



Frequently asked questions & further resources for those working in the care sector

Frequently Asked Questions and Answers

Q) What is the NRM?

The National Referral Mechanism, or NRM, is the UK's framework for identifying and referring potential victims of modern slavery and ensuring they receive appropriate support. Only designated First Responders can refer potential victims into the NRM. Local Authorities, the Police and some charities are amongst those that can refer. A body called the Competent Authority will then decide, based on the evidence provided, whether the individual can reasonably be considered a victim. If they are, this means that they may have access to specialist victim support services, provided by The Salvation Army and a number of local sub-contractors, to help meet their needs to recover and reintegrate.

Q) How can I report concerns?

You can call the Police on 101 for non-emergency reporting or 999 if someone is in immediate danger. Individual police forces will also have a reporting page online if you search for your local force and 'report a crime,' or 'something you've seen or heard' if you're not sure if it is a crime.

If you prefer you can call the national Modern Slavery Helpline by calling 08000 121 700 or visit their website and make a report at www.modernslaveryhelpline.org

You can also call anonymously via Crimestoppers on 0800 555 111 or online via: [What is the crime or incident? | Crimestoppers \(crimestoppers-uk.org\)](#)

Q) What fees can my sponsor or agent make me pay?

If an employer or recruiter asks you to pay fees, ask for an itemised list of what these fees are for so that you can contest them if necessary. You should not be asked to pay recruitment fees as this is illegal in the UK. Your employer will need to pay a sponsorship licence fee and fees for the Certificate of Sponsorship and where applicable, the Immigration Health Surcharge. However, they should not ask you to pay back these fees from your wages. Please speak to a qualified employment lawyer for advice if you are being asked to pay fees that you do not think you should pay.

Q) What happens to my immigration status if my employer dismisses me?

While on a Health and Care Worker (or a Skilled Worker) visa, your permission to stay in the UK is dependent on being employed by an approved sponsor. If your employment with the sponsor of your visa comes to an end, even if the reason was unfair, your visa would normally be cancelled by

the Home Office. You will also not be able to work for another employer, until you have been issued with a new immigration status.

Employers who are authorised to sponsor migrant workers must tell the Home Office within 10 working days once they have stopped sponsoring someone. You should then receive a curtailment letter in the post from the Home Office, to inform you that your visa has been shortened ('curtailed') to 60 days (or less, for example if your visa was due to expire in fewer than 60 days). If you want to continue to work in the UK under the Health and Care Worker route, you will have to find a new employer to sponsor you and apply for a new visa before your current one expires.

IMPORTANT: If you do not make a valid application before your current visa expires, you will overstay your visa and no longer have permission to be or work in the UK. Please speak to a qualified immigration adviser for further information. The Law Society website will assist you to find a solicitor that meets high standards, known as Law Society accreditations:

<https://www.lawsociety.org.uk/public/for-public-visitors/using-a-solicitor/find-a-solicitor>

Q) How can I find a new sponsor?

Firstly, please be vigilant, and never pay for recruitment. The Care Quality Commission has a list of employers operating in the care sector. You can use their search engine to search for care sector jobs and the area where you would like to find work. There is also a list of approved NHS recruiters who may also be able to support you with finding a new employer. You can access the list here www.nhsemployers.org/articles/ethical-recruiters-list If you are a member of a union, they may also be able to support you with finding alternative employment.

The Gangmasters & Labour Abuse Authority have a designated post who's role is to assist people to navigate the difficulty of finding a new sponsor:

Q) What happens after I have obtained a new sponsor?

Assuming you still have a valid immigration status, you should be able to apply for permission to stay in the UK under the Health and Care Worker (or Skilled Worker) route. To do this, you need to ensure your potential employer is a licensed sponsor (you can check this on the Home Office register: <https://www.gov.uk/government/publications/register-of-licensed-sponsors-workers>), that you are assigned a valid certificate of sponsorship and that you meet the specific requirements for the application you are making (including the skill, salary, and English language requirements).

Q) What would be the police response should I report exploitation?

The Police should be contacted where it is suspected a crime has taken place. If you have seen indicators of modern slavery and human trafficking, or organised immigration crime as set out in this resource, these should be reported to the police. Please provide as much detail and evidence as you are able to. Incidents may not always reach the threshold for criminal investigation, but as more information becomes known to you, you should continue to share this with the police as this may change.

