

Interim report: Evaluation of Project TILI



Contents page

1. List of Figures
2. Glossary
3. Executive summary
4. Introduction
5. Background
6. About the evaluation
7. Overview of project activities
8. Evaluation findings
 - Impact on organisations and professionals - capacity and knowledge
 - Impact on women facing modern slavery and homelessness
 - Learning from housing models for victims of modern slavery
9. Conclusion
10. Recommendations

Appendix 1: Outcomes Star and The Warwick-Edinburgh Mental Wellbeing Scale

Appendix 2: Phoenix Project Newsletter

List of figures

Graph 1: Training participants per region

Graph 2: Training participants sector representation

Graph 3: % of respondents who feel able to identify indicators of modern slavery

Graph 4: % of respondents who feel confident to effectively respond to victims' needs

Graph 5: Primary exploitation type

Table 1: Barriers and enablers to the Project TILI training development and delivery

Table 2: Barriers and enablers to the national database development and set up

Table 3: Access to counselling

Table 4: Barriers and enablers to providing effective modern slavery and homelessness service

Table 5: Barriers and enablers to developing a hosted accommodation model for survivors of modern slavery

Table 6: Barriers and enablers to effective partnership working

Glossary

Term	Definition
Conclusive Grounds Decision	The decision from the Competent Authority on whether someone is formally recognised as a victim of modern slavery (Home Office, 2016).
Homelessness	'Core homelessness' refers to households who are considered homeless at any point in time due to experiencing the most acute forms of homelessness or living in short-term or unsuitable accommodation. This includes: Rough Sleeping, Unconventional Accommodation, Hostels, Unsuitable Temporary Accommodation, and Sofa Surfing (Bramley, 2017).
Modern slavery	Modern slavery is an umbrella term for practices in which people are trapped, controlled and exploited in situations they cannot escape because of threats, violence, or someone taking advantage of their vulnerability. The UK's Modern Slavery Act (MSA) defines modern slavery as including the offences of slavery, servitude, forced or compulsory labour, and human trafficking (Home Office, 2015).
National Referral Mechanism (NRM)	The National Referral Mechanism (NRM) is the process by which people who may be victims of modern slavery are identified and supported by the UK Government.
Outcomes Star	The Homelessness Outcomes Star is an evidence based tool used to assess an individual's wellbeing and progress made towards change.
Post-NRM	When modern slavery survivors have left Government support.
Reasonable Grounds Decision	The decision from the Competent Authority on whether someone is a potential victim of modern slavery (Home Office, 2016).
Safe and settled accommodation	Includes: Private Rented Sector, Social Rented Sector (Housing Association, Local Authority)
Safe and temporary accommodation	Includes: refuge, safehouse, hostel, B&B/hotel, sofa-surfing/staying with family/friends, NASS accommodation, council funded temporary accommodation, hosting scheme, other temporary accommodation.
Survivor	A person with lived experience of modern slavery.
VAWG	Violence Against Women and Girls
Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS)	WEMWBS is an evidence based tool used to assess an individual's psychological functioning and mental wellbeing.

Executive summary

Background to Project TILI

The Tackling Homelessness for Women Survivors of Modern Slavery Project (Project TILI – Train, Identify, Learn, Intelligence) is a two-year project funded by the Tampon Tax Fund. The project is delivered by a partnership of the following organisations: Crisis (UK), Hestia (England), BAWSO (Wales), Women's Aid (Northern Ireland) and Shared Lives Plus (UK).

Project TILI aims to gather evidence to understand the links between homelessness and modern slavery to develop a model for the identification, support, recovery, accommodation and integration of women who have escaped modern slavery and who are homeless or at risk of homelessness.

Evaluation and methodology

AVA (Against Violence and Abuse) was commissioned to externally evaluate Project TILI to capture impact and learning across its four sub-projects:

- **Sub-project 1:** Developing and delivering training to homelessness and sex work charities to identify, protect and support female victims of modern slavery.
- **Sub-project 2:** Improving national understanding of homelessness and modern slavery affecting women across England, Wales and Northern Ireland through development of a database.
- **Sub-project 3:** Helping more women affected by modern slavery and homelessness to get the specialist support that they need to break out of the cycle of exploitation and destitution.
- **Sub-project 4:** Developing and testing a new model for providing safe supported housing for women with experience of homelessness and modern slavery.

AVA applied a mixed methods evaluation approach using quantitative and qualitative data collection methods in line with the evaluation objectives. Methodologies utilised to date were:

- A literature review
- Interviews with 8 clients accessing Sub-project 3
- Interviews with 2 clients referred to Sub-project 4
- Service feedback forms from 39 clients
- Case management and wellbeing data relating to 134 clients
- Case studies focusing on 12 client stories and experiences
- Interviews with 16 project staff team members
- Quarterly reflection log submissions from 8 frontline team members
- Staff team survey responses submitted by 17 team members
- Pre-Project TILI training survey from 189 training participants
- Post-Project TILI training feedback from 141 training participants
- Post-Data Champion training feedback from 11 participants
- Project TILI Data Champion training interim feedback survey
- Two database intelligence reports

- Intelligence report feedback forms from 4 stakeholders

The interim report presents the findings of the external evaluation in December 2020 at an interim stage of the project delivery including data from January 2020 until November 2020.

Key findings from the evaluation so far

Literature review

In October 2020 the Project TILI Literature Review¹ was published. The Literature Review presents the key contexts in which Project TILI operates, evidencing gaps in national datasets as well as access to specialist training for professionals and access to effective support options, in relation to women's experiences of modern slavery and homelessness.

The Literature Review found that, despite a growing awareness of modern slavery and a trend in increased reporting of cases, responses across the UK are still patchy in relation to these key areas. Across the literature there is a lack of consensus and understanding about the true prevalence and scale of modern slavery - a reality that is compounded by a lack of recognition, reporting and consistent recording.

The Literature Review highlights the need for gender specific services and responses to modern slavery and homelessness. Women and girls are over-represented in global modern slavery statistics, making up 71% of modern slavery victims. Furthermore, women and girls are disproportionately affected by some *forms* of slavery, with trafficking and domestic servitude in particular being highly gendered issues whereby patriarchal systems and gender oppression are both root causes of trafficking.²

A review of national literature and datasets evidences the connections and interactions between modern day slavery and homelessness, with datasets evidencing a significant overlap between the issues. The connections between the two are not a one-way causation; victims of modern slavery report periods of homelessness before, during or after exploitation or at multiple points.

The Literature Review highlights the need for specialist projects such as Project TILI which focus on women's experiences of modern slavery and homelessness. Indeed the gaps and challenges identified in the Literature Review sit at the heart of, and inform, the operational methodology for Project TILI and the approach taken by partner organisations.

¹ <https://www.crisis.org.uk/ending-homelessness/project-tili/project-tili-bulletins/project-tili-literature-review/>

² CTDC. 2018. *Human Trafficking And Gender: Differences, Similarities And Trends*. [online] Available at: <<https://www.ctdatacollaborative.org/story/human-trafficking-and-gender-differences-similarities-and-trends>> [Accessed 24 August 2020].

Project delivery

Sub-project 1: Developing and delivering training to homelessness and sex work charities to identify, protect and support female victims of modern slavery.

Project activities:

- New specialist training package on modern slavery and homelessness developed
- Specialist training delivered 60 times, reaching 365 professionals
- Staff members from Crisis Skylight services identified as Modern Slavery Leads: responsible for raising the profile of Project TILI, submitting data to the national database, as well as co-delivering training and building local networks.

Barriers	Enablers
<p>Covid-19 meant the priorities and resources of many of the organisations the project was intending to train were diverted away from training and towards crisis responses to the pandemic. As a result the initial response to training was slow. In some geographical areas, engagement and sign-up was particularly low.</p> <p>Remote delivery meant that professionals receiving training were doing so in their own home. This had an impact on participants, given the potential emotional effect of content and the additional risks related to remote access, technology and internet failings. Remote delivering also limited the ability for professionals to network and engage socially as they might have face-to-face.</p> <p>Staff capacity in service delivery partner organisations that did not have dedicated capacity allocated to the Project TILI training, time and resource for promoting training was limited in the light of the immediate demands of frontline service delivery, according to challenges highlighted via the staff survey.</p>	<p>A flexible and adaptive approach to delivery meant a quick and smooth shift from face-to-face to online delivery in response to Covid-19.</p> <p>Collaborative working across project partners, allowing for specialist and local knowledge to be embedded within the training content.</p> <p>An iterative and reflective process allowed for the initial pilot to be adapted and strengthened in line with feedback from participants.</p> <p>Interactive content ensured that the training was engaging whether delivered face-to-face or online. For example, through providing case studies to discuss in smaller groups via the Zoom breakout room function.</p> <p>Remote delivery via Zoom allowed cross-geographical groups and organisations to come together, increasing reach in some areas. Online training delivery also presented new opportunities for alternative ways of delivering the training such as splitting the training into two half days.</p>

Sub-project 2: Improving national understanding of homelessness and modern slavery affecting women across England, Wales and Northern Ireland through development of a database.

Project activities:

- A new national modern slavery database developed and set up
- Processes and systems for organisations to share and submit data established
- 27 Data Champions (from 26 organisations) trained to submit data. Data Champions are representatives of trained organisations who have received additional training to collect and input data relating to modern slavery and homelessness into the Project TILI database, and act as a single point of contact within their organisations relating to data collection.
- Two intelligence reports produced.
- Feedback from 4 stakeholder accessing the intelligence reports via a feedback survey.

Barriers	Enablers
<p>Covid-19 presented barriers to organisations getting consent from victims to collect their data, and identifying victims where services are being delivered over the phone rather than face-to-face.</p> <p>Lack of clear vision and scope for the database in the initial bid led to delays in agreeing data fields.</p> <p>Changes in staff meant those involved in the bid writing process were no longer in post to clarify the vision and intention for the database.</p> <p>Limited stakeholder input at the start of the project meant that the vision and remit for the national database was not immediately clear. Staff involved in database development did not have clear information regarding what would be most helpful to stakeholders at an early enough stage for this to influence the definition of the data fields.</p> <p>Delayed recruitment of the Data Analyst, responsible for leading on the development and set up of the database, slowed down key processes. Limited progress was able to take place in relation to finalising the data fields and</p>	<p>Straightforward and clear processes were established for submitting data to be included in the database through specific training around support with the data collection process and submission provided to Data Champions.</p> <p>Partnership working across the Project TILI partners allowed the organisations to come together and pool their expertise to support the development and set up of the database. The combined work of modern slavery subject matter experts alongside data experts was noted as key to successfully establishing the technicalities of the database.</p> <p>Building networks and partnerships with external organisations through the Project TILI training and through efforts to reach diverse organisations allowed for a wide range of organisations to feed into the database. This in turn ensured a more holistic view of the data and a fuller picture of victims' experiences.</p> <p>Responsive approaches taken by the Data Analyst and the Project TILI team allowed for the database to be updated and improved to provide a more representative reflection of victims'</p>

<p>establishing the technicalities of the database until the Data Analyst was in post.</p> <p>Excel format rather than a live database offers a less user-friendly mechanism for submission of data and database management.</p>	<p>experiences.</p>
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Sub-project 3: Helping more women affected by modern slavery and homelessness to get the specialist support that they need to break out of the cycle of exploitation and destitution.

- Project activities
- 134 women supported through Project TILI frontline service, providing a range of housing, legal, employment and wellbeing support.
 - 73 women supported into safe accommodation
 - Project TILI client newsletter setup, involving 10 clients.

Barriers	Enablers
<p>Language barriers and difficulty finding translators can make effective communication challenging</p> <p>Lack of access to small funding allocations for clients facing destitution can make providing immediate relief difficult where clients would benefit from a small sum to assist with basic needs (e.g. food, clothing).</p> <p>Project TILI cannot always influence external decisions around difficult financial and legal situations faced by clients. For example, decisions made by the Home Office regarding asylum applications and decisions made by housing providers regarding the ‘need’ or ‘priority’ of the client.</p> <p>Lack of appropriate housing availability limits options available to the clients</p> <p>Covid-19 limited the ability to support clients around long term goals as immediate needs</p>	<p>Wrap around person-centred model of working has worked particularly well as it is holistic and empowering for clients and is based around building relationships and trust</p> <p>Long term approach taken allowing individuals support beyond crisis moments and time to build trusting relationships with staff.</p> <p>An organic approach taken which has been flexible to addressing individual needs</p> <p>Multi-agency collaboration has worked well to meet individual needs</p>

became the priority

Sub-project 4: Developing and testing a new model for providing safe supported housing for women with experience of homelessness and modern slavery.

Project activities:

- Scoping and development work for model of hosted accommodation support for women facing modern slavery and homelessness (KeyShare) delivered
- Guidance resource published to support hosted accommodation schemes for survivors of modern slavery.
- Sub-project now concluded.

Barriers	Enablers
<p>Limited availability of hosts meant it was difficult to place women</p> <p>Restrictive eligibility criteria meant it was difficult to identify clients to participate</p> <p>Slow matching process not ideal for vulnerable women in challenging situations</p> <p>Some women preferred to have more independence than this model allows which prevented some women from engaging</p> <p>Short term nature of the model does not offer any longer-term solutions for individual women</p> <p>Covid-19 disrupted project administration and recruiting of hosts</p>	<p>Approach works for a small number of women and has value for those individuals</p> <p>Collaborative working between partners has been positive</p> <p>Training and learning opportunities for partners have been positive</p> <p>Championing the needs of exploited women within the supported housing sector through guidance and speaking at sector events has been important as otherwise their voices are typically not heard</p>

As a result of challenges faced, this sub-project came to an end in its current format in December 2020 and Shared Lives Plus, the partner organisation leading this sub-project, has left the partnership. Resources previously allocated to this project will be used to support clients in other ways which, at the time of writing, are still being established. Despite the early conclusion of this sub-project, it was agreed that undertaking this process has provided considerable learning opportunities for all partners involved, including:

- Substantially extending learning about modern slavery

- Substantially extending understanding of the needs of the client group
- Working in partnership with other organisations
- Needing to be flexible and open to dealing with change and challenges
- Feeding an understanding of the needs of exploited women and trauma-informed approaches into broader learning for the supported housing sector through the creation of a guidance document.

Reflecting on partnership working

Barriers	Enablers
<p>Covid-19 prevented regional learning events from taking place face-to-face. Such events were set up to provide space for knowledge exchange, but did not continue following Covid-19.</p> <p>Staff capacity meant that some non-urgent activities that sat outside of direct service delivery and client safety - such as data collection, evaluation activities, opportunities to engage with project development - were difficult for some service delivery partners to prioritise. For sub-project 4, the limited staff time allocated to developing the pilot was a barrier to progress.</p> <p>Siloed sub-projects which focused, in some cases, on quite separate deliverables meant that opportunities for partnership and collaboration were limited for frontline staff.</p> <p>Limited opportunities for frontline team members to come together and share learning.</p>	<p>A designated Project Manager dedicated to Project TILI enabled important oversight over sub-projects, with connections between them easily joined.</p> <p>Passionate and dedicated staff members drove knowledge exchange and partner engagement with the wider project.</p> <p>Good communications and positive relationship development enabled partners to work effectively together.</p> <p>Embedded opportunities for cross partnership team meetings and opportunities for shared learning were a mechanism for successful joint working.</p>

Conclusions

The interim report presents the findings of the external evaluation in December 2020 at an interim stage of the project delivery, including data from January 2020 until November 2020. It highlights the impact of Project TILI on organisations and professionals involved with across the sub-projects, and the victims of modern slavery that have benefited from project activity. The report also identifies the specific elements of Project TILI that have been particularly effective in terms of achieving the intended outcomes of the project, as well as presenting the key barriers and challenges to the delivery of the project.

The data explored in this evaluation provides substantial evidence to illustrate how Project TILI has made a successful start. Whilst challenges have been faced within the project process and delivery, these have largely been addressed as they arose within the project life-course and may be further remedied through the implementation of the recommendations made across this evaluation.

The following elements of Project TILI have been shown to be particular enablers of success:

- **Organic, flexible support models**
 - Frontline support for survivors of modern slavery with experience of violence built on a trauma-informed foundation with a holistic person-centred model.

- **Experienced staff working within broader services**
 - Situating the frontline service within experienced organisations that can offer broader expertise, networks of professionals, links to external agencies and services for clients to get involved in.

- **Partnership working across various sectors (including homelessness, women's sector, modern slavery)**
 - Sharing learning
 - Sharing training opportunities and insights
 - Creating a model for those who otherwise fall through the gaps or do not have support tailored to their intersecting needs

- **Thorough and organised data collection**
 - Projects focused towards policy change and sector learning, not just immediate support.

Recommendations

Building on the learning captured in this report, the evaluators propose the following recommendations for project development and strengthening delivery:

Sub-project 1:

- Review capacity and resourcing for providing more trainers within the project partnership to meet demand for training. Increasing capacity would create the opportunity for localised knowledge to be better embedded within the training, and allow dedicated time for promoting and supporting training delivery in local areas.
- Review opportunities for building on regional training to develop and facilitate regional networks between trained partners.
- Consider opportunities for broadening and expanding training reach, for example it was suggested in the staff survey that this could include Scotland.

Sub-project 2:

- Ensure clarity of vision and scope from the outset for future data collection projects of this sort. This may be enabled through earlier stakeholder involvement and timely recruitment of staff to manage this process.
- Review further opportunities for disseminating and capitalising on this useful intelligence. Embedding additional opportunities to share learning would ensure more organisations were aware of the nature of the link between modern slavery and homelessness, and therefore more equipped adapt their support accordingly.
- Consider collecting data in a different format that allows for easier submission of data, rather than using a spreadsheet, for example something with form submission such as SurveyMonkey.

Sub-project 3:

- Review staff team's reporting and administration expectations to consider opportunities for streamlining and freeing up time
- Embed opportunities and spaces for frontline teams to connect, share learning and trouble shoot on a regular basis
- Identify funding streams to allow small pockets of resource to be allocated to clients facing destitution where immediate financial support is required

Sub-project 4:

- Build on the learning and resources created during this pilot
- Factor in more staff time for future development projects to ensure adequate time for project development and feed in to partnership work.
- Ensure adequate time to gather data around client group needs and characteristics prior to starting any project planning or development.
- Ensure that future projects of this sort have a broad recruitment pool to guarantee the availability.

Overarching – partnership working

- Build in capacity for knowledge exchange across partnerships with opportunities for shared learning and reflection both within and across sub-projects. This should include embedding further opportunities for shared learning to include frontline staff too.
- Where possible, create opportunities to replace site visits with alternative ways for partners to exchange learning and knowledge. Ensure these opportunities are open to both management and frontline staff.
- Create further opportunities for clients to engage with the ongoing development of Project TILI.

Final evaluative findings for Project TILI will be presented in July 2021. This will include recommendations at a local and national level.

Introduction

A) Project TILI - an overview

The Tackling Homelessness for Women Survivors of Modern Slavery Project (Project TILI – Train, Identify, Learn, Intelligence) is a two-year project funded by the Tampon Tax Fund. The project is delivered by a partnership of the following organisations: Crisis (UK), Hestia (England), BAWSO (Wales), Women's Aid (Northern Ireland) and Shared Lives Plus (UK). Crisis is the overall lead partner, with Hestia as the lead service delivery partner.

Project TILI aims to gather evidence to understand the links between homelessness and modern slavery. This will be used to develop a model for the identification, support, recovery, accommodation and integration of women who have escaped modern slavery and who are homeless or at risk of homelessness.

The project consists of four sub-projects, as follows:

- **Sub-project 1:** Developing and delivering training to homelessness and sex work charities to identify, protect and support female victims of modern slavery.
- **Sub-project 2:** Improving national understanding of homelessness and modern slavery affecting women across England, Wales and Northern Ireland through development of a database.
- **Sub-project 3:** Helping more women affected by modern slavery and homelessness to get the specialist support that they need to break out of the cycle of exploitation and destitution.
- **Sub-project 4:** Developing and testing a new model for providing safe supported housing for women with experience of homelessness and modern slavery.

B) The Project TILI evaluation

In January 2020 [AVA \(Against Violence and Abuse\)](#) was commissioned to deliver the external evaluation of Project TILI to capture the impact and learning across the four sub-projects.

