

Online Panel discussion:

Bridging the digital gap for adults with lived experience of modern slavery

19th October 2022, 12.30PM–1.30PM

#AntiSlaveryDay

#modernslavery

@IOM_UK

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Evaluating the provision of distributed technology to adults with lived experience of modern slavery

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Project phases

- **Phase 1: Completed:** Systematic review of existing academic literature
- **Phase 2: May-September 2022:** Delphi review of stakeholder organisations, academic researchers and policy experts
- **Phase 3: August-October 2022:** Semi-structured interviews with survivors of modern slavery
- **Phase 4: July-October 2022:** Dissemination and stakeholder engagement.

Key research questions

- How do organisations that support survivors in the UK do so in ways that are mediated by digital technologies?
- How do survivors themselves use digital technologies both in general and in order to access and receive support?
- Assess the benefits and drawbacks of the provision of distributed technology on the experience of accessing and delivering online services delivered through the NRM;
- Assess the impact of the provision of distributed technology and related online safety training on well-being and recovery and on safeguarding whilst in the NRM and the longer-term impact of such provision or withdrawal;
- Explore patterns according to the type of technology; characteristics of individuals in support; and type of service received;
- Consider the situation across the different support provision in the UK (comparing several initiatives including at least one in Scotland and at least two initiatives in England and Wales).

Kat Dixon's...

Periodic Table of Internet Elements

Me Medical	Ho Housing	Fn Finances	Et Employment/ Training	Gv Government services	Ci Civil	Ed Education	Et Entertainment	Cm Community	Cr Creativity	Sc Social connection	Mo Mobility/ access
Te Test results	Sh Social housing application	Pc Price comparison	Jh Job hunting	Wc Work commitments	Oa Online activism	Se Search engines	Vi Video streaming	Og Organising	Se Self expression	Ff Friends & family	Na Navigation and maps
Pr Prescriptions	Ha Housing association contact	Fi Financial information	Ap Applications	Be Benefits application	Pe Petitions and protest	Cl Classroom learning	Ga Gaming and e-sports	Cg Community groups	Re Making reels	Vc Video calls	Ac Assistive technologies
Ph Public health information	Hh House hunting	De Debt advice	Ne Networking	Im Immigration services	Nw News	OI Online learning	Gm Gambling	Su Survivor support	Bl Blogging	Sm Social media	Vo Voice activated assistance
Mh Mental health	Mm Mortgage management	In Online investing	It Interviews	Uc Universal credit journals	De Democratic debate	Hw Homework submissions	Eb eBooks	Vo Volunteering	Pl Platforms	Em Email	Db Doorbells
Gp Consultations	Mn Maintenance requests	On Online shopping	Wk Working and learning	Co Council services	Mp MP email	Li Online libraries	Mu Music streaming	Oc Online communities	Mc Music creation	Im Instant messaging	DI Deliveries
Hs Hospital Appointments	Bl Manage bills	Ob Online banking	Tx Tax forms	Me Free school meals	El Electoral register/census	Kn Online knowledge	Mv Metaverse	Vp VoIP Platforms	Vr Virtual reality	Ev Events	Sm Smart systems
Sg Support Groups	Ct Council tax	En Energy Bills	Sh Side hustle			St Student finance	Ra Radio/ podcasts		Ar Art	Od Online dating	Pm Password Managers

Key findings so far from literature

- Key points
 - **Technology provides opportunities to survivors of trafficking**, with some using digital technologies to contact family and friends and seek help in terms of managing experiences of sexual prostitution and criminality (Kasper & Chiang, 2020)
 - **Provision and use of digital devices can contribute to exposure to online harms.** This is of particular concern as it is well documented that digital platforms are actively used by traffickers in recruiting, abusing and re-trafficking victims as well as managing their own criminal organisations (O'Brien and Li, 2020; United Nations, 2022)
 - Given “**digital-by-default**” provision of both state and everyday services – lack of digital access and skills can undermine recovery.

