

staying safe in Norfolk

Welcome to Norfolk.

We understand that moving to a new country can be confusing and worrying, especially at such a difficult time.

We want you to feel safe and supported here by making you aware of some of the different types of support that are available to you and some things you can do to look after yourself.

Norfolk is a safe place to live and work, but just like anywhere, there could be people who want to take advantage of your situation with false promises of transport, accommodation and work, often hiding behind a friendly face. Here are some practical tips for staying safe.

If you ever feel unsafe or are worried, the police are here to help and support you, please feel confident to contact them if you need help. In an emergency, dial **999** and ask for police. If it is not an emergency, dial **101**.



Accommodation and belongings

- Trust your intuition. You have the right to refuse support from people or organisations if you feel suspicious and can go directly to the police or other official organisations for advice and support.
- Wherever you stay, register with your local council or local support organisations.
- If you choose to stay somewhere other than the accommodation provided for you, notify the organisations supporting you so they can make sure you are somewhere safe.
- Keep a trusted contact updated with your location. Save emergency numbers in your mobile phone's address book.
- Do not give your personal identification documents (passports, ID cards) or mobile phone to anyone else, even for safekeeping.



Employment and rights

- Carefully check and research job offers on the internet or in person. Get support to do this.
- For employment, it is enough to give a photocopy of your passport and show the original, do not leave your passport with the employer.
- Agree only to work that includes a signed and individual work contract.
- If you work without a contract, you risk not being paid or being paid a different amount from what you agreed on. All agreements about your work arrangement must be specified in writing.
- Carefully read the documents you sign, especially paragraphs written in small print. Don't sign what you don't understand - get help from an interpreter you trust.
- No one is allowed to ask you for sexual services against your will or force you to work/beg in exchange for help (money, transportation, accommodation, meals or work).
- You have the right to financial support if you cannot work, or find work.



Medical

- Medical treatment for Ukrainian refugees in the UK is free, including doctor and nurse consultations, hospital services, and urgent care centres.
- For non-emergency healthcare call **111**, which is a free NHS healthcare line.



Transport

- Use only trusted transport if you can – national rail or bus network.
- Be wary of people offering to drive you (in a car, van or truck) to another place and provide you with food, housing and work.



Understanding some risks you might hear about

Modern Slavery - is when a person has been forced to do something for the profit of another person against their will, or because they had no choice - slavery can happen to anyone and anywhere from car washes to nail bars, building sites to hotels. Modern slavery is a term used in the UK to describe forms of exploitation occurring in the present day, as opposed to historical forms of slavery.

Human Trafficking - is when people are deceived into being recruited, transported, held or used against their will. Traffickers seek to sell or exchange people for money or favours. Men, women and children of all ages and from all backgrounds can become victims of this crime, which is illegal in every region of the world. The traffickers often use violence or fake promises to trick and coerce their victims.

Organised Immigration Crime - involves moving a person across borders without legal permission or documentation with the assistance of an organised crime group. It is often referred to as 'people smuggling'. It can also involve individuals remaining illegally within a country.

Insecure Housing or being homeless – this includes living on the street or being housed somewhere temporary that could quickly change (living in temporary, insecure or unsuitable housing such as hostels or night shelters) leaving people particularly vulnerable to violence, abuse, crime and exploitation. People may offer money, shelter, company, food, drugs or alcohol as a means to force someone into a situation where they can exploit them.

Exploitation

The definitions above are all forms of exploitation. In the UK, we would consider that you are being exploited or taken advantage of if you:

- receive no wage, or a very low wage, for your work
- are forced to work excessively long hours
- are forced to work or perform sexual acts
- are being held captive or against your will
- are being controlled by others (including relatives, friends or partners)
- can't leave your residence, you're being watched and/or you can't move about freely
- have been brought to the UK to work for someone who is now threatening, frightening, hurting or forcing you to do work or other things that you do not want to do.

If you or someone you know is experiencing any of these difficulties, we are here to help. In an emergency, always call **999** - this number covers emergency police, fire and healthcare.

Further information and assistance

The police are here to help and assist you as part of their role to keep people safe and uphold the law - you should not be afraid to contact them if you are the victim of a crime, see a crime happening, or for general assistance; for example, if you are lost.

If you need advice or support for yourself or someone else and it is not an emergency, call **101** or contact the following agencies:

- Call **Norfolk County Council** on **0344 800 8020** or visit the Help for people fleeing Ukraine page: www.norfolk.gov.uk/safety/migrants-refugees-and-asylum-seekers/ukraine/support-for-people-fleeing-ukraine
- Visit the Ukrainians Welcome website at www.ukrainianswelcome.org
- Call the **Red Cross** on **0808 196 3651** or visit www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine
- Call the **Modern Slavery Helpline** on **08000 121 700** (national 24-hour helpline) or fill out an online form at www.modernslaveryhelpline.org/report
- Contact the **Gangmasters and Labour Abuse Authority** to report concerns about the mistreatment of workers on **0800 432 0804** or by email to intelligence@gla.gov.uk
- You can report crime anonymously through **Crimestoppers**, an independent crime-fighting UK charity, by calling **0800 555 111** or visiting www.crimestoppers-uk.org
- Call **Norfolk Citizens Advice Bureau** on **0800 144 8848**