This interim report presents the findings of the external evaluation in December 2020 at an interim stage of the project delivery including data from January 2020 until November 2020. The final findings from the external evaluation will be published in July 2021.

Background: Findings from the Literature Review

In October 2020 the Project TILI Literature Review³ was published. The Literature Review presents the key contexts in which Project TILI operates, evidencing gaps in national datasets as well as access to specialist training for professionals and access to effective support options, in relation to women's experiences of modern slavery and homelessness.

The Literature Review found that, despite a growing awareness of modern slavery and a trend in increased reporting of cases, responses across the UK are still patchy in relation to these key areas. Across the literature there is a lack of consensus and understanding about the true prevalence and scale of modern slavery - a reality that is compounded by a lack of recognition, reporting and consistent recording.

The Literature Review highlights the need for gender specific services and responses to modern slavery and homelessness. Women and girls are over-represented in global modern slavery statistics, making up 71% of modern slavery victims. Furthermore, women and girls are disproportionately affected by some *forms* of slavery, with trafficking and domestic servitude in particular being highly gendered issues whereby patriarchal systems and gender oppression are both root causes of trafficking.⁴

A review of national literature and datasets evidences the connections and interactions between modern day slavery and homelessness, with datasets evidencing a significant overlap between the issues. The connections between the two are not a one-way causation; victims of modern slavery report periods of homelessness before, during or after exploitation or at multiple points.

The Literature Review highlights the need for specialist projects such as Project TILI which focus on women's experiences of modern slavery and homelessness. Indeed the gaps and challenges identified in the Literature Review sit at the heart of, and inform, the operational methodology for Project TILI and the approach taken by partner organisations.

³ <https://www.crisis.org.uk/ending-homelessness/project-tili/project-tili-bulletins/project-tili-literature-review/>

⁴ CTDC. 2018. *Human Trafficking And Gender: Differences, Similarities And Trends*. [online] Available at: <<https://www.ctdatacollaborative.org/story/human-trafficking-and-gender-differences-similarities-and-trends>> [Accessed 24 August 2020].

About the Project TILI evaluation

A) Evaluation objectives

The Project TILI evaluation sought to answer the following questions:

Sub-project 1:

- How useful have homelessness and sex work charities found the training, what have the challenges been with the training, and what can be learnt to improve future training of this kind?
- To what extent has the training enabled homelessness and sex work charities to better identify, protect and support female victims of modern slavery?
- How effective has partnership working been between the project partners developing and delivering training?

Sub-project 2:

- What has been the experience of homelessness organisations in collecting data about women with experience of homelessness and modern slavery? What has worked well, what have been the challenges, and what can be learnt to improve future data collection?
- What insights can the data collected provide about the cohort of women with experience of homelessness and modern slavery in England, Wales and Northern Ireland?
- To what extent has the data collected improved the national understanding of homelessness and modern slavery affecting women?
- To what extent have intelligence reports compiled using the data supported local police forces in their efforts to combat modern slavery?

Sub-project 3:

- How effective has the referral mechanism into specialist support been for homelessness and sex work organisations?
- What kind of support has been provided to women with experience of homelessness and modern slavery by the project's specialist advocates?
- To what extent have women with experience of homelessness and modern slavery been supported and protected by specialist support provided by the project?
- To what extent have specific service delivery outcomes (i.e. developed resilience, recovery from trauma) been achieved for women supported by the project?
- How effective has partnership working been between the project partners delivering specialist 1:1 services?

Sub-project 4:

- How effective is the Shared Lives scheme as a mechanism to address the needs of women who have experience of homelessness and modern slavery in London?
- How effective has partnership working been between the project partners in the development of this model?

B) Methodology

AVA has applied a mixed methods evaluation approach using quantitative and qualitative data collection methods in line with evaluation objectives.

Interim report methodology

<u>Sub-project</u>	<u>Evaluation questions</u>	<u>Methods</u>
<u>SP1</u>	<p>How useful have homelessness and sex work charities found the training, what have the challenges been with the training, and what can be learnt to improve future training of this kind?</p> <p>To what extent has the training enabled homelessness and sex work charities to better identify, protect and support female victims of modern slavery?</p>	<ul style="list-style-type: none"> ● Analysis of Project TILI training monitoring and reporting data, as follows: <ul style="list-style-type: none"> ○ number of training sessions delivered ○ the format of delivery (face-to-face or online) ○ number of delegates attending each session ○ details of each delegate including geographical location by region, details of their profession and the organisation and sector they work in ● Pre-Project TILI training survey for training participants ● Post-Project TILI training survey for training participants - on the day feedback ● Post-Project TILI training survey for training participants - 3 months later feedback ● Interviews with Project TILI staff involved in development and delivery of training ● Project TILI staff survey, capturing reflections from staff involved in the development and delivery of training
<u>SP 2</u>	<p>What has been the experience of homelessness organisations in collecting data about women with experience of homelessness and modern slavery?</p> <p>What has worked well, what have been the challenges, and what can be learnt to</p>	<ul style="list-style-type: none"> ● Interviews with Project TILI staff involved in development and delivery of the national database ● Project TILI staff survey, capturing reflections from staff involved in the development and delivery of the national databases ● Data Champion training feedback survey, for professionals involved in data collection processes who accessed the Project TILI Data Champion training

	improve future data collection?	
	What insights can the data collected provide about the cohort of women with experience of homelessness and modern slavery in England, Wales and Northern Ireland?	<ul style="list-style-type: none"> ● Review of national database intelligence reports and the insights captured in reports
	To what extent has the data collected improved the national understanding of homelessness and modern slavery affecting women? To what extent have intelligence reports compiled using the data supported local police forces in their efforts to combat modern slavery?	<ul style="list-style-type: none"> ● Intelligence report feedback survey, capturing feedback from stakeholders (both internal and external) professionals accessing intelligence report(s) ● Stakeholder feedback on database relayed by the Data Analyst from anonymised information relating to what key stakeholders (internal and external) hoped to gain from accessing the intelligence reports.
<u>SP 3</u>	How effective has the referral mechanism into specialist support been for homelessness and sex work organisations?	<ul style="list-style-type: none"> ● Analysis of Project TILI service monitoring and reporting data, as follows: <ul style="list-style-type: none"> ○ Number of women accessing the service ○ Referral pathways into the service ○ Specific service delivery activities delivered by caseworkers each quarter ● Project TILI staff survey, capturing reflections from staff involved in the development and delivery of the frontline service
	What kind of support has been provided to women with experience of homelessness and modern slavery by the project's specialist advocates?	<ul style="list-style-type: none"> ● Interviews with Project TILI staff involved in development and delivery of the frontline service ● Reflection logs from caseworkers delivering the frontline service ● Interviews with Project TILI clients accessing the frontline service across the UK ● Feedback questionnaire with clients accessing the service

	To what extent have women with experience of homelessness and modern slavery been supported and protected by specialist support provided by the project?	
	To what extent have specific service delivery outcomes (i.e. developed resilience, recovery from trauma) been achieved for women supported by the project?	<ul style="list-style-type: none"> ● Reported wellbeing outcomes via the Outcomes Star and Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) relating to clients accessing the service ● Interviews with TILI clients accessing the frontline service across the UK ● Case studies relating to clients accessing the service
<u>SP 4</u>	How effective is the Shared Lives scheme as a mechanism to address the needs of women who have experience of homelessness and modern slavery in London?	<ul style="list-style-type: none"> ● Project TILI service monitoring and reporting data, as follows: <ul style="list-style-type: none"> ○ Number of women accessing the pilot ○ Selection criteria for referrals ● Interviews with Project TILI staff involved in development and delivery of the housing pilot ● Interviews with service delivery partner(s) delivering the pilot ● Reflection logs from caseworkers delivering the frontline service ● Project TILI staff survey, capturing reflections from staff involved in the development and delivery of the housing pilot ● Interviews with clients accessing the pilot ● Case studies relating to clients accessing the pilot
<u>Literature review</u>	To provide a comprehensive overview of homelessness and modern slavery in the UK, and provide recommendations to guide the project going forwards	<ul style="list-style-type: none"> ● Review of peer reviewed papers, grey literature, government policy, newspaper articles, book chapters and toolkits. ● Thematic analysis of emergent findings

All	To identify the extent to which partnership working has been effective across the project and subproject delivery	<ul style="list-style-type: none"> ● Interviews with Project TILI staff ● TILI staff survey, capturing reflections from staff regarding partnership working across each subproject
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C) Ethical considerations

Ethical considerations were made to ensure that all of those taking part in the evaluation and data collection activities had clear information regarding how data would be collected and used:

- For all data collection activities undertaken, explicit consent was sought via a standard consent form. Only data for which full consent was given is used and presented in this report.
- Additional considerations were made for data collection activities carried out directly with clients. For example, the evaluator ensured that verbal consent was given and that clients were clear they did not have to take part in interviews. Clients were reminded that they could withdraw entirely from the evaluation or withdraw what they had shared at any stage. Each client was provided with a £20 voucher post interview as a thank you for their time.
- Data presented in this report has been anonymised as far as possible and case study subjects have been given false names in this report to protect their anonymity.
- Considering ongoing limitations around face-to-face meetings due to Covid-19, all interview participants were given the option of video or phone interviews to cater to personal preferences and comfort levels. Phone and video interviews were conducted in quiet and confidential spaces.
- All data collected was stored securely and was only accessible by the evaluation team.
- All data was securely retained by AVA to inform interim and final reporting.

D) Research limitations

- The evaluation sought to capture feedback from organisations involved in data collection processes and submitting data. Feedback collected at this stage is limited. Project TILI partners indicated that, due to delays in setting up the database and data collection processes, requesting organisations to provide substantial feedback via surveys and interviews at an interim stage posed a risk of overwhelming organisations and thereby preventing them from engaging with the processes for submitting data. It was therefore agreed that the full feedback survey and interviews with organisations would be put on hold until the end of the project when organisations were more experienced at submitting data. In the interim, a shorter feedback survey was circulated to professionals who had accessed the Project TILI Data Champion training.
- The evaluation also sought to capture feedback from organisations accessing and benefiting from the circulation and availability of the Project TILI national database intelligence reports. These insights are limited at this stage. Initially, the focus of the feedback was planned to be in relation to the impact of reports on police forces: in line with the initial intention for

Project TILI to directly engage with local police forces to support their efforts in addressing modern slavery. However as the project developed and the Data Analyst began engaging with local police forces it became apparent that the database would not necessarily fulfil this purpose because the data collected by the project is not detailed enough to aid police with their *local* prevention efforts. They would require specific location information (such as postcodes or council wards), and detailed information about the exploitation itself – for example, what was the precise nature of the work? What methods did the perpetrators use to recruit them, and where from? Which routes has a person taken coming into the country, and moving around for their work? The database does not collect data of this nature. This is for several reasons. It was decided that collecting very detailed information about a person’s location could present a threat to privacy and safety. Detailed information about the exploitation might be difficult to remember, and re-traumatising to recount. Knowing that detailed information will support the police may also be a barrier to some people. Furthermore, the database’s main research aim is guided by the overall project - evidencing a link between homelessness and modern slavery. As a result, the Project TILI team took steps to engage a wider pool of stakeholders, such as specialist third sector organisations, who might benefit from accessing the national database. This process and activity remains at an early stage. Due to these developments, the evaluation methodology and plan was adapted accordingly. It was decided that a short feedback survey would be circulated to stakeholders accessing the national database intelligence reports each quarter via the Project TILI database mailing list. Further stakeholder feedback on the intelligence reports and the impact of the reports on their work will be captured at the end of the project for inclusion in the final evaluation report.

- Due to the Covid-19 pandemic and the related additional challenges of managing social isolation and childcare, a number of research participants and clients had to withdraw from scheduled interviews. As a result there was not equal representation in client interview data from across the three areas at this point.
- The Covid-19 pandemic also impacted the methods by which interviews were held with clients. Interviews were conducted over the phone instead of face-to-face due to social distancing requirements. This approach may have prevented some clients from feeling able to take part in interviews.
- Project TILI services asked clients to respond to an evaluation feedback form. The number of responses was limited. This may be due to the nature of the service and the experiences of the client group; women face a wide range of challenges and may not be in a position to, or feel able to, provide feedback. Furthermore, Covid-19 meant that feedback had to be captured remotely, thereby presenting further barriers to engaging with the feedback process.
- Project TILI services have collected wellbeing data (Outcomes Star, WEMWBS) relating to individual clients. However reporting mechanisms established prior to the external evaluators being commissioned meant that the full set of wellbeing data was not accessible

to the evaluators at this stage. This data will be accessed for the remaining delivery period of the project and reported in the final evaluation report.

- Changes and delays in the delivery of sub-project 4 meant that limited data has been collected and included for this element of Project TILI. No clients were ultimately supported through the KeyShare model created as part of this sub-project. As a result, the data is limited in terms of client experience and whether this model achieved its intended outcomes. The evaluation objectives and methodology for this project component will be revised going forward.

E) Data included in this report

This report is based on analysis of the following data:

- A literature review
- Interviews with 8 clients accessing Sub-project 3
- Interviews with 2 clients referred to Sub-project 4
- Service feedback forms from 39 clients
- Case management and wellbeing data relating to 134 clients
- Case studies focusing on 12 client stories and experiences
- Interviews with 16 project staff team members
- Quarterly reflection log submissions from 8 frontline team members
- Staff team survey responses submitted by 17 team members
- Pre-Project TILI training survey from 189 training participants
- Post-Project TILI training feedback from 141 training participants
- Post-Data Champion training feedback from 11 participants
- Project TILI Data Champion training Interim feedback survey
- Two database intelligence reports
- Intelligence report feedback forms from 4 stakeholders

Further data will be collected as Project TILI and the project evaluation continues.

At the end of each section, a table of barriers and enablers to effective partnership working is presented, summarising the observation of the evaluators across the various methodologies and data. A glossary of terminology is also included at the start of this report.

Overview of key activities delivered

The following section provides an overview of the key activities delivered by Project TILI between March 2019 - October 2020.

Overarching activities

- Project TILI literature review on modern slavery and homelessness published
- New webpage for Project TILI reports, activities and communications with key stakeholders set up
- Project TILI awareness-raising event held, reaching 85 participants

Sub-project 1

- New specialist training package on modern slavery and homelessness developed
- Specialist training delivered 60 times, reaching 365 professionals
- Staff members from Crisis Skylight services identified as Modern Slavery Leads: responsible for raising the profile of Project TILI, submitting data to the national database, as well as co-delivering training and building local networks.

Sub-project 2

- A new national modern slavery database developed and set up
- Processes and systems for organisations to share and submit data established
- 27 Data Champions (from 26 organisations) trained to submit data. Data Champions are representatives of trained organisations who have received additional training to collect and input data relating to modern slavery and homelessness into the Project TILI database, and act as a single point of contact within their organisations relating to data collection.
- Two intelligence reports produced.

Sub-project 3

- 134 women made contact with Project TILI through the frontline service, receiving a range of housing, legal, employment and wellbeing support.
- 73 women supported into safe accommodation
- Project TILI client newsletter setup, involving 10 clients.

Sub-project 4

- Scoping and development work for model of hosted accommodation support for women facing modern slavery and homeless (KeyShare) delivered
- Guidance resource published to support hosted accommodation schemes for survivors of modern slavery.

Interim Findings from the Project TILI Evaluation

Sub-project 1 - The Project TILI training offer

Overview of Project TILI modern slavery training

Project partner Hestia led on the development and delivery of a specialist modern slavery training package. Hestia worked with other project partners to provide local insights for training development, and to support the recruitment of participating organisations. A key element of the training delivery and development was identifying Modern Slavery Leads in Crisis Skylight services; responsible for raising the profile of Project TILI, submitting data to the national database, co-delivering training and building local networks.

Between the start of the project and October 2020, the following key activities have been delivered:

- New specialist training package on modern slavery and homelessness developed
- Specialist training delivered 60 times, reaching 325 professionals
- Modern Slavery Leads supported to co-deliver training and build local networks

Training objectives

The training package sought to increase awareness, knowledge and confidence amongst professionals so that they can better identify and support survivors of modern slavery who had experienced homelessness. The delivery of the Project TILI training is closely aligned with the roll out of the Project TILI database, as organisations that were trained also committed to providing data to feed into the database. Specifically, the training aimed to enable participants to:

- Understand more about the scale and nature of modern slavery and its relationship with homelessness
- Identify when someone you are working with is experiencing or at risk of modern slavery
- Understand statutory support available to survivors of modern slavery and how to access support
- Understand the role of participating organisations within the wider project, and expectations around modern slavery data collection and data sharing

Training development and roll out

The training was initially piloted with Crisis Skylight services, before being finalised for roll out with wider homelessness organisations as well as organisations from other sectors including: sex work, modern slavery, violence against women and girls, substance use, and mental health. All Project TILI partners, led by Hestia, were involved in promoting the Project TILI training package through their local and regional networks. The training was also advertised on the website, as well as through key sector newsletters and communication channels including the Homeless Link newsletter.

The training is delivered by a lead trainer from Hestia. It was initially delivered as a face-to-face course, before being adapted to an online delivery in March-April 2020 as a response to Covid-19 restrictions. From October 2020, a number of identified Modern Slavery Leads began co-delivering the training alongside the lead trainer.

A) Training reach and access

Overview

The Project TILI modern slavery training has been wide reaching. Between November 2019 and October 2020, a total of 60 training sessions have been delivered and a further 27 are scheduled for delivery between November 2020 - March 2021.

Demand for the Project TILI training, while initially slow to build, is high and continues to grow as the project develops. It is of note that demand for the training now outweighs the Project TILI training team's capacity to deliver it. It is clear that the approaches taken for promoting the training, as identified above, were successful.

Of the training delivered between November 2019 - October 2020, the majority (90%) of the 60 training sessions were delivered online (via Zoom), each to an audience of between 1-20 participants.

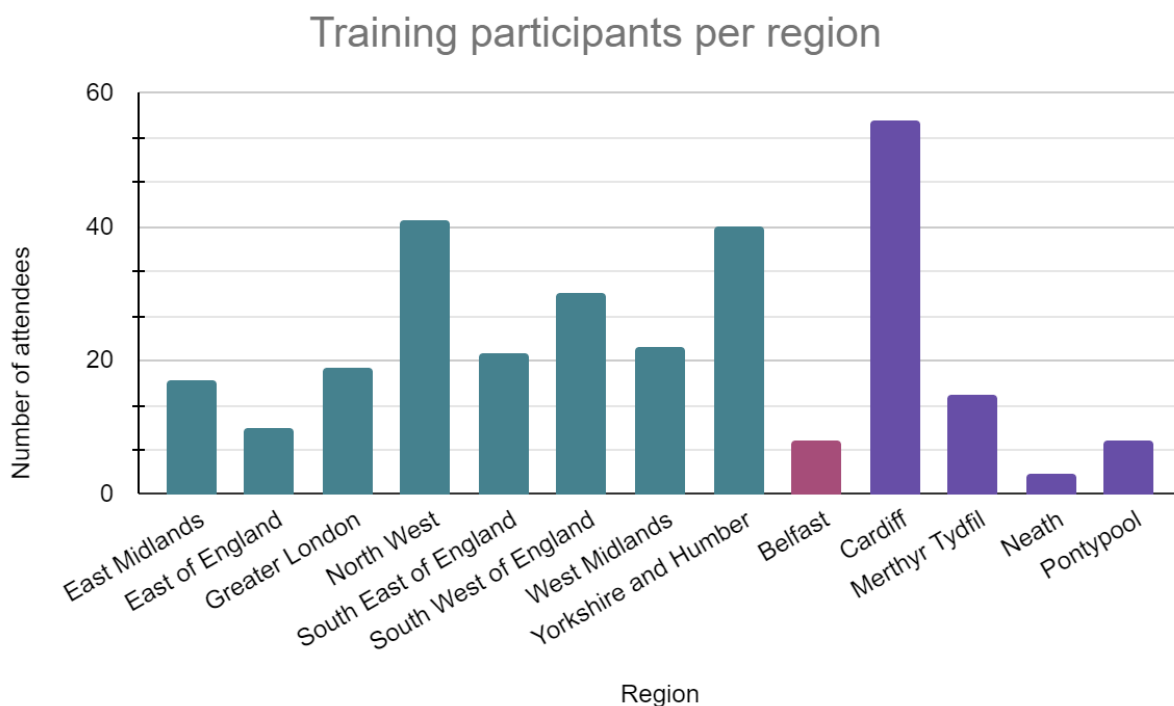
Between these dates, training sessions reached a total of 325 professionals across Northern Ireland, Wales and England.

