can be quickly communicated through concern for their physical comfort, acknowledgement of any pain or discomfort they may be currently experiencing and the desire to accommodate their related needs.** Ensure that each person knows how to access the bathroom and they are offered access to fresh water. It is important that survivors are as physically comfortable as possible throughout any meeting. Consider the room temperature and whether they are able to sit for long periods or require frequent breaks and intervals.
- ✔ **Effective communication skills require a friendly, non-judgemental attitude, together with awareness of, and respect for the culture, religion and gender-identity of each person.** Survivors will not generally expect professionals to know how to conduct themselves in a manner that is specifically appropriate to their culture, however they will quickly understand if they are being shown kindness and respect, that their freedom of space and movement is observed, and that work with them is being conducted within the parameters of secure, professional boundaries.
- ✔ **All people require respect for their individual integrity and privacy.** This is communicated by listening and responding sensitively to confidential and personal information, ensuring that all environments are clean and hygienic and that any requirements for physical privacy are met (for example changing clothes, using the bathroom, praying, or breastfeeding). Professionals should also demonstrate interest in the significant challenges that survivors often face with regard to maintaining personal integrity and privacy in their daily lives.
- ✔ **Encourage individual preferences: survivors should be supported to feel as confident as possible in making choices and asserting their needs, and these should always be foremost in the minds of professionals.** Each decision made is a positive step towards (re-)building agency and autonomy and therefore towards re-building their lives and remaining safe.<sup>4</sup> People who have lost their capacity for self-assertion through experiences of slavery can find it

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<sup>4</sup> For further information, see *'Human Trafficking Amounting to Torture and Inhuman & Degrading Treatment'*, OSCE/Helen Bamber Foundation (2013), s.9.2, *'Building Agency and Autonomy with Victims of Trafficking'*

extremely challenging to make decisions and express preferences. Therefore encouraging them to make minor choices can be gradually increased over time. This can be initiated through kind enquiry about survivors' practical needs (for example in relation to a meeting and any professional tasks that are undertaken for them), and by endeavouring to accommodate their preferences wherever possible. If individual preferences cannot be met, providing a simple explanation of the reason demonstrates to survivors that their choices and decisions are valued and respected.



## 4. Vetting Other People Who Accompany Survivors

In order to understand any potential risks that survivors may face, it is important to observe, and carefully enquire about any current and arising relationships.

**In any case in which a person is clearly being controlled or abused by another person who is accompanying them, the police should be contacted and all safeguarding procedures followed.**

-  **If professionals suspect that any other kind of relationship or situation may be potentially harmful, it is important not to act in a way that could be perceived by survivors as intrusive or judgmental.** The best and safest way for survivors to extricate themselves from harmful situations or relationships is by their own personal choice. Each person should be provided with the necessary time, space and professional support to discuss any concerns they wish to, and make informed decisions about their current needs and options. Ongoing support of this kind helps to ensure that contact is maintained. It can be helpful to engage other supportive professionals and community networks in their local area to ensure that they have access to professional contact and safe places to go to near their home.
-  **Survivors may have friends, associates and family members who are genuinely close to them and supportive of them. However, it is essential**

to be aware that **any accompanying person, including family members, may be complicit in their trafficking. In such cases survivors may, or may not have fully realised this.** Some survivors are forced or manipulated into pretending that traffickers or other perpetrators who accompany them are acting in their best interests. It is also common for people who have suffered trafficking or slavery to be particularly vulnerable to feeling dependent and powerless within controlling or abusive relationships, and this may not be immediately apparent to observers. In some cases, relationships which have appeared to begin well for survivors can deteriorate and become exploitative or harmful over time.

- 🛡️ **There is no harm in extending a normal level of welcome and respect towards accompanying family members, friends and associates.** A positive response can impart confidence and reassurance to survivors as well as other people who are genuinely supporting them. It also avoids arousing the suspicions of those people who are actually perpetrators. Therefore in all cases, an outwardly friendly approach towards people who accompany survivors can help to keep them safe and prevent loss of future contact.
- 🛡️ **Every person who is present at a meeting with a survivor should be there in a professional capacity and vetted to ensure safety and confidentiality.** As a general rule, persons who are accompanying the survivor as associates, family members or friends, should not accompany them into a meeting. It is best to explain that each person needs to be seen alone and that people who are accompanying them can wait for them, or return to meet them later.
- 🛡️ **In some cases survivors may request that a particular person be permitted to accompany them into a meeting because they feel unable to proceed without them.** For example they may feel too frightened or intimidated to enter the room alone, or they may require support due to health issues, disabilities or the need for help with a baby or young infant. In such cases, it may be necessary to permit an accompanying person to be present in the room at the beginning of a meeting. However, no aspect of survivors' personal or confidential information (including the survivor's correct name and contact details) should be discussed while others are present. Rely upon light and

friendly conversation which relates to the relationship (for example *how their journey was today, where the companion lives, how they know each other*) and observe the dynamics between them. The intention should always be to ensure that the survivor will feel safe enough, as soon as possible, either to continue the session on their own or to attend a further arranged appointment on their own. By the time any personal details are discussed, people who are accompanying a survivor should not be present in the room. The way in which this is managed depends upon each individual situation, but wherever possible, ensure that for future meetings, health, disability or childcare needs are taken care of in a safe and appropriate way.



## 5. Explaining Professionals' Identity, Role and Duties

Survivors should be informed of the name and job title of each person present at a meeting, and provided with a simple explanation of their professional role before any work commences. Check that they understand the information they are being given, and that they feel welcome to ask questions about professionals' roles at any time.

