



# 2017 REPORT

# MUNICIPAL UNIT AGAINST HUMAN TRAFFICKING (UTEH)

Barcelona City Council

April 2018



# Index

<b>01. Introduction</b>	<b>3</b>
<b>02. Presenting the UTEH</b>	<b>5</b>
2.1. Objectives	6
2.2. Target population	6
2.3. Access to the service	7
2.4. Structure of the unit	7
2.4.1 Professionals and disciplines	7
2.4.2 How it works	8
2.4.3 Levels of intervention	8
<b>03. UTEH Activities</b>	<b>10</b>
3.1. Detection	11
3.1.1 General detection	11
3.1.2 Specialised detection	12
3.1.3 Means of recruitment	12
3.1.4 Trafficking networks and their means of control	13
3.1.5 Common detection indicators	14
3.2. Identification	14
3.2.1 Period for re-establishment, reflection and administrative situation	16
3.3. Assistance and recovery	18
<b>04. Child victims of human trafficking</b>	<b>31</b>
4.1. Children's Sub-committee	32
<b>05. Quality standards</b>	<b>33</b>
5.1. Cross-organisational standards	34
5.1.1 Training	34
5.1.2 Inter-institutional committee on human trafficking	34
<b>06. Budget</b>	<b>35</b>
<b>07. Conclusions and future challenges</b>	<b>37</b>

# 01

## Introduction

Barcelona City Council has been tackling human trafficking (HT) for sexual exploitation since 2006, when ABITS (Agency for a Comprehensive Approach to Sex Work) and the SAS (Socio-educational Care Service) were created.

Since 2015, Barcelona City Council has redoubled its fight against human trafficking in the city. Through the creation of the **Inter-institutional Committee Against Human Trafficking**, it aims to promote a more intense and effective inter-institutional coordination among the various social and policing stakeholders involved in the fight against human trafficking. The aim is to analyse and broaden the coverage of human trafficking for sexual exploitation, while also including all other forms of human trafficking: employment exploitation, servitude, slavery, committing crimes, forced marriages, organ trafficking, etc.

The work done by this committee includes the production of the Barcelona Circuit Against Human Trafficking for Sexual Exploitation and the need arose to organise a specialised unit that enables the deployment of the circuit, which is also linked to other circuits, such as gender-based violence, and is a reference point for Barcelona, both for professional people and the general public as a whole.

This initial objective led to the creation of the Municipal Unit Against Human Trafficking (UTEH) in October 2016. This pilot project started by tackling human trafficking for sexual exploitation, and it included all the work previously carried out by the ABITS Agency, in order to clearly differentiate the agency from sex work, and working on this facet of trafficking as part of the Barcelona Circuit Against Human Trafficking for Sexual Exploitation.

The unit's current objective is to combat trafficking in all its manifestations. Structurally, the UTEH is part of the Department for Assistance and Shelter for Gender-based Violence, which in turn, is part of the Directorate for Feminism and LGTBI Affairs. It works in coordination with various municipal services and departments, and in particular with the Socio-educational Assistance Service - ABITS Agency (SAS-ABITS), Barcelona's Guàrdia Urbana police force (GUB), the Barcelona Social Emergency Centre (CUESB), basic social services, health services, the Care, Recuperation and Reception Service (SARA), the Information and Assistance Point for Women (PIAD), the children and adolescents care teams (EAIA), the Migrant and Refugee Care Service, (SAIER), the Social Insertion Service (SIS), etc.

# 02

## Presenting the UTEH

## 2.1. Objectives

- A** To guarantee the rights of potential human trafficking victims, promoting comprehensive care and mitigating the harm done.
- B** Coordinating with all other specialised stakeholders in the fight against human trafficking.
- C** Promoting specialised training and advice for professionals concerning human trafficking in general and specific cases.
- D** Promoting awareness-raising about human trafficking among the general public.
- E** Acting as a reference point and observatory for human trafficking in Barcelona.

## 2.2. Target population

Any person who is a potential victim of human trafficking, detected (through indications or indicators) or formally identified as a victim of human trafficking or just exploitation, who is, at a given moment in time and for any reason, in Barcelona or has lived in or been linked to the city.

Action is taken where the victim is, or is suspected of being, a minor, whether they can prove they are a minor or not, but where there are clear indications that they are a minor, taking into account the best interests of the child, and procedures established in current legislation, and in coordination with the competent bodies: Directorate General for the Care of Children (DGAIA), Juvenile and Immigration Prosecution Service and police forces.

The Unit also attends to the people closest to human trafficking victims, mainly dependent children, recognised as victims by international and state legislation.

All persons who show signs or are detected or identified as being human trafficking victims are attended to.

- > Regardless of whether their administrative status has been regularised.
- > Regardless of whether they have connections to an exploitation ring (and efforts are made to disassociate them).
- > Regardless of whether they are engaging in prostitution, begging or other forms of exploitation

No police identification or report is required to activate the specific resources made available to them by the Directorate of Feminism and LGBTBI Affairs.

## 2.3. Access to the service

The Unit does not proactively carry out direct detection, but is a second-level resource. However, it offers intensive collaboration, providing tools and information that will facilitate this detection. It does so in person, and it is flexible in terms of covering the needs of each service or organisation, travelling where necessary and acting as a professional support and advice service.

The UTEH receives:

- > Information on or the referral of cases detected by other specialist organisations in the city.

In exceptional cases:

- > Complaints or reports from the general public.
- > Direct requests from the trafficked persons themselves.

## 2.4. Structure of the unit

### 2.4.1 Professionals and disciplines

The UTEH service began in January 2017, consisting of two professionals from the municipal workforce for the first six months of operations: a coordinator and a social worker, who took on the task of giving specialised advice to professionals and carrying out the first direct-care actions with human trafficking victims.

In June 2017, UTEH hired a professional to provide specialised legal advice to human-trafficking victims, and a professional to provide specialised psychological advice was subsequently hired in July. Finally, in September 2017, a further professional was added, in order to provide socio-educational support to human trafficking victims.

In addition to these professionals, the UTEH has maintained the free legal representation service, provided by the ABITS Agency from 2013 onwards, to help human trafficking victims who want information about declaration or reporting procedures and which gives them the option of exercising the right to appear as a private prosecution in legal processes against alleged traffickers.