Key findings so far – Literature

- Literature
 - **Very limited literature on the digital experiences of survivors of modern slavery**
 - Particularly around use of technology to support recovery, receiving of support, and social (re)integration
 - Technology provides opportunities to survivors of trafficking
 - Provision and use of digital devices can contribute to exposure to online harms
 - Given “digital-by-default” provision of both state and everyday services – lack of digital access and skills can undermine recovery.
 - **More literature on digital technology and migration, people trafficking, and survivors of crime.**

Key findings so far – Delphi review

- **Lack of co-ordination of provision**

- No central or required co-ordination of device nor training provision / No requirement to provide access and skills

- **Funding for digital inclusion**

- Co-ordinated funding for this is patchy – programme by programme (much like other areas of digital inclusion)

- **Devices and access**

- Smartphones not enough
- Laptops – or devices with larger screens and keyboards are key

Key findings so far – Delphi review

- **Consistent long-term access and support is important but often missing**
 - Good Wi-Fi/Adequate data for mobile/smartphone/hotspot access
- **Space to be digital**
 - Often survivors lack private space to access digital systems and services
- **Individual support**
 - Language
 - Education and ICT experience
 - Many stakeholders highlighted the complex specificity of individual cases
 - Digital support has to take these into account to be successful

Key findings so far – Delphi review

- **Risks and harms support**
 - Challenge for stakeholder organisations to help survivors manage online risks
- **Many positives (beyond access to services)**
 - Connectivity to friends and family
 - Community
 - Building independence and resilience
 - Digital access and digital skills key to independence
 - Access to education for survivors and children
 - Access to media, entertainment, and culture

Conclusions so far

- **Survivors of modern slavery have some specific digital inclusion needs**
 - Individualized support
 - Appropriate training and support
 - Longer term access and skills
 - Support with online harms and risks
- **Stakeholders need support**
 - To provide the above
 - To ensure digital skills and capabilities with organisation

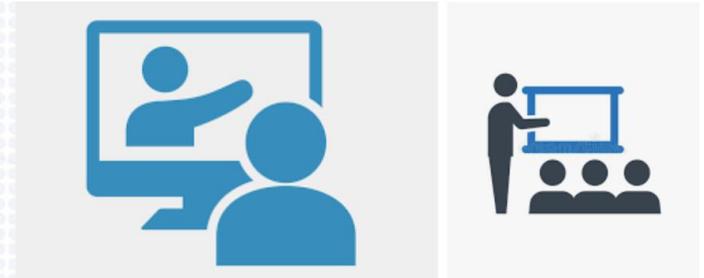
Case study:

Skills Training and Reintegration (STAR) Programme

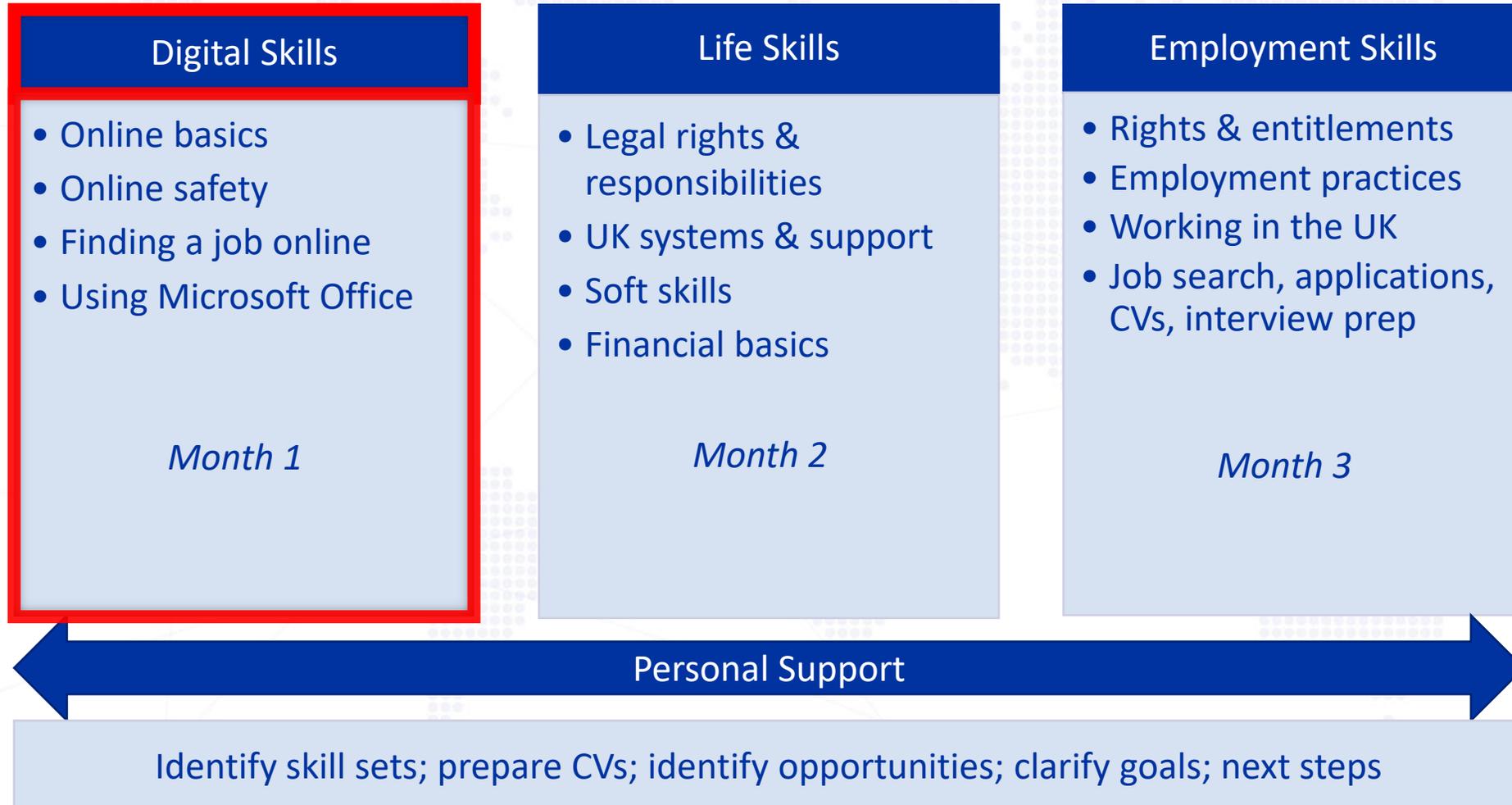


What is STAR?

- Skills development “work preparation” training covering:
 - ✓ Digital skills
 - ✓ Life skills
 - ✓ Employment skills
- 3 month training programme with 1:1 support
- Virtual and face-to-face
- Ancillary support: laptops and data, childcare, travel
- For: **confirmed victims of trafficking** with the **right to work** who are **ready and able to participate** in the programme