-  **It is common for survivors to feel nervous with new people whom they have just met, and in some cases they may struggle at first to absorb the content of introductions.** They may be feeling disoriented as a result of their traumatic experiences within trafficking or slavery or from further traumatic experiences that occurred afterwards, for example violence, exploitation, destitution, detention or imprisonment. It can be useful to check and repeat introductions further on, or towards the end of a first meeting.
-  **Professionals who are working entirely independently of the Government authorities should always state this clearly at the outset and ensure that it is fully understood.** Some survivors will have had recent contact with a wide range of professionals and services and find it difficult to tell them apart (see 2. Focusing on Current and Future Safety: Establishing a Mutual Relationship of Trust).

 **Explain the duty of client confidentiality at the outset of each meeting<sup>5</sup>.**

This assists survivors to understand that the duty applies, and it is a helpful reminder for all other professionals present. This practice supports survivors to feel secure and confident enough to speak openly.

-  **Choices made by survivors as to the gender of interpreters and other professionals who work with them, should be complied with. In some cases survivors may feel uncomfortable or intimidated by people who are from their own culture or country of origin due to their previous traumatic experiences. Equally they may feel intimidated by people who are from a different cultural origin.** It is best to work in line with survivors' preferences as much as possible, especially at the beginning of the professional relationship (see 3. Communicating a Sense of Safety and 6. Working with Interpreters).

However, it is often the case that reputable interpreters and other professionals who are from the same country of origin or culture are highly experienced and skilled in working with survivors. In some cases if sufficient time is taken to explain the skills, experience and appropriate conduct of specific professionals, doubts and fears may be gradually overcome. This requires a separate conversation with survivors using open and honest dialogue. Provide a detailed explanation of the professional's role and how it is intended that they will work with the survivor, allowing time to discuss any concerns.



## 6. Working with Interpreters

In consideration of the particular challenges that survivors face in providing an account of their history, it is important to take all practical steps to make communications as straightforward as possible. The option of using an interpreter should always be offered if the language of the country they are now in is not their first language. Even if they appear to speak the language quite fluently, they may still benefit greatly from having an interpreter to help them to

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<sup>5</sup> See: *The Slavery and Human Trafficking Survivor Care Standards (2018)*, 2.2. Confidentiality

express themselves fully. This removes the additional thinking processes and challenges which are required for speaking in detail in a second language about difficult and sensitive topics.

- ✔ **Ensure that interpreters are experienced, vetted professionals who are not related to, or personally associated in any way with the survivor whom they are working with. They should have the appropriate professional qualifications and be police-checked.** It is a good idea for professionals to speak to new interpreters separately before a first meeting, to ensure that they are aware that they may hear about highly traumatic experiences in the course of their work, and check that they feel able to go ahead. Taking a few minutes afterwards to ask the interpreter about the emotional impact of the session is also reassuring.
  
- ✔ **Aim to meet survivors' individual preferences concerning interpreters (for example their gender) as efficiently and practically as possible.** Some may be anxious about using an interpreter at all, and prefer to speak in the language of the country they are currently in, rather than speak their native language with another person present, even if they are not yet fully competent in the new language. In such cases this preference should be respected and complied with. The confidence to work with an interpreter may be gradually acquired as trust is built over time.

**Once a survivor has established a trusting relationship with a reputable interpreter, it is best to continue to work with them whenever possible.** If a survivor prefers not to see a particular interpreter again for any reason, a different interpreter should be employed. If all possible steps have been taken and changing interpreter is not possible, the reasons should be explained and survivors should be given the option of working without the interpreter present.



## 7. Referring Back to the '*Here and Now*' to Instill Calm

Discussion of traumatic histories or uncertain futures can be distressing and overwhelming for survivors, and this can exacerbate existing psychological problems and symptoms. Although such discussions may be necessary in the course of professional work, it is important that these are managed sensitively, and at a pace that survivors can cope with.

If survivors become distressed or overwhelmed at any time in the course of a meeting, a helpful technique is to quickly return their focus to the '*here and now*'. This can have the effect of instilling calm and helping them to avoid experiencing dissociation (see 1. Understanding Survivors' Presentation) or 're-living' traumatic experiences in the form of intrusive memories or flashbacks.

-  **Keep simple objects nearby, (for example plants, paintings, photographs, pebbles, beads).** These can assist a swift change in conversational direction because they provide a pleasant focus point for distraction and discussion.
-  **Return to discussion of current minor, practical issues and the planning of small actions that relate to survivors' current needs.** This can be effective in helping them to regain the feeling that they are safe and in control.
-  **Movement can be extremely helpful for calming distress, ending dissociative episodes and changing focus.** Survivors can be advised to move around in their chair, to stand up and walk around in the room, or to take a walk in the fresh air. Some may prefer to have some time alone in the room without professionals present in order to allow time and space for them to recover. However in all cases where a person is disoriented or confused it is important to remain nearby and on hand, as they should not be left alone.
-  **Maintain a calm and steady voice which is slightly louder than normal.** People who are on the verge of dissociating have reduced vision and hearing. In cases where a person has become extremely anxious and cannot

seem to change to this focus, it can be helpful to tell them that they *'are safe here, right now'*, and *'everything is fine here'*.

Ensure that any meeting is drawn to a close calmly, allowing enough time for *'here and now'* practice so that each person feels composed and can leave with the feeling that their overall experience was positive.