## 2.4.2 How it works

The UTEH's office hours were defined over the course of 2017, according to available staff and the needs of the service. In principle, with only two professionals [a coordinator and a social worker], continual, 24 hour a day assistance was provided [by phone or in person]. This assistance was gradually adapted and on 31 December 2017, the service's operational times were as follows:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
From 9 am to 2 pm	From 9 am to 3 pm	From 9 am to 3 pm	From 9 am to 3 pm	From 9 am to 2 pm
	From 4 to 6 pm	From 4 to 6 pm	From 4 to 6 pm	

From September 2017, the UTEH provided potential human trafficking victims and professional people with an emergency telephone number (677 445 190), which is operational Mondays to Thursdays, from 9 am to 6 pm, and on Fridays from 9 am to 2 pm.

For situations arising outside of these hours, a protocol for coordination and action with the Barcelona Social Emergency Centre (CUESB) was established in 2017, in order to respond to emergency situations concerning potential victims who may need emergency accommodation until the UTEH opens on the following working day.

## 2.4.3 Levels of intervention

As far as possible the UTEH's office hours are adapted to the needs of the people it attends to, and to the actions previously scheduled with other specialised services, organisations and institutions. During these hours, the UTEH offers:

- > Direct assistance to potential human trafficking victims, always by appointment, in the areas of social, psychological, legal and healthcare assistance, covering basic needs, referral to other services or institutions, document processing, etc.
- > Indirect assistance: coordination with referred services and other professionals and services in the network.
- > Other direct-assistance actions for human-trafficking victims.

### A Direct assistance

When there are sufficient indications of a possible human trafficking situation; when there is a need for a specialised approach to the situation or when a human-trafficking victim situation is formally identified, the UTEH intervenes, offering comprehensive assistance.

The types of comprehensive assistance offered by the UTEH are as follows:

- A Social assistance
- B Legal advice
- C Psychological assistance
- D Legal support and representation

The UTEH also offers **emergency assistance to human trafficking victims**, in collaboration with organisations and institutions that specialise in dealing with human trafficking, for the following situations:

- A** Sudden detection of a human trafficking victim by one of the organisations that intervenes directly in human trafficking situations, and which clearly requires the coordination of emergency care, protection and shelter mechanisms,
- B** The intervention of the various competent police forces in the detection or identification of human trafficking victims in Barcelona, during the course of investigations that are directly or indirectly related to human trafficking. Participating and collaborating in the development of resulting police operations, offering information and assistance to detected or identified human-trafficking victims.
- C** In cases where the UTEH is already providing comprehensive care, for those situations that, in the opinion of UTEH specialists, can not wait to be dealt with until normal office hours.

The UTEH aims to ensure the collaboration and working relationship between the service and the city's various police forces, and offers professionals from those police forces, and from other services, all necessary information and training concerning human trafficking and the context where potential human-trafficking victims are found and the UTEH's intervention process.

Regular coordination meetings are held with other services from public and private networks and institutions, where cases are shared and joint work is initiated to detect and target the human-trafficking situation, and to work together to establish more appropriate operational and working measures.

## **B Indirect assistance**

- > **Advice.** The UTEH offers advice to various services and professionals that may detect potential human-trafficking victims. This advice does not involve direct assistance for the potential human-trafficking victim.
- > **Complementation.** Where the case requires it, the UTEH carries out interviews or actions that are complementary to those performed by the organisation or service attending to the person, in order to explore any possible human-trafficking situation, clarify indicators that are compatible with a human-trafficking situation and facilitate potential victims' access to their rights.
- > **Co-referencing.** The UTEH carries out coreferential actions when the main burden of the intervention with the human-trafficking victim or potential victim falls to the organisation or service that detected the situation and provides comprehensive assistance

# 03

## UTEH Activities

## 3.1. Detection

Detection is understood as the mechanisms used to recognise an adult, adolescent or child as a possible victim of human trafficking with the aim of exploitation, by using indicators of suspicious activities, regardless of whether or not the person wishes to be formally identified or register a complaint.

### 3.1.1 General detection

Any professional or member of the public can detect a human-trafficking situation. The creation and existence of a specific municipal service for tackling human trafficking is in response to the latent need of professionals who work in assistance services that have a general overview and who do not directly work in human-trafficking environments. In 2017, various consultations were made by social services and organisations. These collaborations led to the following referrals:

REFERRING SERVICE OR ORGANISATION	2017	%
RAVAL CHILDREN'S CENTRE	4	3.67%
EAIA	1	0.92%
SAIER	1	0.92%
SARA	2	1.83%
NOU BARRIS PUBLIC-AREA MEDIATION SERVICE	1	0.92%
REQUESTED/NOT PERFORMED	1	0.92%

### 3.1.2 Specialised detection

Various services, institutions and organisations have a long tradition of tackling human trafficking, and they carry out specialised detection. Referrals have been received not only from organisations linked to the City of Barcelona, but also from organisations whose head offices are in other parts of Spain. In 2017, there were referrals from the following services and organisations:

REFERRING SERVICE OR ORGANISATION	2017	%
APIP-ACAM	1	0.92%
APRAM	1	0.92%
BETANIA BURGOS	1	0.92%
National Police Force	28	25.69%
RED CROSS	3	2.75%
Guàrdia Urbana police force	10	9.17%
Mossos d'Esquadra police force	3	2.75%
SAS	48	44.04%
SICAR	4	3.67%

The detection and referral of cases to the Municipal Unit Against Human Trafficking (UTEH) came mostly from the SAS service. This is explained by the fact that before the UTEH was created, the work of combating human trafficking for sexual exploitation was carried out by the ABITS Agency of this service, through the ABITS Plan for the comprehensive tackling of sex work, approved by the Full Meeting of Barcelona City Council in 2006.

The second largest referrer of human trafficking cases to the UTEH are the security forces, thanks to the work carried out by technical staff from Barcelona City Council's Department for Gender-based Violence Assistance and Shelter, in order to guarantee the collaboration and work process between the UTEH and those police forces.

### 3.1.3 Means of recruitment

Regarding the ways in which people are recruited by trafficking rings, the variety and nature of the mechanisms used by the mafias is surprising. This can be seen in the statements made by people attended to, a large proportion of whom were recruited by friends, relatives or acquaintances. This is due to the fact that people who are known to the potential victim inspire more trust than other, more "impersonal" recruitment techniques using adverts, or internet, in addition to the fact that in some countries of origin, people in vulnerable situations do not have easy access to new technologies. Although it is less frequent, this other form of recruitment through online adverts (offering false jobs online or even friends or "partners" on social media) involves a medium that is potentially very dangerous and which is experiencing rapid growth.

