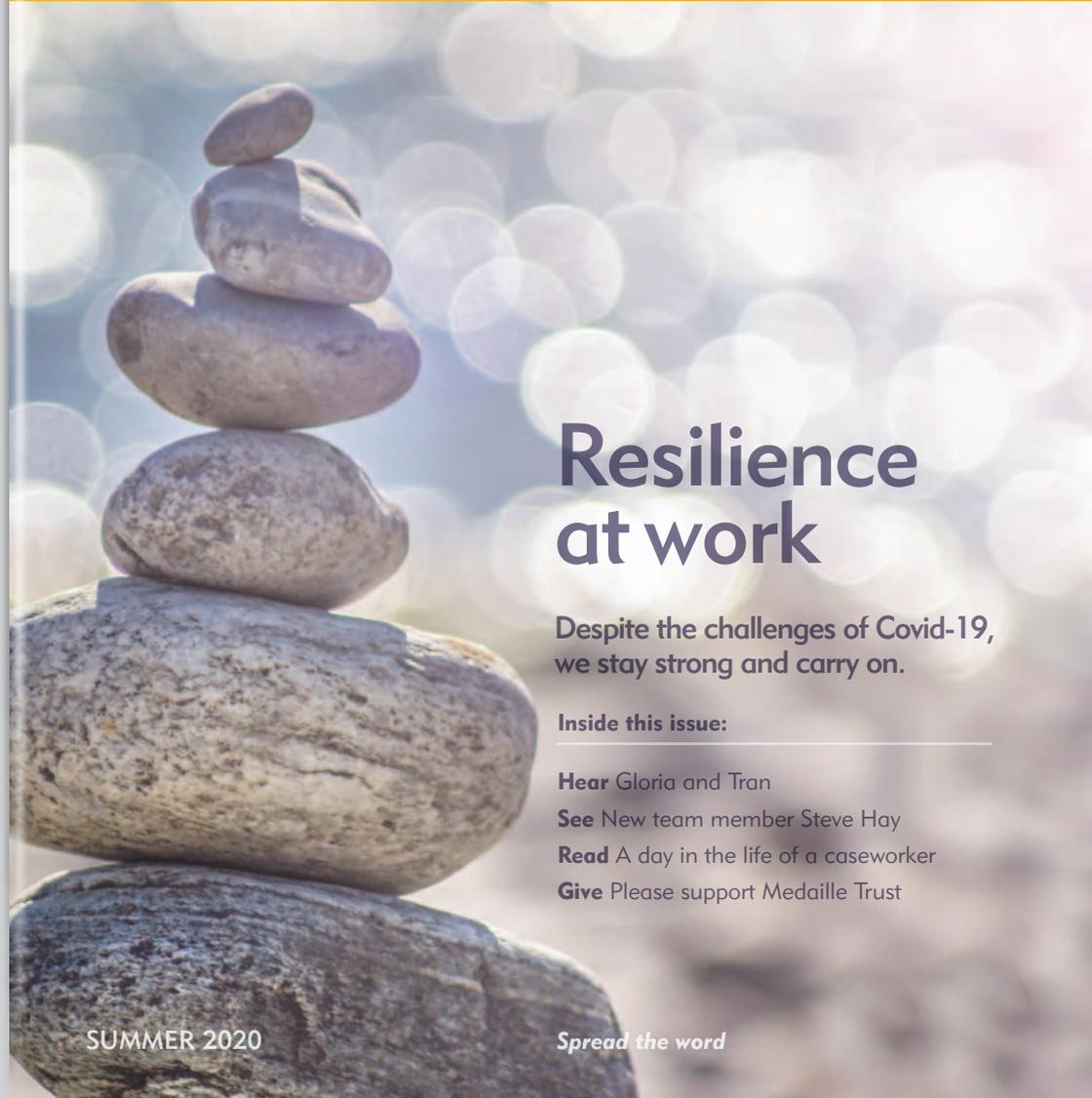




# MEDAILLE TRUST

REFUGE AND FREEDOM FROM MODERN SLAVERY

Combating modern slavery by: offering safe housing, supporting victims, raising awareness and partnering with law-enforcement agencies.



## Resilience at work

Despite the challenges of Covid-19,  
we stay strong and carry on.

### Inside this issue:

---

**Hear** Gloria and Tran

**See** New team member Steve Hay

**Read** A day in the life of a caseworker

**Give** Please support Medaille Trust

# Guide

## 2. House news

Stories from our safe houses

## 6. In the news

Media coverage of modern slavery

## 7. Meet the new team member

An interview with Steve Hay

## 8. Resilience at work (I)

Houses adjust to new routines

## 10. Facts and figures

Findings of the Annual Report on Modern Slavery

## 11. A life of servitude

Gloria tells her story

## 12. Resilience at work (II)

Caseworker Miranda describes her day

## 14. The long haul

Tran tells his story

## 15. Support needed

Opportunity to gift-aid

## 17. The last word

A message from the CEO



## MEDAILLE TRUST

REFUGEE AND FREEDOM FROM MODERN SLAVERY

Medaille Trust is the largest provider of supported accommodation for victims of modern slavery in the UK.