Police officers will look into immediate safeguarding needs of victims and look to keep victims informed of developments in the investigation. Every report of modern slavery must be investigated from the point of disclosure or suspicion in accordance with standard investigative practice. Police

officers will need to obtain evidence and may contact other police forces and research databases for potential intelligence as necessary.

Q) Where can I go for further information?

There are some charitable organisations that may be able to provide support and guidance to you, in particular Migrant Help on www.migranthehelpuk.org or 0808 8010 503 and Justice & Care on www.justiceandcare.org

Local Authorities will have individual homelessness teams that may be able to provide emergency accommodation support should you need it. Please search online for your nearest service.

Further useful links are listed below:

Employment rights in the UK:

National Minimum Wage:	Itemised Payslip:	Working Hours:	Annual Leave:	Deductions from Wages:	Sick Pay:	Health and Safety:
Skilled care workers on visas are entitled to receive at least the NMW or NLW, depending on their age and employment type, just like any other employee in the UK.	Employers are required to provide itemised payslips to all employees, including skilled care workers on visas. This payslip should clearly outline both gross pay and net pay, ensuring transparency in their earnings.	The requirement for skilled care workers on visas to work at least 39 hours a week aligns with employment standards in the UK. Employees, including skilled care workers, who work for more than six hours in a day are entitled to a rest break of at least 20 minutes. This applies to skilled care workers on visas.	Skilled care workers on visas are entitled to a minimum number of weeks of paid holiday each year, just like other employees, as specified by law.	Employers can only make specific deductions from employees' wages, and these deductions must be itemised on payslips. Skilled care workers on visas are protected by these regulations.	Employment contracts for skilled care workers on visas should clearly outline the payment they will receive during periods of illness-related absence, including Statutory Sick Pay (SSP) for absences of four or more consecutive days.	Employers are responsible for the health and safety of all employees, including skilled care workers on visas. They must provide necessary training and protective equipment..

KEY: NMW = National Minimum Wage and NLW = National Living Wage. More details can be found here: <https://www.gov.uk/government/publications/the-national-minimum-wage-in-2024>

Key Agencies and roles

GLAA (Gangmasters Labour Abuse Authority) <ul style="list-style-type: none"> Investigate labour exploitation and violations. Collaborate with SHOP. Enforce labour laws. 	Police <ul style="list-style-type: none"> Investigate modern slavery reports. Collect evidence. Issue cease and desist orders where appropriate. Collaborate with SHOP. 	HMRC (Her Majesty's Revenue and Customs) <ul style="list-style-type: none"> Review financial records. Investigate pay practices. Cooperate with law enforcement. 	Immigration Authorities <ul style="list-style-type: none"> Investigate immigration violations. Assess immigration status. Provide support.
Local Authority <ul style="list-style-type: none"> Coordinate responses. Provide support services. Issue cease and desist orders where appropriate. 	Adult/Childrens social care <ul style="list-style-type: none"> Review contracts for compliance. Terminate contracts if necessary. Support potential victims. Conduct Human Rights assessments. 	UK Sponsorship Team <ul style="list-style-type: none"> Address sponsorship violations. Take legal actions, including license revocations. 	EAS (Employment Agency Standards Inspectorate) <ul style="list-style-type: none"> Investigate illegal fees. Take enforcement actions.
	CQC (Care Quality Commission) <ul style="list-style-type: none"> Assess care quality. Take regulatory actions. 	Jobs Aware <ul style="list-style-type: none"> Support affected workers. Investigate job scams. Take necessary actions. 	

Source: Sandwell Anti- Slavery Partnership Responding to Modern Slavery in the Care sector

Further information for care worker staff:

[Skilled Worker visa: Taking on additional work - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/skilled-worker-visa-taking-on-additional-work)

Work Rights Centre: [Care workers | Work Rights Centre](https://www.workrightscentre.org.uk/care-workers)

Justice & Care guidance - Information and Guidance for International Workers on Sponsorship in the Care Industry:

[guidance-for-international-workers-in-the-care-sector.pdf \(careprovideralliance.org.uk\)](https://www.careprovideralliance.org.uk/guidance-for-international-workers-in-the-care-sector.pdf)

Worker Rights Leaflets in different languages:

<https://www.gla.gov.uk/i-am-a/i-am-a-worker/workers-rights-leaflets/>

Resource flyer from Clewer/MSOICU: (original copy distributed separately)



The flyer is divided into two columns. The left column is headed 'IF YOU' and lists signs of exploitation: not having ID documents, not being able to leave accommodation, being controlled by others, being deceived with visa fees, being forced to pay large sums for visa/travel costs, being forced to pay for others to keep a job, living in cold/damp/poorly equipped accommodation, working longer hours than expected without pay, not having adequate breaks, not feeling safe, and experiencing violence or threats. It includes an illustration of a person with a suitcase and a person sitting on the floor. The right column is headed 'IF YOU' and states that if any of the listed statements are experienced, contact should be made as soon as possible. It provides the Modern Slavery Helpline number (08000 121700) and the emergency number (999). Logos for 'MODERN SLAVERY ORGANISED CRIME' and 'WE SEE YOU. THE GLAWARE INITIATIVE' are also present.