### 3.1.4 Trafficking networks and their means of control

The main purpose of control exercised by trafficking rings is to ensure continued financial benefit as a consequence of exploitation, using various means to ensure its victims are isolated.

Some of the means used to ensure continued exploitation of the person concerned include taking away their documents and threats. The victim's passport is taken away and they are frequently moved to different areas for exploitation, making monitoring and recovery difficult while preventing the victim from forming personal support networks. Furthermore, they often experience physical attacks or threats from people who reside in the destination country, and it is sometimes the group of compatriots or relatives who put pressure on the victim to pay off their debt.

Recruitment usually takes place in the country of origin; in the case of Sub-Saharan Africa, a high proportion of the traffickers use voodoo as a means of coercion, in order to guarantee payment of the contracted debt.

According to Ana Dols<sup>1</sup>, an expert in the subject, "these practices are accepted and normalised in some communities or areas, on the basis of the following aspects:

- > Tradition (customs and beliefs transmitted from generation to generation).
- > Culture (ideas, customs and social behaviour of a particular people or society).
- > Religion (practices that are preceptive or based on religious teachings or texts, or are considered to be preceptive or religious).
- > Superstition (widespread but irrational beliefs that are not based on reason or knowledge)".

In 2017, the UTEH opened 51 dossiers on Nigerian women, 16 of whom, once a connection had been made and the human-trafficking situation explored, managed to declare, in spite of the fear of revealing this information, that they had been subjected to a traditional voodoo ritual to seal the debt and to keep them under an obligation to remain with the ring, under the fear of suffering the consequences of not complying with the pact; negative consequences related to religious beliefs and spiritual forces.

In 2017, in relation to traditional African practices and the links between voodoo and the crime of human trafficking, the UTEH together with other professionals from the Inter-institutional Committee Against Human Trafficking and specialised organisations, received training in order to continue exploring this subject and improving the approach towards the people attended to.

---

<sup>1</sup> Ana Dols. Legal-juridical treatment of abuses linked to belief in and practising of witchcraft and voodoo in Spain [with special reference to the crime of human trafficking]. Doctoral thesis, 2017

### 3.1.5 Common detection indicators

Detection indicators are a fundamental tool for objectively detecting human trafficking. They are listed in various protocols and in the bibliography relating to human trafficking, and Barcelona City Council has been using them since the Socio-educational Service (SAS), which is part of the Agency for a Comprehensive Approach to Sex Work (ABITS), adapted the indicators used by the World Health Organisation <sup>2</sup> to its normal practices. The City Council has been working to adapt this tool since 2013, so that it can be used by any professional, regardless of their work environment, in order to improve knowledge and the detection of human trafficking, specifically for the facet of sexual exploitation.

In 2017, consensus work was carried out in order to define this tool that uses indicators for detecting the victims of human trafficking for sexual exploitation. Three meetings were held, in July, September and October, with the participation of many specialists in detecting, identifying and attending to victims of human trafficking for sexual exploitation, in order to move forward in the production of this tool. This consensus work led to the designing of a tool that allows professionals to better detect situations of human trafficking for sexual exploitation. Starting in 2018, this tool will be field tested.

## 3.2. Identification

**Identification** is understood as the procedure by which police forces with human-trafficking responsibilities identify victims for the purpose of providing them with their legally established rights, especially concerning the re-establishment and reflection period <sup>3</sup> and the possible regularisation of their administrative situation (in the case of non-EU victims), without this necessarily involving collaboration with the police, a judicial inquiry or a complaint.

The process of formally identifying a human-trafficking victim is the exclusive responsibility of police and security forces. However, the identification process is complex and not all potential victims are able, or wish to go through a formal identification process.

We therefore believe that the detection process carried out by other professionals involved in tackling human trafficking must often directly inter-relate with the formal identification process that security forces carry out. Mainly when:

- > The victims make declarations recognising that they are indeed victims (self-identification), but the following situations occur:
  - > They do not wish to be labelled as “victims”.
  - > They do not understand what going through a formal identification process means.
  - > They are unaware of their rights if they do.
  - > They fear reprisals on themselves or their families (here or in place of origin).
  - > They are determined not to go through this identification process and wish to explore other ways of achieving regularisation in the host country.

---

<sup>2</sup> World Health Organisation, “Ethical and safety recommendations for interviewing trafficked women”.

<sup>3</sup> Art. 59 A of *Organic Law 4/2000, of 11 January, concerning the rights and freedoms of foreigners in Spain and their social integration* (LOEX).

- > They do not wish to break away from the exploitation ring because of the risks this may involve.
- > They do not trust the security forces or the protection system.
- > They are in a situation of personal and emotional vulnerability, which means they are unable to face an identification procedure that may lead to revictimisation.
- > The police and security forces have no way to corroborate the facts that would define a human-trafficking situation.
- > Other.
- > The team of professionals that offers comprehensive assistance have objectively determined, by means of a series of indicators, the existence of a victim situation, but the victim is not in a position to undergo an immediate self-recognition process.

In order to favour the identification process, it is essential to undertake joint support work with the police forces concerned, to help the human-trafficking victim with decision-making.

In 2017, of the 109 case files opened by the UTEH, 43 people showed indicators of being human-trafficking victims, after carrying out a specialised professional detection process, i.e. cases where no self-identification or formal identification process had been initiated. Another 26 persons, apart from showing these indicators, had identified themselves as victims, but had not proceeded with a formal identification process, mainly for the reasons described in the previous paragraph. Lastly, another 35 persons were formally identified by the various police forces (National Police Force and Mossos d'Esquadra) as human-trafficking victims and 5 as victims of exploitation.

IDENTIFICATIONS OF HUMAN-TRAFFICKING VICTIMS		
	2017	%
With human-trafficking indicators	43	39.45%
Self-identification	26	23.85%
Formally identified by police forces as human-trafficking victims	35	32.11%
Formally identified by police forces as victims of exploitation <sup>4</sup>	5	4.59%

Both in the case of people who presented indicators and those who self-identified as human-trafficking victims, the UTEH carried out advisory tasks that were complementary and coreferential with the service responsible for the case, to ensure that the human-trafficking victims had access to information concerning their rights and to make progress in the formal identification process, even though this had not come to fruition because of the circumstances of each person and the characteristics of the process of mistrust and fear that human-trafficking creates in its victims. In 15 cases, the human-trafficking victims had access to other resources and means of administrative regularisation. In 21 cases, the services concerned continued to provide assistance and the UTEH kept providing specialised advice. And lastly, in the 33 remaining cases, the UTEH maintained continual actions to establish a connection of trust with potential human-trafficking victims and to provide them with specialised support to help with their recovery.