## 8. Working with Parents who are with Children and Babies

It is best to work with parents when their children are being looked after by another trusted and safe carer so that they are able to focus on the meeting and speak fully and openly. However in many cases this may not be possible. In situations where children or babies have to be present at a meeting, the following procedures should be followed:

- ✓ **Acknowledge the presence of children and babies in a positive, affirmative way: they should not be treated simply as 'add-ons' of their parents.** Children also have rights and entitlements which should be considered, both alongside, and independently of, their parents.
- ✓ **Mothers of babies should have access to a kettle, fresh drinking water and appropriate changing facilities.** They should be able to change their child privately if no external room is available, and to breastfeed privately or while continuing the meeting, whichever they prefer.
- ✓ **Ensure that the environment is as bright and 'friendly' for children as possible. It is helpful to provide distraction for children, for example books, toys, crayons and pens and little chairs or cushions to sit on.** Any potentially traumatic visual or reading material should be kept out of sight. Avoid discussing traumatic experiences in front of children

-  **Child safeguarding procedures must be followed at all times. All babies and children should be kept safe and appropriately cared for.** If a child is frightened, overly withdrawn or showing signs of neglect, or if there are any other concerning signs or indicators, child safeguarding and protection policies should be followed, and child experts consulted.
-  **Avoid making quick assumptions about the quality of survivors' parenting as there may be multiple factors which are beyond their control.** For example, people who feel anxious, fearful or self-conscious may act differently with their children when they are in the presence of professionals whom they perceive to have authority. In such cases they may temporarily overlook a child's needs out of deference to the professional, which does not necessarily indicate a situation of general neglect. This initial response can change as a mutual, working relationship of trust becomes established. As above, qualified child specialists should be notified in all cases where significant concerns arise for the safety and well-being of children,
-  **Parents may feel pressured to reprimand or control a child who is simply being naturally active and boisterous. In such cases they will feel more comfortable if childrens' behaviour is positively acknowledged as normal, and children are encouraged to play and be distracted from the main work of the meeting.** Professionals can lead by example in keeping their tone and manner light and friendly when speaking directly to the children, and ensuring they are kept busy. It is helpful to remember that an active, curious or talkative child is demonstrating confidence, and this can be encouraged by engaging the child in conversation at frequent intervals and showing approval of their interests. The presence of children lends itself to this approach, because children have current needs and activities which are easy to comment on positively and discuss.
-  **It is helpful to acknowledge the experience of parenting in the course of a meeting, both in terms of its challenges and its joys.** This is often an effective way to build trust with survivors who will value their children being welcomed and benefit from being supported and acknowledged as parents. It

also lends itself to the '*here and now*' practice which helps to return focus to the present moment (see 7. Referring Back to the '*Here and Now*' to Instill Calm).

-  **Whenever children are present, it is important to carefully observe their responses. Their reactions to any distress of their parents is always significant. Bear in mind that babies and infants can sense, and are affected by the distress and disturbed emotions of people who are around them, especially when it concerns their parents.** Children of around 2 years old can understand spoken language, even if they are not yet speaking themselves. If a parent becomes overwhelmed in the course of a discussion, a break should be immediately provided for the parent and child.
  
-  **Professionals may find that some children react to any distress of their parent and have become used to trying to 'protect' and comfort them. Others may register and absorb the distress of their parent without appearing to react to it at all, which should not lead to the conclusion that they are able and 'used to' managing it.** The distress of a parent causes anxiety and is upsetting for any child. In situations where there is no option other than for children to be present when traumatic subjects need to be discussed, break up the discussion into short question-answer periods and provide frequent short intervals in which children and their parents can be positively acknowledged. The presence of babies and children fortunately lends itself easily to lighter conversation which focuses on the '*here and now*'.



## 9. The Correct Use of Names

It is common for survivors of trafficking or slavery to be known by various different names, and to have more than one name recorded on their files and documents. Some may also have had their name recorded or spelt wrongly by the authorities, or they may be using a name which has been provided to them by traffickers rather than their '*given*' or '*birth*' name. For example, they may have a false name that has been

allocated to them for use in forced prostitution, or a name that has been used by traffickers to create a false identification for immigration purposes.

In such cases, an officially recorded name may have to be maintained for use in relation to legal procedures, rights and entitlements, until a time that it can be formally changed at survivors' request. However, the use of names can have a serious significance for survivors' sense of identity. Professionals should always ensure they are using the correct name for a survivor from the outset:

-  **Each person's name of choice should be checked (together with the correct form and pronunciation) at the outset of the first meeting, and use of this chosen name should be maintained consistently throughout the professional relationship.** Survivors may associate their 'trafficking name' (i.e. one which has been imposed by traffickers) with experiences of violence, subjugation and exploitation. Ensuring that each person is always addressed by the name that they expressly wish to be known by is a progressive step towards securing trust. Conversely, the continued use of a 'trafficking name', especially once a different name preference has been expressed, can be experienced by survivors as disrespectful or unkind and so it can significantly undermine trust.
  
-  **Survivors may not express a name preference early on.** However this may change as the professional relationship progresses and further trust is established. It is useful to bear in mind that the origins of both chosen and allocated names often provide useful insight and possibly a 'gateway' into the details of a trafficking history. Therefore obtaining all names at an early stage can help to enable disclosure (see 14. Supporting Survivors to Give a Full Account of Their Trafficking or Slavery Background).



## 10. Providing a Calm, Consistent and Welcoming Environment

Any meeting space should feel as safe as possible. If survivors experience a calm, consistent environment and approach at each point of contact, their trust and confidence will gradually increase over time, enabling them to speak and express themselves more freely.

-  **Professionals can increase trust and confidence of survivors by communicating in a way that ‘creates the illusion of time’.** This means that no matter how restricted their time is, or how busy they are in the course of their daily work, they ensure that the pressure of time does not feel like a problem or concern for the person they are working with. There is no need to share the frantic nature of a work schedule with them, halt a discussion abruptly or walk quickly past them on the way to other parts of the building. This can set back the relationship of trust and inhibit survivors from feeling confident enough to speak freely. It is far more effective to listen carefully to each person, maintain conversation at a normal, moderate pace, then simply agree a time for a further appointment in order to hear more. Hurried, swift movements, lack of eye contact or any form of action which suggests that professionals are in a hurry or have authority over a person, has the opposite effect, and can exacerbate any anxiety they may be feeling. The appearance of having time to listen to each person is calming and it increases their confidence.
-  **Maximise light and space in the meeting room or area. Ensure that each person has the ability to move around as much possible and to choose where they want to sit.** Even if a room or space is small or cramped, minor changes can always be made to make it more welcoming. This is helped by the presence of plants, pebbles or other comforting, natural objects. Light, use of colour and the creation of a sense of space promotes feelings of security and

well-being. This is particularly helpful for people who have been held in confined spaces by traffickers or have previously been detained or imprisoned.

