

Human

Trafficking

Foundation



LIVED EXPERIENCE

TRAIN THE TRAINER
PROJECT

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OVERVIEW OF THE PROJECT

The Human Trafficking Foundation (HTF) received funding in January 2022 from the Home Office prevention fund to deliver a ‘train the trainer’ project with consultants with lived experience of modern slavery. Four of the consultants were survivors of modern slavery, one was a parent of a survivor, and the sixth consultant was the founder of a national advocacy organisation representing lived insights from parents of victims. This report, excluding the data, refers to the training delivered by the five lived experience consultants only.

The consultants attended online training sessions delivered by HTF to build confidence to go on and deliver their own training on modern slavery to local authorities, police and community groups in London. The purpose of the training was to bring lived experiences into learning to help improve understanding, attitudes and services available.

The consultants were paid for their time and the training was free for professionals to attend.

HTF delivered the following sessions for consultants over three weeks:

- Welcome Session
- Definitions and Exploitation Types
- Vulnerabilities and Indicators of Modern Slavery
- Modern Slavery Legislation
- The National Referral Mechanism
- Barriers to Identification and the Role of Businesses
- Role of Agencies and Best Practice Responses for Adults & Children
- Protective Barriers – delivered by The Hummingbird Project
- Public Speaking – delivered by Love Public Speaking
- Developing Your Training
- De-brief sessions – one halfway through their training delivery and one at the end of the project

The following week saw the consultants putting together their presentations and practicing delivery with support from the HTF team. The consultants then delivered three online 1.5hr training sessions to professionals over the following three weeks.

This report outlines the project, along with successes and learnings, and showcases the findings from the evaluation forms which the consultants and training attendees completed before and after the project.

KEY FINDINGS

6



consultants delivered 15 training sessions for 750 professionals

100%



of consultants strongly agreed that they felt supported by the Human Trafficking Foundation

100%



of consultants strongly agreed that the project met their expectations

100%



of consultants were satisfied with the training they received and agreed that it equipped them to deliver their own training

100%



of consultants enjoyed delivering training and would like to continue

95%



of training attendees agreed that the trainer provided a unique insight

93%



of training attendees agreed that they learnt more about the subject because of the trainer's lived experience

93%



of training attendees were satisfied with the training they received

92%



of training attendees agreed they had the knowledge of how to respond if they identified someone at risk of modern slavery after the training compared to 58% before

DELIVERING THE PROJECT

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The overall success of the project is owed to the lived experience consultants who were an incredibly committed and inspiring group to work with. The HTF team learnt so much from each of the consultants and will adapt the training the HTF team delivers in the future because of their insights. The project ran smoothly thanks to the consultants arriving on time, attending as many sessions as possible and prioritising the project despite it being an intense period and having competing commitments.

“HTF were so transparent and supportive. I never thought I had the confidence to do something like this but they really supported me. They believe in survivors and there are no hidden agendas. They let us even choose what we presented on.”

Lived Experience Consultant

CREATING A SUPPORTIVE ENVIRONMENT:



- The HTF team aspired to create a supportive environment for the whole group, both for the four HTF employees and the consultants. Each consultant was paired with a HTF team member to act as mentors so that they could go to them with any concerns and provide additional support outside of the main group. This worked well for when it came to the consultants practising the training and checking in on wellbeing throughout the project.
 - In the welcome session the group set values, which meant we could return to these if there was ever a situation that deviated from the supportive environment.
 - A key consideration for the group was anonymity and running the project online helped with this. The HTF team asked each of the consultants what they would like to be called and spoke through how to turn cameras on or off and change their display names ahead of the first session. The HTF team were mindful not to email the consultants altogether unless consultants specifically asked to be put in touch. Although, the consultants advised that it would be helpful to inform them that the group was going to be mixed gendered ahead of the first meeting, a learning for the HTF team.
- Going at the pace of the consultants and acknowledging the varying levels of confidence was important for creating a supportive environment. The HTF team had their cameras on and the consultants were encouraged to do the same but not pushed if they did not feel comfortable to do this and were able to turn their cameras off and write contributions in the chat until they felt ready. Confidence grew for those consultants who were initially nervous and small breakout rooms often encouraged everyone to speak freely and the option to pre-record training instead of delivering this live.
 - Early on, one of the consultants said that she would prefer to deliver the training in a pair and another one of the consultants that she had met and befriended through the project, suggested they team up. This peer support and encouragement between consultants proved invaluable and some consultants swapped contact details and were in touch outside of the sessions. One thing the HTF team did not consider was possible power dynamics between consultants and that if any conflict had arisen between consultants outside of the sessions, this would have been challenging to manage and would have had an impact on the project.