Our national network of safe houses provides personalised support, empowering clients on their path to a life free from slavery and exploitation.

But providing safe, life-changing accommodation isn't enough. Justice and awareness are also vital.

That's why Medaille Trust co-operates closely with law-enforcement authorities to inform and support them in their work.

We also work in partnership with charities in source countries to help prevent trafficking and to support those people who return home. Finally, we raise awareness of modern slavery in the UK, for instance through our Look Up partnership with the Archdiocese of Birmingham.

Thank you for your commitment to ending modern slavery. If you would like to know more, please get in touch. There are loads of ways for you to get involved.

### Medaille Trust

Cathedral Centre, 3 Ford Street, Salford M3 6DP

Visit: [medaille-trust.org.uk](https://medaille-trust.org.uk)

E-mail: [enquiries@medaille-trust.org.uk](mailto:enquiries@medaille-trust.org.uk)

Call: 0800 06 999 16

   @medailletrust

Medaille Trust is a registered charity. Number 1117830

# Welcome!

## Resilience at work

When I wrote my last welcome message in February, I referenced the potential impending challenges of the Coronavirus with no idea how that would impact our country and our charity. Because of the pandemic, 2020 is not turning out how anyone had planned. Holidays have been cancelled; weddings put on hold. Everyday life is restricted.

For those affected by modern slavery in the UK, restrictions on freedom is all too familiar. Covid-19 is seeing them either being exploited in even more oppressive ways or simply being turned out onto the streets.

Thankfully, throughout the crisis, the doors of the Medaille Trust have remained open. Many people have asked me how many of our staff have been furloughed. The answer is none. During this crisis, we need our staff more than ever. Classed by the Government as frontline workers, they are working extra hard and finding new ways to meet the specialist needs of our clients.

This issue of our magazine is a tribute to our team – their resilience and their dedication. There is a saying that goes:

*'People are like tea bags – they don't know their own strength until they are put in hot water'.*

Early in lockdown, I'd listen to a podcast by the former England footballer Peter Crouch. One of his phrases was that, at the end of the pandemic, he and his 'silly little mates' would 'come back stronger'.

As I reflect on our organisation, his words resonate with me.

By any measures, the 'hot water' of Covid has confirmed that Medaille has some incredibly strong staff, volunteers and clients. Together, we are learning some lessons. I am confident, that we will 'come back stronger' as a result.

I often end my welcome message by thanking those who have generously continued to offer their prayerful, practical and financial support.

At a time when we can no longer raise awareness or funds in the usual ways, we are more grateful than ever to our faithful supporters.

Your generosity is a real blessing to our work.



Garry Smith  
CEO, Medaille Trust

# House News



Highlights from our safe houses...

Your continued support helps keep our safe house doors open to victims of modern slavery throughout the UK. Thank you!

## #EndModernSlavery

### Central Service *Strength through adversity*

Resilience has been a recurring theme here at Medaille Central during these trying times. Not only has resilience been built but it has also been demonstrated.

Encouraging resilience among staff and clients at the centre has been an indispensable part of managing the restrictions of lockdown and the anxieties that are accompanying the Covid-19 pandemic.

Without being asked, clients and staff have naturally stepped up to help each other. Together, they have powered through difficult circumstances and rapid changes.

The staff has put great emphasis on the development of emotional resilience with clients. They have been undertaking mindfulness activities with clients and having lots of fun learning together how to focus on the present moment. This has included relaxation in the evening, mindful eating and some focus-



based games and activities.

In addition to mindfulness being used as a way to develop mental strength, physical exercise has also been a helpful tool in managing emotions and developing resilience.

Clients have been participating in fitness routines and enjoyed stretching exercises and running. Everyone has been doing a fantastic job and really enjoying each session. With every challenge Covid-19 is presenting, Central Service is bouncing back and becoming an even stronger team.

### Coastal Service *Strength through adaptation*

Adapting our working practices as a result of Covid-19 is a continuing challenge. Ordinarily, we work within close proximity, taking time to sit with clients to discuss personal matters. The two-metre social distancing rule has made it difficult to manage clients' emotional wellbeing and anxieties.

Routine medical and legal appointments have been cancelled and replaced with Zoom sessions.

Two clients have required emergency Caesarean deliveries and subsequent face-to-face support and reassurance. Counselling sessions are routinely held at our safe house but visitors have been limited to emergency personnel only. Routine sessions have been suspended.

Staff always make time for any client who is struggling. At the request of one client, a staff member facilitated a pre-dawn trip to the beach, so she could watch the sunrise.



We have found appropriate ways to introduce fun activities, which has added a sense of comfort in the face of adversity. Clients have made a rainbow banner and memory boxes and painted T-shirts. Staff constructed an obstacle race, using household objects. We have held socially-distanced yoga sessions and provided one-to-one language lessons.

We have welcomed four new clients and their dependent children.

Staff and clients have remained positive and found new ways to support each other.

### London East Service *Strength through apple crumble*

Baking has long-since been a traditional way of building resilience. Through national periods of war or drought, baking has been a way for households to maintain the fight, while keeping hungry stomachs fed. There is nothing like the smell of baking wafting through a house to lift the spirits.