- 🛡️ **Avoid a ‘formal interview’ setting in which a professional faces a survivor across a desk and therefore appears to be an authority figure.** Sitting as equals in the room, at the same level and on similar chairs, will help to create a feeling of safety and openness which assists communication.
- 🛡️ **Offer each person minor choices and decisions.** For example they should choose where they prefer to sit, if they would like a drink, and whether to have the window open or the heating on. This quickly establishes a relationship which directly contrasts with their trafficking experiences and helps to build self-assertion and individual preferences (see 3. Communicating a Sense of Safety).



## 11. Maintaining Awareness of Communication in all Forms

Communication with survivors is integral to every verbal expression and physical gesture. Therefore in addition to considering carefully all that they say, professionals should focus on making appropriate eye contact and maintaining an open facial expression, a measured tone and pace of voice and calm and predictable physical movements. This helps survivors to feel secure and increases their confidence.

- 🛡️ **In all cases where an interpreter is needed, everything that is communicated should be fully interpreted.** Any verbal ‘aside’ to others which is not immediately interpreted and explained can be experienced as isolating and intimidating regardless of how innocuous it may seem. For example, a comment between two professionals about the weather accompanied by mild laughter, could be perceived as hostile and unsettling if a

survivor does not understand the language. They are left to guess what is being said and may worry that it is about them.

-  **Whenever professionals see survivors again (including elsewhere in the building or in any different context or setting), they should return to the same measured consistency of pace and manner to greet them.** Each time that professionals stop to say hello and ask a person how they are, is another positive step in building trust.
  
-  **In some cases, survivors will not feel able to make eye contact either at all, or fully, for some time into a new relationship.** This can be due to a history of subjugation to traffickers or the fear of any people who appear to be in authority. If a person seems unable to make any eye contact at all in initial meetings, it is helpful to acknowledge this with them, and for them to understand that it is fine.
  
-  **Making gentle eye contact can be reassuring, and prevent feelings of loneliness and isolation. If a survivor sees a kind and sensitive response upon obtaining eye contact with another person, they will feel less stressed, feelings of shame will lessen and their confidence will improve.** This can be a powerful and corrective experience for those who are used to feeling diminished, humiliated, or mocked by others. Eye contact is also important for safety reasons, because survivors will be able to have a visual recollection of the person they have spoken to, and are working with.
  
-  **In many cases the confidence for continued eye contact builds gradually, over time.** It should never be demanded, and should only be introduced slowly. However sensitive support to achieve eye contact, especially if this is echoed in parallel therapeutic sessions, can be effective both for building a mutual relationship of trust and for increasing survivors' confidence in their responses to other people.



## 12. Setting Realistic Goals and Objectives

Survivors need to be sure of what they can expect from professionals who are working with them:

-  **Always set realistic aims and objectives that are achievable in relation to each person's individual situation, needs and capabilities.**
-  **All plans and objectives should be discussed, agreed and scheduled in a careful and collaborative process.**
-  **All work that is conducted should be clearly and consistently explained.**  
If intentions are unclear, or there are sudden changes of plan this can result in loss of trust and therefore the risk of loss of contact.
-  **Avoid setting up unrealistic expectations or making promises about the future. The non-realisation of promises or guaranteed expectations can damage any working relationship of trust that has been established and therefore be detrimental to a survivor's future safety.** However it is neither necessary nor helpful to provide survivors with a full list of possible negative outcomes, as this can cause them additional distress and worry. Provide positive reassurance wherever possible, but always within the boundaries of realistic expectation.



## 13. Asking for Sensitive Personal Information

It is extremely difficult for any person to give a stranger information that is highly personal or painful. Therefore this should only ever be requested or discussed within the remit of a professional task and in an appropriately confidential environment.

Survivors' lives have often been shattered through sequential, traumatic events including violence and loss, so they can find the prospect of providing personal information extremely distressing. It is essential that they do not lose contact with organisations and services because the arduous nature of this process makes them feel that they need to avoid it.

-  **Do not give the impression that the only important task of a meeting is simply to gather as much information as possible, or act in a hurried or impersonal manner.** In the course of trafficking and slavery, survivors become used to having the significance of their lives and emotions completely disregarded and diminished by others. Therefore this response towards them should not be reflected or re-enforced in any way. Maintaining contact with survivors relies upon consistent kindness and professionalism.
  
-  **Always demonstrate sensitivity when approaching distressing questions, for example about the loss of family members, health difficulties, rape or injury.** This can be achieved in the course of any work task, including making a phone call on their behalf or filling out extensive administrative forms or records. In some cases it will be helpful to introduce a sensitive topic before asking a question (for example '*I am now going to ask you about your family...*' '*this is going to be a health question...*' '*I have some questions about the person who brought you to this country...*'), and check that they feel able to go ahead.
  
-  **When sensitive information arises in the course of an interview or discussion, survivors' feelings about it should be briefly and respectfully acknowledged.** Recognising that information is distressing does not undermine professional objectivity or prevent professionals' ability to later review an account in full and come to a different conclusion. It provides a reliable and supportive framework for the provision and receipt of sensitive information, and it emphasises the duty of professionals to act in survivors' best interests. Brief acknowledgment is appropriate, and enables the conversation to progress forward without lingering for too long on a difficult subject.
  