CREATING A SUPPORTIVE ENVIRONMENT CONTINUED:

- To provide an additional layer of support, the HTF team contracted an external anti-trafficking professional to act as a safeguarding lead and communicated with the consultants in writing and in person that if there was ever anything they did not feel able to communicate with the HTF team, they could contact the independent safeguarding lead who would respond appropriately and escalate where necessary.
 - At the beginning of each session the group was asked an icebreaker question, such as *'What song are you listening to at the moment'* or *'What animal would you be and why'*, which helped the group to get to know each other without revealing personal circumstances or history and therefore create a supportive and friendly environment. The response to the icebreaker questions was largely, but not entirely, positive. One consultant said she did not enjoy them, whereas another used them in the training that she went on to deliver. The HTF team adapted to feedback early on that it would be helpful to receive the icebreaker question in advance so that the consultants were not put on the spot.
- Whilst the consultants' feelings about the icebreakers were mixed, it allowed for the HTF team to check how the consultants found each session without the consultants directly having to say if they were struggling. For example, using numbered pictures of animals and asking the group to choose which animal they felt like today and why revealed that two of the consultants had found a session difficult to understand and enabled the HTF team to put in extra time to go through the topic one on one.

ENSURING THE CONSULTANTS WERE EQUAL PARTNERS:



- The HTF team were clear from the start that they were going to learn from the project as much as the consultants and this was certainly the case. The HTF team shared with the consultants that this project was new to them too and asked for the consultants' input to help shape the sessions. In the project agenda, a number of sessions were left empty to allow for the course to change and for that time to be used for covering any areas that needed more focus or other topics the consultants felt important.
- The HTF team were aware that the confidentiality agreement and contract for the consultants would need to be simple to understand and not restrictive or emulate the conditions some of the consultants may have experienced previously. Before the consultants were asked to sign either document they were asked if they had any changes they would like to make and given an opportunity to raise any concerns or ask questions if parts were unclear.

“The HTF team were a great bunch to work with and very accommodating to survivors needs and I never felt uncomfortable once. It was a safe environment that showed through keeping everyone updated, the feedback being shared and regular debriefs.”

Lived Experience Consultant

ENSURING THE CONSULTANTS WERE EQUAL PARTNERS CONTINUED:

- When developing the Eventbrite page for professionals to sign up to the training, the HTF team sent the draft to the consultants to ask for any changes and ensure they were happy with the way the training was being promoted. Equally, the consultants were asked if there was anything in particular they wanted sharing with attendees ahead of the training. Some of the consultants requested a note about confidentiality so the following was sent to attendees:
 - *Please note that this might be the first training your trainer has ever delivered. We hope that you will be supportive, engaged and respect the trainer's boundaries as they bring their unique perspective to this important topic.*
Important confidentiality: *Some of the trainers have chosen to remain anonymous for their own safety. Please do not take photos of the training or share any information which could compromise this.*
- A key part of ensuring the consultants were valued as equal partners was paying them a substantial amount for their time and expertise that reflected their incredible value on this project. The consultants received payments for each session they attended, the training they delivered and an amount for the work they were required to do in their own time. Expenses were offered for childcare and technology to ensure the consultants had everything they needed for the project. The consultants already had email addresses they were happy to use so the HTF team did not have to set this up, but some of the consultants did not have laptops or Microsoft Office for PowerPoint so funding was provided for this. HTF took some time consulting with our Finance Officer, lawyers and Child Poverty Action Group (CPAG) on advice around the best payment plan options and also how the consultants' employment could affect benefits and in one individual's case, their legal aid. Meetings with the Finance Officer was offered to consultants to resolve queries they had around tax and payment options.

THE SESSIONS:



“I learnt how to research the information being used for slides, how to structure a whole presentation from scratch to delivery. I will use everything I learnt to go forward in my career.”