<sup>4</sup> According to Article 188 of the Spanish Criminal Code, victims are: Spanish nationals or foreigners who have been sexually exploited but have not been recruited in their countries of origin nor transported or housed by human trafficking networks.

### **3.2.1 Period for re-establishment, reflection and administrative situation**

According to Organic Law 4/2000, of 11 January, concerning the rights and freedoms of foreigners in Spain (Art 59 bis), the victim-identification process involves the competent authorities adopting the necessary measures to identify human-trafficking victims, established in Article 10 of the European Convention on Action Against Trafficking in Human Beings, of 16 May 2005.

Where the competent administrative bodies consider that there are reasonable grounds to believe that a foreign national in an illegal situation is a victim of human trafficking, they inform the interested person about the provisions of this article and take to the competent authority a proposal for conceding a period of re-establishment and reflection, in accordance with the procedure established in the regulations [...]. This must be sufficient for the victim to be able to decide whether they wish to cooperate with the authorities in the investigation of the human trafficking crime and, where appropriate, in the legal proceedings.

At the UTEH's request, 14 formal identification processes were initiated, by means of applying for the concession of a re-establishment and reflection period. There were also applications for the subsequent authorisation processes for residence in return for collaboration with the police and security forces, due to personal circumstances or other matters outside the context of the LOEX Organic Law.

The data is set out in the following table:

<b>RE-ESTABLISHMENT AND REFLECTION PERIOD AND ADMINISTRATIVE SITUATION</b>		
<b>Access to a period of re-establishment and reflection<sup>5</sup></b>	applications	14
	granted	12
	denied	0
	condition of human-trafficking victim unconfirmed	1
	pending	1
<b>Residency authorisation as a human-trafficking victim due to personal circumstances</b>	applications	2
	granted	0
	denied	0
	pending	2
<b>Residency authorisation as human trafficking victim due to collaboration with security forces</b>	applications	4
	granted	1
	denied	0
	pending	1
<b>Other forms of regularisation</b>	applications <sup>6</sup>	10
	granted <sup>7</sup>	5
	denied	0
	pending	5
<b>Renewal or modification of residence permit</b>	applications	2
	granted	2
	denied	0
<b>International protection (asylum)</b>	applications	3
	Admitted for processing / red card	3
	denied	0
<b>Regularisation processes for dependent children<sup>8</sup></b>	in progress	5
	applications	1
	granted	1
	denied	0

6 Of the 10 requested: 1 for family reunification; 2 for regularisation as a victim of gender-based violence; 5 for collaborating with the police as victims of sexual exploitation (Art. 59 LOEX); 2 for additional provision 1a and 4a LOEX; 5 for collaborating with police as victims of sexual exploitation (Art. 59 LOEX).

7 Of the 5 granted: 2 for collaborating with police as victims of sexual exploitation (Art. 59 LOEX); 2 for regularisation as victims of gender-based violence; 1 for family reunification.

8 Regardless of the mother's means of regularisation.

### 3.3. Assistance and recovery

UTEH's information-collection system grew in parallel with the deployment of the service in 2017. The fact of having incorporated its various professional supports gradually throughout the year meant that the data grew in volume and that there was a notable increase starting from July 2017.

The data relating to the assistance and recovery process comes from a series of actions carried out by the UTEH's various professional profiles. It should be borne in mind that the register of actions grew over the course of the year, as the service was able to take on more direct-care functions for victims.

In 2017, the Unit's first operational year, 109 family units<sup>9</sup> were attended to, most of them in relation to human-trafficking for sexual exploitation.

FAMILY UNITS		2017	%
<b>Total number of family units attended to in 2017</b>		<b>109</b>	
<b>Case files</b>	Files opened during the period	109	100.00%
	Files closed during the period	31	28.44%
<b>Type of exploitation</b>	Sexual exploitation	5	4.59%
	Worker exploitation	1	0.92%
	Human trafficking for sexual exploitation	100	91.74%
	Human trafficking for worker exploitation	3	2.75%

The report presented on 21 December 2016 by the United Nations Office On Drugs and Crime (UNODC) highlights that human trafficking for sexual exploitation and forced labour continue to be the most widely detected forms of this crime, although there are also human trafficking victims exploited for begging, forced or fraudulent marriages, obtaining public benefits, servitude and pornography. The report states that women and girls tend to be the victims of human trafficking for forced marriages or sexual exploitation, while men and boys tend to be exploited for forced labour.

CARE	
Family units receiving direct assistance	70
Family units receiving indirect assistance	39
<b>TOTAL NUMBER OF FAMILY UNITS</b>	<b>109</b>

<sup>9</sup> In this report, reference is made to **family units** in order to unify the nomenclature of data collected by UTEH with the other indicators that have been collected for years by services pertaining to the Department for Gender-based Violence Assistance and Shelter (SARA and SAH). The family units of human trafficking victims referred to in this report are mostly made up of women and women with dependent children.

Of the 109 case files, 64.2% were subject to a direct UTEH intervention with the potential victim. The remaining 35.8% were subject to indirect work, offering information and advice to professionals concerning the various aspects of human trafficking and the care circuit for victims in Barcelona.

Furthermore, the UTEH has been designing an intervention methodology, which is still in the design and implementation stage. The help offered to victims must be directly adapted to the specific needs of each person. The key questions that must be considered, from a local perspective, are as follows:

- > The safety of the person and their family or other people close to them.
- > Their administrative situation in the host country.
- > The fear of suffering reprisals, threats and coercion.
- > The trauma experienced, in order to prioritise the avoidance of new victimisation.
- > Covering basic economic and accommodation needs.<sup>10</sup>

In 2017, the service conducted 31 shelter interviews, which take around 3 hours and are undertaken by two professionals. A total of 91 interviews were conducted during the monitoring of cases subject to comprehensive care, with the aim of providing human-trafficking victims with information and access to rights (health service card, resident registration, access to documents, access to other services and resources in the municipal network, access to care services, covering basic needs, legal advice, specialised therapeutic treatment, etc.). The service also undertook a significant number of support actions. The people attended to often do not know the language spoken in the host country, they have never had access to complete self-sufficiency and they need support in order to access information and assistance from the city's network of resources. This aspect also makes it possible to combat situations of abuse or racism directed at human-trafficking victims.