-  **The subject of survivors' pregnancies (whether they resulted in birth or not), and their children (whether raised by their parents or not) can be**

**particularly distressing.** Women who have experienced trafficking for sexual exploitation may have become pregnant and had children as a result of rape; they may also have been forced to abort pregnancies, or have miscarried as a result of inflicted injury or ill-health. Some women will feel particular shame and distress about having had children outside of marriage or having been raped, which in some cultures would be perceived as being their own fault. Men and women may have had their children killed, maimed or taken from them in the course of being trafficked.



## 14. Supporting Survivors to Give a Full Account of Their Trafficking or Slavery Background

Survivors are expected to provide a full account of their history swiftly and accurately after coming to the attention of the authorities. This process is fraught with challenges for survivors, and therefore for professionals who are working with them. However it is often essential so that they can access their legal rights and entitlements, therefore ensuring that they are protected, supported and kept safe.

### The Effect of Trauma on the Brain

When working with people who have suffered trauma, it is useful for all professionals to have a basic understanding of **the effect of trauma on the brain.**

Memories of traumatic events (those in which there is serious threat to human life), are different to memories of *non*-traumatic events.

When a person is subjected to the threat of being killed or abused, or witnesses this threat in relation to other people, their body reacts in specific ways to enhance their chances of physical survival. This biological and evolved reaction also affects the parts of the brain that are responsible for the laying down of memory:

The **hippocampus**, which is the part of the brain involved in remembering the *time and place* of an event, stops working normally. At the same time, the **amygdala** (the part of the brain responsible for *linking emotions, bodily feelings, thoughts and sensory information*) works extremely efficiently. This means that any future reminder of the traumatic event (for example, the feeling of the heart racing, the sight of a blood red colour, a particular smell or the sound of a laugh or scream) can trigger a survivor's memory to be vividly recalled as if it was happening again. It can include re-experiencing all of their physical reactions such as pain, emotional reactions, sensory experiences and thoughts that they had at the time, because this part of their memory was stored so well.

However, because at the time of the traumatic event the hippocampus was not working well, the '*time and place*' information is not linked with this reaction. Therefore the crucial information that the traumatic event "*happened in the past, and in a different place*", and that '*it is not happening now, right now I am safe,*' is not accessible. Survivors therefore feel that they are in current danger, exactly as they were at the time of the traumatic event.

In addition, memories of different and various traumatic events can become mixed up together. Therefore, it is possible for professionals to ask about one traumatic event, and find that suddenly a survivor is describing a different event entirely.

It is also important for professionals to bear in mind that problems resulting from head injuries, learning difficulties and mental health problems which can impair concentration are common in survivors. The potential presence of these should therefore always be considered, and adjustments made where necessary.

 **Specialist therapeutic care is necessary for the reduction of mental health problems and the long term, sustained recovery of people who have suffered trauma<sup>6</sup>.** Always extend understanding and sensitivity if information provided by survivors does not initially seem to make sense.

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<sup>6</sup> See *The Slavery and Human Trafficking Care Standards* (HTF 2018 Op.Cit), *Chapter 5, Access to Healthcare for Survivors & Annex 1: 3-Stage Therapy Model for Survivors*.

-  **The only truly effective way to obtain full, detailed and accurate accounts of trafficking histories is by establishing a working relationship of mutual trust.** Survivors need to be sure that professionals they are working with have their best interests in mind and will not judge them negatively before they can feel able to fully discuss issues such as rape, assault, shame, stigma or intricate family details. Supporting survivors to gain the confidence to discuss their history, and permitting them as much time as they need to do so, is the best way of obtaining detailed disclosure. There is a lot to be said for a few simple words or expressions of positivity, kindness and recognition of the experiences that a person has been through. It is important to remember that any outward expression of disbelief or indifference from professionals, no matter how minor, is detrimental to building a relationship of trust.
-  **Professionals' style of asking questions will vary in accordance with their specific training and the particular work task in hand. However, survivors should not be expected to understand highly professionalised or legalistic language, acronyms or other 'short-cut' terminology.** To obtain an accurate history, all questions asked and advice given needs to be as simple and straightforward as possible.
-  **Interrogative methods of questioning, or those which commence from a place of disbelief, are never effective for obtaining disclosure from vulnerable people who have traumatic histories. This simply serves to make them feel nervous and intimidated.** In cases where there is scope to adapt communications flexibly, ask each person whether they prefer questions which enable them to give longer or shorter answers. Alter methods of questioning as survivors' individual responses are observed and their needs become clearer.
-  **It is helpful to bear in mind that some people will prefer 'open' questions and speaking in an 'open-ended' manner so that they have the freedom to express themselves fully, while others may feel more secure and able to manage communications are contained within a short-form question and answer format.** In most cases, survivors' preferred style will fall somewhere between the two, but the latter is particularly helpful for those who

have intrusive memories from trauma, or experience overwhelming feelings of shame. In such situations, professionals should not feel they are doing something wrong by asking simple questions requiring 'yes' or 'no' answers. In fact, this is the most appropriate approach in cases of severe trauma when it is necessary to obtain an understanding of traumatic events endured. This can be introduced by saying "*I need to understand what has happened to you, but I can see that you do not want to talk about the details, and that is fine. Do you think you could just say 'yes' or 'no' to my questions? 'If you want to, we can then speak in more detail about them afterwards.'*"