Lived Experience Consultant

- Apart from additional support between mentor and consultant, the same member of the HTF team provided all the general communication with the group to ensure clarity and consistency. All training materials used by the HTF team, along with a project agenda and key notes recorded from each session were put on a password protected page on the HTF website so that they did not get lost as email attachments and the consultants could access them all in one place.
- The project was kept to the three-month time frame. The HTF team took January to plan the course, develop the material for the sessions and optional reading list, and recruit the consultants. The adverts for consultant positions were promoted through the HTF newsletter and to existing survivor contacts. The consultants needed the right to work and a referee to take part.

- February was an intense period of 2-3 HTF-led interactive training sessions per week. An external organisation – the Hummingbird Project – delivered a training session to the HTF team about their experience of working with lived experience consultants on a youth leaders project. They also delivered a session to the whole group on keeping protective boundaries when public speaking, ways to respond when asked questions the consultants don't want to answer and grounding techniques if they feel triggered.
- In the first week of March, a company called Love Public Speaking delivered two sessions on public speaking techniques, from body language and structuring talks to preparing for delivering training and engaging an audience. The Love Public Speaking Trainer also provided two one-on-one sessions with one of the consultants who had a particular fear about public speaking related to their trauma, which were successful in building their confidence.

“I have a more rounded view of the problems faced which enables me to look at more creative solutions”

Lived Experience Consultant

THE SESSIONS CONTINUED:

- The group was grateful to the flexibility of Love Public Speaking who changed their second session to fit the consultants' requirements. Feedback from the first session indicated that some of the consultants had felt uncomfortable being put on the spot to deliver a speech and found it difficult to receive criticism in front of the group. One of the learnings from the public speaking session was getting the balance right with regards to sharing skills and building confidence and not, as one of the consultants said, making them feel like they were being polished when they had no desire to become a professional public speaker. The second session was adapted so that the consultants attended in pairs, which worked better and enabled them to focus on areas they wanted to work on.
- The HTF team ran a session for the consultants on how to design their upcoming training, which left a week for practice sessions one-on-one and in small groups, helping to prepare the group for delivering their own training. The consultants' ran three training sessions each throughout March, with a mid-way whole group session to check in on progress, and a final debrief session on 31st March where each consultant was given a printed certificate and Karen Bradley MP attended to congratulate the consultants. For some of the consultants it was the first time they had received a certificate and many expressed their joy at receiving it and planned to frame it and hang it on their wall.

"I can't tell you how chuffed I am to of received my certificate, it's my first ever certificate, I am so grateful to you all I can't really articulate it."

Lived Experience Consultant

- Despite completing the project within the timeframe, having more time for the planning stages would have been preferable for the HTF team. This would have allowed for establishing the safeguarding lead and Hummingbird training earlier on in the project rather than half way through. For the consultants, whilst compacting the project into two months meant it was focused and the information remained fresh, it was an intense period. The group adapted to the intensity of the project but balancing this with other work and care responsibilities could have been unachievable for many. It also could have led to an anticlimactic period once the project ended which is concerning for mental health, and why sustainability of the project is so important. Spacing the sessions out over a longer period would be advisable for the future.

TRAINING:



"I went away knowing people who had no clue before and I taught them something. I feel proud"

Lived Experience Consultant

"One of the best trainings I have ever had."

Training Attendee

"Really insightful training. It was human focused and heart felt with sharing of personal stories which enhanced the human element to the training."

Training Attendee

- The consultants had complete flexibility on what topics related to modern slavery they wanted to cover in their training. There was no requirement to use slides or include the HTF logo. All the consultants chose to design their own presentations or used slides from the sessions the HTF team delivered. The HTF team suggested a brief framework of What Modern Slavery is / the National Referral Mechanism / and how agencies should respond, with a slide on recommended resources for attendees, but it was up to each consultant what they felt was important to include. This meant that each session was unique. For example, one consultant included her own artwork on her slides to powerfully illustrate points about preconceptions of victims. The consultants were under no obligation to share any of their own experiences but encouraged to add insight to improve practice; for example, one consultant shared how her name had been spelt incorrectly on her NRM form and encouraged attendees to ask how to spell a victim's name correctly, even if it means asking multiple times. The training that worked well were the sessions in which the consultants were honest about where they had experienced failings by professionals but suggested ways that this could be improved. This left the attendees with a sense of motivation to do things differently without feeling like they were being reprimanded or that nothing could change.

TRAINING CONTINUED:

“Thank you for this and it is very insightful as we professionals never quite see the whole story.”