In order to ensure the recovery processes, short-term financial help was given during the course of police operations, and to ensure that the victims' basic needs were covered. A total of €3,853.00 was granted, mainly for covering basic needs (food, clothing, hygiene), transport and documentation processes.

The UTEH issued 35 reports, mostly related to legal processes initiated to combat human trafficking, as an element of expert opinion and support to accompany the victims' statements included in the various declarations that need to be made, with the aim of providing objective information on the human-trafficking situation during the police and legal procedures.

---

<sup>10</sup> Based on *Guidelines for Municipalities. Stepping up local action against human trafficking*, produced by Anniina Jokinen, Liliana Sorrentino, Stana Buchowska, Vineta Polatside and edited by Anthony Jay Olsson, funded by the Council of the Baltic Sea States (CBSS) Project Facility Fund, the Swedish Institute and the Ministry of Interior of the Republic of Latvia.

<b>ACTIONS</b>		
	<b>2017</b>	<b>%</b>
Reception interviews	31	1.55%
Follow-up interviews	91	4.54%
Support	80	3.99%
Administrative	691	34.50%
Reports	35	1.75%
Referrals	88	4.39%
Coordination	987	49.28%
	<b>2,003</b>	

## PROFILE INFORMATION

### Gender

In terms of gender, most of the people attended to were cis women (81.65%), or trans women (14.68%). This confirms what is indicated in the UNODC report, that most of the detected victims are women and children (specifically, the report states that they make up 71% of the total).

GENDER		
	2017	%
Cis women	89	81.65%
Trans women	16	14.68%
Men	4	3.67%

### Age<sup>11</sup>

The most common age group for service users is 18 to 39, which includes 81.65% of the people attended to in 2017. Within this range, 49.54% of the people are aged between 25 and 39, followed by 32.11% aged between 18 and 24. Only 8.25% of human trafficking victims are over the age of 39 and it was not possible to ascertain the exact age of 10.09%, because they did not join the programme in the end. There is a descending trend in the age of human-trafficking victims.

AGE		
	2017	%
Under 18	0	0.00%
Between 18 and 24 <sup>**</sup>	35	32.11%
Between 25 and 39	54	49.54%
Between 40 and 49	7	6.42%
Between 50 and 64	2	1.83%
65 or over	0	0.00%
Unknown	11	10.09%

<sup>\*\*</sup> It is suspected that there are two under-18 year old girls (minors), but they claim to be 18 and 20 years old.

<sup>11</sup> It should be noted that this data is based on the declared age of the victims and that knowing their real age is difficult, as most of them are not in possession of identity documents, they sometimes don't even have those documents, and other times they do not even know their age or date of birth, especially when we are referring to victims originally from rural areas with scarce or non-existent systems of identity registration.

## Nationality

Regarding the nationality of the people attended to in 2017, it can be seen that nearly half, or 46.79%, are Nigerian women. This corroborates the “Trafficking in Persons Report 2015” from the US State Department, which states that Nigeria continues to be one of the main countries of origin, transit and destination for woman and child victims of forced labour and sexual trafficking, as well as one of the African countries where most human-trafficking crimes are committed.

The UNODC report also provides information on over 500 human-trafficking routes detected between 2012 and 2014, which mentions those used by victims travelling from Sub-Saharan Africa and South-east Asia.

However, the UTEH has responded to people of 20 different nationalities.

NATIONALITY		
	2017	%
ALBANIA	4	3.67%
BRAZIL	6	5.50%
BULGARIA	1	0.92%
COLOMBIA	3	2.75%
PHILIPPINES	1	0.92%
GEORGIA	1	0.92%
EQUATORIAL GUINEA	1	0.92%
HONDURAS	1	0.92%
MALI	1	0.92%
MOROCCO	2	1.83%
MOLDOVA	1	0.92%
NIGERIA	51	46.79%
PARAGUAY	5	4.59%
DOMINICAN REPUBLIC	1	0.92%
ROMANIA	5	4.59%
UKRAINE	2	1.83%
UGANDA	1	0.92%
URUGUAY	1	0.92%
VENEZUELA	15	13.76%
CHINA	6	5.50%

## Dependent children

The dependent children of women victims of human trafficking are the most invisible victims of this crime. According to the Public Prosecutor's Report for 2015 "[...] these minors are still threatened by a wide range of risks that are hidden in different ways: sometimes the children are controlled by the ring as a way of putting pressure on the mother [...], on other occasions they are put under the care or vigilance of an organisation member, and that increases the human trafficking victim's debt [...], the ring threatens the mother with giving the child away for adoption if the income she generates from sexual exploitation decreases, sometimes they are subject to mistreatment [...]".

Taking care of a minor, once the mother has broken away from the exploitation ring, which may have been the result of a violent situation, or doing so in a situation of financial and social precariousness, increases the risk of family units suffering a violation of their rights. Many of the women attended to who have dependent children are part of one-parent families which lack support and resources. Of the 109 open case files, 15.60% had dependent children and 2.75% were pregnant at the time of being assisted.

It should also be pointed out that 3 minors were under the tutelage of the General Directorate for the Care of Children (DGAIA).

DEPENDENT CHILDREN		
	2017	%
No children	55	50.46%
One child	17	15.60%
2 children	0	0.00%
3 children	1	0.92%
Pregnant	3	2.75%
DGAIA	3	2.75%
Didn't know/didn't answer	30	27.52%

### Children in the country of origin

In many cases, the people attended to had dependent relatives in their home countries. This is often a motive for starting a migratory process that ends up in a human-trafficking situation. The women bear the weight of supporting their family in their country of origin and it is the family that is often subject to threats from the exploitation ring. 17.42% of the people attended to, for enough time to thoroughly explore their situation, had children in their countries of origin.

The fact that these dependent minors of the women victims are in their countries of origin, under the responsibility of relatives or members of the trafficking ring, creates various difficulties when it comes to protecting both the victim and her children, and it is therefore a factor that seriously hampers her recovery.

CHILDREN IN THE COUNTRY OF ORIGIN		
	2017	%
No children	45	41.28%
One child	10	9.17%
2 children	4	3.67%
3 children	2	1.83%
4 children	2	1.83%
5 children	1	0.92%
Didn't know/didn't answer	45	41.28%

### Educational level and knowledge of the host country's language

These are mostly people without schooling, although there are also people with secondary-school and university studies. This leads to the conclusion that the financial motivation, i.e. insecurity, the feminisation of poverty and the lack of expectations are some of the fundamental factors (although not the only ones) that facilitate recruitment of the victims.