Geographical reach

The initial intention of the training team was to focus delivery of training in specific regional areas, based upon known high levels of cases of modern slavery which the team mapped out.

However as training delivery was contingent on organisations signing up to take part in both training and data collection activities, the reality of where training would be held was dependent on where participating organisations were based. That said, the training team worked hard to engage organisations from a diverse spread of regions to ensure the training was wide reaching. Furthermore, with the arrival of Covid-19 and the adaptation to delivery training online, the TILI trainer was no longer limited by the logistics of travelling between locations. As a result, the training had a wider geographical reach than initially intended. The geographical reach of the training is shown in Graph 1.

Graph 1: Training participants per region



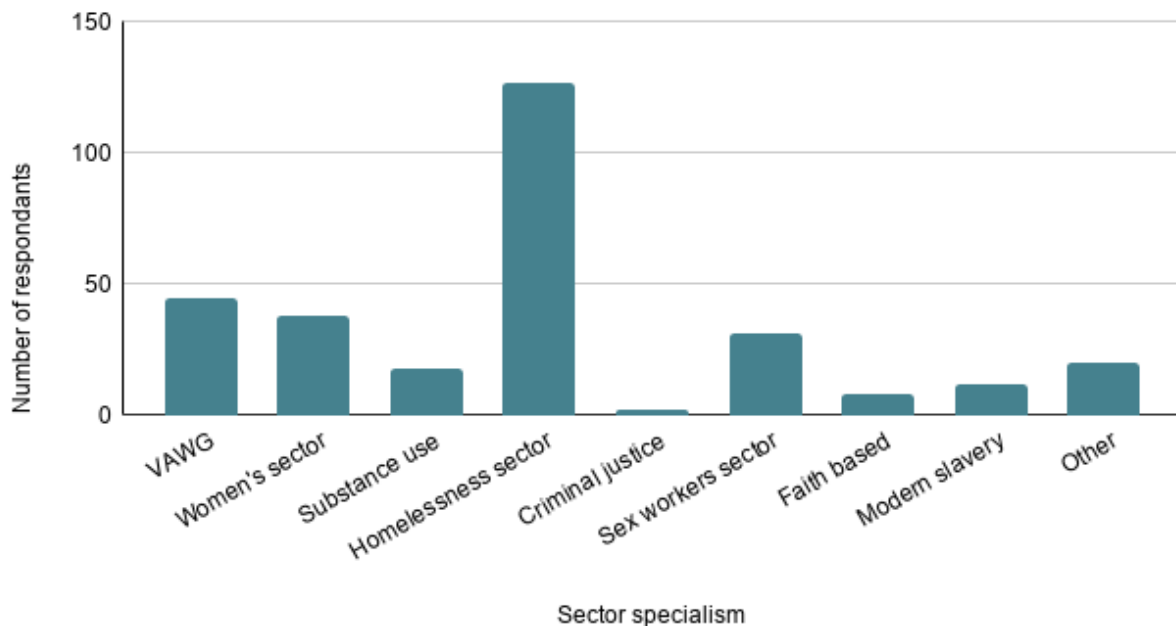
Sector reach

A key aim of the Project TILI training was to reach a diverse range of sectors, and upskill multi agency professionals in relation to homelessness and modern slavery. It is clear that the Project TILI training team was successful in meeting this aim as the training reached a broad range of professionals across a number of sectors.

The wide sectoral reach of the training is evidenced by information collected in the pre-training survey (a survey circulated the week before the training was held) which asked delegates to provide information relating to their professional backgrounds and the sectors they operated in. The range of sectors represented across the training is shown in Graph 2.

Graph 2: Training participants sector representation

Training participants sector representation



In the graph above, VAWG refers to Violence Against Women and Girls, while 'Other' sectors referenced include: support for refugees and migrants, young people, and survivors of sexual violence. It is of note that faith-based organisations and faith leaders proactively engaged with the Project TILI training, which is a sector that the Project TILI team had not initially anticipated.

Professional reach

Professionals accessing the training held diverse roles, including business support and administration, management and frontline support. The majority of participants fall into the latter category, with 79% (n=111) of participants providing 'on the day' feedback identifying that they directly supported a caseload of clients.

Prior to accessing the Project TILI training, most participants (59% of those participants responding to the pre-training survey) had not previously accessed any modern slavery training.

Moving to online delivery enabled a greater reach and take up of professionals. This was discussed in relation to the adaptation of the course to a two-part training as part of the online delivery. Staff observed that this allowed busy frontline staff more flexibility and limited the distance individuals had to travel to attend training. These were considered key benefits to online training.

"Now online it's an option and people do like it. Others said it is easier for them to do to half days and do some work on their caseload and work with their clients rather than not being able to work for a full day" (Trainer feedback interview)

The ability to reach a broad geographical spread of organisations was also facilitated by the involvement of the project partners. Staff across the sub-project 3 sites supported this by raising

awareness about the training across local organisations.

“We contacted almost all the organisations across Wales, Cardiff, Swansea all these areas, and because training is online and it doesn't have to be one organisation in house, you can have people from different organisations attending at the same time. In terms of raising awareness, there are a lot of organisations who have been made aware.” (Service Manager interview)

B) Impact of Project TILL modern slavery training

Extensive data has been collected in relation to the impact of the training on professionals and organisations taking part so far. This data highlights the positive impact that the training has had on individuals and organisations, equipping participants with new knowledge and insights to identify and respond to survivors of modern slavery.

Utility of training

Feedback captured immediately following the training session (on the same day), evidenced that participants generally found the training to be useful and relevant:

- 99% of those responding to the feedback survey rated the training at least 4 out of 5 in relation to how useful it had been (with 0 being not at all useful and 5 being very useful).
- 94% rated the training at least 4 out of 5 in relation to how relevant the training was for their work and the work of their organisation (with 0 being not at all relevant, 5 being very relevant).

“It was a very informative training, the trainer was able to answer all questions, we also had meaningful discussions and very useful websites to further assist in our learning.” (Training Delegate feedback survey)

“The training was intense but very informative. I had some knowledge on [Modern Day Slavery] (MDS) but the way it was delivered has given me a better understanding of it in general. It was clear and explained well.” (Training Delegate feedback survey)

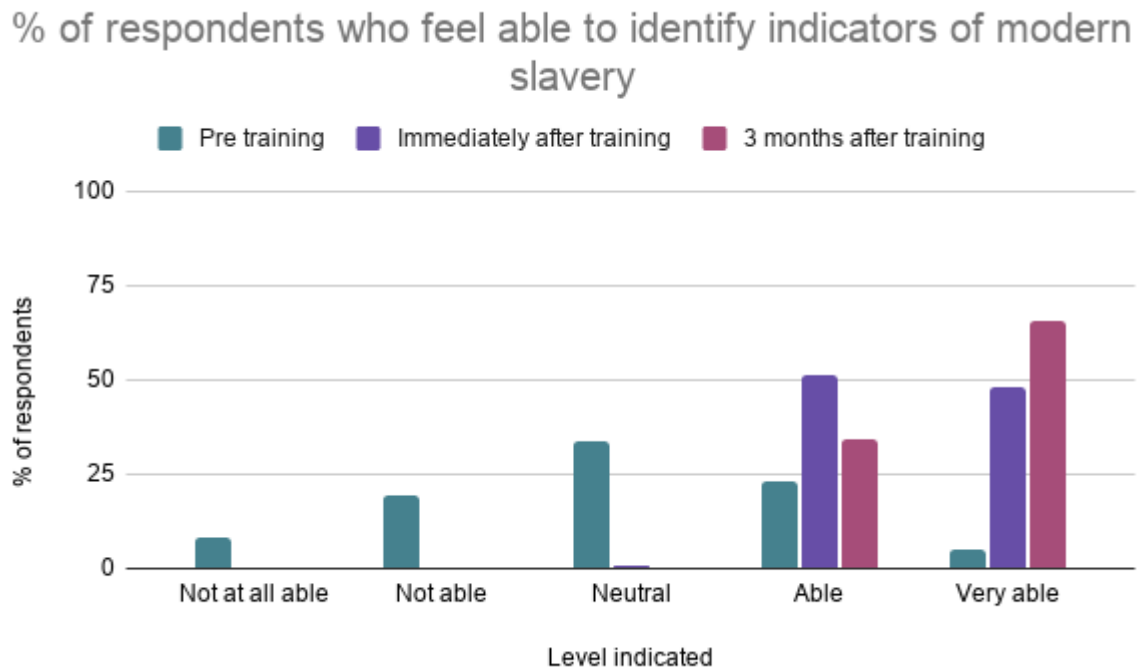
Impact on professionals' ability to identify victims of modern slavery

Participants indicated that they found the training improved their ability to identify victims of modern slavery.

Participants were asked to assess the extent to which they felt able to identify indicators of modern slavery at three key stages - before accessing the training, immediately after the training, and three months following the training. Comparing the responses from this data (as detailed in Graph 3), it is evident that the training increased participants' confidence to do so, both in the immediate and

longer term. Prior to the training 34% of respondents indicated they felt able to identify indicators of modern slavery. Immediately after the training this had risen to 99% of respondents, with strength of confidence in this ability rising further by three months post-training.

Graph 3: % of respondents who feel able to identify indicators of modern slavery



The success of the training in enabling professionals to identify modern slavery is further demonstrated across the data collected.

Overall 96% of those providing feedback on the day agreed that the training had helped their organisation develop capacity to identify victims of modern slavery. Three months later, this number remained similarly high, with 95% of respondents agreeing with this statement.

It is clear that some training participants were able to put this learning into direct practice. Three months after accessing the training, 15 people (36% of respondents) had been able to identify victims or potential victims within their existing caseload where they had not done so before accessing the training.

Training participants also shared comments and feedback in reference to their increased ability and confidence around identification of victims of modern slavery:

“I have a better understanding of the signs to be aware of and how to talk to members about this and the referral process. So feel confident to do this.” (Training Delegate feedback survey)

“It was never a question I have ever asked or thought about. Now I will ask if there are indications.” (Training Delegate feedback survey)

Impact on professionals' ability to protect and support survivors

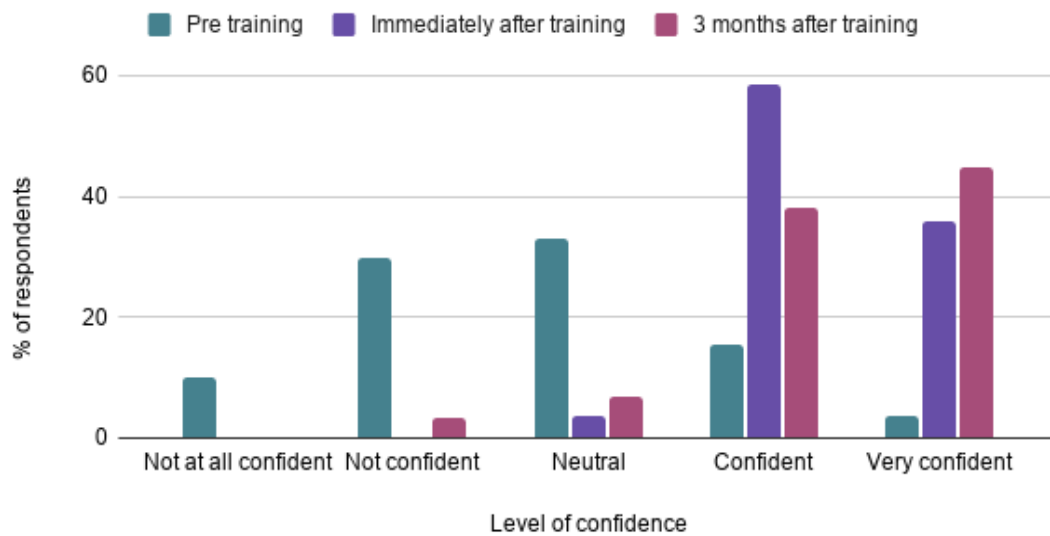
Data relating to the Project TILI training package also evidences an increase in participants' abilities and confidence in protecting and supporting survivors of modern slavery. For example, in the on-the-day feedback survey:

- 97% said that it was true or very true that the information they gained from the Project TILI training will enable them to better protect people against the risk of modern slavery.
- 99% said that it was true or very true that they felt more confident in safeguarding people from (re)victimisation of modern slavery as a result of the training.
- 100% said that it was true or very true that the training provided important information regarding where survivors of modern slavery can access support.

Following the Project TILI training, participants also felt more confident in effectively responding to the needs of survivors of modern slavery. The pre-training survey identified that only 19% of respondents were already confident in this area, but immediately after the training this had increased to 94%. Three months later having put some of this into practice, a large proportion (83%) of respondents remained confident.

Graph 4: % of respondents who feel confident to effectively respond to victims' needs

% of respondents who feel confident to effectively respond to victims' needs



Similarly, the training surveys demonstrate an increase in participants' knowledge of support options for survivors of modern slavery:

- The percentage of respondents with the knowledge of how to refer people to the National Referral Mechanism (NRM) increased from 14% (pre-training survey) to 98% (on the day feedback). This knowledge was generally retained, with 93% stating that they knew how to refer to the NRM three months after the training.
- 14% of respondents said that they knew what support options were available to survivors of modern slavery prior to the training. Immediately following the training this had increased to 97% and remained high with all respondents (100%) knowing about support options three months later.

*"TILI training was excellent in giving me the confidence to support potential victims in the future."
(Training Delegate feedback survey)*

*"I now have the knowledge needed to act if I identify my client may be a victim of modern day slavery and will be more confident in seeking support [for] them."
(Training Delegate feedback survey)*

*"I feel I have the tools needed to support anyone who is a victim in the future having now completed the training."
(Training Delegate feedback survey)*

C) Challenges faced

Covid-19 restrictions demanded a change in the training structure and process. As explored above, despite the challenge, this shift was met with openness and flexibility.

“Covid has impacted the training a lot. Initially the charities were not as interested in the training due to their priorities to adapt their services first, so there was not as much interest in the initial stages of March and April lockdown. Once professionals got used to the 'new normal' there was more interest. We were required to change the training to be delivered online on Zoom, whilst ensuring it is as interactive as the face-to-face training which I think we managed to achieve”. (Staff interview)

The Training Manager discussed both the benefits and the downfalls of training online.

“They are in their places of safety so it can be difficult for people to have training for three hours on modern slavery and then they look out and they are in their own place, can't reflect with their managers and it can be an issue as some people think when it is face-to-face they can support each other, talk about it during lunch, when you are on your own in your house you are on your own with your thoughts. That's a downfall. Also, being with others there can be more discussion about the topic they have just heard about.” (Staff interview)

“You never know what to expect on the other side, you can never eliminate the challenges that will be there. With face-to-face you are just in the room and that's OK, with online anything can happen.” (Staff interview)

Another challenge in delivery and promotion of the training was capacity limitations from staff in the frontline services (sub-project 3). This somewhat limited their ability to work collaboratively in raising awareness about the training.

“The staff assisting with training delivery at...these charities have other responsibilities and therefore sometimes lack capacity which would allow them to be more innovative in promoting the training” (Staff interview)

Two service management staff briefly discussed how more capacity for developing training within their organisations would have enabled staff to feed in localised knowledge and better tailor the training to local organisations.

D) Barriers and enablers

Table 1 presents the key barriers and enablers underpinning the successful development and delivery of the Project TILI training package.

Table 1: Barriers and enablers to the Project TILI training development and delivery

Barriers	Enablers
<p>Covid-19 meant the priorities and resources of many of the organisations the project was intending to train were diverted away from training and towards crisis responses to the pandemic. As a result the initial response to training was slow. In some geographical areas, engagement and sign-up was particularly low.</p> <p>Remote delivery meant that professionals receiving training were doing so in their own home. This had an impact on participants, given the potential emotional effect of content and the additional risks related to remote access, technology and internet failings. Remote delivering also limited the ability for professionals to network and engage socially as they might have face-to-face.</p> <p>Staff capacity in service delivery partner organisations that did not have dedicated capacity allocated to the Project TILI training, time and resource for promoting training was limited in the light of the immediate demands of frontline service delivery, according to challenges highlighted via the staff survey.</p>	<p>A flexible and adaptive approach to delivery meant a quick and smooth shift from face-to-face to online delivery in response to Covid-19.</p> <p>Collaborative working across project partners, allowing for specialist and local knowledge to be embedded within the training content.</p> <p>An iterative and reflective process allowed for the initial pilot to be adapted and strengthened in line with feedback from participants.</p> <p>Interactive content ensured that the training was engaging whether delivered face-to-face or online. For example, through providing case studies to discuss in smaller groups via the Zoom breakout room function.</p> <p>Remote delivery via Zoom allowed cross-geographical groups and organisations to come together, increasing reach in some areas. Online training delivery also presented new opportunities for alternative ways of delivering the training such as splitting the training into two half days.</p>

E) Learning and recommendations for development and future working

Based on findings so far, it is recommended that the following actions could be taken to embed the learning and enhance future impact:

- Review capacity and resourcing for providing more trainers within the project partnership to meet demand for training. Increasing capacity would create the opportunity for localised knowledge to be better embedded within the training, and allow dedicated time for promoting and supporting training delivery in local areas.
- Review opportunities for building on regional training to develop and facilitate regional networks between trained partners.
- Consider opportunities for broadening and expanding training reach, for example it was suggested in the staff survey that this could include Scotland.

Sub-project 2: The Project TILI database

A) Overview of Project TILI database

Database set up

Project partner Crisis led on the development of a new national database, seeking to capture data relating to victims of modern slavery and their experiences of homelessness across Northern Ireland, Wales and England. This sub-project aims to analyse and present insights from the database through the dissemination of intelligence reports to key stakeholders.

A Data Analyst was recruited by Crisis to lead on the activities of this sub-project. Responsibilities of the Data Analyst role include:

- Building, developing and maintaining a database on a SharePoint platform to capture Project TILI metrics.
- Developing and providing database training to staff in partner organisations.
- Conducting high quality, accurate and timely data analysis to provide insights on the effectiveness of the project and to support its development and improvement.
- Producing intelligence reports and presentations to accurately communicate the findings of analyses.
- Disseminating intelligence reports to a range of stakeholders by establishing a mailing list and updating key communication channels such as the Project TILI web page.

Between the start of the project and October 2020, the following key activities have been delivered:

- New national modern slavery database developed and set up
- Processes and systems for organisations to share and submit data established
- 27 Data Champions (from 26 organisations) trained to submit data. Data Champions are representatives of trained organisations who have received additional training to collect and input data relating to modern slavery and homelessness into the Project TILI database, and act as a single point of contact within their organisations relating to data collection.
- Two intelligence reports published and disseminated
- Feedback from 4 stakeholder accessing the intelligence reports via a feedback survey

Technical development

The database was created as an Excel spreadsheet hosted on a Microsoft SharePoint site after a period of testing and adaptation, and is hosted by Crisis, the lead partner. The approach of using a spreadsheet format, managed by the lead partner, was selected due to its ability to manage and accommodate data sharing protocols and requirements.

Once the database was established, Crisis and Project TILI partners worked to set up processes and systems for trained organisations to safely and securely submit data into the database. The data collected was then used to produce quarterly intelligence reports presenting key insights from the database.

Database processes

In addition to developing and setting up the database, Crisis identified and established a process for organisations to safely and securely submit data into it. Key activities as part of this process, as identified by the staff team, include: setting up data fields, establishing a legal basis to collect data, completing a Data Privacy Impact Assessment, setting up data sharing agreements with Project TILI partners and trained organisations, developing consent forms for Project TILI clients to consent to their data being included in the database, and embedding a clear process to mitigate risks. Key to these processes - and a priority for Project TILI partners - was ensuring that the national database processes were compliant with GDPR.