Training Attendee

- Whilst the consultants commented how refreshing and empowering it was to have free reign over their presentations and training once they had delivered it, a number of the consultants found the amount of information the HTF team had provided in the sessions overwhelming and knowing where to start with creating the training a challenge. It was important to have a session on how to structure training and how to choose which points to include. Throughout the sessions, the HTF team tried to reassure that the amount of information they were providing over a large number of sessions was for the consultants to have a wide range of knowledge but they would not be required to impart all of this in their 1.5-hour training. Some of the consultants worked closely with their HTF team mentor to develop their training, while others needed little guidance or input.

- When it came to training delivery, one or two members of the HTF team attended each of the consultants’ training sessions. They stayed quiet unless specifically called upon to answer a question and support with technology. Each lived experience consultant ran their own three training sessions from start to finish, which meant opening and closing the training as well as delivering the content, either in a talk and question and answer style, or an interactive session with breakout rooms and discussions throughout. One consultant commented that they had never introduced themselves when public speaking before and that it was an empowering experience.

“It was a great way in my opinion to teach and educate professionals like myself”

Training Attendee

“The training delivered by a real life survivor is so much more beneficial to all”

Training Attendee

TRAINING CONTINUED:

- HTF has good connections with local authorities, police and community groups so promoting the training through HTF partnerships and statutory services newsletter meant that the training filled up easily. With agreement from the consultants as their confidence grew, after the first training sessions the HTF team increased the capacity and re-publicised for more attendees. 750 professionals booked on to attend the training. HTF provided all the admin for the training in terms of managing the booking process and emailing attendees the link so that the consultants would not need to share their email address or be contacted by attendees outside of the training. The HTF team found that emailing attendees using mail merge, so that they receive their name on the email, meant that they were more likely to give notice if they were no longer able to attend. If the consultants agreed to share their slides with attendees after the session, the HTF team removed any voice recordings and turned the slides into a PDF so that they could not be edited before emailing to attendees.
- Feedback from the consultants was collected in pre and post project surveys and noted down by the HTF team throughout the sessions and training. The training attendees were required to complete a number of questions on the Eventbrite page in order to book onto the training. Post-training feedback surveys were shared with attendees towards the end of each training session and they were asked to complete them before they left the call. The HTF team also made a note of feedback left in the online chat function. Feedback was shared with the consultants after the training to show them the positive impact their training was having and to build their confidence for the next session.

“Lived experience training is the way forward in understanding many areas in the safeguarding arena”

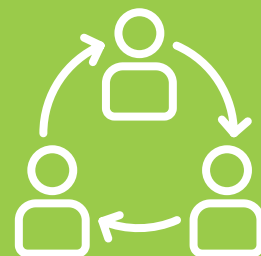
Training Attendee

- In conversations with the HTF team, the de-brief sessions and the post-project survey, the consultants made clear that they had enjoyed the project and found it empowering. HTF and attendees alike were impressed at how impactful and powerful the lived experience-led training was, offering expert insights into survivor support and challenging audience perceptions of modern slavery victims. One consultant developed the ‘Three Cs’ model, telling attendees that survivor support should be centred on Compassion, Communication and Consistency. Another explained the benefits of cultural humility rather than cultural competency and called for Survivor Outcomes rather than Service Outcomes. Feedback from attendees reveals how useful they found the training and why training with lived experience is so beneficial.

“This kind of training is much more powerful due to the lived experience.”

Training Attendee

SUSTAINABILITY OF THE PROJECT:



“Thanks so much. This regained my confidence before I went into a work place”

Lived Experience Consultant

“I’ve learnt not to be afraid of what people think of me but instead what I think of them it has helped me so much in moving forward after receiving my leave to remain.”

Lived Experience Consultant

- From the first welcome session the whole group was keen to ensure the longevity of the project so that it would have a long-term impact on the training attendees, the consultants and the HTF team.
- The training session delivered to HTF by the Hummingbird Project helped the team to consider power dynamics and to be aware that the consultants could feel pressured to say yes to HTF in the future due to feeling grateful for the opportunity of taking part in this project. The HTF team will need to be mindful of their asks and make it clear that the consultants are under no obligation to continue to work with HTF or if they say no to a future opportunity this does not mean that they won’t be asked again.
- At the debrief, the consultants discussed how they might like to continue their consultancy work. The majority of consultants said that they would like to form an advisory committee for HTF; providing input into policy areas and delivering further training if HTF is commissioned to do this. HTF is drawing up a Terms of Reference for the advisory committee and has already been approached about the group being commissioned to provide feedback on a document. The HTF team also plans to work with the consultants to create a document outlining some of the key insights for survivor support that they shared during the training sessions, to circulate with professionals.

