

ABITS REPORT FOR 2018

**ANNUAL REPORT ON SERVICES AND PROGRAMMES CARRIED OUT
BY THE AGENCY FOR A COMPREHENSIVE APPROACH TO SEX WORK
(ABITS)**

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This report includes information and data on the ABITS Agency's various projects on sex work, from 1 January 2018 to 31 December 2018. The ABITS Agency is a municipal service affiliated with the Department of Feminism and LGBTI Affairs and the Area of Social Rights, Global Justice, Feminism and LGBTI Affairs, at the Councillor's Office for Feminism and LGBTI Affairs.

The ABITS Agency has been developing specific analysis, assessment, direct intervention and coordination work since 2006, representing more than ten years of accumulated experience in Barcelona city's approach to sex work.

Its **primary objective** is to assist cis women and trans women who carry out prostitution in Barcelona – prioritising those who work in a particularly vulnerable situation – in a comprehensive, overarching and coordinated manner, so that they can become aware of and exercise their rights under the same conditions as any other woman in the city.

It acts in accordance with **six strategic intervention guidelines**:

1. Knowledge of the situation.
2. Providing assistance for women who carry out sex work on public streets.
3. Providing assistance for women who carry out sex work in enclosed establishments (premises, clubs and flats).
4. Designing and deploying programmes for social and occupational training and re-employment.
5. Detecting victims of human trafficking for sexual exploitation (HTSE) with the Unit fighting against Human Trafficking for sexual exploitation.¹
6. Coordinating institutional and community initiatives.

¹The Unit Against Human Trafficking affiliated to the Department of Feminism and LGBTI Affairs was created at the end of 2016. Cases of people in a human-trafficking situation are referred to it.

1. LOCAL OUTREACH ASSISTANCE ON PUBLIC STREETS FOR SEX WORKERS

1.1. Description of the Social and Educational Assistance Service (SAS)

The SAS² is a specific service that the City Council provides for women performing sex work in Barcelona, in particular those who offer and negotiate services on public streets. This is an interdisciplinary service that offers:

- Local outreach on-street assistance, mainly in the districts of Ciutat Vella, Sant Martí, Eixample, Les Corts and Sants-Montjuïc.
- Comprehensive social, psychological, legal and health assistance at the office. It also provides a free telephone line (900 722 200) for the women they assist, as well as a drop-in support service that does not require prior appointment (Thursdays, 11 am to 3 pm).

In 2018, the work of promoting sex workers' access to their rights continued, and progress was made in identification, prevention and assistance for cases of violence and in formalising and registering cases of violence and rights violations by means of official complaints.

1.2. Local outreach assistance on city streets

The SAS professional team³ carries out local contacts and educational interventions on city streets, with the aim of meeting the needs of the women, responding in order to achieve their priorities, as well as undertaking community interventions on the street:

- In 2018, they carried out 5,135 **contacts**⁴ with women. Contact is understood as an SAS-team professional approaching a female sex worker in a public area, undertaking an interaction that could be just a greeting, a conversation or handing out contraceptive materials. It should be noted that an individual woman can be offered assistance in various ways.
- 12,363 **educational interventions** were carried out. Educational interventions focus on promoting women's rights, and are interactions between one of the service's professionals and a woman sex worker, with the aim of fostering the woman's empowerment and autonomy, as well as providing her with support for accomplishing her priorities. Educational interactions can generate short-term, medium-term or long-term requests, or one-off assessments or emotional-support interventions, at a time when the woman needs someone to listen to her, although this does not necessarily lead to a request being made.

Educational interventions on the street decreased slightly in comparison to 2017 (12,363 in 2018 compared with 12,891 in 2017). 70.66% of these educational interventions were made in the

²The organisation providing this service during 2018 was Surt - Fundació de Dones.

³The service is made up of professionals in social education, social work, psychology, health and law.

⁴In 2018, the type of registration varied, if we isolate the number of contacts for educational interventions. Therefore, it is not possible to make a comparison with 2017, which grouped all the contacts and educational interventions under a single indicator.

district of Ciutat Vella (37.22% during the day and 33.45% at night), although it should be remembered that this is the area where most operations are carried out; 17.20% in the district of Les Corts; 12.12% in Sant Martí - Vila Olímpica and the remaining 0.02% in Sants-Montjuïc (one operation in Zona Franca). The main theme of street interventions was maintained, **promoting people's rights**, and placing the woman at the centre of the intervention so that she can decide in accordance with her potential and vulnerabilities.

With regard to the average number of women we observe on city streets per operation, we can say that the number considerably increased in Vila Olímpica - Front Marítim, although it must be taken into account that the days and times of the operations were adapted to the moments when there were a greater number of women. In the area of Les Corts, the average number of women observed per operation remained stable, in the district of Ciutat Vella, in the area between Carrer d'en Robador and Ronda de Sant Antoni, there was a slight decrease during the day and at night, and in the area of La Rambla, there was a considerable decrease during the night. The average total number of women in the district of Ciutat Vella during the night decreased, and returned to a figure that was similar to 2016.