The data collection process established closely linked to sub-project 1 and the roll out of Project TILI training, with the training a) providing a platform to raise awareness of the database and b) providing a key step on the pathway for organisations to submit data.

Data Champions

As part of sub-project 2, the role of Data Champions was created in order to identify key professionals to take responsibility over providing data to the database.

Data Champions must undertake training provided by the Project TILI Data Analyst. This training includes information on data collection processes, recording client consent for their data to be included in the database, using the spreadsheet format, data protection, and submitting data to the Project TILI Data Analyst.

Data Champions are individuals from both the Project TILI partner organisations and external organisations. Once trained, Data Champions are responsible for sending in data from their organisation at the end of each quarter and receiving and sharing reports and analysis of the data within their organisation.

B) Effectiveness of database set-up process

Project TILI team members generally felt that the process for setting up the database had been successful and effective, allowing for survivors' complicated journeys and experiences to be captured. As the Data Analyst explained:

"We spent a very long time going through different ways of setting out the data fields. When you are thinking about the possible narratives or experiences people have had.... it is very complicated and there are lots of different timescales overlapping. So I think we put a lot of thought into trying to capture this in quite a linear sort of way." (Data Analyst interview)

Furthermore, the project benefitted from taking a responsive approach to updating and improving the database. For example, there is evidence of Data Champions and other key stakeholders providing direct feedback to the Data Analyst, who was able to take the feedback on board and make the relevant adaptations to the database. These processes enabled the team to ensure the database was as useful as possible, and that it was more representative of victims' experiences. One piece of feedback, for example, suggested that capturing information relating to a victim's living situation prior to exploitation would be helpful for capturing a fuller picture of their journey. This feedback was taken on board, and the data field was added.

Staff team members also felt that the information sharing between sub-projects 1 and 2 was successful. It is clear that the Project TILI training was successful in raising awareness around the database amongst trained organisations, as evaluation data collected from training participants before and after the Project TILI training evidences a substantial increase in their awareness of the database from 17% to 91%. This also worked in reverse as members of the Project TILI staff team working across sub-projects 1 and 2 discussed (in interviews held between October-November 2020) that further interest in the training was generated by the release of the first intelligence report.

Indeed, all relevant staff members responding to the staff survey (in both May (n=7) and October (n=2) 2020) agreed that project partners had been effective in setting up and co-ordinating the Project TILI database and data collection processes, and that project partners had worked well together to achieve this.

C) Organisations' experiences of submitting data

In total 25 organisations submitted data to the database between March and October 2020. The final evaluation report will capture in depth analysis relating to their experiences of submitting data. However, Project TILI post-training survey feedback from 11 of these Data Champions shows that:

- All felt at least somewhat confident in their role as Data Champions
- 7 had accessed additional Data Champion training from the project's Data Analyst to support them in their role, which the majority indicated had been 'very useful'
- 8 had successfully submitted data to the database so far

"Establishing the protocol and data submissions in teams has gone smoothly and we have been able to submit data." (Data Champion training feedback survey)

Project TILI training participants, including Data Champions, indicated a range of other activities which they had carried out in the three months since accessing the Project TILI training. These included updating their organisational data collection processes and educating other staff members around the data collection process.

Although it was agreed that the data collected and captured in the two intelligence reports was useful and thorough, Project TILI staff members involved in the delivery of sub-project 2 discussed

limitations caused by Covid-19. In interviews held at the start of the pandemic, staff reflected on how Covid-19 was likely to make the data collection process more difficult, as outlined in the quote below:

“It is likely to make it more difficult for us to collect data for two reasons: 1) It will be harder for us to get consent from potential victims of [Modern Day Slavery] (MDS) without support workers meeting them face-to-face. 2) There may be a decreased uptake of the Project TILI training from external organisations, and thus fewer organisations for us to collect data for.” (Project TILI staff member interview)

The first prediction (not the second) was upheld in later interviews. Project TILI staff members reflected that barriers around professionals meeting clients face-to-face and gaining consent, alongside the need for agencies to focus on the immediate client needs in light of Covid-19, had indeed hindered the collection process, but were somewhat unavoidable.

Project TILI staff members involved in the delivery of sub-project 2 also noted that they had needed to spend additional time supporting professionals to both navigate and update the Excel spreadsheet which was used to input data. Upon reflection, it was felt that a simpler data collection format such as SurveyMonkey may have been more effective if the process were to be done again.

D) Key insights from the database

The Data Analyst is responsible for analysing the data submitted to the database and for presenting the key insights from the database via quarterly intelligence reports. The Data Analyst is also responsible for disseminating the reports.

The reports were aimed at stakeholders interested in the insights provided by the Project TILI database. The initial intention for Project TILI was to directly engage with local police forces to support their efforts in addressing modern slavery through presenting them with data insights. However as the project developed and the Data Analyst began engaging with local police forces it became apparent that the database would not necessarily fulfil this purpose because the data collected by the project is not detailed enough to aid police with their *local* prevention efforts.

As a result, the Project TILI team took steps to engage a wider pool of stakeholders, such as specialist third sector organisations, who might benefit from accessing the national database. Access to the intelligence reports was not restricted: stakeholders were able to access by signing up to a mailing list managed by Crisis, or via the Project TILI web page.

So far, two such intelligence reports have been published and circulated, the first covering the period March to June 2020 and the second covering the period July to September 2020. These present key findings from the data collected so far, including insights into: gender breakdown and gendered experiences of exploitation, other key demographic information such as victims' nationalities and corresponding experiences of exploitation, victims' experiences of housing, insights

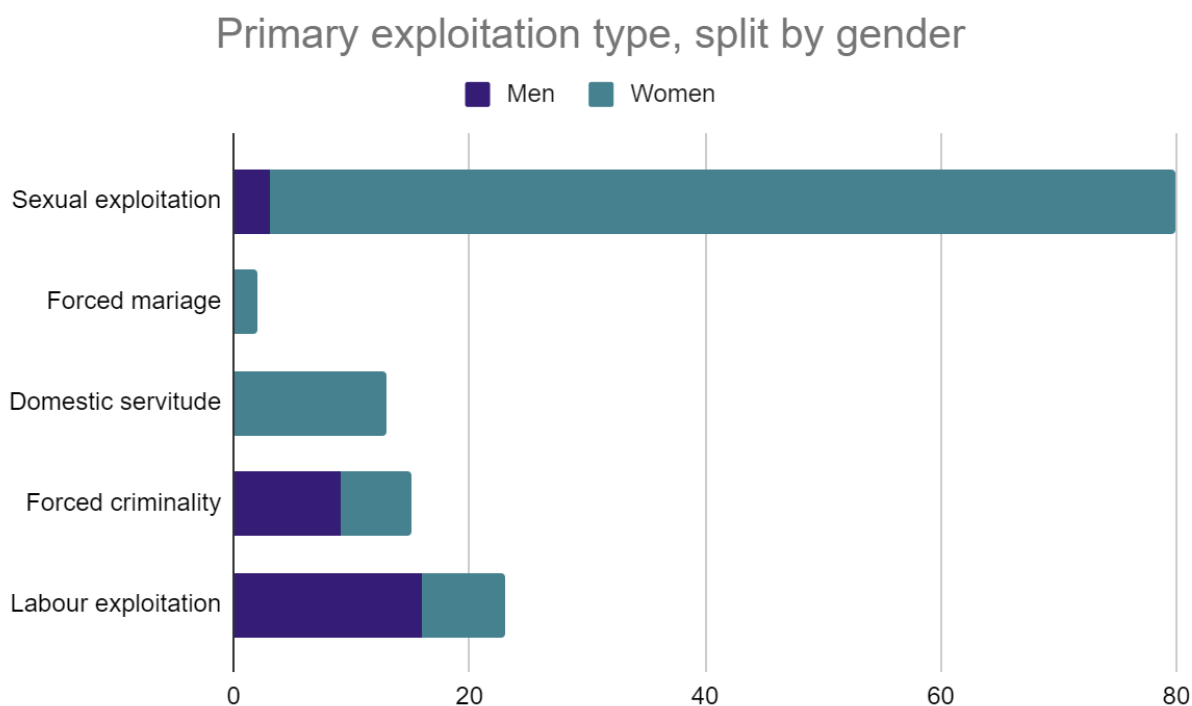
into patterns around victims who are successfully accepted through the NRM, and the support needs of survivors.

The following section highlights the key insights derived from the latest intelligence report (July to September 2020)⁵ presenting data relating to 137 potential victims of modern slavery who are homeless or vulnerably housed, spanning 33 Local Authority areas.

- Of the 137 potential victims in the database, 109 are women and 26 are men.

Further analysis of the gender of victims within the database evidences that exploitation type is split along gender lines. Women make up almost all victims of sexual exploitation, domestic servitude and forced marriage, whereas men make up the majority of victims of labour exploitation and forced criminality.

Graph 5: Primary exploitation type



- The three most common nationalities of potential victims in the database are British (33%), Albanian (30%) and Nigerian (14%).

Further analysis of nationality within the database shows that almost all of the potential victims in the database who experienced forced criminality were British; that those in the database from Central and Eastern Europe (within the EEA) were predominantly men who experienced Labour exploitation; and that cases of domestic servitude in the database were predominantly experienced by African and Asian women primarily from Nigeria or the Philippines.

⁵ Taken directly from intelligence report.

- Victims in the database who received support from the National Referral Mechanism (NRM) were often able to access stable housing after this support ended with the help of Project TILLI. However, a significant number found themselves in unsuitable temporary accommodation post-NRM, meaning they are potentially more vulnerable to re-exploitation.
- Most (28 out of 40) of the victims who were identified by homelessness organisations rather than organisations focused on slavery or trafficking did not want to enter the NRM in the first place⁶. These people often continued to live in unsuitable accommodation and/or in accommodation linked to their exploitation, leaving them more vulnerable to continued exploitation.

E) The value of the database

Stakeholders' hopes for the database

The key aim of the database is to improve the national understanding of homelessness and modern slavery affecting women across England, Wales and Northern Ireland. This may also provide new insights to support professionals and organisations in their work.

The Data Analyst collected anonymised information relating to what key stakeholders (both internal and external) hoped to gain from accessing the intelligence reports, prior to the reports being developed and released. This data captured and recorded in a database based on the interactions between the Data Analyst and stakeholders from a range of sectors including: Government, charity, police and academia.

The data collected shows a range of insights that these stakeholders hoped to gain from the national database, including:

- Help to better understand exploitation at a national level
- Allow for useful multiple systems analysis: an established and important approach to cross referencing data in order to quantify hidden populations of modern slavery victims.
- Provide information which would support prevention work relating to both homelessness and modern slavery.
- Provide key data and insights to support for questioning in the House of Lords, to inform and/or influence key decisions and policy developments

Feedback on intelligence reports

Feedback from stakeholders accessing the intelligence report(s) evidences their value. Feedback was collected via a survey, circulated alongside the latest intelligence report (July to September 2020). Further data relating to stakeholders' experiences and perspectives of accessing the intelligence reports will be captured in more detail in the final evaluation report. It was decided that in-depth

⁶ No information was provided regarding why this was the case. The Victims of Modern Slavery – frontline guidance from the Home Office (2016) provides further information around obstacles victims face in coming forward and/or entering the NRM.

interviews with stakeholders in relation to this sub-project would be put on hold until the end of the project (see research limitations).

The four stakeholders responding to the feedback survey shared insights into how they had been able to use and apply the information in the latest report (July-September 2020).

“Included as evidence to Civil Servants working within modern slavery to demonstrate outcomes for survivors of modern slavery. The Home Office continually fails to record outcomes for survivors once they have left NRM support, and often seems unconvinced that housing for survivors is unsuitable. This is powerful evidence to support concerns vocalised by the sector for years, but until now very little evidence has been available.” (Intelligence report feedback survey - respondent from modern slavery and trafficking organisation)

A Project TILI partner also highlighted the value of the intelligence reports for their work.

“We hope to use the data evidence/learning about the links between homelessness and modern slavery to enhance our work relating to migrant homelessness and research including gender specific services.” (Intelligence report feedback survey)

F) Challenges faced

Although it was generally agreed that the finalised database was effective in capturing insights and fit for purpose, the process of creating and using the database was not without challenges.

Delays in the recruitment of a Data Analyst - the lead role responsible for the development and set up of the database - meant that this sub-project took longer to get started than initially planned. Limited progress was able to occur in relation to finalising the data fields and establishing the technicalities of the database until the Data Analyst was in post. This delay in recruitment also meant that Project TILI staff team members involved in sub-project 2 faced time pressure in setting up the database without the time for in-depth scoping and development.

“One challenge has been trying to design the data fields without having a clear idea of what the end-users/stakeholders want exactly. If I had started earlier I might have been able to undertake this before setting up all the database, rather than afterwards, which seems like a better way round.” (Data Analyst interview)

Furthermore, Project TILI staff team members involved in sub-project 2 reflected (in interviews, both April 2020 and October-November 2020) that the lack of clarity around the initial intention and scope of the database in the initial bid led to delays in creating data fields. Furthermore this was exacerbated by changes in staff, which meant those involved in the bid writing process were no longer in post to clarify the vision and intention for the database.

Challenges in clarifying the scope of the national database were also underpinned by a lack of consultation with stakeholders prior to the database set up. Staff members highlighted that a thorough consultation with stakeholders delivered at an earlier stage would have identified what would be most useful to them, allowing the database to be developed in alignment with these requirements.

Limitations of the national database

Important insight can be taken from the Project TILI database, however it is important to highlight the following limitations and gaps in what the data is able to show.

- The Project TILI database does not show a comprehensive national picture of modern slavery, as the data is dependent on - and limited to - the experiences of victims accessing the organisations who have taken part in the Project TILI training and subsequently successfully submitted data.
- Organisations have specific (and varying) criteria for service provision, meaning that any data each organisation is able to share will be limited in line with those criteria. For example, an organisation may require people to be in specific circumstances for them to be part of their caseload.
- The geographical spread of the organisations does not provide equal coverage across Northern Ireland, Wales and England. This is because the process of submitting data into the database was contingent on organisations engaging with the training process. The project's successes in engaging organisations to take part in the Project TILI training and the data collection processes for the national database varied in each area. In Northern Ireland, for example, many organisations had already had access to modern slavery training prior to Project TILI being set up. This could explain why there are fewer trained organisations, and therefore fewer organisations submitting data to the TILI database in Northern Ireland. This could also be associated with varying national responses to Covid-19, as well as varying capacity for partner organisations to support with the promotion of the Project TILI training and national database opportunities.
- The format of the database as a spreadsheet presents barriers and challenges in relation to populating and updating the spreadsheet. Team members involved in the delivery of this sub-project highlighted that using a spreadsheet format in practice created a complicated and time consuming process for organisations submitting data, as well as for the Data Analyst responsible for inputting the data and maintaining the database. While the approach taken allowed for Project TILI partners to effectively manage access in line with data sharing protocols, it was felt that alternative software could have similarly allowed this while also providing more efficient ways to submit and manage data.

G) Barriers and enablers

The following table presents the key barriers and enablers underpinning the successful development and delivery of the national modern slavery database.

Table 2: Barriers and enablers to the national database development and set up

Barriers	Enablers
<p>Covid-19 presented barriers to organisations getting consent from victims to collect their data, and identifying victims where services are being delivered over the phone rather than face-to-face.</p> <p>Lack of clear vision and scope for the database in the initial bid led to delays in agreeing data fields.</p> <p>Changes in staff meant those involved in the bid writing process were no longer in post to clarify the vision and intention for the database.</p> <p>Limited stakeholder input at the start of the project meant that the vision and remit for the national database was not immediately clear. Staff involved in database development did not have clear information regarding what would be most helpful to stakeholders at an early enough stage for this to influence the definition of the data fields.</p> <p>Delayed recruitment of the Data Analyst, responsible for leading on the development and set up of the database, slowed down key processes. Limited progress was able to take place in relation to finalising the data fields and establishing the technicalities of the database until the Data Analyst was in post.</p> <p>Excel format rather than a live database offers a less user-friendly mechanism for submission of data and database management.</p>	<p>Straightforward and clear processes were established for submitting data to be included in the database through specific training around support with the data collection process and submission provided to Data Champions.</p> <p>Partnership working across the Project TILI partners allowed the organisations to come together and pool their expertise to support the development and set up of the database. The combined work of modern slavery subject matter experts alongside data experts was noted as key to successfully establishing the technicalities of the database.</p> <p>Building networks and partnerships with external organisations through the Project TILI training and through efforts to reach diverse organisations allowed for a wide range of organisations to feed into the database. This in turn ensured a more holistic view of the data and a fuller picture of victims’ experiences.</p> <p>Responsive approaches taken by the Data Analyst and the Project TILI team allowed for the database to be updated and improved to provide a more representative reflection of victims’ experiences.</p>

H) Learning and recommendations for development and future working

Based on findings so far, it is recommended that the following actions could be taken to embed learning and enhance future impact:

- Ensure clarity of vision and scope from the outset for future data collection projects of this sort. This may be enabled through earlier stakeholder involvement and timely recruitment of staff to manage this process.
- Review further opportunities for disseminating and capitalising on the intelligence derived through the database. Embedding additional opportunities to share learning would ensure more organisations were aware of the nature of the link between modern slavery and homelessness, and therefore more equipped to adapt their support accordingly.
- Consider collecting data in a different format that allows for easier submission of data, rather than using a spreadsheet, for example something with form submission such as SurveyMonkey.

Sub-project 3: The Project TILI frontline service

A) Overview of frontline service

Project TILI partners BAWSO, Women’s Aid (Northern Ireland) and Hestia each provided a specialist service for female survivors of modern slavery and homelessness as part of Project TILI in Wales, Northern Ireland and England respectively. While there were some differences in the service provided, each service provided wrap-around holistic support for survivors.

Between the start of the project and October 2020, the following key activities have been delivered:

- Frontline service established in each area - Wales, Northern Ireland and England.
- 134 women supported through Project TILI frontline service, providing a range of housing, legal, employment and wellbeing support.
- Project TILI client newsletter setup, involving 10 clients.

The Project TILI support offer

The support offer provided to each individual client was adapted and flexible according to need.

Examples of activities carried out as part of the Project TILI frontline service include support with:

- Securing housing
- Addressing housing issues
- Emotional wellbeing
- Accessing counselling
- Accessing education or training opportunities
- Finances
- Immigration
- Legal support
- Accessing benefits
- Completing forms and paperwork
- Accessing appointments including health appointments
- Issues arising for children
- Access to days out and family activities

As one of the Project TILI staff members said:

“Just providing counselling, childcare and other services that would otherwise be unobtainable for our clients can be transformative.” (Project TILI staff survey)

B) Impact of frontline service provision

Overview

At the time of writing 179 women had made contact with Project TILI and 134 women were supported on caseload. Evidence gathered to date demonstrates that Project TILI has had a positive impact on women's lives in a number of ways including building resilience and independence and improving women's wellbeing.

"Project TILI I believe is very effective in supporting survivors of modern day slavery to recover from trauma, build resilience and become independent. Women are being supported, empowered, have been rehoused in safe accommodation and are receiving the support they need to move forward with their lives." (Caseworker, reflection log)

Qualitative data captured in interviews and reflection logs with frontline Project TILI caseworkers highlighted specific outcomes that had been achieved each quarter. Most frequently, these referenced the service having had a positive impact on:

- Clients' housing situations
- Clients' financial situations
- Clients' access to counselling and emotional support
- Clients' access to education and training opportunities

"Our client base all have access to safe accommodation, this is treated as a priority support need. The majority of our clients are now in long term accommodation, and those in temporary accommodation have clear avenues of support. Caseworkers have built strong networks with local authorities, housing officers, and housing solicitors to ensure the best housing outcomes for our client." (Caseworker, reflection log)

Frontline and management staff, in interviews held in both April-May 2020 and October-November 2020, remarked on the consistently high demand for the support being offered. This was discussed in relation to the notion that this service was 'filling the gaps' of support for this client group.