As Government protocols and regulations tightened and the residents of the London East safe house entered a period of self-isolation, baking became a regular activity and much-needed distraction for the women during the months that passed.

Long queues at big supermarkets meant that the women had to source ingredients from local independent shops.

They had to be thrifty and resourceful. As a result, they found great delight in using their own two hands to knead and mix their way through each weekend.



Baking in this way has become something of a national symbol of resilience. It has become a way of holding up the fort within each household, while the world resists and fights the pandemic.

From coconut cake to apple crumble, each locally-sourced, home-baked sweet treat marked another week that the women had stayed inside, supported one another and did their bit to minimise contact with the outside world. Not only had we kept safe but we'd also had something tasty to show for it.

## London West Service *Strength through assistance*

Our clients have shown a lot of resilience during the pandemic. Aware of the lockdown rules, clients have shown great team spirit by supporting each other and have been building stronger friendships.

They have started their own exercise groups, morally and mentally supporting each other through emotionally difficult periods. Clients have rallied around those who have needed it the most, which has strengthened the relationships and the community aspect of the house.

Clients have continued to remain optimistic and mindful of others and their personal journey.

One of our clients has been running sewing classes, teaching others how to design and sew face masks. Each client in the house now has a handmade face mask.

The clients have participated in a sports day, a skipping competition against staff, henna



classes, baking classes, art classes and Zumba sessions. The clients have also been attending ESOL [English language], yoga and Sophie Hayes Foundation classes via Zoom.

At the beginning of lockdown, clients and staff enjoyed turning an unused part of the garden into a vegetable area.

Throughout all we have faced, clients have been a joy to be around and have dealt with this difficult period in a truly positive manner.

## Mersey Service *Strength through activity*

The Mersey Service quickly and effectively adapted to the rapidly changing circumstances that the pandemic brought. Clients and staff remained focused on working together towards the residents' recovery from their trafficking experience and their preparation for moving on.

We learnt how to maximise the benefits of technology and used video links and calls as additional tools to support our clients.

Many external services have been postponed or cancelled. This has greatly affected the most traumatised clients, especially where mental health-related assessments and support were not available.

Regardless of the cancellation of appointments across the country and the impression that the world had come to a standstill, we have continued our work on the front line, delivering bespoke support to clients as always.

By adhering to Government social-distancing guidelines and, when appropriate, wearing PPE, we have kept the centre safe.



The prolonged sunny weather enabled us to hold several barbecues, outdoor exercise sessions and gardening forays.

When the weather got moody, we held bingo, cooking evenings and quizzes, with prizes for everyone.

Due to the restrictions, Easter and Ramadan were different. Together, though, we got through and supported each other. This has made us stronger for whatever life throws at us next.

## Northern Service *Strength through alliance*

Our clients, as elsewhere, have had no employment or volunteering opportunities during lockdown. It has also been extremely difficult to access the usual services. This has had a negative impact on many of our clients and left them feeling isolated.

However, as lockdown continues, they have shown resilience and solidarity and have taken a proactive stance on looking after their mental wellbeing.

Clients have arranged barbecues, outdoor exercise sessions, bike rides and football matches. This has been especially good for one of our most traumatised victims.

They also started a vegetable patch in the back garden and have been enjoying the fruits of their labour with group cooking sessions after a hard day's gardening.

They have enjoyed learning new culinary skills and eaten various dishes and have celebrated birthdays.



Extra televisions, DVDs, board games, adult mindfulness colouring books and jigsaws have been welcomed purchases. Easter bunnies appeared – a novelty for many clients.

In some respects, life has not changed for frontline staff. With additional measures, it has been business as usual.

By following Government guidelines on hygiene, PPE and social distancing, we are keeping the centre safe. It has been difficult but staff and clients have pulled together.

## Southern Service *Strength through attitude*

All of our clients have been impacted by the pandemic but have shown great resilience. The single biggest challenge has been our clients' mental health. For those who had to self-isolate (and with staff working from home) we had to rethink how we could manage day-to-day contact.

The positive mental attitude of the team motivated us all to find good solutions. In turn, this has had a positive impact on clients.

Staff adapted their working practices to ensure that they could continue to communicate regularly. The new emphasis on video calling has also developed our relationship with some of our clients.

With a donation from the Hampshire Police and Crime Commissioner Covid-19 Keeping Communities Safer Fund, we purchased a computer tablet for each client.



The trust installed wifi and staff downloaded video-calling apps and interactive games. This enabled clients to book meetings with members of staff, who could also continue their daily wellbeing checks, albeit remotely.

Clients say that they have enjoyed seeing staff members on a one-one basis – it makes them feel special. Some clients are taking this time to review their journeys and have realised how fortunate they are to be with the Medaille Trust.

## In the news

### Police have warned human traffickers could be turning their attention to more rural industries with many urban businesses currently closed.

According to intelligence received, agriculture, fisheries and forestry could be the areas targeted. Chief Superintendent Linda Jones, Divisional Commander for Dumfries and Galloway, said: 'We often associate human trafficking and modern slavery with cities and urban areas where it's easier to hide victims of trafficking in plain sight. However, trafficking happens across all communities – urban and rural.'