PRESENCE OF WOMEN ON THE STREET: AVERAGE PER OPERATION				
	2016	2017	2018	
Ciutat Vella during the day	48	40	38	↓
C/ Robador and Rda. de Sant Antoni at night	There are no figures broken down by area	26	22	↓
La Rambla at night		42	34	↓
Total for Ciutat Vella at night	59	68	56	↓
Les Corts	37	37	38	↑
Sant Martí - Vila Olímpica	15	18	30	↑

Needs and requests gathered on city streets

Detailed below is a quantitative representation of addressing rights and a comparison with the previous year:

ISSUES DEALT WITH ON PUBLIC STREETS IN (%)	2016	2017	2018
Right to health	44.88%	28.53%	19.69%
SEXUAL RIGHTS	0.00%	0.00%	7.11%
RIGHT TO EDUCATION AND TRAINING	8.94%	7.09%	4.07%
ECONOMIC AND EMPLOYMENT RIGHTS	18.84%	23.02%	33.34%
RIGHT OF ACCESS TO JUSTICE	10.17%	6.42%	3.26%
RIGHTS TO CITIZENSHIP AND FREE MOVEMENT	6.20%	6.77%	3.59%
RIGHT TO PHYSICAL, PSYCHOLOGICAL AND MORAL INTEGRITY	0.00%	0.00%	12.73%
RIGHT TO A LIFE FREE FROM GENDER VIOLENCE	2.29%	6.67%	6.50%
RIGHT TO INFORMATION	4.83%	6.41%	7.74%
OTHER	3.86%	15.10%	1.99%

Changes to the systemisation of information carried out in 2018⁵ mean that the right that was addressed most often was **economic and employment rights**, accounting for 33.34%, while sex work represented 22.79%.

In second place, we find the **right to health**, accounting for 19.69%, which includes, in order of the subjects most dealt with: self-healing / comprehensive health, access to the public healthcare system (healthcare), individual health card processes, consumption of alcohol or drugs, psychological assistance and mental health.

The third most common subjects dealt with in public-area interventions were related to the **right to physical, psychological and moral integrity**, data that was compiled for the first time in 2018. More specifically, this considered the right to free time/rest and leisure/community participation, support network (family, friends, acquaintances, etc.), racism or xenophobia and moral integrity.

In fourth place, there is the **right to information**, with 7.74% of the total of subjects dealt with and which includes SAS information/appointments, as well as information from other public and private services and resources where women can go in order to make their access to rights effective.

Lastly, it should be noted that in relation to the **right to a life free from gender violence**, the classification of the types of violence discussed with women is available for 2018, and the most common type dealt with on the street is community violence (28.42% of the subjects relating to violence are to do with this type), followed by stigmatisation at 16.09%, violence from clients at 12.63%, violence between sex workers at 10.93%, HTSE/sexual exploitation at 10.14%, and LGBTI-phobia at 2.98%.

Community intervention on public streets

During the operations on public streets, community intervention was also performed with the aim of helping to improve the sex workers' quality of life, by asking them various questions relating to the rights they have as workers and as citizens. After observing and detecting their needs, the team prioritised the following interventions:

- Workshops offered by the PIAD, adapted for SAS users: Self-defence courses and the workshop 'Adiós amores perros' [Goodbye, bad love]. The place, time, duration, language and subject matter of these workshops were adapted so that SAS users could take part in them.
- A self-healing workshop designed by SAS professionals.
- Short informative capsules adapted to the needs of each territory and held in different time slots, in order to work on the street. The proposed subjects were about hygiene, contraceptive methods and sexual health, such as asking for healthcare at primary care centres (CAP), various types of violence and what to do when faced with them, infringement

⁵In 2018, the 'Sexual Rights' section was incorporated (until that year, most requests relating to this subject were listed under the 'right to health', as many of them were related to sexual and reproductive health). The 'right to physical, psychological and moral integrity' was also added, as it was detected that these were subjects that could not be listed under any of the items we then used, and the type of violence dealt with was specified.

With regard to the 'economic and employment rights' section, sex work was added, in order to differentiate between requests relating to improving employability and those relating to sex work itself (e.g., the decreasing number of clients and income or the lack of working conditions).

of rights and making an official complaint, informative cards about what to do in the case of emergency, according to the area of work (nearest hospital, emergency telephones, the importance of asking for medical reports in the case of being attacked, etc.) information about the metropolitan public transport network, etc.