"I think TILI is a very clever project as TILI project was the answer...I think TILI is the next step and building support around those who are vulnerable and have been abused due to modern slavery." (Caseworker, interview)

The overall value of this project was also frequently discussed across the interviews in relation to the provision of support for victims of modern slavery, post-NRM.

"I think a lot of the service users think that when they get their decision and they get their leave things will get a lot easier when actually things get a lot harder." (Service manager, interview)

"Post CG [Conclusive Grounds] work is very interesting because you come across a new range of systems that are in place that I don't think are really set up to support people. So when you work

within the barriers of the NRM everything is kind of modern slavery focused and everything works towards our clients' needs, when you leave that and you are in this post CG world, the world is now their oyster but that is also terrifying as the world is really really big." (Service manager, interview)

Overall, all of the clients (100%) either agreed or strongly agreed that Project TILI service had made a positive difference to their lives.

"They will always be there for me as I have no one, no brothers or sisters, they have never let me down... It is so important to my life, they play the role of a mother, father, they give me the support I never got from anybody since I was born." (Project TILI client, interview)

"For me, they have supported me with everything, they are really supporting me a lot... In short, I put them as my family, as they are always there for me." (Project TILI client, interview)

Additionally, in feedback from 39 clients (of which 31 had children) about whether they felt that the Project TILI staff service had made a positive difference to their children's lives, 30 of the clients (97% of those that had children) either agreed or strongly agreed that the Project TILI service had made a positive difference to their children's lives.

In interviews with clients, participants frequently said that the support they had received around asylum processes had been particularly significant, and the element of the service that had made the biggest difference to their lives.

"She helped me with my baby, and for moving house, and for going (to) asylum (appointments)... I'll never forget about that. For my life, she is good." (Project TILI client, interview)

Several clients also expressed that the Project TILI service had been a genuine lifeline for them:

"(If it wasn't for the service) maybe I wouldn't be around. I wouldn't." (Project TILI client, interview)

"I don't think I would be here without the project." (Project TILI client, feedback form)

Clients' perspectives of the service

Both in interviews and feedback forms relating to sub-project 3, clients were asked about their perspectives of the service and how the service is being delivered. Clients were extremely positive about the service, and many expressed gratitude for the support that they received:

"It would be hard to move forward every day without support. I am grateful and would tell others to get this support." (Project TILI client, feedback survey)

In the feedback survey clients were asked to rate the service out of 10 (with 0 being extremely negative and 10 being extremely positive). The average number given by the 39 clients was 9.6 out of 10.

All clients taking part in interviews relating to this sub-project (n=8) and all (100%) of clients responding to the Project TILI service feedback form (n=39) indicated that they were happy with the support that they had received, and that they would recommend the service to women who have had similar experiences to them:

"I am always down, I'm really very down, and I'm getting down. I feel like the world is on top of my head. I feel, I wish for the women who have been through a lot like me, that they can wish they could have access to this service. That would be... definitely 100% I would [recommend the service]" (Project TILI client, interview)

A number of clients taking part in interviews indicated that they had already recommended the service to other women.

Through the interviews, clients were asked whether there was anything that they would like to see being done differently, or anything that could be improved about the services. Clients were overwhelmingly satisfied with the support that they had received and gave only a small number of recommendations for developing the service:

- Additional emotional support for processing the second Covid-19 lockdown
- Further funding for clothing
- Continued support with housing
- Continued support in general

C) Support for clients around specific outcomes areas

Increasing independence

A specific objective of Project TILI was for the wrap-around service model to increase clients' independence. This is core to Project TILI and its primary focus on post-NRM support - as a segue between the support provided through the NRM process and client's independent integration into society.

"People move from being an asylum seeker to a refugee, then they are entitled to all their benefits but they are still not ready yet. They need someone to guide them through for a few months until they are fully independent and confident that they can be no less than anyone else. Despite what they have

been through, they have the opportunity to show that they can do it for themselves.” (Caseworker, interview)

The evidence shows that many women’s independence has been strengthened as a result of Project TILI. Through the service Project TILI staff members sought to provide clients with the skills and tools to navigate services, systems and society more generally - skills and tools that would allow them to be independent:

“She is smiling and laughing, she started to laugh. Then when she said she started to cook for herself... in the past she didn’t want to cook, she didn’t know how and wasn’t interested. She has been more responsible, starting to get this sense of being more responsible for herself.” (Project TILI counsellor, interview)

“I am supporting a client to communicate via email with the Council regarding her Council Tax reductions without always asking me for help. At the beginning I helped her to write the emails, now she is becoming more confident and she is writing the emails alone and she then asks me to follow up.” (Caseworker, reflection log)

“The TILI project has given me the confidence to get an education to create a better future for myself.” (Project TILI client, feedback form)

This approach was also noted and appreciated by TILI clients:

“Sometimes I ask [support worker], I have this problem. She says, here’s the link, can you try to do it by yourself first and if you have any problems, then I’ll help you. So, I’m trying to solve my problems a little bit by myself first. She gives me a way to start to solve my problems, any problem.” (Project TILI client, interview)

Another way in which the Project TILI service enables independence for clients is through providing access to education and training support, and related opportunities. The reflection logs provided by caseworkers list numerous examples of such opportunities being successfully taken up by clients, including:

- A client with a learning disability being supported into employment
- A client supported to start working in a nursery
- A client supported to join a beauty course, also assisted by an organisation called Beam
- A client who has a biology degree supported to move towards professional registration, also assisted by the Refugee Assessment and Guidance Unit
- Numerous clients supported to access group work and activities

Feedback from 39 clients about whether they felt that receiving support from Project TILI had increased their independence found 95% of the clients either agreed or strongly agreed that receiving support from the Project TILI service had increased their independence, whereas the remaining 5% either disagreed or neither agreed or disagreed.

Clients also described feelings of liberation and fearlessness, which they attributed to the Project TILI service:

"My life is settled and I live a fear free life because of the support from the service. I know what to do if I have any problem." (Project TILI client, feedback survey)

"My freedom. They helped me achieve my freedom. They helped me with a place to lay my head, and with my freedom." (Project TILI client, interview)

The following case study is an example of the way in which Project TILI has contributed towards increased independence of clients supported. Please note that case study subjects have been given false names in this report to protect their anonymity.

Case Study 1 - Rita

Rita was trafficked from Albania to Italy where her boyfriend sold her to a brothel. After escaping her exploiters and being threatened by her family, Rita smuggled herself to the UK where she claimed asylum. She received a positive conclusive grounds decision on appeal and was granted humanitarian protection but was pregnant and homeless.

Rita was referred to Project TILI via the Croydon Modern Slavery Project, and prior to that was supported in Hestia's Modern Slavery Response Team. She was diagnosed with Post Traumatic Stress Disorder, anxiety and depression. At first Rita was frightened to leave her house, terrified to take her son out in the community, and could only communicate via an interpreter. She would cry throughout key-working sessions, reliving her past and fearing for her future.

Rita's Project TILI caseworker supported her to access a bank account and Universal Credit and taught her to use a cash machine. She completed a course of trauma related therapy and has been prescribed antidepressant medication.

Rita is now studying full time at her local college and her son is attending nursery five times a week with full funding from Rita's college. Since starting college, Rita's confidence has increased significantly and she has built a network of friendships in her local community. Rita's Project TILI caseworker provides regular emotional support and initially attended meetings with Rita and other professionals, but now Rita feels confident to attend meetings alone.

Rita has built a community for herself, she is busy throughout the week and able to advocate for her own rights in English. She has tangible goals for her future, and the independent knowledge of how to achieve them.

Building resilience

Another key focus of the TILI service is supporting clients to build resilience. It is of note that the activities explored above in relation to building independence also build resilience - for example, providing clients with the skills to problem solve and be better equipped to manage issues arising. As caseworkers described:

"We support clients to build their 'problem-solving toolbox': rather than solving their problems for them we give them the language to solve their own (for example I ask questions like 'What would you do?' 'How can we break this big problem into little pieces?'" (Caseworker, reflection log)

"The aim and intention of each class/course is to build resilience through enhanced sense of belonging, community and togetherness. Many of the women are very isolated and I believe these opportunities will provide ideal conditions not just for learning English and building confidence, but also for promoting contact and cultural exchange with the wider community and thus develop resilience." (Caseworker, reflection log)

"The key element is to guide them. Guiding the women. Empowering the women. Because once you guide and empower them, they are able to fend for themselves, and they are able to be open about any challenges or issues they may face." (Caseworker, interview)

Clients also felt that the service had enabled them to feel better at dealing with challenges. Feedback from 39 clients about whether they agreed that having been supported by the Project TILI service they felt better able to deal with challenges found overall 95% of the clients agreed or strongly agreed. The remaining 5% were not sure.

Also key to building resilience is enabling clients to build support networks and connections within the community. Examples of key Project TILI service activities that focused on this have included:

- Providing clients with opportunities to connect with each other
- Supporting clients to access language classes
- Linking clients in with different groups in the community
- Providing volunteer befrienders
- Supporting clients around relationships with children/family/friends

A number of staff remarked upon the importance of reducing isolation for their clients. Some clients had no friends or family in the UK and no established support networks. A key to building resilience was supporting clients through creating links with the community and building networks:

“That sense of independence grows as we help facilitate them accessing language courses, helping them engage in community networks... quite a few of them have young children, so linking women with mums and toddlers programmes. That should help them to be able to start to build their own sense of community and belonging.” (Caseworker, reflection log)

“Women are very keen to be doing things with each other. That’s the one thing we’ve found through TILI, women want to be part of something, part of a community, part of a group - and they love the idea of getting together. That’s local women and women who are foreign nationals as well.” (Service manager, interview)

“So some of our volunteers will show our clients you know how to take the bus or they’ll go for coffee or go to the cinema and out and about - just about building that longer term trust and building and nurturing relationships” (Caseworker, interview)

Feedback provided by clients who had received this kind of support demonstrates the difference it has made for them:

- 85% (n=33) agreed or strongly agreed that the Project TILI service has helped them to build positive relationships with other people
- 90% (n=35) agreed or strongly agreed that the Project TILI service has supported them to build stronger support networks

Clients also described how ongoing support gave them hope and provided them with the strength, tools and energy to keep going:

“When you have had a difficult life, and if you don’t have the support, the world is meaningless - nothing means anything to you. You just need that (help) to give you strength, to push you, and that is what (TILI) is doing with us – and empowering us, to live life again!” (Project TILI client, interview)

“I have so many challenges which can be overwhelming, but the project gives me strength to keep fighting and I am really really pleased that my old caseworker referred me to this project. I wish other women could have this, because we are vulnerable. It gives us hope for things to change.” (Project TILI client, feedback form)

Clients’ resilience through challenging times was also acknowledged by Project TILI staff:

“It has been wonderful to journey with the women and despite ups and downs see them courageously embrace where they are at right now with the hope of a better tomorrow. Their lights are still shining, they inspire me with their stories and ability to get up and keep going every day.” (Caseworker, interview)

Project TILI also supported clients to understand and identify exploitation and exploitative behaviour in others, thus potentially protecting them from future exploitation and further building their resilience:

“I came across someone who was supposedly supporting someone in Swansea, they were using the woman as a servant basically, cleaning, cooking, picking the children up from school. They were saying they were helping them but they were actually exploiting them. With our support you give them support, and then also awareness. Because a lot of people don't even know they are being exploited. And the language that professionals use is being trafficked or exploited, and not a lot of victims understand that language or terminology, you have to break it down”. (Caseworker, interview)

The following case study is an example of the way in which Project TILI has contributed towards increased resilience of clients supported:

Case Study 2 - Yoruba

Yoruba escaped a forced marriage in Nigeria but was trafficked and sexually exploited on her journey to the UK. She has three children.

Yoruba was recently granted refugee status and leave to remain in the UK however she appealed against the limiting terms of the Home Office decision as she was concerned that she could not apply for the benefits she needed. This situation has had a negative impact on Yoruba’s mental and emotional health as she has been waiting for a long time for this decision to be made.

Yoruba referred herself to BAWSO and she has been supported by Project TILI since then. She was given help to appoint a solicitor and referred for counselling and group therapy to help with severe mental health issues. She was also given a one-off grant by Embrace, and helped to get clothes and essential items for her children. Yoruba is taking an English course and has access to childcare.

Yoruba is now better able to cope with the frustration and disappointment relating to her experience of claiming asylum in the UK. She has worked hard to cooperate with all involved parties and has never given up. Although Yoruba has been suffering from her past traumatic experience with trafficking, she did not let that stop her from looking after her children and finding support around her to get justice.

Improving wellbeing

Project TILI provides direct emotional support for clients via caseworkers, as well as taking steps to support clients into counselling (funded through Project TILI) and other mental health support services. Table 3 details the number of clients that accessed counselling through Project TILI each quarter so far.

Table 3: Access to counselling

Quarter	Number of new Clients accessing counselling each quarter	Cumulative total number of Clients accessing counselling
Q2 (Aug-Sep 2019)	6	6
Q3 (Oct-Dec 2019)	5	11
Q4 (Jan-Mar 2020)	22	33
Q5 (Apr-Jun 2020)	12	45
Q6 (Jul-Sep 2020)	12	57

Clients discussed how access to counselling had been particularly valuable for them.

“Before I had different counselling, it was NHS, but it was not enough, things kept coming at night. When I got to Phoenix Project they found out I need more counselling, they were all so worried about me. The woman is so amazing, very good. Now I see her, and everything is going away.” (Project TILI client, interview)

“The service has given me the foundation of my life. I enjoy my health and wellbeing classes and also got my confidence back after receiving counselling service. I feel very safe and valued.” (Project TILI client, feedback survey)

“I will recommend (Project TILI service) because I feel motivated and had helped me to cope with fears and panic attacks.” (Project TILI client, feedback survey)

Clients also reflected on how being supported by Project TILI had improved their mental health and wellbeing.

“I wouldn’t be here, I wouldn’t be here. But every time I have suicidal thoughts, but when I think of them – I say no” (Project TILI client, interview)

“They bring me things and they talking to me not to be in fear or not to feel stressed or anything, whatever there is a stress, they will come and talk to me. Anything I needed from her, I would just text her and even if it’s midnight she would talk to me, talk to me nicely to calm down.” (Project TILI client, interview)

Staff team members also described the positive mental health impacts of the support offered, especially the ability to provide access to counselling.

“We have been really fortunate that we have been able to provide in-house counselling to the women...because of the trauma that many of these women have been through, it's really vital that they have someone to talk to in this capacity.” (Caseworker, interview)

“A lot of the women have children and they are using the counselling to prepare them as mothers, some of the difficult questions they are going to have to face with the children so particularly around the fact a lot of the children were born from sexual exploitation...We always focus on the trauma of things that happened to them, but it's actually the trauma of questions they need to answer with their children” (Service Manager, interview)

The success of the wellbeing support provided was frequently discussed by staff in relation to the tailored support offered. Clients could access different therapeutic options, for example:

- A number of clients were offered family therapy to support them with their children's needs and relationships.
- Clients were offered a variety of forms of therapy including art, dance and movement therapy.
- Where possible, clients were offered counselling in their first language.

“Another client of mine, she has been supported to access family therapy. She has three daughters and the issue was that three years ago she was taken into custody for a mistake...Since then her and the daughters have been attending family therapy which has really helped. Usually it is really hard to access family therapy through the NHS because it's something so specific, so I'm glad that we got this funding” (Caseworker, interview)

“(she) is doing trauma focused therapy with a Romanian speaking therapist. That's amazing as before she was referred to IAPT (Increasing Access to Psychological Therapists) but that didn't work as an English speaking therapist with an interpreter is really difficult, you can't create the same relationship...This is really amazing as I can see the changes in everyday life. She was really struggling before to regulate herself, she was someone who got angry really quickly, that's her trauma response, she grew up in the streets and that's what she needed to do before to survive. Now she is a lot more calm.” (Caseworker, interview)

The Project TILI service measured change in each client's wellbeing using the Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) and Outcomes Star wellbeing measures at regular (every six weeks) intervals. See Appendix 1 for further information regarding the WEMWBS and Outcome Star wellbeing measures.

Analysis of clients' Outcomes Star scores shows a general trend of notable positive improvement for clients when comparing overall improvement in score whilst supported:

- For those being support at a pre-NRM stage, the service enabled an average improvement in Outcomes Star of 12. This indicates a trend of clients' successfully making significant improvement to make positive change in their lives.
- For those supported at a post-NRM stage the improvement was similarly high, at 13.2.

Analysis of WEMWEBS data shows a general trend of positive improvement in wellbeing for clients when comparing overall improvement on score whilst supported:

- For those being support at a pre-NRM stage, the service enabled an average improvement in WEMWBS of 4.2. This indicates a trend of clients' successfully making significant improvement to make positive change in their lives.
- For those supported at a post-NRM stage the improvement was higher, at 7.

Further wellbeing-related data was collected via client feedback forms. Feedback from 39 clients about whether they feel positive about the future found overall 90% of the clients either agreed or strongly agreed that they feel positive about the future, whereas the remaining 10% neither agreed nor disagreed.

The following case study is an example of the way in which Project TILI has contributed towards the wellbeing of women supported.

Case Study 3 - Renata

Renata escaped from trafficking in Ethiopia and Sudan and was in Moria Camp for some months where she was raped and sexually exploited. She escaped from the refugee camp and got help to come to the UK with her child. After speaking to the Police and Immigration Renata was referred into Project TILI by her Trafficking Support Worker. In late August 2020 Renata received refugee status and leave to remain in the UK.

Upon initial contact with Project TILI Renata was struggling with her mental health. She had trouble sleeping, bad headaches, nightmares, anxiety and grave concerns over her own wellbeing and that of her son. Renata's Support Worker helped her access mental and physical health care from her GP and she was referred into Project TILI counselling. She scored low on both the Outcomes Star and WEMWBS and had very low confidence and self-esteem.

Over time Renata received a positive decision on her asylum and she spoke of seeing a light at the end of a very dark period of her life. She is already starting to recover from her trauma, becoming more resilient and growing in independence. Renata's Outcomes Star and WEMWBS scores have improved particularly around positivity and clarity in her thinking. She has taken English lessons and opened a bank account and is being supported to find a suitable church and make new friends. Renata is excited about the prospect of moving forward with her life and creating a new home for her and her son.

Housing

At the time of reporting, the Project TILI service has supported 73 clients into accommodation identified as 'safe'.

Safe but temporary accommodation accessed by clients within the NRM was most often National Asylum Support Service (NASS) (n=16) and refuge/safe houses (n=10). Post-NRM, safe but temporary accommodation was most often Council-funded temporary accommodation (n=37), National Asylum Support Service (n=21) or a Bed and Breakfast / hotel (n=11).

Access to housing was a key objective of this project, underpinning all of the Project TILI activities to ensure women's safety and break the link between modern slavery and homelessness.

"We are just very excited about being able to support the women especially through the pathways to secure housing and just seeing the difference that makes to the women knowing she is safe and supported...and to notice the difference in the women that I am working with and their wellbeing, how it so positively impacted on their mental health." (Service manager, interview)

The provision of housing was discussed by a number of staff across the interviews. The impact of providing housing was often discussed both in relation to finding suitable housing for clients, but also upskilling them so that they can stay in this accommodation. This was linked to supporting clients to become independent.

"I actually had to go out and meet a client yesterday because a lady just moved into new accommodation, she had been trafficked and given leave to remain. Due to her language barriers, well she'd been receiving a lot of letters which is obviously the case when you move to a new place, things like utilities bills, making sure she relieves the right rent money. She was very confused and stressed out." (Caseworker, interview)

"I have one lady, she was in supported accommodation, for some reason she was evicted from this property so she was at risk to become homeless again. I had to go to the council after that and show how she was at risk...most of them don't really understand what is going on, most of them are scared they will be homeless again." (Caseworker, interview)

The following case study demonstrates the importance of housing for enabling women to develop their independence, resilience and wellbeing.

Case Study 4 - Oluchi

At the age of ten Oluchi was forced to become a housemaid where she was treated like a slave and sexually abused. The family trafficked her to the UK where the abuse continued until she managed to escape. Oluchi received a positive conclusive grounds decision in October 2019 and she received refugee status in February 2020. She was referred to Project TILI from Hestia's Modern Slavery Response Team.