-  **Survivors should be reassured that they can take the time that they need to process their thoughts and to provide further detail or describe events in their own way. Any hesitation or lengthy consideration of an answer should not be taken as an indication that a person is being untruthful or does not know the answer.** It is important not to hasten survivors' responses by trying to summarise what they are saying in an attempt to move their account forward. Drawing any conclusions on survivors' behalf is also unhelpful. Gaps and silences do not need to be filled unless a person is suffering distress, and even then, survivors' may prefer to have a few moments in silence to process their thoughts and emotions. All communications with survivors are assisted by '*creating the illusion of time*' (see 10. Providing a Calm, Consistent and Welcoming Environment). In cases where a survivor is becoming distressed or overwhelmed, it is helpful to '*refer back to the here and now.*' (see 7. Referring Back to the '*Here and Now*' to Instill Calm)
-  **Check that all of the information provided to survivors has been fully understood and that they feel able to ask questions, or to request a break whenever they wish.** Professionals should carefully observe responses to questions, and ensure they are aware of any indications that survivors need to pause, or stop the session entirely. It is better to draw a meeting to a close and arrange to obtain further details of an account at another time, than to risk a person becoming overwhelmed and therefore unable to continue.
-  **Always acknowledge any memory intrusions or symptoms that survivors appear to be experiencing.** If a person feels that they have to focus on

suppressing or concealing intrusive memories it will affect their ability to provide a full account of their history. This can be discussed in a simple, practical way with the aim of ensuring that each person is as comfortable and unimpeded as possible. Mental health symptoms are far less likely to inhibit or distress a person when they are reassured that the professional with whom they are working understands that this is difficult for them, and demonstrates a sympathetic and supportive response.

- 🛡️ **All fully detailed histories of trafficking and slavery ‘begin at the beginning’.** Survivors often have complex backgrounds, having experienced sequential traumatic events leading to circumstances which have culminated in their being targeted for trafficking. There are many scenarios of slavery and trafficking, for example some people are born into slavery and have been trafficked from birth or early childhood, while others may have had a more positive start in their life and education, and then suffered circumstances that made them specifically vulnerable to traffickers. Regardless of the common features found in trafficking patterns and networks, each individual person’s history is entirely unique.

It is most useful to begin with questions about birth and early childhood and proceed onward from there in order to build up an accurate picture of survivors’ origins and circumstances. This is an effective way to capture details, because it aids survivors’ recall to work progressively and chronologically through a sequence of related events, and link their relationship to each other.

- 🛡️ **People who have suffered trauma may lose whole areas of memory, or they may not understand the full significance of parts of their history.** Take the time needed to work through a history, paying particular attention to understanding survivors’ relationships with others. It’s important to understand the reasons why events have occurred in relation to how each person perceives other people and the world around them. This approach can provide crucial insight into the nature of survivors’ vulnerability to trafficking as well as leading to information on the identity and operation of traffickers.

-  **In the course of taking an account of a trafficking history it can be helpful to recognise and affirm the individual strengths of each person that they have shown in surviving their experiences, as well as recognising any positive relationships they have made along their way.** There are always positive individual traits and elements that professionals can briefly pick up on, which helps to limit the impression that a person's life is a long-term sequence of negative outcomes. It is common for survivors feel that their misfortune is such that they must be 'cursed by fate' or that they are somehow to blame and at fault, so it is good practice to emphasise their courage and positive strengths.
-  **Take time to consider an account rather than dismissing anything that is said in the early stages of contact because it seems flawed.** Professionals who work closely with survivors over multiple sessions often find that a whole account becomes more coherent as a relationship of trust is established and they are more able to speak openly and fully about their experiences. Over time, apparently inaccurate or inconsistent aspects of an account may be resolved and clarified. (See 15.3 Enabling disclosure of instilled beliefs and fears:)



## 15. Working with Survivors who have Instilled Beliefs and Fears about Traffickers

Survivors often have multiple reasons for continuing to fear their traffickers after their escape, including the threat of reprisals and attacks upon themselves and family members. These should always be taken seriously and recorded in detail where appropriate. Reprisals, targeting, re-trafficking (by the original traffickers or new traffickers) and attacks on family members are a significant risk. Therefore all current and future risks should be carefully assessed and monitored on an on-going basis, with every measure put in place to ensure that survivors are protected and remain safe.

However, it is also useful for professionals to be aware that in some cases instilled beliefs and fears relating to the power of traffickers can operate on a deeper level,

regardless of the trafficker's physical proximity and their actual current capacity or intention to exercise further harm. For some survivors the intensive psychological impact of being controlled and subjugated can leave them with a belief, fear, or abiding sense that their trafficker is somehow omnipotent, and must therefore have a continuing power over them.

This experience of subjugation in slavery can affect survivors' sense of self, identity and autonomy long after they have left the control of traffickers. Some may find it extremely difficult to imagine a situation in which the traffickers' control of them is no longer being exercised, and the threat of imminent punishment is no longer there. A continuing sense of being watched and monitored by traffickers can apply in cases where people have been physically confined or in cases where they have had a certain level of freedom of movement but have been psychologically entrapped.

## **15.1 Traffickers' use of existing belief systems and ritualised violence as a form of control:**

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Traffickers are known to utilise multiple forms of psychological control at their disposal in order to subjugate victims and ensure that they continue to obey them. This can involve using, or taking advantage of existing regional belief systems such as local traditional folklore (for example in Middle and Eastern Europe), Juju/Voodoo rituals (predominantly in West Africa) or belief in witchcraft or sorcery more generally. Many cultures have existing belief systems which can be used to traffickers' advantage. In all such cases, associated fears and traumatic memories may be recalled by survivors whenever their histories are discussed.

Some survivors may have a belief that their traffickers have supernatural powers because they have been told this by other people or by the traffickers themselves. In some such cases (not all), survivors may feel that have to rely upon traditional protection rituals (for example carrying symbolic 'protective' items, performing a counter-ritual at certain times, or observing religious practices) in order to try to remain safe from them. In other cases, traffickers may have used rituals designed to instil a false sense of invincibility or protection to survivors, so that they are more easily persuaded to carry out life threatening or dangerous acts to serve the traffickers.