IF YOU

- are not allowed to have your identification documents
- are not allowed to leave your accommodation or place of work freely
- are being controlled by others
- have been deceived with regards to visa fees and being forced to pay back large amounts of money to pay for visa and travels costs
- are being forced to pay charges to others in order to keep your job and/or accommodation
- live in accommodation that is cold, damp, unclean and poorly equipped
- are working longer hours than you expected, at all hours of the day and night or are not receiving the pay or hours you were expecting and are facing destitution
- do not have adequate breaks and days off
- do not feel safe
- have experienced violent or verbal threats
- are feeling isolated, lonely and scared

IF YOU

have experienced any of the statements listed, please contact as soon as possible:

The Modern Slavery Helpline on 08000 121700
In an emergency, please call the Police on 999

MODERN SLAVERY ORGANISED CRIME

WE SEE YOU. THE GLAWARE INITIATIVE

Further information for management and supervisory staff

Code of practice for international recruitment:

[Code of practice for the international recruitment of health and social care personnel in England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/code-of-practice-for-the-international-recruitment-of-health-and-social-care-personnel-in-england)

International recruitment toolkit:

<https://www.skillsforcare.org.uk/resources/documents/Recruitment-support/International-recruitment-toolkit-March-2024.pdf>

Tips for staff retention:

<https://careprovideralliance.org.uk/workforce-top-tips-for-retention-cpa-lga-briefing>

Report on prevention of exploitation in the care sector:

[Joint Position Paper on Preventing Exploitation in the Adult Social Care Sector – FLEX \(labourexploitation.org\)](https://labourexploitation.org/joint-position-paper-on-preventing-exploitation-in-the-adult-social-care-sector)

UKVI Sponsorship Team contact email addresses:

worksporedsafeguardingteam@homeoffice.gov.uk – for safeguarding concerns identified.
businesshelpdesk@homeoffice.gov.uk – for all communications from care providers.

Funding for local areas to respond to exploitation in the care sector:

<https://www.gov.uk/government/publications/international-recruitment-fund-for-the-adult-social-care-sector-2024-to-2025/international-recruitment-fund-for-the-adult-social-care-sector-2024-to-2025-guidance-for-local-authorities>

Directory of licensed Health and Social Care Visa sponsors:

<https://autonomy.work/care-visa-sponsor-database/>

Resource flyer from Clewer/MSOICU: (original copy distributed separately)

You are concerned

that a care worker who is working for you



is paying extortionate fees for their visa and associated costs and is being forced to pay back large sums of money to a recruiter

is not in possession of their identification documents

is living in poor, overcrowded and unsuitable accommodation

walking long distances to work with a no apparent means of transport or is being dropped off and collected by a sponsor who appears controlling

appears frightened and anxious

is poorly dressed, ill-kempt and is not taking good care of themselves

is not coping with tasks very well

is looking tired and weary on a frequent basis

is lacking in confidence and appears withdrawn around others and isolated

is reluctant to talk to you

If you agree with any of the statements overleaf, then it is highly likely your care worker has been caught up in Modern Slavery and is in debt to a criminal gang.



Please contact as soon as possible:

1. The designated safeguarding officer within your organisation
2. Your local police force online or 101 or 999 in an emergency
3. The Modern Slavery helpline (08000 121700)
4. GLAA (0800 432 0804)



WESEE YOU.
THE CARE QUALITY COMMISSION

There is now a requirement for care firms in England to be regulated by the Care Quality Commission in order to sponsor visas. Only health and care organisations that fall under the scope of the CQC regulations are able to sponsor care worker visa applications. All providers of health and social care who deliver services that fall within the scope of the regulation as set out under the Health and Social Care Act 2008 are already required by law to be registered with CQC. [CQC registration and visa sponsorship for migrant workers - Care Quality Commission](#) for further information.