Oluchi was living in National Asylum Support Service (NASS) accommodation. Because of Covid-19 the Home Office did not evict her but she was asked to leave and the Local Authority lost her open housing application. Oluchi was diagnosed with depression and PTSD, and in NASS accommodation she was sharing a room with another woman which was very difficult as she regularly experiences nightmares. Oluchi also suffers from severe arthritis and her accommodation was not accessible - she sometimes had to sleep on the sofa in the shared kitchen because she was unable to climb the stairs to the bedroom.

The Project TILI caseworker supported Oluchi to instruct a housing solicitor and to present a homelessness application. Oluchi is now living in a studio flat and for the first time in her life she does not have to share her accommodation with someone else. She says that her mental health has really improved since moving to the new accommodation. Oluchi was worried because she never went to school, doesn't know how to use a computer, and never had a job before. However now Oluchi is volunteering in a charity shop and is studying English at her local college.

D) Approach Taken

Staff and clients were asked to reflect on the key elements of the Project TILI support offered and approach taken. In response to the question 'How effective is the model for meeting the needs of service users?' in the staff reflection log (August 2020), 100% of respondents agreed that the model was effective or very effective.

Some clients who had previously accessed support elsewhere described ways in which the Project TILI project approached things differently.

"I had support before, but it wasn't like this one. (Project TILI client, interview)"

In interviews, staff and clients were asked to elaborate on which elements of the support approach/model they felt were effective in meeting the needs of clients. Some elements of the approach taken by staff were considered particularly effective. These are briefly explored below in turn.

A number of staff discussed the importance of a **wrap around and holistic approach**. This was explored in relation to supporting clients to navigate complicated administrative systems and help them with a number of different issues at once. This allowed staff to support clients through their journeys.

“The priority when people enter our service is accessing housing and accessing finance and that tends to be quite often of an emergency nature. Also, we have immigration matters as well, that’s the first kind of big scope when people come into the project. After that it’s a lot of focus on supporting people into education, into employment” (Service Manager, interview)

“There is so much to offer people, even things like topping up Oyster cards, Christmas gifts for parents and children, hosting events and stuff like that. I think it just, everyone is always grateful for what they receive. I think those little touches make people feel they are working with a charity that genuinely care.” (Caseworker, interview)

Staff discussed the value of combining different elements of support, both practical and emotional, and how these elements needed to be provided in tandem.

“I think that emotional journey has to go hand in hand with the practical one. I think when you have dealt with that emotional stuff, that enables our service users to be able to deal with the practical stuff, housing, benefits... but if mum feels good emotionally, you are better able to deal with the other stuff if you feel like you have someone supporting you through it.” (Caseworker, interview)

“The counselling is there but there are also external circumstances, the financial situation, accommodation. With counselling you can support them to face this. It’s not all the time the trauma, they need basic things, sometimes you need to support them to face the lack of basic things. (Project TILI counsellor, interview)

This holistic approach demands good multi-agency working and building partnerships with other agencies, something highlighted by staff across the three sites.

“A lot of the work we do depends on good multi-agency work. In order to provide the best wrap around and holistic model for the women partnership working really enhances the outcomes. It’s been really important, especially in these uncertain times to work with our local housing executive, police, other homelessness charities, liaising with legal teams, public prosecution service and criminal justice teams” (Caseworker, interview)

Clients also valued the holistic approach to support:

“They help me with everything about my life, they never turn me down, they are always there for me. Even if I’m happy, not happy, they are always there...They are doing everything right, they are doing everything perfectly.” (Project TILI client, interview)

"I'm happy as if I have something I can text them or WhatsApp them and they give me solutions straight away - it's not necessary to wait for a week to discuss something that I have. They give me straight away solutions. They are in contact with me all the time. If they don't hear from me they will text me every week." (Project TILI client, interview)

"(My caseworker) said don't worry I will help you. She helped me with the solicitor. Later she applied for money for my kids for winter clothes. She calls me every week asking me what's going on, she has supported me with different things." (Project TILI client, interview)

"They are always there for me. I cannot read or write, if I have a letter, my caseworker will come down, open it, we will go through it together." (Project TILI client, interview)

The following case study demonstrates the value of this unique approach.

Case Study 5 - Parveen

Parveen arrived in the UK from Pakistan on a spousal visa to find that her husband was living with another woman and their four children. Parveen was treated like a maid, verbally and physically abused, controlled and isolated, and pornographic images of her were sent back to her family. Parveen also suspected that the other woman was putting sleeping pills in her food.

For some time Parveen was unable to leave or find support. She told Project TILI "my friend phoned a lot of organisations but they said they could not take me because I didn't have papers for this country unless I stayed with my husband."

Project TILI assessed Parveen to be a potential victim of domestic servitude under the Modern Slavery Act and also a victim of possible honour-based violence and domestic abuse. She was accommodated by BAWSO and referred to the police, and the TILI support worker provided practical assistance such as managing money and accompanied her to the police station to provide her with emotional support when she was being interviewed.

Parveen has taken English classes and has been granted indefinite leave to remain in the UK. She applied for social housing and Universal Credit, and she is now happily living in the community and managing her own finances.

Another key element of the approach taken, as discussed by the staff, was the **flexible** approach taken. This was discussed in relation to the 'organic' nature of the support model, and how staff were able to adapt to challenges relating to Covid-19.

"I think the uniqueness of TILI is that we don't really have a model to look to as it's organic, so we are kind of feeling our way in all of this." (Caseworker, interview)

“In general we are all really flexible and how our jobs work means you have to be flexible to do this work. In other projects maybe clients have to come to you and they have to ask you things, but here we anticipate what problems may come and it makes things easier for women I think.” (Caseworker, interview)

Staff reflected on the ability to create a package of support tailored to the particular needs of each client.

“Other benefits are our programmes are tailored uniquely to each woman to help her build her resilience and independence and to help her recover from trauma.” (Caseworker, interview)

Both staff and clients discussed **building trusting relationships** as a result of this tailored, person-centred approach.

“It's about trust, you need to build a trusting relationship otherwise the therapy won't work without a good relationship. It's not easy to build a trusting relationship over the phone... For her, I think she trusted me because I speak the same language.” (Project TILI counsellor, interview)

In the client feedback:

- 100% of responding clients (n=39) either agreed or strongly agreed that they could trust Project TILI staff.
- 97% of responding clients (n=39) either agreed or strongly agreed, and none disagreed, that they felt valued as a person by the people who work at the Project TILI service.
- 100% of responding clients (n=39) either agreed or strongly agreed that Project TILI staff have been respectful of their identity.

The above made a huge difference to the clients' feelings of self-worth:

“I can't even put it in words, because it means a lot to me. It means, I feel like I'm human for the first time.” (Project TILI client, interview)

Building trusting relationships is central to a **trauma informed approach** to working, an approach a number of staff discussed as central to their working styles. As one staff member explored in the reflection logs:

“The service offers trauma-informed support which incorporates core principles of safety, trust, collaboration, choice, and empowerment. For example, I am currently supporting a client who has a lot of past trauma as a victim of sex work and refused to attend counselling because retelling her story has been very traumatic for her. This is a protected mechanism to deal with life and move on and I respect her choice. I advised her that in the future when she will be ready we can explore more options for the recovery, in the meantime we are building trust.” (Caseworker, reflection log)

The following case study demonstrates the value of a trust-based trauma-informed approach for a Project TILI client.

Case Study 6 - Chen

Chen arrived in the UK with a tourist visa, but lost all of her documents and money. She got a job as a cleaner to earn money to return home but was deceived and forced into prostitution against her will. Chen managed to escape the exploiters and she reported everything to the police. Chen received a positive conclusive grounds decision, however her asylum claim was refused.

Chen was referred to Project TILI in April 2020 and was supported by Hestia’s Modern Slavery Response Team. When Chen joined Project TILI she was extremely upset because the police case against her exploiters had been closed due to insufficient evidence. Her Project TILI caseworker supported her to access legal advice and to find a criminal solicitor and to pursue a Criminal Injuries Compensation Award.

Chen has been diagnosed with severe depression and anxiety and presents with PTSD symptoms. When Chen was referred to Project TILI she was extremely introverted and fearful to ask for support. Her caseworker supported her to build trust and to make her feel emotionally safe. She now feels confident enough to call her caseworker when she needs help and she feels in control of making her own choices. Chen still requires a lot of support in order to be independent but she has positive plans to start English to Speakers of Other Languages (ESOL) classes and meet with a befriending volunteer.

Finally, staff reflected on the importance of being able to offer support to clients **long-term**. This was often discussed in contrast to other available forms of time-limited support.

“Project TILI project gives women time to reflect and time to think about what they want. It’s a very relaxed pace where women can explore their needs without thinking they might be put out. They just feel safer. It’s almost like a new beginning and for those women you can see that relief.” (Caseworker, interview)

E) Challenges faced

Frontline staff discussed a number of challenges faced throughout the project delivery, during interviews held at the start (April-May 2020) of Covid-19 restrictions, and at a later point (October-November 2020).

In the earlier interviews, staff across all three sites mentioned the challenge of language barriers with their clients. In Northern Ireland, this was especially difficult where finding translators was limited as diasporic communities in Belfast are small, and staff needed to ensure confidentiality. These language barriers were considered a challenge in relation to delays created by needing translators.

"I think the challenge is the language. I have to say that's a two-way path." (Service manager, interview)

"The one thing with Northern Ireland is that it's really small so communities are small so we have to be careful that a woman is not known as we don't want people to talk in her community and we want to protect her confidentiality." (Caseworker, interview)

Staff members pointed out that this was difficult in light of Covid-19 restrictions. For a number of clients, speaking over the phone without the ability to lip read made language barriers more substantial.

"They say, I can't do it on the phone - they might not be able to understand what is being said. They are concentrating more on what is being said than the content. Its language barriers but I think it's not just the language barrier, it's that impersonal thing about it, it's easier to express your feelings to someone who is looking at you." (Caseworker, interview)

Another key challenge identified by staff across all three sites were barriers faced when working with external agencies, for example housing providers and the Home Office. This was primarily discussed in relation to finding appropriate and available housing for clients.

"A lot of the issues are around housing...they say they don't have a duty and job you off...Housing has just not been forthcoming in their support at all. I could go on forever and ever about it." (Caseworker, interview)

"So a client I have now, they have not really taken on board the fact she has a substance and alcohol misuse problem. These issues are very real to her, but the place where she has been housed, the residents there are using and she finds that a challenge. She mentioned at one point when she was on a low that she feels like she has been set up to fail." (Caseworker, interview)

"Project TILI is about housing and making sure people are safe and moving people around and some of

the houses are very bad in mass accommodation once people, well most of our clients are asylum seekers...many of the places i have been to are not suitable, not healthy, not safe.” (Caseworker, interview)

Challenges were also discussed in relation to getting asylum applications processed and accepted.

“I think a lot of the ladies, a lot of the stresses they face is that they have their positive conclusive grounds decision from the home office...They say we believe you are a victim but it doesn't mean you can be in the UK. So then we wait months and months for their asylum decision, which often comes back as negative, and then we have to go through the asylum appeal.” (Service manager, interview)

Staff discussed how the challenges faced when working with external agencies were exacerbated in light of Covid-19 and the additional waiting time many clients faced as a result. Furthermore, the inability to access and speak to professionals face-to-face was identified as a barrier where clients did not feel confident enough to arrange meetings remotely.

“So many of the services here have withdrawn face to face contact. It's really really hard for foreign nationals to be able to have the confidence to do everything over the telephone” (Caseworker, interview)

“They now have to go online, book appointments online, order prescriptions online. They can't just go to the doctor and the doctor then make appointments for them.” (Caseworker, interview)

Covid-19 limited the ability for caseworkers to provide support face-to-face⁷ and link clients into services. Meanwhile, staff discussed how the restrictions on movement and activity had created additional stress, anxiety and isolation for the clients that they were supporting.

“Especially for victims of trafficking, building trust with someone is so complicated. That's the difficult thing about Covid is so many clients were at a point before where they were becoming more independent, making decisions about their lives and then this situation I think threw everything up in the air and made people take a step back in what they felt they were able to do” (Caseworker, interview)

Staff discussed how Covid-19 had created a set-back in a number of client's journeys, causing a decline in their mental wellbeing and limiting their access to services.

“Most of my clients really struggled during this time for different reasons. Some of them complained

⁷ The provision of support during Covid-19 differed across the three sites. Although primarily shifting to remote support, caseworkers did at times meet clients face-to-face.

that food vouchers that the school was meant to send them did not arrive on time, some of them did not have computers/tablets/smart phones to support their kids with homework, others were used to attending toddler groups at the local library and found themselves isolated. In general lots of the women I work with have been experiencing anxiety since the lockdown.” (Caseworker, interview)

“Women were already very isolated and this has highlighted their needs for community. This has impacted several women who have struggled with poor mental health and have needed additional support both from the Project TILI support worker and referrals to mental health practitioners” (Caseworker, interview)

A number of support options for clients were limited due to Covid-19 restrictions, especially those such as education or employment opportunities. This, staff mentioned, limited their ability to support clients with longer term goals.

“Many services have still not resumed normal service so isolation continues to impact women. Previously English language courses, social services and women’s centres to name a few, offered opportunities for women to expand their support networks. This has been difficult.” (Caseworker, interview)

Other challenges and barriers mentioned across interviews held with frontline and management staff included:

- Clients moving to different areas (for various reasons including to be closer to social networks or for a ‘new start’), limiting housing and support options available to them.
- Navigating complicated systems such as the asylum and housing systems with little understanding of the needs and experiences of this client group.
- One staff member mentioned the difficulty of working with clients who were living with or still in contact with perpetrators, and clients unwilling or unable to acknowledge their own needs.
- Limits to the financial support available for clients created barriers where they were facing destitution. A number of staff across the different sites mentioned that they would have liked a pocket of funding for small donations to support clients with food, clothing and essentials where they were otherwise unable to access donations.
- An inability to undertake site visits across the three Project TILI frontline delivery services. A number of caseworkers shared that they had not been part of any broader Project TILI partnership work or knowledge exchange with other caseworkers across the three sites. They reflected that they might have benefitted were this an option.
- Two staff team members discussed that the reporting and administration expectations for this project were burdensome. They felt that a more streamlined process would free up time to offer more support to clients.
- High staff turnover creating interim periods of higher caseloads for remaining staff. Feedback collected from 39 clients shows that only 36% (n=14) of the clients had accessed the same caseworker for the whole time that they had been with Project TILI. In interview,

one client reflected on the difficulty of changing caseworkers. This client discussed the challenge of establishing a new relationship with a different caseworker and the sadness of losing a caseworker with whom she had built a trusting and supportive bond.

Some of these challenges are captured in quotes from interviews below:

"We don't have a magic wand that gets people beds, fridges, carpets. There have been several conversations where my caseworkers say can we get them some basics?" (Service manager, interview)

"If they don't have recourse to public funds, they cannot have a safe place to live, so they are homeless regardless because they have no recourse. The risk of being trafficked is there, falling into the wrong hands. At the policy level this needs to be looked at, and it's not." (Service manager, interview)

"I think the main challenge for service users is navigating all the crazy systems we have, the benefits system, the housing system. Sometimes it's a minefield for us as well." (Caseworker, interview)

"Sometimes if people are being abused through a trafficker but they don't see it, if it was a boyfriend or partner or emotionally manipulated them as well...Unfortunately despite all professionals talking to her about trafficking and sexual abuse, she's denied it." (Caseworker, interview)

Despite these challenges, management staff across the interviews highlighted the flexibility and resilience of the frontline team. Service managers across the three sites noted the adaptability of frontline staff to remote working, and how over time the services had begun to build in new forms of support whilst unable to support their clients face-to-face. Examples of this included:

- Staff in all three sites adapting to remote delivery through contacting and support client's over the phone or via internet video calling.
- Staff adapting creative projects to virtual activities. One staff member had sent clients gardening tools and seeds in the post, another had sent mindfulness colouring books.
- Arranging and offering online counselling to interested clients where possible.

"We have adapted quickly to remote working, and starting to meet clients face to face ensuring we are doing this in the safest way possible - with access to PPE, but it has been challenging in terms of meeting clients in public spaces when so many cafes are still closed. We have been creative." (Service manager, interview)

"Covid-19 has brought a great deal of fear and anxiety however being able to provide extra support in this unprecedented time has enabled women to navigate through this time has helped ease anxiety for themselves and their children whilst mitigating the risk of further exploitation through destitution and homelessness." (Caseworker, interview)

F) Barriers and enablers

Table 4 presents the key barriers and enablers underpinning the successful development and delivery of the Project TILI frontline service.

Table 4: Barriers and enablers to providing effective modern slavery and homelessness service

Barriers	Enablers
<p><u>Language barriers</u> and difficulty finding translators can make effective communication challenging</p> <p><u>Lack of access to small funding allocations</u> for clients facing destitution can make providing immediate relief difficult where clients would benefit from a small sum to assist with basic needs (e.g. food, clothing).</p> <p><u>Project TILI cannot always influence external decisions</u> around difficult financial and legal situations faced by clients. For example, decisions made by the Home Office regarding asylum applications and decisions made by housing providers regarding the ‘need’ or ‘priority’ of the client.</p> <p><u>Lack of appropriate housing availability</u> limits options available to the clients</p> <p><u>Covid-19</u> limited the ability to support clients around long term goals as immediate needs became the priority</p>	<p><u>Wrap around person-centred model of working</u> has worked particularly well as it is holistic and empowering for clients and is based around building relationships and trust</p> <p><u>Long term approach</u> taken allowing individuals support beyond crisis moments and time to build trusting relationships with staff.</p> <p><u>An organic approach taken</u> which has been flexible to addressing individual needs</p> <p><u>Multi-agency collaboration</u> has worked well to meet individual needs</p>

G) Learning and recommendations for development and future working

Based on findings so far, it is recommended that the following actions could be taken to embed learning and enhance future impact:

- Review staff team’s reporting and administration expectations to consider opportunities for streamlining and freeing up time

- Embed opportunities and spaces for frontline teams to connect, share learning and trouble shoot on a regular basis
- Identify funding streams to allow small pockets of resource to be allocated to clients facing destitution where immediate financial support is required

Sub-project 4: The Project TILI housing pilot

A) Development and delivery of the housing pilot model

Overview of housing pilot development

Sub-project 4 was developed to enable a small number of eligible survivors of modern slavery to access a supported housing model.

This sub-project was led by SharedLives Plus, with input from the other project partners, to offer hosted accommodation to a number of survivors being supported through the Project TILI frontline service in London. This would provide an opportunity to develop and test a new model of safe housing for women who are homeless after surviving modern slavery.

The intention for the project was to set up an alternative housing support option for this client group to what was already available. This was considered a rare opportunity to develop a new and innovative approach to support victims of modern slavery and homelessness.

“We know there is a lack of suitable housing and that people are often having to live in accommodation where men are as well and where people don't necessarily understand their needs, where other people are dealing with trauma. I think a lot of statutory housing provides the kind of brick wall and lock on the door but not what makes the home....this is accommodation that comes with social conscience and responsibility.” (Project partner interview)

Due to a number of challenges faced, this sub-project was first adapted from the planned SharedLives model to a second KeyShare model but was ultimately unable to go ahead. SharedLives Plus, the partner organisation leading this sub-project, left the TILI partnership in December 2020.

Despite these challenges, new learning has been acquired and a number of alternative outcomes actualised. As one project partner explained:

“It's been, well lots and lots of changes, a lot of movement too which is great.” (Project partner interview)

Between the start of the project and October 2020, the following key activities were delivered:

- Scoping and development work for model of hosted accommodation support for women facing modern slavery and homeless (KeyShare) delivered
- Guidance resource published to support hosted accommodation schemes for survivors of modern slavery

Below is an overview of the development of the housing pilot arranged into four key phases.

Stage-by-stage overview of housing pilot

1) Phase 1:

PHASE 1: START OF THE PROJECT

SharedLives bid written/accepted

Plan: support five victims of modern slavery and gender based violence through a SharedLives placement for 9-12 months.