## 15.2 Trafficking Ceremonies Which Use Ritualised Violence

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Ceremonies which utilise Juju or Voodoo rituals are known to be used for trafficking victims from West Africa. These ceremonies subjugate victims by terrifying them and making them take an oath to obey their traffickers and maintain life-long silence about what has happened to them. In some cases the rituals have a specific purpose of ensuring that victims remain in debt bondage and feel obliged to pay traffickers back a false debt for their travel or for having been given a job. Victims are made to understand that if they breach this oath, evil spirits will cause them or their family members to become ill, go mad or die. These ceremonies can be extremely frightening and are often (but not always) physically violent, involving assault or rape. It is intended that victims will never forget the ritualised forms of violence to which they are subjected. The rituals are designed to evoke strong sensory memories, attacking smell, taste, touch, sight, sound. These sensory memories can then be triggered when they try to talk about what has happened to them.

It is always useful for professionals to learn as much as possible in order to gain a cultural understanding of the centuries-old belief systems and rituals that exist in various regions of the world and which have a far wider significance and history. It is then helpful to differentiate the specific and criminal use of belief systems for the purpose of human trafficking. Human trafficking is not legal in any region where it occurs. Ceremonies may be utilised by traffickers who are themselves practitioners or believers, or by traffickers who have created a theatrical device in order to instill fear and subjugation into their victims. Survivors may or may not have a wider belief system pertaining to Juju or Voodoo, however person who has experienced a trafficking ceremony is likely to have been devastated by what they have been forced to participate in, and will be suffering from related fears whether they are able to express this or not. The focus for professionals must always be on survivors' individual interpretation of the rituals and how they feel about them (which can vary at different times) as well as the impact that this may be having on their daily lives.

-  **Survivors who have instilled beliefs and about the supernatural or omnipotent power of traffickers should ideally have access to a specialist mental health assessment, and to appropriate trauma focused therapy if**

**it is needed.** This can help to address the origins of their ongoing fears, gradually enabling them to become less frightened and more confident of their safety in the present, away from the perpetrator. A person who has been subjected to ritualised violence will need particular support and assistance: professionals should understand that at any time they may be experiencing profound fears of imminent supernatural threats including sudden madness, disease or the death of themselves or their loved ones. When survivors recall the actions of traffickers they are likely to associate these with the use of personal insults, threats, abuse, violation, mockery and humiliation, all of which diminishes them and serves to re-enforce the degrading effect upon their sense of self and identity. As with any traumatic memory, they may also recall vivid, unpleasant sensual memories of sights, smells, sounds and tastes that they were subjected to during a ceremony which can trigger feelings of shame, revulsion, fear and distress. Fears may also arise for each person intermittently ie they may be stronger at particular times for the victim than at other times. It is useful to know that while these fears can diminish at times, they can return with their original force when the victim feels under pressure.

 **There is no need for survivors to have to question or confront any particular belief system as a whole. This could be experienced as damaging or undermining, especially for survivors whose communities may share such beliefs.** Instead survivors will require support to gradually question, dismantle and depart from, the *specific, and criminal use of* the belief system, ceremony or ritual that was employed to subjugate them and hold them captive. This is a difficult and delicate balance for professionals to achieve, but it can be highly effective if it is approached carefully and gradually, over a significant period of time.

### **15.3 Enabling disclosure of instilled beliefs and fears:**

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(See 14. Supporting Survivors to Give a Full Account of Their Trafficking or Slavery Background)

It is rare for survivors to feel able to talk about instilled beliefs and fears early on, or at all. It is common for them to meet a series of professionals who never know that they

have instilled beliefs and fears about their traffickers, or have experienced ritualised violence.

🛡️ **In some cases the gender and cultural identity of people whom survivors could potentially confide in is directly relevant.** For example, some survivors may feel unable to confide in a person from their own region or culture: it may not be considered culturally necessary or appropriate to discuss such matters, or survivors may fear that if they tell a person from their own region/culture they will be looked down upon and considered to be shamed, cursed, tainted with witchcraft or even to be a witch or ‘unnatural’ being themselves. Equally, survivors may not feel able to confide in a person from a region or culture where ritualistic ceremonies are not generally practiced because they assume that they will not be understood or believed, or that their fears will be considered to be ridiculous or irrational.

🛡️ **In cases where a history of instilled beliefs about traffickers or the use of ritualised violence is already documented, professionals can gently inform survivors that they know about it and understand it.** It is important to reassure them that they do not ever have to fear being suddenly confronted or questioned about it without warning, for example, *‘I understand you have had something very bad happen, which might make you feel afraid to talk to me’*. It is not necessary to use any associated words such as ‘witch’, ‘juju’, ‘voodoo’, ‘spirits’ etc early on, as these may be frightening and intimidating words for survivors. The sensitive acknowledgement of survivors’ experiences can be reassuring, especially if they know that the subject will not suddenly be raised or discussed with them without warning. Even after experience of ritualistic abuse is fully disclosed, it is helpful for this reassurance to be repeated.

If trust is built over time, survivors may feel more able to speak about it more openly. It is best to always introduce the subject beforehand, for example, *‘I would like to talk a bit now about what the trafficker did to make you frightened/made you promise to owe the debt’, is that okay?’* However once the belief system or ceremony is recorded sufficiently for practical or legal purposes, there is no need to revisit it. It is best that survivors have access to

specialist trauma-focused therapy for assistance to sustain recovery from these experiences.