Source: *BBC News*

### Police in France and Belgium have arrested 26 suspects as part of an investigation into human trafficking across Europe.

It was prompted by the discovery, last October, of 39 bodies of Vietnamese nationals in a lorry container in Essex. An inquest heard that their medical cause of death was asphyxia and hyperthermia in an enclosed space. Europol, the European Union's law enforcement agency, set up an information-sharing operational task force following the discovery in Essex and searched houses in Paris and Brussels.

Source: *Express & Star*

### In the House of Commons, answering questions on immigration, Chris Philp MP, Parliamentary Under-Secretary for the Home Office, said:

'People trafficking and people smuggling is a shocking offence that causes untold misery. Last year, Immigration Enforcement made 259 arrests in connection with people smuggling and secured 101 criminal convictions, but I would like to assure him that this is an area where we can, must and will go a great deal further.'

Source: *Hansard*

### In her Agenda for Action 2020, Dame Sara Thornton, the Independent Anti-Slavery Commissioner, has set out four objectives for companies to attain in the fight against human trafficking.

Responding to Operation Fort, in which a gang was convicted of trafficking some 400 Polish men and women, Dame Sara says the goals 'emphasis action not words'. The agenda states: CEOs must recognise modern slavery whistleblowers across their supply chains; boards must incentivise actions not words; annual reports should clearly explain provision for wages, and ethical audits should be announced.

Source: *Anti-slavery Commissioner's Office*

### Measures announced over recent weeks to tackle Covid-19 have seen people's day-to-day life be drastically altered.

These changes are essential to beat coronavirus and protect our NHS. Modern slavery is a harmful and hidden crime and its victims may be especially isolated and hidden from view during the coronavirus outbreak.

Source: *Home Office*

### The number of potential modern slavery victims in Suffolk trebled in the first part of this year compared to the same period of 2019, according to official figures.

Statistics showed four adults and 13 children were referred by Suffolk police to the National Referral Mechanism for identifying victims between January and March 2020 compared with one adult and three children in the same period of 2019. Nationally, referrals increased 33 per cent compared with the same quarter in 2019. The three commonest nationalities of victims were British, Albanian and Vietnamese. 'County lines' drug gangs are known to exploit children.

Source: *Ipswich Star*

## In the hot seat

### Steve Hay, Director of Police and Justice Partnerships, talks about his role within the Medaille Trust to Nigel Bovey.



#### Steve, what does your role involve?

*I am the link between the Medaille Trust and the law-enforcement community in trying to get justice for the victims of human trafficking. I work closely with caseworkers and staff to support and empower our victims to seek justice for the exploitation and abuse they have suffered. I support law-enforcement professionals in their investigations with a view to giving victims a voice within the legal system.*

#### How long have you been with the Medaille Trust?

*Just one month but I already feel part of the family.*

#### What was your work prior to joining?

*I served in the Metropolitan Police for 30 years, mostly as a detective, investigating serious and organised crime. For the last ten years, I was a homicide detective within a specialist team that investigated complex or unsolved murders. A lot of that work involved covert techniques.*

*I then worked in social services, safeguarding vulnerable adults, and eventually became a criminal investigator with the Gangmasters and Labour Abuse Authority (GLAA) – a specialist unit working for the Home Office to safeguard the victims of trafficking, and target, disrupt and prosecute the organised groups involved in this awful crime.*

*For the past three years, I have led investigations into modern slavery, trafficking and labour abuse.*

#### Why did you want to join the Medaille Trust?

*I am passionate about obtaining justice for victims. It is a vital step in empowering them and allowing them to move forward with their lives. As the foremost organisation supporting victims in the UK, the trust is ideally placed to drive forward a new approach to victim care.*

#### How do you think past experience will help you in your current work?

*As an experienced detective, I have a strong background in working nationally and internationally to safeguard the victims of trafficking, many of whom are children or vulnerable adults.*

*I have undergone a specialist modern-slavery investigator course and am very victim-focused. I am trained in conducting sensitive interviews and experienced in achieving best evidence from the victims of trafficking and exploitation.*

*I am accustomed to using a multi-agency approach to target, disrupt and prosecute the organised-crime groups involved in this form of criminality.*

#### What difference do you hope to make to the work of the trust?

*I am seeking a radical change to the way that victims are currently treated within the criminal justice system. I am looking to train selected staff in how to achieve best evidence, through the likes of digitally-recorded interviews on behalf of law-enforcement professionals, and be at the forefront of victim support throughout their journey through the legal system.*

#### How is Covid-19 affecting how you carry out your work?

*The pandemic has had a profound effect on my working practices. It restricts the personal interactions I'd normally have with staff, partners and clients. However, virtual conferencing technologies have been invaluable.*

# It's business as un-usual

writes **Leanne Hubbard,**

Director of Fundraising and Engagement at the Medaille Trust.

The Covid-19 pandemic is changing life for everyone. It's in such times of crisis that communities come together to help each other.