SharedLives team (development manager) joins after the first quarter

Actions:

- *guidance written on supporting victims of modern slavery through supported accommodation*
- *decision made to use pool of existing SharedLives carers as hosts*

CHALLENGE: *After initial scoping, it became apparent that the majority of victims of modern slavery do not have additional health and social care needs and therefore do not have access to the public funds necessary to fund SharedLives carers.*

The initial plan for this sub-project involved setting up and supporting 5 Project TILI clients through a SharedLives housing placement for 9-12 months. The intention was to develop and test this model for providing safe supported housing for women with experience of homelessness and modern slavery.

It was decided that hosts would be found from a pre-existing pool of SharedLives carers, and that these hosts would receive additional training around supporting women with experiences of homelessness and modern slavery. Guidance around supporting victims of modern slavery through supported accommodation was developed.

After initial scoping from the SharedLives Plus team, it became apparent that the majority of the clients did not have additional health and social care needs. This limited their access to funds, and meant that this model was not appropriate for this client group due to the cost. Were clients to be supported in a SharedLives housing placement, their access to funds would have limited the length of time they were able to stay with a host – making it an unsuitable, short term option. As a result, the Project TILI sub-project 4 team began thinking of an alternative housing offer.

2) Phase 2:

PHASE 2: DEVELOPMENT OF KEYSHARE

Development phase

Plan: Support 5 women through a new accommodation-based model using pre-existing SharedLives hosts. This model is planned as a more affordable and better suited model to client group based on discussion and re-evaluation.

KeyShare model formulated

Action:

- New model and processes developed
- Report commissioned from NDTI to understand the value of hosting schemes for those living with trauma
- Discussion with SharedLives Schemes regarding openness to new model
- Work with partner organisations to understand client needs and the workings of the sector

CHALLENGE: *Coronavirus brought about changes to working patterns and upheaval. Delay in recruitment for hosts and potential service users as a result.*

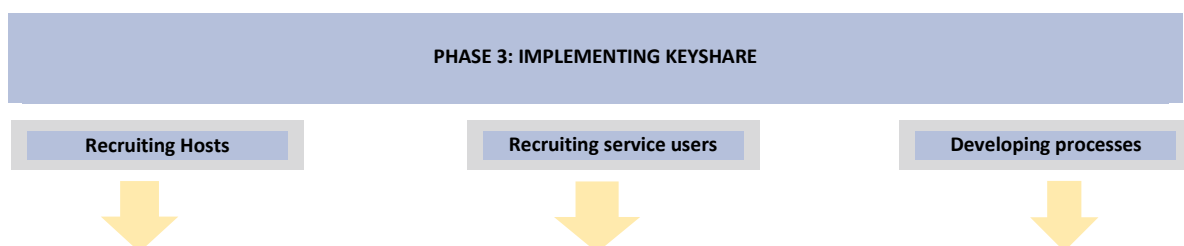
After concluding that the SharedLives housing model was not suitable for this client group, Project TILI staff working on sub-project 4 agreed on the development a new housing model, KeyShare.

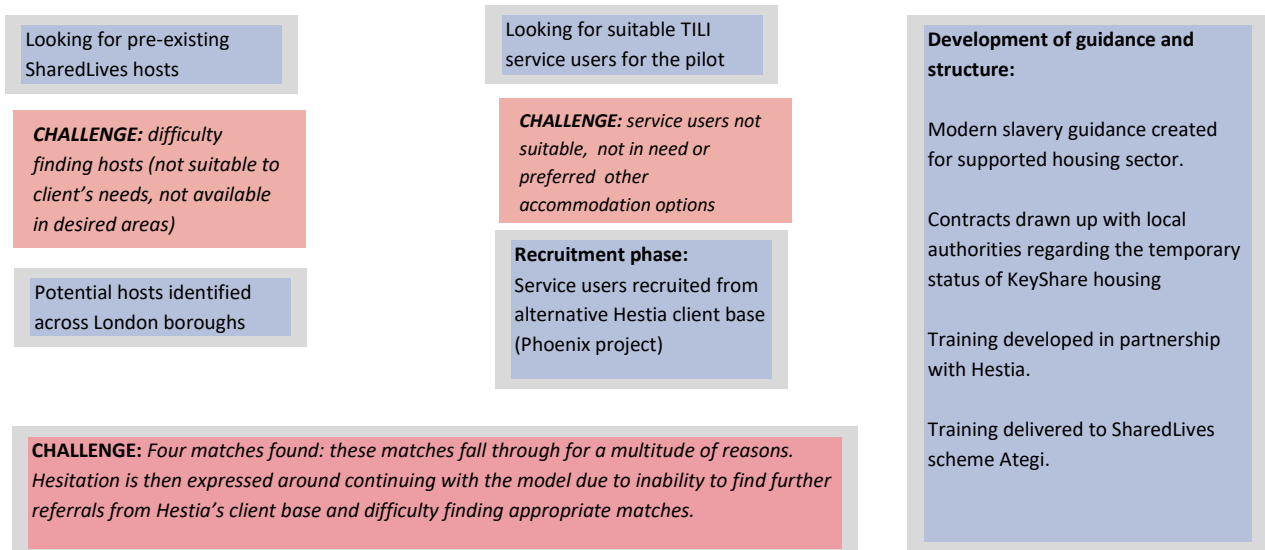
The KeyShare model entails a similar 'hosted housing' offer to the SharedLives housing scheme. The client is matched with a host, and moves into their home. In the SharedLives housing scheme, the host also takes on caring responsibilities for the client. Instead, in KeyShare, the host is there to facilitate engagement with the local community and navigation of the local area for the client, while providing support in a less formalised capacity.

The KeyShare model was developed as an option for those Project TILI clients moving on from mass accommodation but who did not yet feel ready to live independently. It was felt this was a more suitable arrangement for the client base, and, at a lower overall cost, could be offered on a longer-term basis.

As part of this development phase, staff working on sub-project 4 developed the KeyShare model, discussed openness to this new model with various SharedLives Plus schemes, and worked alongside Project TILI partners to better understand client need and tailor the model accordingly.

3) Phase 3:





Once the development of the KeyShare model was complete, the team from SharedLives Plus worked to recruit hosts from a pre-existing pool. Meanwhile, the sub-project 4 partners worked together to identify clients suitable for this housing model. Both recruitment phases faced a number of challenges and delays (outlined in depth in the 'challenges' section below). In response to challenges, the client base was extended to a broader pool of clients within Hestia, but challenges persisted.

Alongside the recruitment of hosts and clients, the Project TILI sub-project 4 partners worked to develop guidance and training around supporting victims of homelessness and modern slavery for the supported housing sector. This training was successfully delivered to one SharedLives scheme (Ategi) where matches between host and clients were in progress. The SharedLives plus partners also worked on establishing memorandums of understanding with local authorities to ensure this housing option did not affect clients' future housing.

Four matches (client and host meeting one another's requirements) were found. All four of these matches fell through for different reasons explored in the challenges section below.

4) Phase 4:

PHASE 4: CONTINGENCY PLAN AND PARTNERSHIP TERMINATION

Contingency plan formulated:

- A plan is formulated to support women with day support
- Plan accepted by the board on the condition that the matching process continues

Challenge: Hesitation expressed around continuing with the KeyShare model considering challenges with matching process and lack of referrals, as well as limited capacity to develop another model of support alongside continuing KeyShare referrals.

Partnership comes to an end:

- Decision made for partnership with SharedLives to end
- SharedLives lead begins making plans for the wrap up of subproject 4

As a result of continued difficulties and delays with the matching process, a contingency plan was drawn up between the Project TILI partners. The new plan revolved around the offer of day support to clients moving to new areas, alongside continuing with the recruitment process for the KeyShare model.

After some discussion, capacity limitations from the SharedLives Plus team, alongside a standstill in referrals to the KeyShare model, led to an agreement that the partnership with SharedLives Plus would come to an end.

B) Challenges faced

This sub-project faced a number of challenges in implementation and development. These were explored in-depth during interviews with the various project partners.

After time spent developing processes for implementing a SharedLives hosted housing model with this client group (Phase 1), it was decided that the initial hosting model was not suitable. It became apparent that victims of modern day slavery do not have health and social care needs and therefore do not have access to the public funds necessary to fund SharedLives carers.

“Initially there was a lot of focus around supporting people with specific needs so those people who would maybe claim disability allowance as well as universal credit and Employment Support Allowance (ESA) so there would be lots of pots of money from the council that would be funding this placement. Whereas in reality we don't really have a lot of people who have all these different types of benefits going on at the same time.” (Project partner interview)

A short-term housing option was agreed to be inappropriate, hence the project was adapted to become KeyShare (Phase 2): a new lower-cost and more suitable model of housing for this specific client group.

“With KeyShare, because it's a lower cost model...It would have been a good between 9 and 12 months for people if we staggered the referrals... I guess the benefit we've got with KeyShare is that if those arrangements are going well and they suit both parties, for some people it might be a case that they won't move on after that and that is their long-term accommodation because it has that sustainability of the housing benefit and that being the main cost of it.” (Project partner interview)

Processes and training were developed and memorandums of understanding established with local authorities to ensure that this housing was considered 'temporary' so that women were not removed from housing lists where placed in this type of accommodation (Phase 3). Referrals were then opened, but a number of additional challenges arose.

Host take-up was slow and hosting pools limited to areas of London where clients had pre-existing connections to local communities and employment. This was further limited by the need for female hosts (and preference for no male members of the household).

"I think especially for female victims of modern slavery, women wanted to have just one female host. I don't know myself exactly why but there weren't loads of hosts being put forwards." (Project partner interview)

"Because a lot of the women have quite specific needs around female only housing, a lot of carers either live with a partner or male partner, or may have a son or male service user living with them via shared lives. That reduces the pool from that perspective." (Project partner interview)

"One of the referrals that has come in is someone who has just started a work programme so she needs to be within 20 minutes walking distance of her new workplace. So it's really harder to match people based on that, so the matching that's needed in KeyShare because of women's needs its quite specific and it's smaller margins." (Project partner interview)

The take-up from clients was also limited. A large number of clients in Project TILI were mothers and the available hosts were unable to accommodate families. Meanwhile, staff reported that some clients felt that entering supported accommodation was a step backwards where instead they wanted to move towards independence.

The pool of eligible clients was expanded to include other women supported through Hestia but the referrals were still limited.

"We've all really wanted to make it work but I just think the eligibility criteria was getting smaller and smaller and very difficult." (Project partner interview)

"We weren't successful in finding any referrals within the Project TILI because the criteria is quite specific and a lot of the women who required accommodation had 2-3 children and KeyShare was only able to accommodate for single women." (Project partner interview)

"The women we had in mass [accommodation] were thinking I don't want to do another step before next, I want to wait and then move towards independence." (Project partner interview)

"A lot of the women have previously been accommodated in mass accommodation. They've been in shared accommodation and a lot of them felt like it might be a backwards step doing the hosting scheme. Their vision of their next accommodation was on their own." (Project partner interview)

Covid-19 proved to be a further hindrance as staff felt hosts/clients were potentially less open to shared living, and services were focused on crisis responses rather than innovation.

“For a lot of us at the moment, we are just thinking about keeping people safe. Doing anything unknown, it (Covid-19) probably doesn’t help to be honest.” (Project partner interview)

The matching process was consequently very slow (up to 12 weeks) which was not ideal for supporting vulnerable women facing very challenging situations.

A number of referrals were put forward despite these challenges, and hosts were identified and trained. Despite this, a number of unforeseeable challenges arose such as last minute drop-outs and, in one instance, a client feeling the host selected for her was not the best fit. As the client in this situation described:

“At first it was taking too long to find a host... I was a bit worried as I thought they might not find someone I want. The second host they found was promising, but when I had the video chat I realised that I wouldn’t be able to get on with her or we were too different people. We were going to live together and everything and I didn’t think it would work out.” (Client interview)

As a result of the challenges faced, a contingency plan was created involving additional housing support from the team at Shared Lives Plus, alongside continuing recruitment for potential clients and hosts (Phase 4).

After deliberation, relevant staff members agreed that this plan was unsuitable due to time restrictions, and that available funds might be better used elsewhere.

“It was just becoming too hard to make something work. We had to put the best interest of the clients first.” (Project partner interview)

“It was a difficult decision to make but I think it was the right decision, we have a lot of shared learning that has come from it. Sometimes not everything works, it’s the learning that you take away from it.” (Project partner interview)

As a result of challenges faced, this sub-project has come to an end in its current format and Shared Lives Plus, has left the TILI partnership. Resources will be used to support clients in other ways which, at the time of writing, are still being established.

Upon reflection, some staff discussed how staff apprehension may have been a hindrance in the development of this sub-project. When supporting clients with high needs and experiences of trauma, testing an innovative model without known results can be hard to prioritise. Project

partners discussed how this apprehension was legitimate, but also acts as a barrier for innovative projects such as this.

“Service providers focused on the here and now and providing immediate support, development about innovation and thinking long term.” (Project partner interview)

“With this project it was so brand new to everyone. I can understand why there was reluctance to kind of go for it and also because of the nature of the vulnerability of this group.” (Project partner interview)

Other challenges discussed included limited capacity being allocated to staff working on this sub-project.

“If we were to do the partnership again, I’d really want someone working full time or if not full time then having an overhead factored in to pick things up.” (Project partner interview)

“The size of our involvement was small from the beginning so there was quite a distinct difference in terms of how we were engaged just because of the resource we had...It’s also hard to keep up with everything everyone else is doing...it’s the dynamics of a partnership that makes it stronger when everyone is able to attend all the meetings and be as aware of each other’s’ projects. That just helps with relationships as well.” (Project partner interview)

C) Positive outcomes arising from the pilot

Although many challenges were faced, this sub-project also had a number of positive outcomes. Staff involved in this sub-project remained flexible and adapted to a number of barriers and challenges as a partnership, as evidenced by the adaptations outlined above. As one staff member reflected:

“We have a lot of shared learning that has come from it. Sometimes not everything works, it's the learning that you take away from it.” (Project partner interview)

Various project partners spoke about the power of supported housing as a suitable model for a particular group of women within their client group.

“I think the model works for women who have been supported every day in a safe house for this many months or years and then are going to nothing.” (Project partner interview)

“Having that support living independently but alongside someone else, the support from the host and continued support from my team will really help to build her independence and resilience. I think this pilot for her will really build on those outcomes. She’s not in a place where she’d be able to be in Local Authority accommodation at the minute, so this will really help with her recovery and this is filling an interim period from moving from mass accommodation to her own house and allowing her to work on her own recovery as well.” (Project partner interview)

During scoping and research activities for this sub-project in Autumn 2020, the SharedLives Project Lead was put in contact with a victim of modern slavery who was currently being housed by SharedLives in the UK. For this woman, the model had played a vital role in her recovery. This was a key piece of learning and provided evidence of the suitability of the model for victims of modern slavery in the future.

“She was amazing, it had obviously worked really well for her, she was saying it had basically changed her life - that she had a family and a safe home and she was able to be independent again. She said her mental health had taken a real knock from her experience and that over time her mental health had got better and better.” (Project partner interview)

Furthermore, although no clients were ultimately hosted, one of the participating clients spoke very positively about the way that the project was set up to put women and their needs at the centre of the support being planned.

“To be honest, I felt like I was in control, I was given choices. I didn’t feel like I had to say yes to anything which was really good. I felt there was a good process, when they find a host, you have the opportunity to video call and you can still change your mind, you don’t have to say yes straight away, you can find out more about the person you can live with which is really important. I think it was amazing that I was in control and my choices were respected.” (Client interview)

Despite the challenges faced, a number of potential hosts were trained around modern slavery support through collaboration between Hestia and SharedLives, which was reported to be useful and effective by both trainers and trainees.

“The training that we received was really really good and really beneficial, it gave us a great insight.” (Project partner interview)

As a result of this sub-project, a guidance document for supporting victims of modern slavery in supported housing schemes is due to be produced. This will provide a new area of learning for the sector, to underpin better support of survivors of modern slavery, and raise awareness to support the identification of pre-existing clients who have experienced exploitation.

“If you had a referral for a survivor of modern slavery you can go to the guidance and see this is what we need to do, how can this be trauma informed, what other agencies could we work with to help with this support, what does government guidance say. So putting links to other modern slavery sector work and research.” (Project partner interview)

In this way, learning from this project will be captured and shared for posterity.

Other activities undertaken across the course of the pilot included:

- Adapting the SharedLives project in accordance with arising issues, timescale of the project and funding available to better meet the needs of women, resulting in creating the KeyShare model.
- Setting up necessary infrastructure including policy, contracts and contingency plans for future development of the KeyShare model.
- Producing a report commissioned by the National Development Team for Inclusion (NDTI) to understand the value of hosting schemes for those living with trauma.
- Working with partner organisations to understand client needs and the workings of the sector.

As a result, Project partners strongly believed that much of the work that took place would lay a foundation for future beneficial activity supporting survivors of modern slavery.

“Now we’ve set a precedent...so we will be able to say we did this in this pilot it helps other Local Authorities feel like if they’ve done this so we will do it.” (Project partner interview)

“What has been really positive is ... starting to really understand the type of client this could really suit and be beneficial for.” (Project partner interview)

“One of the things we’ve been doing is to create the guidance doc for modern slavery as we haven’t had that before. So we’ve now got our first draft of modern slavery guidance for SharedLives schemes and KeyShare and we’ve got our training now as well.” (Project partner interview)

“We’ve had stories of survivors of modern slavery that we weren’t aware of. They have guidance and somewhere to start.” (Project partner interview)

D) Learning from the process

Despite the early conclusion of this sub-project, it was agreed that undertaking this process has provided considerable learning opportunities for all partners involved, including:

- Extending learning about modern slavery

- Extending understanding of the needs of the client group
- Working in partnership with other organisations
- Needing to be flexible and open to dealing with change and challenges
- Feeding an understanding of the needs of exploited women and trauma-informed approaches into broader learning for the supported housing sector. This will take place through the development of a guidance document and dissemination of learning at events for the supported housing sector.

E) Barriers and enablers

Table 5 presents the key barriers and enablers underpinning the development of the TILI housing pilot.

Table 5: Barriers and enablers to developing a hosted accommodation model for survivors of modern slavery

Barriers	Enablers
<p>Limited availability of hosts meant it was difficult to place women</p> <p>Restrictive eligibility criteria meant it was difficult to identify clients to participate</p> <p>Slow matching process not ideal for vulnerable women in challenging situations</p> <p>Some women preferred to have more independence than this model allows which prevented some women from engaging</p> <p>Short term nature of the model does not offer any longer-term solutions for individual women</p> <p>Covid-19 disrupted project administration and recruiting of hosts</p>	<p>Approach works for a small number of women and has value for those individuals</p> <p>Collaborative working between partners has been positive</p> <p>Training and learning opportunities for partners have been positive</p> <p>Championing the needs of exploited women within the supported housing sector through guidance and speaking at sector events has been important as otherwise their voices are typically not heard</p>

F) Learning and recommendations for development and future working

Based on learning from this process, it is proposed that future work in this area might:

- Build on the learning and resources created during this pilot.

- Factor in more staff time for future development projects to ensure adequate time for project development and feed in to partnership work.
- Ensure adequate time to gather data around client group needs and characteristics prior to starting any project planning or development.
- Ensure that future projects of this sort have a broad recruitment pool to guarantee the availability.

Overarching learning: TILI partnership working

A) Overview of partnership working

Project TILI brings together five delivery partners - Crisis, Hestia, BAWSO, Women's Aid (Northern Ireland) and Shared Lives Plus - to work together across the four sub-projects.

Partnership working underpins all Project TILI sub-projects and corresponding activities and, as evidenced by this evaluation, it is clear that partnership working has been a key success to the successful delivery of Project TILI so far.

Furthermore, Project TILI has worked to build and develop partnerships with external organisations - most notably for the roll out of the TILI training package and the engagement of organisations to feed into the national database. Other key mechanisms for sharing learning more widely have also been embedded into the project, for example via a TILI webpage, and via a TILI online learning event.