These people's knowledge of Spanish and Catalan are in correlation with their general educational level, as many of the victims have not had access to learning the language.

## Administrative and legal situation

Regarding the various legal situations of the trafficking victims, it is possible to differentiate between people in a legal or illegal administrative situation, and most of them have no residence permit or legal entry and stay papers (77.06%).

In a high percentage of cases, these people also have pending expulsion orders due to illegal residence.

ADMINISTRATIVE SITUATION		
	2017	%
Illegal	84	77.06%
Legal	15	13.76%
Tourist visa	3	2.75%
Didn't know/didn't answer	7	6.42%

## Period of stay in Spain and travel through the various autonomous communities

The victims' period of stay in Spain and their degree of mobility are fundamental indicators, because these factors also tend to determine whether or not they are staying in Spain legally, the possibilities of them having documents and whether they are the subject of expulsion-order procedures. Furthermore, they are a factor that makes it impossible to establish a relationship of trust and connections and a social support network.

In addition to a supposed illegal entry on the coast, these people may arrive through legal means, which become illegal when they overstay the legal period (six months per year in two maximum periods of three months). It is not possible to obtain documents by the exceptional means of social settlement for a length of stay of under three years. Applications for asylum are legally conditioned to lengths of stay of under one month, although in practice, the fact of being a human-trafficking victim over a continuous period, should mean the admission of an application for international protection for those reasons, without taking length of stay into consideration.

## EMERGENCY CARE

In 2017, the UTEH was present at **3 police operations** in the City of Barcelona, in sexual-exploitation environments. And at least **27 people** were attended to at police stations. The UTEH responded to emergency situations approximately **44 times** during the year.

## SHELTER

Shelter is one of the main requests detected in 2017. The **City Council's gender-violence shelter operation** has had to adapt in order to include human-trafficking victims, due to the variety of profiles that also require high levels of security. In many cases, shelter is needed in the first phase of care, when the person first agrees to break away from the exploitation ring, as a first step to offering them stability and a place to rest where they are able to explore their situation.

SHELTER			
	Total number of family units housed	18	16.51%
	Total number of different people housed	23	**
	Total number of different women housed	14	77.78%
<b>Total number of people housed in hostels and hotels</b>	Total number of different trans women housed	1	5.56%
	Total number of different men housed	3	16.67%
	Total number of children/adolescents housed	4	**
	Total number of other relatives of victims housed	1	**
<b>Total number of people housed in specialised resources</b>	Total number of different women given shelter	20	18.35%
<b>Stays in shelter resources</b>	Total number of days spent in shelter resources	598	**
	Average number of days in shelter per person	35.18	**

## **SPECIALISED SHELTER RESOURCE FOR WOMEN VICTIMS OF HUMAN TRAFFICKING FOR SEXUAL EXPLOITATION**

The City Council maintains 3 emergency places from the SICAR.cat project, which pertains to the Order of the Sisters of Adoration, Slaves of the Blessed Sacrament and of Charity, in the Province of Aragon. In 2017, a total of 20 women were sheltered through the project and an average occupation rate of 82.95% was maintained. Three women received prior attention from the Gender-based Violence Shelter Operation, and one of them later found shelter with SICAR. 55% of the beneficiaries came from the African continent (Nigeria, Gambia, Ghana, Cameroon, Equatorial Guinea, and Guinea Conakry), 20% from Latin America and the remainder from Eastern Europe (10%) and Asia (15%). Of these, 80% were in an illegal situation; half of them did not have any documents. Most of the referrals came from public services. Voluntary return was requested for 3 of the women, while 7 of them continued with their personal process in the continuance phase of the programme. Two women were referred to another specialised resource for safety reasons.

The self-sufficiency phase aims to consolidate the empowerment process for the women, through staying in three Barcelona City Council flats under the management of Barcelona's Social Services Consortium. In 2017, the flats were occupied by 3 women and 4 minors, two family units which are continuing their process in 2018. In 2017, the flats were 100% occupied by the two family units and a single woman.

From the middle of 2018, Barcelona City Council, with management also delegated to Barcelona's Social Services Consortium, plans to increase the shelter resources for human-trafficking victims with 5 more flats, 4 four of them offering medium and high levels of self-sufficiency. This clears the way for various types of victim; women, men, transgender people, single-parent families, married couples with or without children, disabled people, people who find coexistence difficult, etc., regardless of the purpose of the human trafficking. The fifth flat is used as a flat for emergency stays, for human-trafficking victims or potential victims in high-risk situations, whatever their profile or type of human trafficking, who need shelter quickly under secure conditions, and supervised by a professional team that makes it possible to begin the process of exploration, connection and restitution.

## **SPECIALISED PSYCHOLOGICAL TREATMENT**

Human trafficking has serious repercussions on the health of people who suffer it. The situations of violence, coercion and exploitation that they have experienced lead to physical and mental health disorders and harm. Psychological and psychiatric disorders are the main comorbidities found in human-trafficking victims.

In addition to information, guidance and psychological care, the UTEH offers specialised psychological treatment to the people it assists.

In 2017, it worked closely with the Vall d'Hebron Transcultural Psychiatry Service, which has wide-ranging experience in tackling mental health in migrants who present multi-traumatic symptoms. They have developed a joint referral operation for cases that include psychiatric symptomatology.

## SPECIALISED PSYCHOLOGICAL INTERVENTION

	2017	%
Total number of people undergoing psychological treatment	17	
People undergoing psychological treatment on 31/12/2017	12	11.01%
Referrals to the Vall d'Hebron Transcultural Psychiatry Service	7	6.42%

Of the total number attended, 10 were cis women, 5 trans women and 2 men (one of them a relative of a human-trafficking victim).

## CULTURAL MEDIATION

All UTEH professionals speak fluent English, a language that is accessible to Nigerians. In cases concerning other nationalities where the person does not speak Spanish, Catalan or English, the UTEH has used the Barcelona Intercultural Translation and Mediation Service, for Georgian, Russian, Chinese and Tagalog, while using Seprotect for Albanian. Furthermore, from September to December, it made use of a Chinese cultural mediator, who collaborated with the UTEH and other member organisations of the Inter-institutional Committee on direct-assistance operations with people of that nationality (24 hours in total), helping to solve problems that were not only caused by language but also by cultural differences.