Like many charities in the UK, we at the Medaille Trust are having to rethink how we engage not only with our supporters but also with our staff, who, throughout the pandemic, have continued to support victims and raise awareness of modern slavery.

In order to protect our communities during lockdown, our movements are, of course, restricted. This is impacting on normal working practices, such as holding face-to-face meetings, travelling between safe houses and speaking at events that have become so vital to our fundraising.

Modern slavery hasn't stopped due to Covid-19, so neither have we. Consequently, we have embraced technology and taken our work online.

Within the organisation, communication is vital. Therefore, team members have been holding meetings on the video-conferencing app, Zoom, from their homes, which, effectively, have become full-time offices.

To ensure the safety of staff, clients and their families, all teams have adopted flexible working practices.

Through gaining proficiency in using Zoom, rather than meeting people in person, we have been able to offer virtual engagement opportunities. This is enabling us to speak with communities across the UK to share the voices of our clients and raise awareness of modern slavery.

While the method of engagement with supporters and the wider Medaille community has changed, it has been business as usual across our seven services.

At every safe house, our doors have remained open to people whose lives have been devastated by modern slavery.

Our immensely dedicated team continues to work tirelessly to provide the specialist support victims of modern slavery desperately need on their journeys to becoming survivors.

Providing support for the social, emotional and spiritual needs of our clients is vital to their recovery. During lockdown, our highly imaginative and creative safe-house teams are ensuring that all of our clients' needs are met. This has meant moving some of our regular activities

In our London West house, because these sessions are very popular with clients in supporting their wellbeing, we are running online yoga classes via Zoom.

Teams who'd normally deliver talks to the general public are using their skills to support safe-house clients.

We are very grateful to Joanne Brown, the Medaille Trust's anti-slavery envoy for West Midlands and an English for Speakers of Other Languages (ESOL) teacher with the Jericho Foundation. Joanne and her daughter, Fiona, have been volunteering their services and providing online ESOL classes for our Mersey and Coastal services. Clients have really engaged in these sessions and enjoyed being able to develop their English language skills.

We also have a number of clients who are pursuing education opportunities. We have received some wonderful donations of laptops and tablets from a number of police and crime commissioners, the Home Office and a Rotary club. With the support of house staff, this has enabled clients to continue their learning online.

---

***If you would like to know more about our virtual engagement or enquire about booking a talk for your community group, email: [comms@medaille-trust.org.uk](mailto:comms@medaille-trust.org.uk)***

*Clients enjoy online classes*

# Figures behind the faces

Source: Home Office

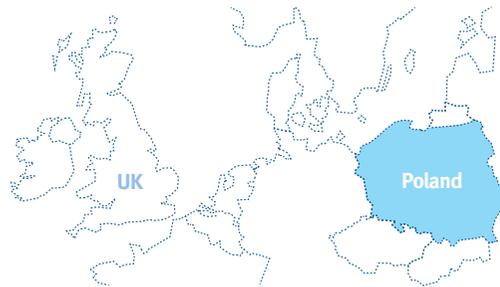
The 2019 Annual Report on Modern Slavery reveals that the Government spent more than **£10 million** to establish a Modern Slavery Policy and Evidence Centre. It reports that:

Using the categories of anticipation, physical and emotional harm, lost output and time, law-enforcement, health service and victim services costs, the **average cost per victim** of exploitation in the UK of modern-slavery crime in 2016/2017 was:



The overall average of **£328,720** was the highest unit cost of any crime type, apart from homicide.

Operational data for June 2019 showed there were more than **1,479** active law-enforcement investigations into modern slavery. This compared with 188 in November 2016.



In 2018/19, the *Gangmasters and Labour Abuse Authority* conducted more than **150** operations in pursuit of perpetrators of **forced labour**.

Operation Fort, which concluded in 2019, unearthed the trafficking of more than **400** people from **Poland to the UK** for forced labour.