-  **In cases where a possible history of ritualised violence has not previously been disclosed or documented, professionals can re-iterate their duty of confidentiality, and inform survivors that they are aware of the types of methods that are used by traffickers to terrify and subjugate their victims.** Questions that may be useful include: *‘did the trafficker do anything to stop you from telling anyone about what happened to you?’* Or, *‘is there anything you haven’t felt able to say about your case because you are frightened?’* *‘Are you afraid that you or another person that you know might become unwell or have any other problems if you talk to me?’* For survivors who are held in debt bondage, useful opening questions include *‘Do you think you owe anyone money?’*, *‘What do you think will happen if you don’t pay this money back?’*. In all cases, allow sufficient time for survivors to collect their thoughts and speak freely. If they seem distressed or nervous in response to questions, return to the *‘here and now’* practice and move to a different topic. It can always be returned to further on (see 7. Referring Back to the *‘Here and Now’* to Instill Calm)
  
-  **In all cases where instilled beliefs and fears arise or are alluded to in the course of a discussion, they should not be dismissed as ‘unrealistic’ or ‘unfounded’.** Professionals should demonstrate understanding of the seriousness of a fear before gradually helping to diffuse it. While many survivors believe in the validity of supernatural fears, others may state that they know that that supernatural fears are irrational, and may even try to laugh them off or demonstrate that they are dismissive of them due to shame or embarrassment. However knowledge alone does not really help to lessen these fears, and professionals need to demonstrate consistent awareness of the seriousness and significance of such fears from survivors’ point of view in order to support them effectively. It is good practice to ensure that they are encouraged to describe particular feelings and fears. Professionals can explain that any person in similar circumstances could experience the same fears and that other survivors are known to feel this way. Survivors can then be reassured

that while traffickers are criminals who have no omnipotent power at all, they definitely '*have no power here, in this room where we are*'.

## 1.4 Building positive relationships of trust

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-  **Survivors' instilled beliefs and fears are best addressed with specialist therapeutic care.** However all professionals can help to contain them by lending appropriate time and support to survivors in order to build a working relationship of trust. Positive relationships which are safe for survivors can help them to gradually move away from internalizing the critical voice and power of their traffickers. Try to ensure that they are introduced to other reputable services and safe community networks in their local area. The safer a person is able to feel in their current situation, the easier it will be for them to manage and question their fears, so long as the perpetrator is very clearly no longer presenting a risk to them.
  
-  **It is helpful for professionals to emphasise any positive aspects of the survivors' current life, their achievements and any successful outcomes in their case going forward.** This can reassure survivors that traffickers have no power over their fate and they are not being monitored, punished or cursed with bad luck for escaping and speaking out.
  
-  **After-appointment care is particularly important in cases of people who have suffered ritualised ceremonies, especially if they will be left alone or feel isolated afterwards.** Try to ensure that when a victim leaves the appointment, there is still daylight outside. It is good practice to follow up with a call and check to see how they are doing. Ensure that the experiences disclosed by the survivor are not referred to directly, and the follow-up is all about communicating positivity and reassurance about how they are doing now, in the current moment.

## About the Authors

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**Rachel Witkin** is Head of Counter-Trafficking for the Helen Bamber Foundation, which provides a multi-disciplinary model of long-term, integrated care, protection, support, and advocacy for men and women who have been trafficked for all forms of exploitation. She has worked with survivors of human trafficking, slavery and other human rights violations in multiple contexts for organisations including Amnesty International's Individuals at Risk Programme, Winstanley-Burgess and other Human Rights law firms, social, educational and community services for unaccompanied asylum-seeking children & young people, and the British Refugee Council. She is a contributing editor for the 'UK Trafficking & Slavery Survivor Care Standards' (Human Trafficking Foundation 2018), and a contributing member of the ODIHR Advisory Panel updated 'National Referral Mechanism Handbook' (Office for Democratic Institutions & Human Rights, 2019). She is author of 'Clinical Links Between Human Trafficking and Torture' in 'Human Trafficking Amounting to Torture and Ill-Treatment' (HBF/OSCE 2013), and a co-author of 'Modern Slavery Law & Practice' (Bloomsbury 2018). In 2015 she was awarded the National Marsh Trust award for 'Outstanding Contribution to the Fight Against Modern Slavery'.

*"I would have found this Trauma-Informed Code of Conduct very useful when I first started working with survivors of human rights violations years ago. Since that time survivors have taught me so much about what they need, and how best to work with them, and I am still learning from them now. Respect and acknowledgement are fundamental principles together with a maintained understanding of the devastating effects of trafficking enslavement upon individual identity and self-esteem. Ensuring a calm, consistency of approach and 'creating the illusion of time' are simple procedures that even highly experienced professionals can benefit from, especially in the course of hectic schedules and while working under pressure. It's important also to be able to take care of yourself in your work, and stay safe. Having the TiCC should mean that professionals do not have to draw solely and repeatedly upon their own resources of emotional intelligence and intuition but can remember tips and guidance for using basic therapeutic techniques in all contexts, including the difficult process of obtaining disclosure for legal procedures.*

**Dr Katy Robjant** is a consultant clinical psychologist specialising in the treatment of PTSD and other related disorders in asylum seekers, refugees and victims of trafficking. She has led the delivery of a regional trauma service in eastern DRC for survivors of trauma, including modern slavery. She has previously managed the Helen Bamber Foundation therapy department, has worked in the UK's NHS in specialist trauma services and in conflict and post conflict settings in Sri Lanka, Uganda, Ukraine and Rwanda. Her published work focuses on the treatment of severely traumatised and migrant populations, and on the harmful impact of legal and political systems on the mental health of asylum seekers. She has advised the IOM, UNHCR, and UNODC on the protection of vulnerable migrants including victims of trafficking. She is a member of the British Psychological Society Presidential Taskforce on Asylum Seekers and Refugees, co-founder of the charity Trauma Treatment International and is vice president on vivo International's board of trustees.

*"Professionals encountering survivors of trafficking, and aware of the huge trauma load that survivors have suffered, often worry about how to avoid increasing the distress. Many professionals fear that they could do or say the wrong thing, and that this could make things worse or 're-traumatise' the survivor. Sometimes, professionals can also become confused about why routine tasks they perform in their daily work seem to be more difficult with survivors of trafficking. We realised that a trauma informed code of conduct was needed, to de-mystify trauma and to provide simple best practice guidelines for any professional working with survivors. We explain how to counteract the trauma processes which might otherwise complicate this work."*

We would like to thank all of the survivors who have helped us to inform the TiCC, and the multi-disciplinary team at the Helen Bamber Foundation.