SUSTAINABILITY OF THE PROJECT CONTINUED:

- Some of the feedback from the training attendees' surveys was that the explanation of the National Referral Mechanism was not always clear. It is a complicated process and it could work well in the future for the HTF team to cover the technical systems and the consultant providing insight into best practice. This fits well with one of the consultant's suggestions that it is not about survivors become the leaders in this area and always being the ones to deliver training. It's about professionals and survivors working together and using their strengths for the best impact.

"Keep up the work, don't let this project's end limit your work"

Training Attendee

"A very useful training, I hope there is more to come"

Training Attendee

CONCLUSION

- The train the trainer project was a huge success. The lived experience consultants developed or honed skills in public speaking, increased their knowledge of the UK's modern slavery systems and framework and the role of agencies in tackling this crime, gaining transferable skills and confidence to use in a professional capacity. Since completing the project, one of the consultants has now found employment in a relevant field and asked the HTF team for a reference.
- The professionals who attended the training not only learnt about modern slavery but also how to improve the interaction and support they offer individuals, which will have a positive impact on the victims and survivors they work with in the future. The HTF team learnt a lot from this project, both in terms of the process of collaborating with consultants with lived experience and the wealth of information and insights the consultants shared during the sessions and training they delivered. The HTF teams feels this innovative and empowering approach to training is the future for creating best practice awareness to ensure modern slavery is prevented going forward.

"Thank you so much for the opportunity and can't wait for what the future brings"

Lived Experience Consultant

"I second the person that said that this was the best training they've been on in ages. Bring on more survivor led training!"

Training Attendee

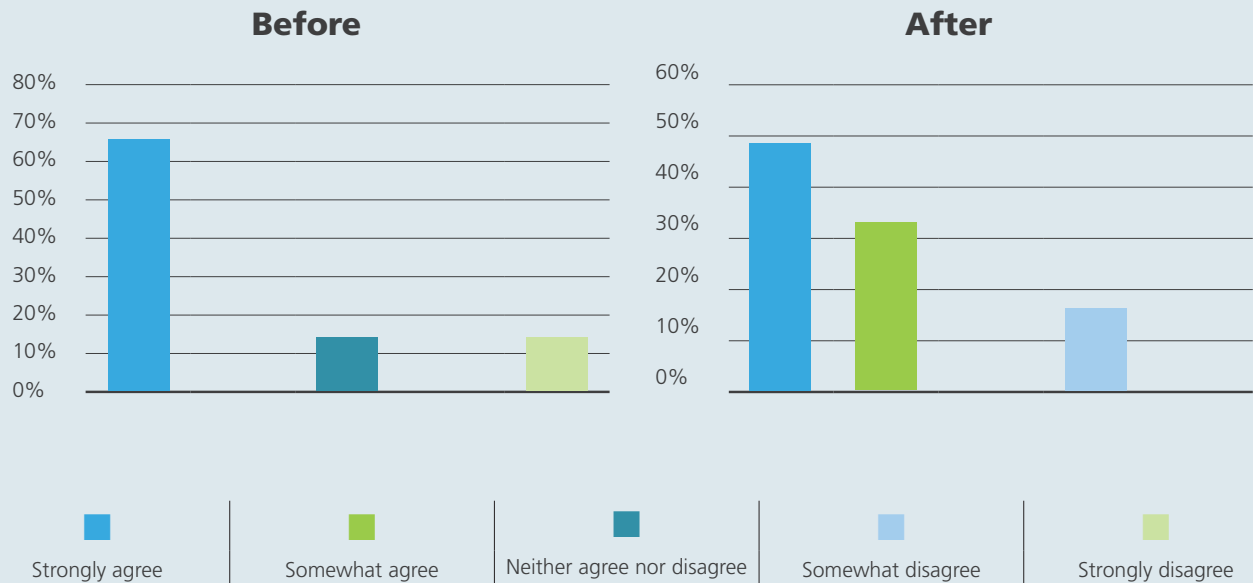
ANNEX A:

Impact Measurements – Lived Experience Consultants

ANNEX A

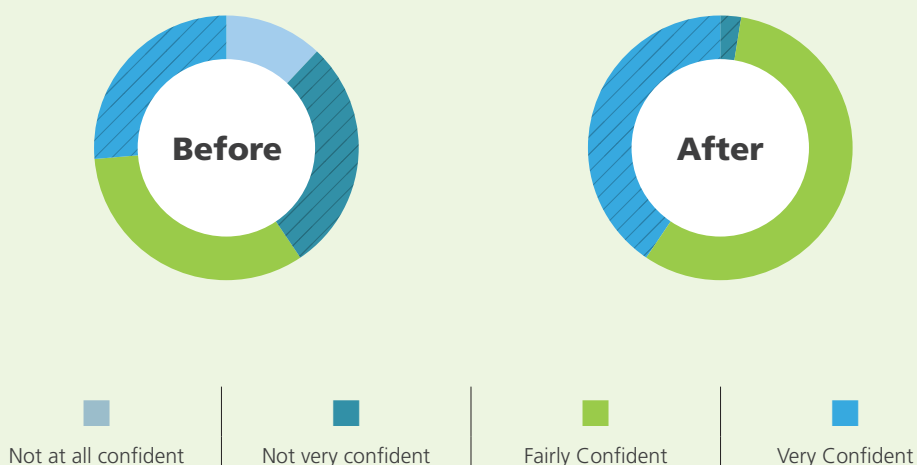
How much do you agree or disagree with the statement "I am confident delivering training"

83% felt confident after the training vs. 67% before



How confident are you in your knowledge of modern slavery legislation, the NRM, agencies' responsibilities and related topics?

97% strongly agreed after the training vs. 59% before



ANNEX A

OVERALL IMPACT

100%

Agreed

"the training I received equipped me to deliver my own training"

100%

Agreed

"overall I was satisfied with the training I received"

100%

Agreed

"I enjoyed delivering training"

100%

Agreed

"I would like to continue delivering training"

100%

Agreed

"the project met my expectations"

100%

Agreed

"I felt supported by the Human Trafficking Foundation"

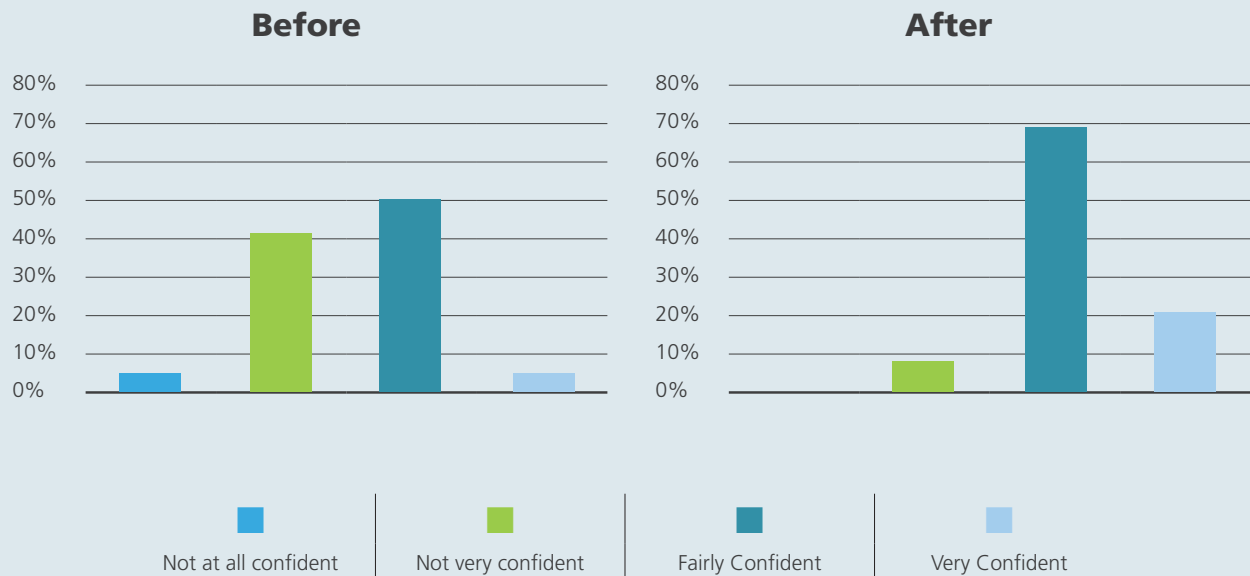
ANNEX B:

Impact Measurements – Training Attendees

ANNEX B

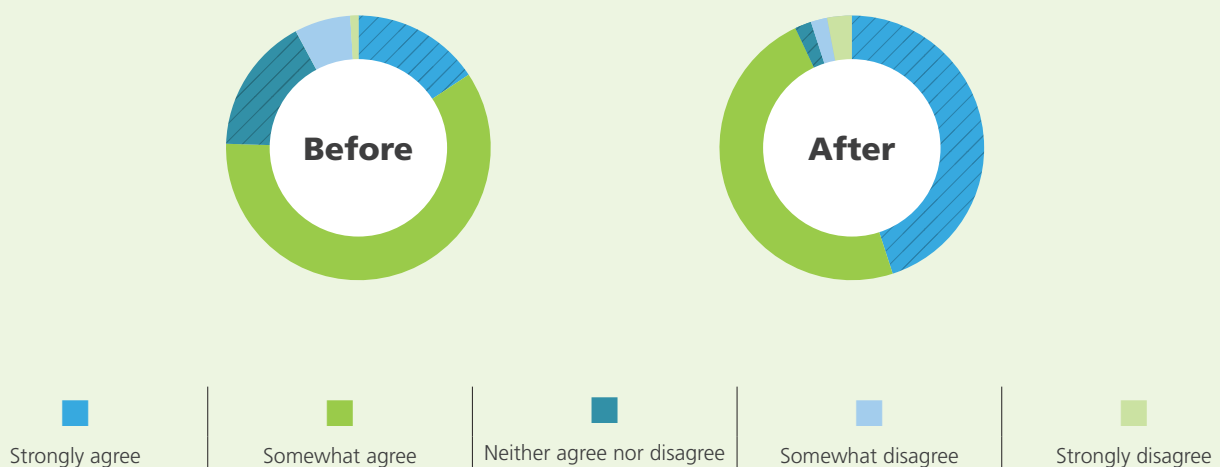
How confident are you in your ability to identify individuals to risk of modern slavery?

90% felt confident after the training vs. 55% before



To what extent do you agree with the statement: "I am aware of the risk factors of an individual becoming a victim of modern slavery"?

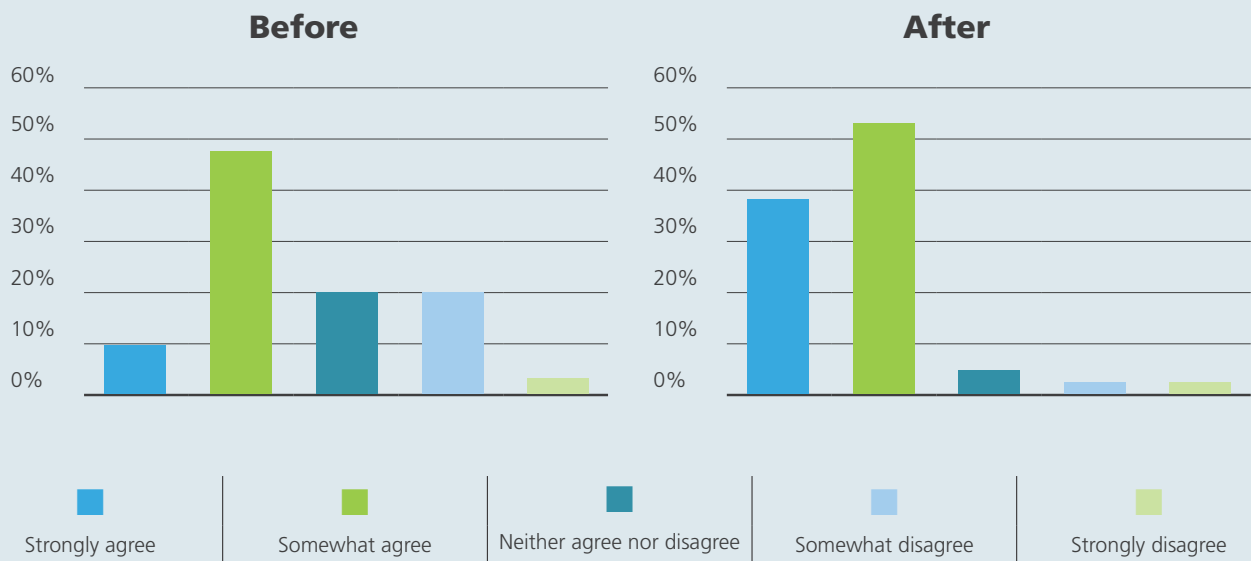
93% strongly agreed after the training vs. 77% before



ANNEX B

To what extent do you agree with the statement: "I have the knowledge of how to respond if I identify someone at risk of modern slavery"?