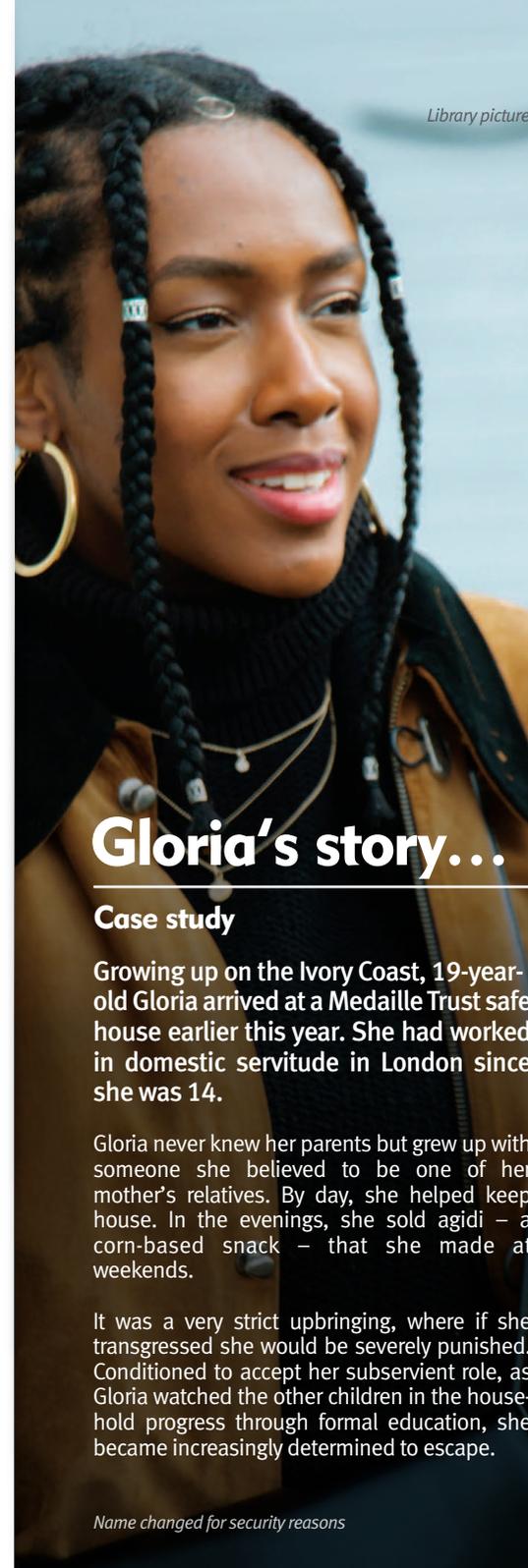


The UK's international efforts to fight modern slavery were boosted by an *Overseas Development Assistance* commitment of more than **£200 million**. This included a **£20 million** commitment to the *Global Fund to End Modern Slavery* and the Home Office's **£11 million Modern Slavery Innovation Fund**.

## #EndModernSlavery

If you have any concerns about potential victims, do not confront them. Instead contact:

- **999** in an emergency
- **101** to report your concern to the police
- **0800 555 111** to speak in confidence to Crimestoppers
- **0800 06 999 16** to speak to Medaille Trust about receiving more information on spotting the signs of modern slavery, or to discuss a potential issue relating to your area.



Library picture

One day, knowing Gloria's situation, a woman asked her if she would like to work for a family when they moved to the UK. In return for her providing childcare, the family would arrange for Gloria to get the education she craved.

Gloria was just 14 when she arrived with the family in London. Assumed to be a daughter of the family, Gloria was not stopped. They settled in a small flat and Gloria discovered how she'd be put to work.

For four months, she tended to the children and to the house, often spending days and nights alone. She didn't know where she was. She wasn't allowed to venture further than the off-licence at the end of the road.

It wasn't long before it dawned on her that she had been tricked. Despite what was essentially a lifetime of forced servitude, Gloria was determined to find independence.

Gloria ran away. She ran as hard and for as long as she could. While sitting on a bench to catch her breath, someone offered to put her up until she was ready to move on.

For some two years, Gloria moved from house to house, staying with various church members, sleeping on couches.

After dating for some time, Gloria fell pregnant and became unwell. When she told the father that she was expecting, he left her.

Gloria went into labour in hospital, having no idea where she would live after being discharged. Through social services, she was entered into the National Referral Mechanism. Subsequently, she arrived at the London East safe house as an uncertain first-time mother.

Today, for the first time in her life, Gloria has her own bed and her own room.

She is proving herself to be an attentive, caring and patient mother. She has a calm presence and brings a relaxing energy to whichever room she enters.

Gloria looks forward to fulfilling her dreams of becoming a vehicle mechanic. Until then, she is enjoying the security of the safe house.

## Gloria's story...

### Case study

Growing up on the Ivory Coast, 19-year-old Gloria arrived at a Medaille Trust safe house earlier this year. She had worked in domestic servitude in London since she was 14.

Gloria never knew her parents but grew up with someone she believed to be one of her mother's relatives. By day, she helped keep house. In the evenings, she sold agidi – a corn-based snack – that she made at weekends.

It was a very strict upbringing, where if she transgressed she would be severely punished. Conditioned to accept her subservient role, as Gloria watched the other children in the household progress through formal education, she became increasingly determined to escape.

# Life under lockdown

## Safe-house caseworker Miranda Cassidy describes her day



Service Manager Debbie has her temperature taken

My day starts with checking the calendar to see what the day holds. During the Covid-19 lockdown, we are often holding meetings with solicitors and counsellors via Zoom.

I then discuss upcoming appointments and activities with the rest of the team and we decide who will be responsible for what.

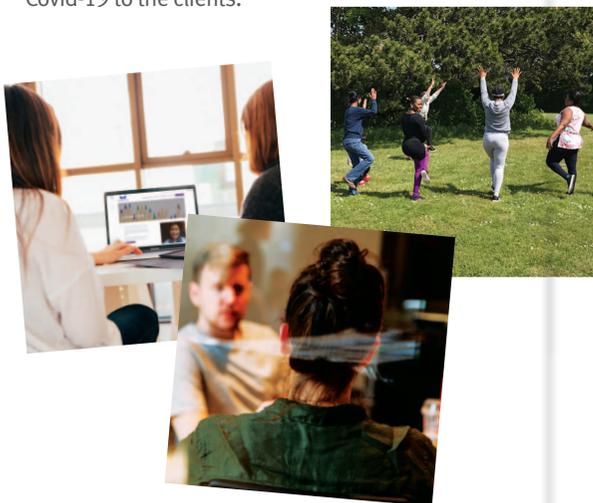
As a caseworker, communication with the rest of the team is essential, as it is my responsibility to make sure other staff are up to date about my clients.