Between the start of the project and October 2020, the following activities have been delivered in relation to enabling both internal facing and external facing partnership working:

- Quarterly service meetings held for all project partners
- New webpage for Project TILI reports, activities and communications with key stakeholders set up
- Project TILI awareness raising event held, reaching 85 participants
- Project TILI client newsletter set up, involving 10 clients

B) Knowledge exchange across project partners

Key to the partnership was the opportunity for knowledge exchange across the partner organisations. In acknowledgment of this, key roles, responsibilities and activities were established as part of the operational delivery of the project to enable and facilitate knowledge exchange, as follows:

- **TILI project manager:** ensuring oversight across the project, and facilitating joined up conversations across sub-projects. Staff from across the sub-projects praised the TILI project manager's creation of channels of communication across the subprojects and provision of oversight.

"Having a project manager has been really helpful...I think that her proactive approach has been really really helpful. That way that for those that aren't as involved in the project, we can keep up to speed in the project." (Staff interview)

- **Quarterly service delivery meetings:** providing an opportunity for service managers from each organisation to come together, progress the work, and share learning and support each other to troubleshoot. TILI service managers were responsible for collating and sharing learning from and with their wider teams via internal processes in order to support learning exchange at these meetings.

“There has been lots of shared learning across the projects, especially around the shared support and learning. Different trends and patterns and the different case studies we bring to (quarterly service) meetings have been really interesting. Also how we differ as organisations and countries.” (Service manager interview)

- **Site visits:** providing an opportunity for all staff teams across organisations to come together, visit each other’s services and share learning.

“The site visits has been huge in understanding how other services work, and helping develop data fields, and understanding the context behind the choices.” (Project manager interview)

- **Tools for collaboration:** A central digital space was set up, providing tools for collaborative working across the projects.

Restrictions imposed by the Covid-19 pandemic limited the extent to which partnership activities were able to take place; notably, site visits were not able to continue during the pandemic. Despite this, the quarterly service delivery meetings continued remotely (online) and the tools for collaboration were still available.

The data captured so far evidences that TILI staff team members recognised and valued opportunities for knowledge exchange across the partnership.

- 63% of staff members responding to the interim staff survey (Oct 2020) felt that there had been opportunities for knowledge exchange across the partnership.
- Partners generally felt able to learn from others involved in the project. For example, of the 11 staff members across the partnership who responded to the interim staff survey (Oct 2020), 60% (n=8) of respondents felt that Project TILI had helped to inform and develop the way in which their respective organisation is responding to homeless survivors of modern slavery⁸.

The recognition and value of knowledge was notably highlighted by managers; analysis of the insights shared from team members via the TILI staff survey and staff interviews show that this

⁸ The remaining survey participants (n=3) either did not answer this question or responded neutrally to this statement.

group particularly gained from the partnership. Frontline team members, on the other hand, felt that they would have liked more opportunities for knowledge sharing.

For those that did have access to shared learning opportunities, the value is clear:

“You know what they provide, you pick up best practices, it's not just for TILI, you learn a lot for other projects because you are providing similar services in different areas.” (Service Manager interview)

“Together we are stronger and it's much better than working on your own. Quite often because they have dealt with issues that we are only now coming up with, it's good to hear that experience.” (Service Manager interview)

“(There has been) lots of shared learning and best practice between partners in relation to the TILI project but also how Covid and lockdown has been different across the national partners. (Staff survey)

“It is good to celebrate our achievements together and also have a platform to discuss obstacles and difficulties we may face.” (Staff survey)

There was a general willingness to share information and support other partners involved in the project:

“Partners have been so helpful in helping to support anybody who is asking questions or when there are knowledge gaps. People have been able to shadow and take up different opportunities.” (Service Manager interview)

“I think it's been really great to work with all the partners as I can see there is a true passion for the project...They don't just want to do the project for the sake of it, they really want to create change, identify more people, have more females recognised, and have that support there. I feel like I can just bring up anything to anyone and everyone is up for it and helping.” (Training Manager interview)

It is also of note that partners worked closely together to share learning beyond the partnership. This was facilitated through the following activities:

- A Project TILI awareness raising event (webinar) was held, bringing together 85 professionals from across sectors to highlight key activities of the project.
- A dedicated webpage has also been established to support stakeholders to engage with project activities.

C) Local and national network building

The Project TILI training and database activities presented further opportunities for partnership working and network building.

There were 27 professionals from 26 organisations trained as Data Champions; trained organisation representatives responsible for submitting data to the Project TILI database, and acting as the named point of contact within their organisations relating to data collection. Through the development of this role, Project TILI was able to build key relationships with organisations, and enable them to successfully submit data and engage with data collection processes.

Within Crisis Skylight services, steps were also taken to internally identify Modern Slavery Leads. Modern Slavery Leads had the same data responsibilities as Data Champions, with additional responsibilities to co-deliver the Project TILI training programme within respective Skylight services, raising the profile of Project TILI and building local networks.

Nine people identified as either a Data Champion or Modern Slavery Lead provided insights following access to the Project TILI training. Of the 9 respondents, 6 indicated that their role had enabled them to develop new relationships with organisations or agencies, and had enabled partnership working with other organisations or agencies.

Other activities carried out by the Project TILI team across the sub-projects also provided an opportunity for further network building. For example, the Data Analyst developing the Project TILI database sought to build partnerships with key stakeholders, to understand how they would find the data useful and to share learning around capturing such data. This was appreciated by the Modern Slavery Leads/Data Champions as it enabled them to be part of an initiative that could use the data they were collecting to contribute towards improved intelligence regarding victims of modern slavery and homelessness across England, Wales and Northern Ireland.

"I think it is important to work with organisations to share data for a bigger picture that we couldn't necessarily see on our own. It has been wonderful to have a shared goal with other agencies/organisations." (Training feedback survey)

The project team delivering the Project TILI frontline service also indicated that the project had enabled increased partnership working and network building in respective areas - important for enabling a holistic support offer for clients, sharing learning and best practice, and for strengthening local responses to modern slavery. For example, 75% (n=3) of staff members involved in this sub-project who responded to the October staff survey strongly agreed that the project had allowed their organisation to build or strengthen partnerships with other agencies working in the local area.

Additionally, the Project TILI awareness raising event (webinar) brought together 85 professionals from across sectors to highlight key activities of the project and a dedicated webpage has also been established to support stakeholders to engage with project activities.

Furthermore, staff explained that positive working relationships had been established between

project partners:

“The team is approachable, friendly, professional and supportive. This is very important and makes for a good environment to develop a national project.” (Staff interview)

“I think it's been really great to work with all the partners as I can see there is a true passion for the project...They don't just want to do the project for the sake of it, they really want to create change, identify more people, have more females recognised, and having that support there. I feel like I can just bring up anything to anyone and everyone is up for it and helping.” (Staff interview)

D) Collaborative approaches - client engagement

Project TILI sought to take a collaborative approach with clients, providing opportunities for clients to engage with key elements of project delivery.

Evidence of client engagement taking place includes the development and publication of a Project TILI client newsletter (see Appendix 1⁹), as well as opportunities for clients to feed into service development and delivery in one of the Project TILI services:

“We have created a TILI service user working group to give women supported by the project a voice to shape the service they receive but also to input into the training aspect of project TILI... Women have sat on the interview panel whilst interviewing TILI staff members and also tested the activities as the TILI training package was delivered.” (Staff survey)

Staff discussed how these opportunities for co-production were empowering for the clients and created opportunities for them to come together with staff and other clients, and upskill.

“We did our first TILI newsletter, that was in September, that was really fun. Probably three or four families got involved with that, it was really special to give them that opportunity. The kids did some drawings, and women shared recipes. The women and children have been really excited about seeing their work in print. It encouraged them to get involved in the future. They've been excited about what they can do next, that's been really lovely, and just the feedback from the mum's that the kids are so excited about it.” (Staff interview)

E) Challenges and barriers faced

The Covid-19 pandemic created a number of barriers to partnership working. Staff discussed how they enjoyed meeting face-to-face during site visits and wished that this had been able to continue. Furthermore, necessary adaptations to working styles and focus on crisis management in light of

⁹ This newsletter is called the 'Phoenix Project' newsletter. The Phoenix Project is a pre-existing Hestia project. When Project TILI began, it took over support for female Phoenix Project clients.

Covid-19 created minor delays in communication and reporting both within and between partner organisations.

Other challenges included members of sub-projects feeling siloed where they did not have the time or capacity to attend meetings, and a sense from a number of frontline staff involved in sub-project 3 that they did not feel part of the partnership. As one frontline staff member explained:

“I haven’t attended info sharing meetings, no training for the project, not seen any case studies - there isn’t anything that’s measuring things we have done at the moment. The only information and measure we have is the number of clients we supported and what we supported them with.”
(Caseworker interview)

Other challenges discussed included limited capacity being allocated to staff working on sub-project 4 (as explored in Section 4 part B). Staff capacity in sub-project 3 also meant that some non-urgent activities sitting outside of direct service delivery and client safety - such as data collection, evaluation activities and opportunities to engage with project development - were difficult for some service delivery partners to prioritise.

Despite these challenges, all project partners felt that the partnership had been successful in adapting to remote forms of communication and organisation.

“I think especially in light of COVID-19 this is a great example of the adaptability and flexibility of the TILI Team in general to be able to continue to offer services and deliver training despite challenging circumstances.” (Staff interview)

F) Barriers and enablers

Table 6 presents the key barriers and enablers underpinning the Project TILI partnership.

Table 6: Barriers and enablers to effective partnership working

Barriers	Enablers
<p>Covid-19 prevented regional learning events from taking place face-to-face. Such events were set up to provide space for knowledge exchange, but did not continue following Covid-19.</p> <p>Staff capacity meant that some non-urgent activities that sat outside of direct service delivery and client safety - such as data collection,</p>	<p>A designated Project Manager dedicated to Project TILI enabled important oversight over sub-projects, with connections between them easily joined.</p> <p>Passionate and dedicated staff members drove knowledge exchange and partner engagement with the wider project.</p>

<p>evaluation activities, opportunities to engage with project development - were difficult for some service delivery partners to prioritise. For sub-project 4, the limited staff time allocated to developing the pilot was a barrier to progress.</p> <p><u>Siloed sub-projects</u> which focused, in some cases, on quite separate deliverables meant that opportunities for partnership and collaboration were limited for frontline staff.</p> <p><u>Limited opportunities for frontline team members</u> to come together and share learning.</p>	<p><u>Good communications and positive relationship</u> development enabled partners to work effectively together.</p> <p><u>Embedded opportunities</u> for cross partnership team meetings and opportunities for shared learning were a mechanism for successful joint working.</p>
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G) Learning and recommendations for development and future working

Based on findings so far, it is recommended that the following actions could be taken to embed learning and enhance future impact:

- Build in capacity for knowledge exchange across partnerships with opportunities for shared learning and reflection both within and across sub-projects. This should include embedding further opportunities for shared learning to include frontline staff.
- Where possible, create opportunities to replace site visits with alternative ways for partners to exchange learning and knowledge. Ensure these opportunities are open to both management and frontline staff.
- Create further opportunities for clients to engage with the ongoing development of Project TILI.

Conclusion

The interim report presents the findings of the external evaluation in December 2020 at an interim stage of the project delivery, including data from January 2020 until November 2020. It highlights the impact of Project TILI on organisations and professionals involved with across the sub-projects, and the victims of modern slavery that have benefited from project activity. The report also identifies the specific elements of Project TILI that have been particularly effective in terms of achieving the intended outcomes of the project, as well as presenting the key barriers and challenges to the delivery of the project.

The data explored in this evaluation provides substantial evidence to illustrate how Project TILI has made a successful start. Whilst challenges have been faced within the project process and delivery, these have largely been addressed as they arose within the project life-course and may be further remedied through the implementation of the recommendations made across this evaluation.

The following elements of Project TILI have been shown to be particular enablers of success:

- **Organic, flexible support models**
 - Frontline support for survivors of modern slavery with experience of violence built on a trauma-informed foundation with a holistic person-centred model.
- **Experienced staff working within broader services**
 - Situating the frontline service within experienced organisations that can offer broader expertise, networks of professionals, links to external agencies and services for clients to get involved in.
- **Partnership working across various sectors (including homelessness, women's sector, modern slavery)**
 - Sharing learning
 - Sharing training opportunities and insights
 - Creating a model for those who otherwise fall through the gaps or do not have support tailored to their intersecting needs
- **Thorough and organised data collection**
 - Projects focused towards policy change and sector learning, not just immediate support.

Final evaluative findings for Project TILI will be presented in July 2021. This will include recommendations at a local and national level.

Recommendations

Building on the learning captured in this report, the evaluators propose the following recommendations for project development and strengthening delivery:

Sub-project 1:

- Review capacity and resourcing for providing more trainers within the project partnership to meet demand for training. Increasing capacity would create the opportunity for localised knowledge to be better embedded within the training, and allow dedicated time for promoting and supporting training delivery in local areas.
- Review opportunities for building on regional training to develop and facilitate regional networks between trained partners.
- Consider opportunities for broadening and expanding training reach, for example it was suggested in the staff survey that this could include Scotland.

Sub-project 2:

- Ensure clarity of vision and scope from the outset for future data collection projects of this sort. This may be enabled through earlier stakeholder involvement and timely recruitment of staff to manage this process.
- Review further opportunities for disseminating and capitalising on this useful intelligence. Embedding additional opportunities to share learning would ensure more organisations were aware of the nature of the link between modern slavery and homelessness, and therefore more equipped adapt their support accordingly.
- Consider collecting data in a different format that allows for easier submission of data, rather than using a spreadsheet, for example something with form submission such as SurveyMonkey.

Sub-project 3:

- Review staff team's reporting and administration expectations to consider opportunities for streamlining and freeing up time
- Embed opportunities and spaces for frontline teams to connect, share learning and trouble shoot on a regular basis
- Identify funding streams to allow small pockets of resource to be allocated to clients facing destitution where immediate financial support is required

Sub-project 4:

- Build on the learning and resources created during this pilot
- Factor in more staff time for future development projects to ensure adequate time for project development and feed in to partnership work.
- Ensure adequate time to gather data around client group needs and characteristics prior to starting any project planning or development.
- Ensure that future projects of this sort have a broad recruitment pool to guarantee the availability.

Overarching – partnership working

- Build in capacity for knowledge exchange across partnerships with opportunities for shared learning and reflection both within and across sub-projects. This should include embedding further opportunities for shared learning to include frontline staff too.
- Where possible, create opportunities to replace site visits with alternative ways for partners to exchange learning and knowledge. Ensure these opportunities are open to both management and frontline staff.
- Create further opportunities for clients to engage with the ongoing development of Project TILI.

Appendix 1: Outcomes Star and The Warwick-Edinburgh Mental Wellbeing Scale

The Outcomes Star

The Homelessness Outcomes Star is an evidence-based tool used to measure an individual's progress towards change and improved wellbeing. The Outcomes Star focuses on 10 core areas that have been found to be critical when supporting people to move away from homelessness:

1. Motivation and taking responsibility
2. Self-care and living skills
3. Managing money and personal administration
4. Social networks and relationships
5. Drug and alcohol misuse
6. Physical health
7. Emotional and mental health
8. Meaningful use of time
9. Managing tenancy and accommodation
10. Offending

For each core area there is a 10-point scale that measures where the member is on their journey towards addressing each key area and identifying the amount of support needed. These are all based on an understanding of the steps that people go through in the move away from homelessness:

- 1-2 on the scale: Stuck
- 3-4 on the scale: Accepting help
- 5-6 on the scale: Believing
- 7-8 on the scale: Learning
- 9-10 on the scale: Self-reliance.

When the overall Outcomes Star score increases, this identifies an improvement in an individual's progress towards making positive change in their lives.

WEMWBS:

WEMWBS is another evidence-based tool for measuring psychological functioning and mental wellbeing. The 14-item scale WEMWBS has 5 response categories, summed to provide a single score. The items are all worded positively and cover both feeling and functioning aspects of mental wellbeing, thereby making the concept more accessible.

The scale in full is presented below:

The Warwick-Edinburgh Mental Well-being Scale (WEMWBS)

Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks


STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

Warwick-Edinburgh Mental Well-Being Scale (WEMWBS)
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Similar to the Outcomes Star, when a person's WEMWBS score increases, this indicates an improvement in their mental wellbeing.


Appendix 2: Phoenix Project newsletter

AUGUST 10TH, 2020 | VOL. 1



THE PHOENIX PROJECT NEWSLETTER


THE MONTHLY NEWSLETTER OF HESTIA




Hello! This is the monthly Phoenix Project newsletter. This is a space where you can find activities, news and pieces of art that will brighten your day and inspire you at home.

As lockdown loosens and we all try to ease back into reality and the circumstances that COVID-19 has brought us, The Phoenix Project wanted to create a newsletter to connect people and share ideas. Please don't hesitate to send in any idea or material you wish to be featured at PhoenixProject@hestia.org

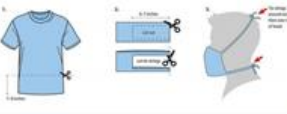
LITTLE ARTISTS:
Here are some of the drawings that our little artists have created during lockdown.






The theme for the next newsletter is RAINBOW. Would you like to see your piece of art on the next newsletter? Please send a picture to PhoenixProject@hestia.org

NEWS:
From the 24th June it is MANDATORY to wear a face covering when you enter in a shop and use public transport. Why not try making your own mask by re-using an old t-shirt and a pair of scissors?






AUGUST 10TH, 2020 | VOL. 1

LOCKDOWN'S LIMITLESS RECIPES:

Flourless Chocolate Cake
Cook: 1hr and Serves 12

- 200g Dark Chocolate
- 200g Butter
- 2Tbsp strong Coffee
- 6 Medium or 4 Large Eggs
- 200g Caster Sugar
- 50g Cocoa Powder

Mixed Berries of Your Choice, To Serve
Something Creamy, To Serve
E.g. Icing, Greek Yogurt, Ice Cream



- Step 1:** Preheat the oven to 180°C/350°F. Grease a 20cm cake tin with a little butter and line the base with baking paper.
- Step 2:** Break the chocolate into a bowl, add the butter. Melt in the microwave in 30 second bursts or in a saucepan on very low heat, stirring until smooth. Once melted stir through the coffee, and set aside.
- Step 3:** Beat the flourless cake with a whisk. Beat the egg yolks and sugar between two large bowls. Using an electric whisk, whisk the egg yolks until they hold their shape.
- Step 4:** To fit the cake into the tin with the egg sides. Whisk the egg whites and sugar together until they are stiff and hold their shape. Be patient and watch the egg whites and sugar to ensure to use it with only a peak 3 seconds.
- Step 5:** Stir the chocolate into the whisked egg whites with a big spoon or use a spatula and scrape in the melted chocolate mixture. Stir together using a spoon until smooth or whisk three gentle folds in a bowl to the egg whites to ensure they are fully incorporated. The mixture will become much more aerated in the cake so make the flourless looking. Once the mixture is no longer streaky, carefully pour into your prepared tin.
- Step 6:** Bake for 45-50 minutes until the cake is firm to the touch. To test the cake, insert an skewer into the center and come out clean. Don't be tempted to open the oven door before 45 minutes as this will stop the cake setting properly.
- Step 7:** Leave to cool. Once cooled, dust with icing and something creamy or your choice.

QUARANTINE QUIZ:

1. What is the largest ocean in the world?
A. The Indian Ocean B. The Pacific Ocean
C. The Atlantic Ocean D. The Arctic Ocean
2. What is the largest planet in the solar system?
A. Saturn B. Mars
C. Pluto D. Jupiter
3. How many states are in the United States of America?
A. 50 B. 52
C. 24 D. 70
4. How many years are there in a millennium?
A. 1000 B. 1,000
C. 1,000,000 D. 100
5. What is the largest mountain in the world?
A. K2 B. Kilimanjaro
C. Everest D. Mount Everest


We'd love to see your pasta creations so please send in photos of!

#PhoenixProject@hestia.org

JEWELLERY MAKING:

Pasta jewellery can be an exciting activity to do by yourself or with your kids. It's an inexpensive way to have fun!

Here are some step by step photo instructions.



#PhoenixProject@hestia.org

Life beyond crisis

For 50 years Hestia has provided support and hope every step of the way of recovery. We believe that no-one should suffer alone.

Together, we can make sure people find a #LifeBeyondCrisis.

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