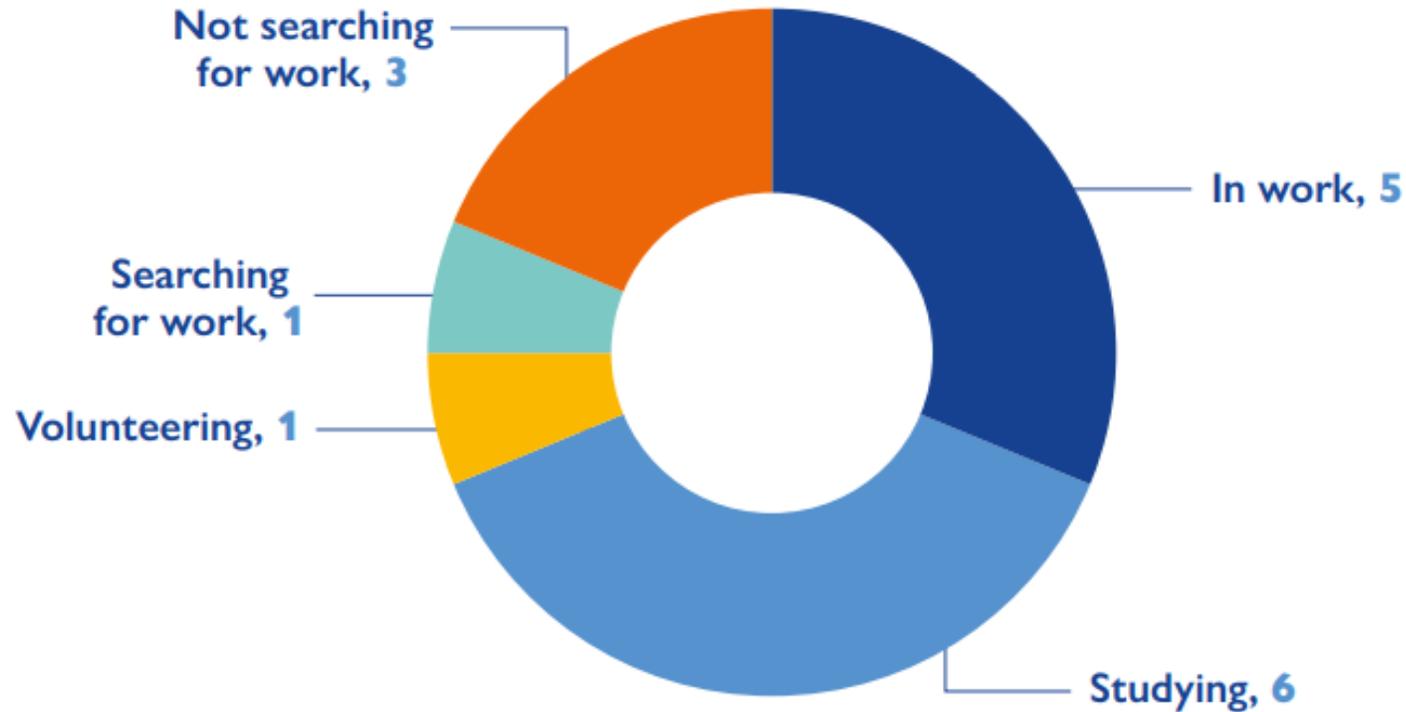


Training Programme Outline



Key findings: Outcomes

Status of STAR participants in November 2021



Participant Comments



Having the confidence to talk and ask questions, learning how to use computer – now if anyone asks me to come to Zoom, I know how.

Before, I did not know how to use a computer. I learnt in the training how to open a laptop, how to write some documents - I can now use the internet, I write emails now and I can work on the computer.

Before starting the course, I didn't know anything about how to use internet or go to the job centre to search for a job, or how to do mobile banking.

Key Findings: skills gained

- Increased confidence in the job search and application process
- Strong improvements in using the internet
- More limited improvements in using Microsoft Word
- Additional support needed to further develop digital skills

Reflections

- Digital skills varied but many had basic skills
- Need for appropriate devices
- Long-term solution to data provision/internet access
- General lack of awareness around online safety
- Space and privacy for digital use



Lessons learned and recommendations

- Ancillary support integral to the success of the STAR programme
- Lack of digital skills is a barrier to accessing employment/integration
- Training and support needed to ensure safe use of digital technology



Policy relevant research and potential impact for this project

Liz Williams, Policy Impact Manager

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Who we are

- £10m investment by UK Research and Innovation
- Consortium of partners, led by the Bingham Centre for the Rule of Law
- Our mission is to:
 - enhance understanding of modern slavery across the globe and
 - transform the effectiveness of laws and policies designed to overcome it.



Our partners

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How we approach policy impact

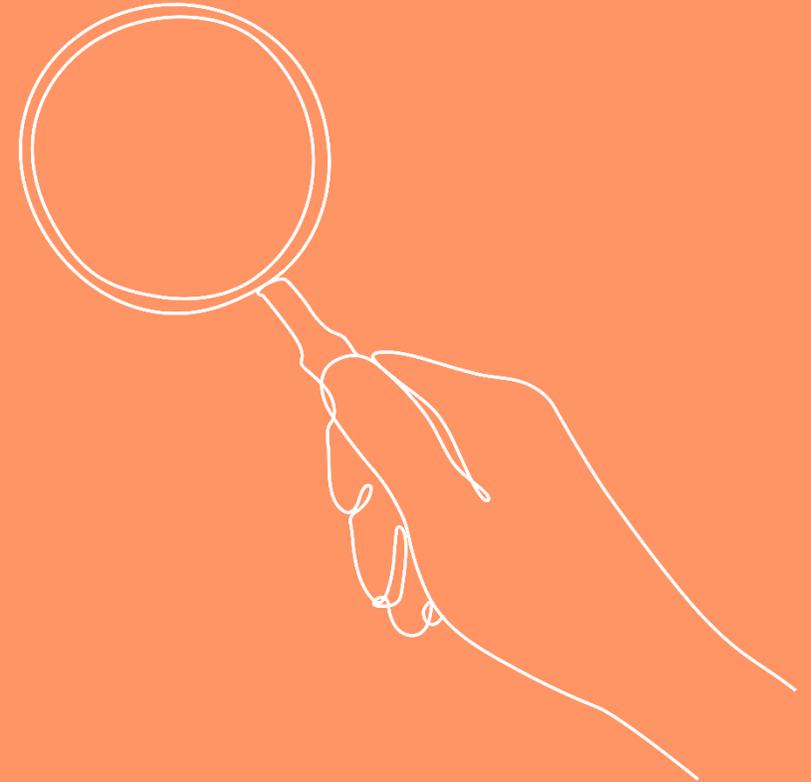
Policymakers, businesses and organisations know about, access, use and understand evidence in decision-making