Another caseworker is shielding at home due to health concerns during the pandemic. Every morning, we have a catch-up call when we discuss the wellbeing of her clients during the previous evening. This also gives me the opportunity to offer support to my isolated colleague.

I then start on my emails. I've been emailing a police officer who is involved in one of the cases that has recently arrived at the project. I ascertain some of the information on the progress of the case before explaining and reassuring my client regarding this.

At 10.30am, in the big lounge, we take and record the temperatures of all staff and clients. This is also the occasion for passing on any new guidance from the Government regarding Covid-19 to the clients.



Throughout the morning, clients call into the office. One client comes in with her baby to ask about the timing of her telephone appointment with her GP. We chat about the issues she is experiencing. Another client comes in to ask if I can help her to contact her psychologist to request a letter. Together, we find the number and make the call.

I spend time organising repeat prescriptions requests, which are then sent electronically to the pharmacy. This process has been organised due to additional pressures of Covid-19 and the inability of clients to drop into the GP surgery for the things that they need.

After lunch, I have a one-to-one meeting with a client to update her support-plan review. We update this every month to make sure clients have their needs met and to identify new areas where support is needed.

The client is Albanian and still learning English, so we use the telephone interpretation service. We talk about how the client is settling into the house, how her asylum case is progressing and how she is responding to counselling. These meetings are a good opportunity to build trust between clients and staff.

In the afternoon, I have a one-to-one English lesson with a Romanian client who is developing her English skills for work. We work through worksheets and talk about the topic covered in the book. We watch YouTube videos and practise the skills learnt during the session.

After this, we join in with a yoga session. Particularly in the current situation with its heightened anxieties, the women find this helps them to relax and enjoy themselves.

During lockdown, many of our usual activities are unable to continue. One of them is United Sisters, which empowers and builds individual confidence in the women and brings them together as a group, thereby empowering each other. Instead, we spend time with clients and, together, organise alternative activities to occupy them. We aim to do more than pass the time, we want to redeem the time.

As a caseworker who works in a safe house, I need to be flexible and open because each day is unique – as unique as the people I am supporting and empowering.

Because of changes in the services we are normally able to access due to Covid-19, we have had to adapt. The individual needs of clients, however, remain paramount. Although life is different, we are continuing to ensure that their needs are being met.

# Thank you...

## We cannot do this alone.

As the devastating Covid-19 virus continues to impact on so many lives, here at Medaille Trust we are still working hard to provide the social, emotional and spiritual support to victims of modern slavery on their journey to become survivors. We cannot do this however, without your continued support.

Director of Fundraising and Engagement Leanne Hubbard says: *'Due to the restrictions, rightly imposed by the Government around the Covid-19 virus, we are unable to carry out key fundraising activities, such as our mass appeals, where you all give so generously to our work. Therefore, we are appealing for you, please, to consider making a direct donation at this time to help us continue our vital work.'*

There are many ways you can donate quickly and safely, including our new text-to-donate service. **Just text FREEDOM to 70450 to donate £10.** This will allow us to provide essential support to those living in our safe houses. **If you can donate more, text 20FREEDOM and so on.**

*Texts cost £10 plus one standard-rate message and you'll be opting-in to hear more about our work and fundraising via SMS. If you'd like to give £10 but do not wish to receive marketing communications, text FREEDOMNOINFO to 70450.*

*Thank you. Your support really does help to change the lives of those affected by modern slavery.*



# Tran's story...

## Case study

**Growing up in poverty in the Far East, Tran was enticed to the West by the promise of riches and the chance of a new life.**

Tran grew up in the countryside and worked on his family's farm. Life was difficult for Tran, the family was short of money and there were a lot of mouths to feed.

One day, a man came to the village. He told tales of the opportunities that could be had in the West and how great riches could be made.

Tran's family scraped together their life savings and borrowed from extended family members to 'pay' for Tran's trip. Even so, they couldn't raise enough for the asking price, so the man offered to lend them the money for Tran's trip.

They were promised that Tran would be able to repay them many times over from the work he would be doing in the affluent West. Tran left the farm, accompanied by the man.

Tran's trafficking journey took him through Asia. From there, he was trafficked to Russia, Germany and eventually to the UK.

He was working in factories with no pay, little food and bad working conditions. He lived in cramped, inhumane accommodation. If he talked to other people, he was beaten over the head.

During this time, Tran was very scared. He was told that if he complained or ran away his family would be hurt, as their debt was not yet paid.

After becoming homeless in the UK, Tran was picked up by drug smugglers. They locked him in a house to tend a cannabis farm, providing him with water and noodles twice a day.

When the police raided the property, Tran was treated as a criminal, as he was still too scared to speak.



He was arrested, charged and sent for trial. In court, he was sentenced to 18 months in prison.