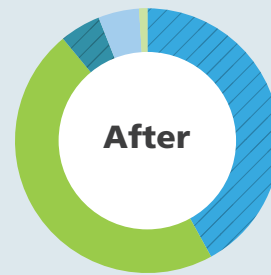
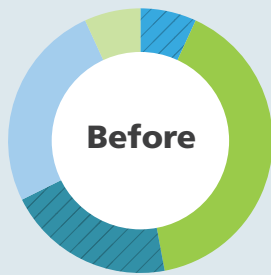
92% agreed after the training vs. 58% before



ANNEX B

■ Strongly agree
 ■ Somewhat agree
 ■ Neither agree nor disagree
 ■ Somewhat disagree
 ■ Strongly disagree

89% agreed after the training **vs. 48%** before

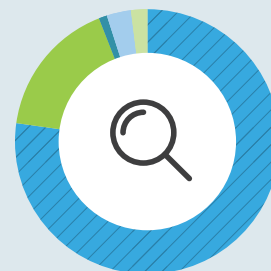


57% had not attended modern slavery training previously



■ No
 ■ Yes
 ■ Don't Know

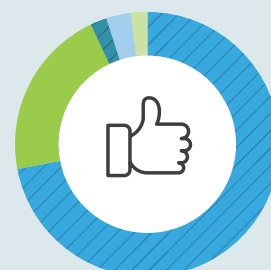
95% agreed the trainer provided a unique insight



93% agreed they learnt more about the subject because of the trainers' knowledge of lived experience



93% were satisfied overall with the training they received



ANNEX B

Can you think of one or more things that you will do differently because of this training?

<p>3 c's for me has made me reflect on how I respond and actions that I should take</p>	<p>Ensure the victim has time/feels safe to disclose.</p> <p>Be more person centred and trauma informed</p>	<p>Thanks to the training I am now aware of referral processes, help and support available to those exposed to risk of modern slavery.</p>	<p>Pay a closer attention to the signs, provide information, sign post, follow up with the individual.</p>
<p>I feel more aware of the barriers victims of slavery face and how to help them overcome them</p>	<p>To ensure we as a service treat people as individuals and create space and time for listening.</p>	<p>referrals potential modern slavery take victims modern slavery organisation look Remember Ensure Challenge understanding potential victims better make referral need speaking Use different think consider survivors Raise awareness NRM signs aware situation people someone victims individual</p> 	
<p>Work in partnership</p> <p>I will be more vigilant</p>	<p>Consider my language when speaking to potential victims</p>	<p>Remember that the individual exploited is a victim and not the criminal</p>	<p>Remember adult males can be victims too</p> <p>I will feed back this information to my team</p>
<p>Be more aware of my interaction with survivors and the manner in which I communicate, to ensure I am being understood and am able to build a relationship of trust.</p>	<p>I will support my organisation in developing a Modern Slavery Protocol to respond to referrals and work with victims.</p>	<p>Use the NRM and consider the best interests of the victim/survivor</p>	

ANNEX B

Do you have any additional recommendations or comments?

Really insightful training. It was human focused and heart felt with sharing of personal stories which enhanced the human element to the training. Thank you

I thought it was excellent especially coming from people who had experienced it. Had a massive impact on me

Very inspirational and great to have training delivered by a person who has a lived experience

So wonderful and inspiring to hear from someone who has survived and is now wanting to help others

A very useful training, I hope there is more to come

Really well deep documented presentation with real life experience from the speaker. Very powerful. Thank you for this and it is very insightful as we professionals never quite see the whole story. Thanks again

Lived experience training is the way forward in understanding many areas in the safeguarding arena

Thank you so much, this training was both useful and powerful owing to it being delivered by those with lived experiences

One of the best trainings I have ever had.

Keep up the work, don't let this project's end limit your work

This kind of training is much more powerful due to the lived experience.

I think everyone involved in this area of work and with an active interest in this area should do this course. One of the most powerful courses i have been on in a while thanks to all the trainer kindly shared with us all.

A very insightful and beneficial session. A powerful testimony

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