## RECOVERY, EMPOWERMENT AND SOCIAL AND LABOUR MARKET INSERTION FOR WOMEN VICTIMS OF HUMAN TRAFFICKING FOR SEXUAL EXPLOITATION

In 2017, the RAI programme was maintained. This is an intervention project for the recovery, empowerment and social and labour market insertion of women victims of human trafficking for sexual exploitation, which is carried out jointly by SURT, the Women's Foundation, Private Foundation and SICAR.cat.

The RAI aims to work on a series of skills and abilities that enable women victims of human trafficking for sexual exploitation to recover, know their surroundings better, work towards a profession and approach the job market. This was the fourth edition of this biannual project, which began in January 2016.

A total of 20 women took part in the selection for the project, 13 of whom came from Nigeria, while the rest came from other Sub-Saharan African countries, Latin America and Eastern Europe. 85% of them had no previous work experience, leading to 17 of the women starting the project in the pre-work phase. The programme's objectives were met: 90% of the women began a therapeutic process and had access to various training courses.

It should be stressed that 10 women were able to join the formal job market, but under conditions that continue to be extremely precarious (temporary contracts in precarious, feminised sectors).

## LEGAL REPRESENTATION

From 2013 onwards, the City Council has guaranteed free legal representation for human-trafficking victims. Human-trafficking victims find themselves in a situation of social and economic helplessness which means they are unable to assume the expense of hiring a person who can provide them with specialised legal advice, and where necessary, represent them with sufficient expertise throughout the legal procedure involved in denouncing the rings that control them. This action is taken in accordance with Article 25 of the UN Convention Against Transnational Organised Crime (2000), and Article 6.2.b) of its protocol for the prevention, suppression and punishment of human trafficking, especially for women and children, which establishes that, within their means, participating states will adopt appropriate measures to provide assistance and protection for the victims of crimes cited in the convention, particularly in cases involving threats of reprisals or intimidation, with the aim of presenting and examining their opinions and worries during all the appropriate stages of legal actions taken against the traffickers. Also in accordance with Article 56 of the Council of Europe's 2011 Istanbul Convention, which came into force in 2014, concerning prevention and combating violence against women and domestic violence.

For this reason, in 2017, the following actions were taken in order to advise or represent human-trafficking victims as a private prosecution.

LEGAL REPRESENTATION			
<b>Specialised legal support and representation</b>	Total number of people assisted	19	**
	People attended to previously (2016)	8	42.11%
	New people	11	57.89%

In 2017, there were 8 ongoing procedures that had been initiated when human-trafficking situations were still tackled by the ABITS Agency's SAS service, one of which concluded in 2017, with the conviction of the traffickers. In 2017, four more procedures were opened, as the 11 people attended to by the legal representation service decided to act as private prosecutions and accept being represented in the cause by the UTEH service. A total of 11 procedures are still ongoing, remaining unresolved on 31 December 2017.

The total number of people assisted with legal representation included 13 cis women, 5 trans women and 1 man.

LEGAL PROCEDURES		
	2017	%
Total number of legal procedures	12	
Concluded in 2017	1	8.33%
Not concluded (initiated before 2017)	7	58.33%
Initiated in 2017	4	33.33%

The regulatory development of Act 19/1994, concerning the protection of witnesses and experts in criminal cases is planned. Until a witness protection programme similar to the ones existing in neighbouring countries is introduced, the measures established in the Witness and Experts Protection Act are as follows:

- > That no identifying data of the victim nor the witnesses be recorded in the procedure, and that the victim be designated a name or abbreviations.
- > That when practising any kind of judicial process in the court or outside, procedures that make identification impossible should be used, such as distorting their image or voice.
- > That for the purpose of citations and notifications, their home address should be stated as being the courtroom itself, which will ensure that those communications will reach the addressee or can be collected by them from the courtroom.
- > Police protection for the victims.

In the most extreme cases, usually with alleged organised crime, a new identity may be provided to the victims and witnesses, as well as the financial means for changing residence and jobs.

Furthermore, they can be protected through ordinary precautionary measures established in the Criminal Procedure Act (Articles 13, 504, 544 bis i 731 bis), such as pre-trial detention for alleged criminals awaiting trial, restraining orders against approaching or communicating with specific persons or residing in certain locations, or ensuring that any declarations made by the victims in courts or tribunals are carried out by video-conference or by avoiding any visual confrontation with the accused that might intimidate them or affect their statements, as well as any other necessary measures to protect the victims. By means of the protection measures generally established in the Witness and Expert Protection Act and the Criminal Procedure Act, which must be agreed through a judicial ruling.

Of the 19 people legally represented in 2017, 10 [52.63%] acted as protected witnesses during the pre-trial phase of the legal proceedings.

Unfortunately, in protected-witness cases, the courts frequently reveal the identity of the protected witness during the oral trial (even where they have not appeared as a private prosecution). In 2017, the identity of one of the protected witnesses was revealed and in another case, the request was denied. The other procedures were still unresolved on 31 December 2017 and have still not entered the last phase of the legal proceedings, where witness identities may be revealed.

Therefore, the act of denouncing, whether acting as a private prosecution or not, is in itself a situation that puts the victim in a vulnerable situation, if the courts decide to reveal the identity of protected witnesses. Not protecting the identity of the victims during legal proceedings puts them in a subordinate position with regard to their traffickers and consequently in a situation of oppression and revictimisation. This means that the traffickers have access to another effective means of coercion against their victims, due to the legal obstacles they suffer while protected. This prevents them from freely denouncing their situation due to the fear of reprisals against them and their relatives in their countries of origin.

# 04

## Child victims of human trafficking

In 2017, there were two possible cases involving minors, whose ages were not confirmed through documentation, one confirmed case involving a minor and three adults who were recruited while they were minors.

Victims continue to be recruited who start being exploited while they are minors and who are not detected or identified until they have reached adulthood. This subject was introduced to the Children's Subcommittee and it was worked on throughout 2017 by the UTEH, the SAS and the GUB, in order to analyse the situation, improve the early detection of these situations and to consider actions when it is suspected that there may be minors in public places who are the victims of human trafficking for sexual exploitation.

## 4.1. Children's Subcommittee

As part of the Inter-institutional Committee Against Human Trafficking, it was agreed to create a subcommittee to tackle the situation of minors in the city who are human-trafficking victims; the most invisible victims. This subcommittee consists of: for Barcelona City Council, the Councillor's Office for Feminism and LGTBI Affairs (including the services of the UTEH and the ABITS Agency), the Commissioner for Security and representatives from Barcelona's Guardia Urbana police force (GUB); for the Generalitat, the Central Human Trafficking Unit and the Regional Community Unit of the Mossos d'Esquadra police force, the Catalan Institute for Women and DGAIA; the UCRIF and the Foreigners Technical Section of the National Police Force and Juvenile Prosecution Service of Barcelona; the Barcelona Consortium of Social Services, and as specialised organisations: SICAR.cat, the APIP-ACAM Foundation and the Red Cross.