After his release, he was sent to a detention centre, where he was able to share his story. It was here that someone realised that he was a victim of modern slavery.

Tran was taken to a Medaille Trust safe house. Here, he could finally get the support he needed. After receiving medical, psychological care and legal help, Tran began to make friends and grow in confidence. He was open about his Christian faith and started attending church again, where his confidence grew further.

Eventually, Tran was able to move to independent living. Tran has since been granted refugee status and is able to rebuild his life.

**Tran says that he believes that, after the trauma of his trafficking experience, the Medaille Trust played a big part in turning his life around.**

*Name changed for security reasons*



**Please pledge your support and make a donation.**  
If you can, please *giftaid it*. Thank you.

**My details** (please complete in block capitals)

Title:.....

First name or initial:.....

Surname:.....

Home address:.....

.....

..... Postcode:.....

**Our Privacy Pledge.** We will store your data securely and ensure the security of your data when dealing with banks and the postal service. For more details, please read our privacy statement online: [medaille-trust.org.uk/legal/privacy-policy](https://medaille-trust.org.uk/legal/privacy-policy) We are registered with the Fundraising Regulator.

**I would like to make a donation of:**

£200  £100  £50  £20  £10  Other £

Please make cheques payable to: **Medaille Trust**

I do not require an acknowledgement for this donation

**Regular Giving**

By completing the following section, your bank will pay us automatically.  
You can donate monthly, quarterly or annually.

**Please pay to: Medaille Trust Limited**

Account No: 43966674 Sort code: 20-25-29  
Barclays Bank, 31 High Row, Darlington DL3 7QS



**The sum of £**.....

Each month / quarter / year (please circle) until further notice and debit my account

Account No:.....

Sort code:.....

Starting on:.....

Signature:.....

Date:.....

**To the Manager** (Bank name and address)

.....

..... Postcode.....



# giftaid it

## Boost your donation by 25p of Gift Aid for every £1 you donate

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer (please complete on p15).

To gift-aid your donation, please tick this box:

I want to gift-aid my donation of £..... and any donations I make in the future or have made in the past four years to Medaille Trust.

I am a UK taxpayer. I understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year, then I will be responsible for paying any difference.

### Please notify the charity if you:

- Want to cancel this declaration
- Change your name or home address
- No longer pay sufficient tax on your income and/or capital gains

If you pay income tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your self-assessment tax return or ask HMRC to adjust your tax code.

**Please detach this form and post to:**  
Medaille Trust, Cathedral Centre, 3 Ford Street, Salford M3 6DP

### KEEP IN TOUCH (please tick if you'd like):

To receive free copies of our magazine in the post (three issues a year)

To receive our magazine via email (three issues a year)

My email address:.....

Information about how to get more involved with Medaille Trust

Information about leaving a legacy to Medaille Trust in your will

To be removed from our postal mailing list  or our email list

Thank you for your kind donations and continued support.  
Please know that every £ makes a difference.



## The last word

### From our CEO

**As you will have seen in this magazine, even in these unprecedented times, our staff and clients have shown a huge amount of resilience.**

We have kept our doors open. We have been resolute. We are providing refuge and freedom from modern slavery. To do so, we rely on the incredible generosity of our supporters.

In partnership together, we provide the social, emotional and spiritual support victims of modern slavery need to help them on their journey to becoming survivors.

Many fundraising events, such as mass appeals, involve meeting people face-to-face. Quite rightly, such events have been cancelled, as we all play our part in protecting the most vulnerable people in our communities against Covid-19. However, this does mean a significant decrease in the money we can raise.

We know this is a tremendously difficult time for everybody. We appreciate that not everybody will be in a position to do so, but if you can support us during these difficult days then we would be incredibly grateful.

There are many ways you can do this through the use of technology (see details below) but we're also happy to receive donations by cheque, as even though the office is closed, we are still checking mail.



Garry Smith  
CEO, Medaille Trust

We are extremely grateful to everyone who has responded to our appeals for support over the past few months. We truly appreciate the generous donations, gifts-in-kind and sustaining prayers.

Covid-19 has not stopped modern slavery.

All of our services remain open, adapting to the challenges and changes each day brings. They will continue to do so.

We will ensure that victims of modern slavery are given the specialist support they need. Thank you for continuing to support our valued yet vulnerable clients.

I hope you, your family and your friends stay safe and well.



## #EndModernSlavery

**Just text FREEDOM to 70450 to donate £10.** This will allow us to provide essential support to those living in our safe houses. If you can donate more, text 20FREEDOM and so on...

Medaille Trust is a member of Renate, COATNET, CSAN

Interim Chair of Trustees: Simon Young

Life President: Sister Ann Teresa

Editor: Nigel Bovey

   @medailletrust



**MEDAILLE TRUST**  
REFUGE AND FREEDOM FROM MODERN SLAVERY

Medaille Trust, Cathedral Centre, 3 Ford Street, Salford M3 6DP  
Visit: [medaille-trust.org.uk](http://medaille-trust.org.uk) Email: [enquiries@medaille-trust.org.uk](mailto:enquiries@medaille-trust.org.uk)

Medaille Trust is a registered charity, Number 1117830