Research that is relevant, timely, trustworthy and accessible to those we seek to influence

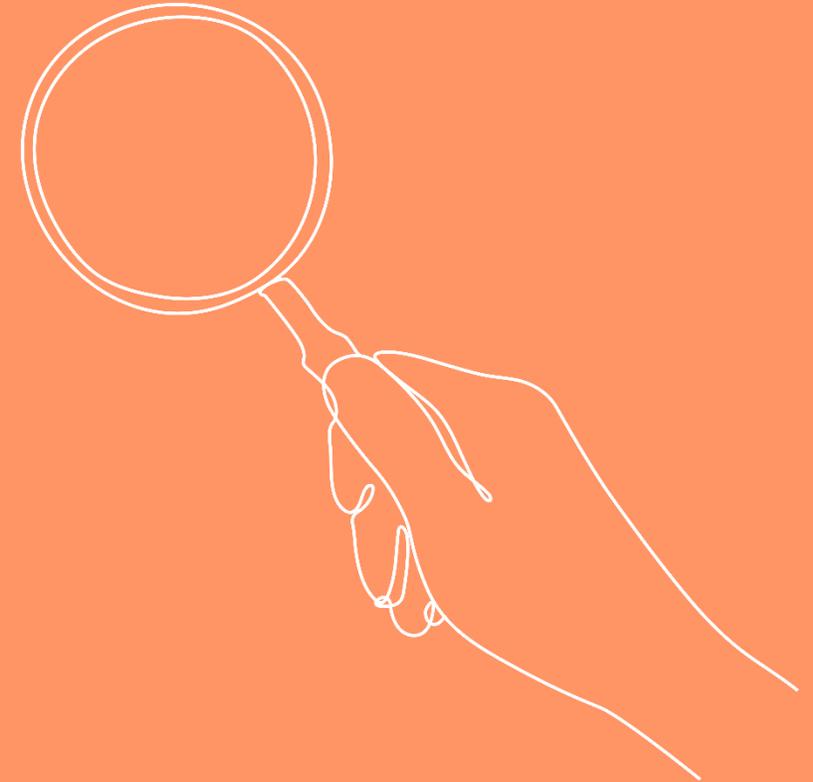
Relevant

- Responds to an evidence gap
- Inclusion of lived experience of modern slavery
- Recommendations clearly targeted at audiences
 - Home Office, Devolved Administrations, Local authorities
 - DCMS
 - Businesses
 - NGOs