In March 2017, the first Sub-committee meeting was held and it commissioned a report from the University of Barcelona that included an analysis of the situation, based on the statements of various specialised persons in this field, and a series of proposals that the Subcommittee would continue to work on in 2018.

# 05

## Quality standards

## 5.1. Cross-organisational standards

### 5.1.1 Training

The UTEH organised various specialised training courses in human trafficking throughout 2017. It has served a total of 104 professionals from the various organisations, services and institutions specialising in the detection and tackling of human trafficking.

- A Psychological impact on victims of human trafficking for sexual exploitation
- B Traditional African beliefs and human trafficking for sexual exploitation
- C The Chinese community, gender and prostitution
- D Geopolitics of Nigerian prostitution

The Unit has also taken part in specialised conferences as a specialised human-trafficking service:

- E "Prevention in human trafficking" (Red Cross).
- F Danube Cities Against Human Trafficking Round Table: *"Preventing & Combating Human Trafficking and Exploitation at the Local Level". EU Strategy for the Danube Region EUSDR, Priority Area 10: "Institutional Capacity Building and Cooperation"*.
- G "Security, democracy and cities. Co-producing urban security policies". "Cities and organised crime" (EFUS).
- H "Human trafficking: the psychological impact on survivors" International Conference. PHIT - Psychological Health Impact of Trafficking in Human Beings for Sexual Exploitation on Female Victims (University of Barcelona)

In 2017, there were three training workshops on detection for professionals from municipal services: SAIER, CUESB and SARA.

### 5.1.2 Inter-institutional committee on human trafficking

The Inter-institutional Committee was created in 2015, and it is made up of the following services and institutions: for Barcelona City Council, the Councillor's Office for Feminism and LGBTI Affairs (including UTEH and ABITS Agency services) the Commissioner for Security and representatives from Barcelona's Guardia Urbana police force (GUB); for the Generalitat, the Central Human Trafficking Unit and the Regional Community Unit of the Mossos d'Esquadra police force, the Catalan Institute for Women and DGAIA; the UCRIF and the Foreigners Technical Section of the National Police Force, the Guardia Civil police force, Barcelona's Foreigners Prosecution Service; the Examining Judiciary, the Unit of Coordination Against Violence Towards Women and the Government Delegation in Catalonia's Office for Foreigners, as well as the specialised organisations: SICAR.cat, GENERA, APIP-ACAM Foundation and the Red Cross.

In 2017, a full session was held in March, which included the Catalan Bar Association in the committee's work sessions for the first time. In that session, it was agreed to work through subcommittees in order to focus on the committee's work in two priority areas:

- > Exploring the situation of child victims of human trafficking, and
- > creating a tool for detecting victims of human trafficking for sexual exploitation.

# 06

## Budget

The budget allocated to the UTEH in 2017 was €432,737.75. Furthermore, the municipal workforce was increased by assigning two people to the unit: a professional to coordinate the service and a social worker for direct interventions.

CONCEPTS	2017	% OF TOTAL
Inter-institutional Committee against Human Trafficking	31,431.76	7.26%
Management of the service's assistance <sup>12</sup>	85,325.57	19.72%
Work placement programme	125,457.98	28.99%
Residential accommodation	186,669.44	43.14%
Financial aid	3,853.00	0.89%
<b>Total</b>	<b>432,737.75</b>	

<sup>12</sup> Including psychological and social-sanitary care, basic legal advice and legal representation.

# 07

## Conclusions and future challenges

## Main conclusions

- > The need for a specific municipal resource like the UTEH is made clear by the requests for care, advice and coordination received from both general and specialised services since its creation.
- > The main request from the team of professionals that detect and refer human-trafficking situations focus on having tools that enable improved detection, a feature that involves offering training and specialised tools to that effect.
- > Focusing interventions on the self-identification of human-trafficking victims has been shown to be ineffective if the aim is for a greater number of human-trafficking victims to have guaranteed access to the rights that are being violated and to support during their process. The services attending to human-trafficking victims must be highly flexible and able to adapt to the various realities of human-trafficking victims, if the aim is to pursue long-term successful processes and to offer sufficient security so that potential human-trafficking victims feel able to break away from exploitation rings.
- > The coordinated work among social authorities, police, public-prosecutor and judicial authorities is fundamental in order to guarantee the process of reflection and recovery that people who have suffered a human-trafficking situation require. Similarly, empowering the victim as the centre of the process is vital for achieving an efficient persecution of the crime and putting the traffickers on trial.
- > Leaving their country of origin and seeking to improve their circumstances is one of the main reasons why the victims contact human-trafficking rings, but it is not the only one, as human trafficking is a multi-factorial phenomenon. Other factors include various types of discrimination based on gender, migratory legislation in host countries, the stigma surrounding prostitution, etc.
- > In the networked task of attending to human-trafficking victims, early detection of exploitation situations is vital when the victims are minors, as there is an extremely high risk of secondary victimisation.

## Future challenges

- > Throughout this first operational year, it has become clear that there is a need for increased social resources, shelter and specialised psychological care for human-trafficking victims, that would enable greater flexibility for access. In particular, there is great need for shelter resources for men and for victims of other types of exploitation other than those already available for victims of human trafficking for sexual exploitation.
- > The creation of safe shelter places, that are low demand and difficult for the rings to identify, is one valid alternative for working with these people in the initial stages, guaranteeing protection and anonymity, peace for working on their identification as victims and a subsequent referral to more specialised resources, and if possible, once they themselves have recognised their condition.
- > A wide-ranging examination of how legal procedures are currently managed is needed, in order to improve protection for victims and contribute to easing the burden placed on human-trafficking victims as being the only evidence, by means of new investigative approaches, as well as improving training for all professionals involved in the process.
- > Coordinated work is essential for guaranteeing protection for relatives of human-trafficking victims, through mechanisms that already exist, but prevention in the countries of origin and transit is also very important, in order to put an end to the corruption that facilitates the work of the mafias and improves the information reaching people in the countries of origin about the risks involved.
- > Lastly, it is necessary to carry out ongoing dissemination and awareness-raising work about human trafficking, which not only reaches the professionals involved, but also the general public.