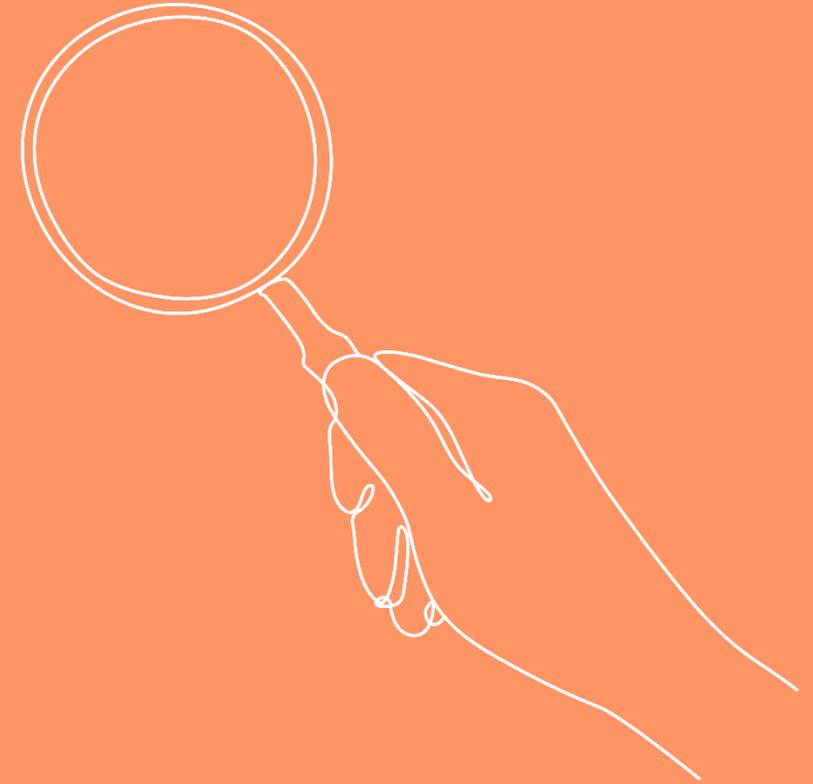
Trustworthy

- High quality, credible research
- Independent, impartial, transparent
- Rigorous research methodologies



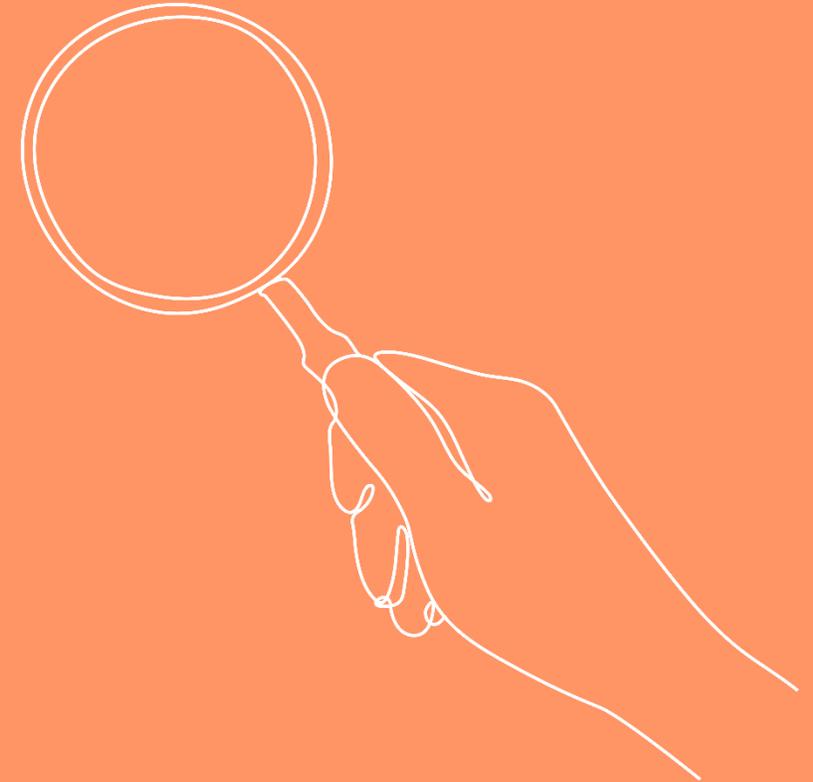
Accessible

- Clearly presented findings
- Outputs tailored to audiences



Timely

- Research available during the most appropriate points in the policy lifecycle
- Horizon scan policy landscape
- Research has potential to inform:
 - Government Strategies
 - Developments to Statutory Guidance
 - Victim Care Contract design & delivery
 - Gov, Business, NGO approaches to digital support



Q&A

Reflections from Greta

- Having a laptop and data is very important
- I improved my digital skills in the STAR programme
 - Online safety
 - Searching for work
 - Created a LinkedIn profile
 - Learned how to use Indeed and Twitter
- I found work using my new skills
- We need laptops and internet for so many different things