- Information and dissemination to promote community participation: resources, services, training, leisure, cultural and community activities, etc., that were thought to be of potential interest to the women. As a new feature, operations on the street included representatives from some Barcelona city's organisations, so that they could explain the resources they offer. Specifically, the collaborating organisations were SOS Racism, the Red Cross and the SURT Foundation.
- Specialised attention: SAS legal experts and psychologists carried out operations on public streets to provide these services for the women and respond to their specific questions.
- The celebration of the city's special days and public holidays, during which materials were provided that encourage reflection. It is important to highlight the community work carried out on the day of Sant/a Valentí/ina and Sant/a Jordi/ina on the subject of romantic love, 8 March, explaining the feminist strike and demonstration, 25 November, against gender violence and explaining the demonstration, and the celebration of Christmas lunch at the SAS.

1.3. Comprehensive assistance at the SAS office

A total of 438 women were assisted at the office in 2018, a figure that remained stable in comparison to the previous year.

	2016	2017	2018	Variation
Women assisted in offices	355	440	438	-0.45%
Accompaniment	953	1073	1009	-5.96%
Accompanied women	⁶	931	956	2.69%
Therapeutic treatment	61	91	101	10.99%
Legal advice	142	162	153	-5.56%

The number of accompaniment cases dropped slightly in 2018 compared with 2017, from 1,073 in 2017 to 1,009 in 2018. By contrast, the number of accompanied women increased slightly, rising from 931 in 2017 to 956 in 2018, which is an increase of 2.69%. SAS professionals use accompaniments as a tool for approaching women in a context that is different from the dynamics in a street or office, in order to broach aspects concerning their situation and the possible rights violations they have suffered or are currently suffering, as well as strengthening connections. It also makes it possible for the women to learn about new resources in the area and carry out a successful referral, ensuring their arrival at the various services and resources, and that the first contact is a positive experience.

The accompaniments undertaken by social workers and educators mainly relate to sexual and reproductive rights (accompaniments to the 'Apropa't' gynaecology service) and to healthcare rights (procedures for activating a healthcare card, first accompaniments to a CAP to ensure a proper connection, emergency medical accompaniments, medical accompaniments after being assaulted, etc.). In comparison with the year before, there is a notable increase in women accompanied to

⁶ This data was not compiled in 2016.

resources or services relating to economic and employment rights (the number rose from 47 in 2017 to 93 in 2018), citizens' rights and the right to free movement (81 women accompanied in 2018, compared to 34 in 2017), the right to physical, psychological and moral integrity (4 women accompanied in 2017 and 35 in 2018) and the right to a life free from gender violence (9 women in 2017 and 53 in 2018).⁷ By contrast, there was a significant decrease in women accompanied for subjects relating to the right to health (141 women in 2018 compared to 218 in 2017).⁸ With regard to legal assistance, the accompaniments were mainly aimed at observing possible rights violations and advising the women during legal procedures in which the women were involved, as accused and/or investigated or as accusers/victims, and for registering official complaints with the Mossos d'Esquadra police force. Concerning psychological assistance, the majority of accompaniments carried out relate to the right to health, which highlights the frequency and importance of requests relating to comprehensive health and also the need to work on connections/reconnections with the public healthcare system, especially concerning mental health.

The number of women who received therapeutic treatment rose by 10.99% (91 in 2017 and 101 in 2018, which indicates a significant increase in recent years) **and 153 received legal advice**, representing a slight drop in the number of women compared to the year before, when 162 women were assisted.

Profile of assisted women

With regard to the profile of the 360 women who had active files at the end of 2018:⁹

They were mostly **migrant women (90.28%)**, with **51.67% of them coming from Africa** (mainly Nigeria, which accounted for 45.28%), **25.28% from Latin America** (including 6.94% from Colombia and 4.23% from Ecuador) **and 12.50% from Eastern Europe** (mainly from Romania, which accounted for 7.22%). When comparing this data with the previous year, it can be seen that the ratio between migrant and native women remained stable, with a slight increase in the proportion of women originally from Nigeria, a significant increase in women from Latin America (accounting for 25.28% in 2018 and 19.72% in 2017), and a notable increase in women from Colombia, rising from 3.38% in 2017 to 6.94% in 2018. The reasons for the increase in woman coming from Colombia may be found in the increase in referrals to the SAS, in which there was a major incidence of Latin American women who worked in clubs and flats, as well as a major presence of women migrating from Colombia, who arrived in Spain and at the service in 2018. The number of women from Eastern Europe was significantly lower, dropping from 19.44% in 2017 to 12.50% in 2018. In this regard, it should be noted

⁷ In 2018, work continued on detecting, identifying and intervening in cases of violence suffered by women in the various spheres of their lives, with the aim of guaranteeing their basic rights and avoiding their infringement. The increase in accompaniments connected to this right is thought to be related to this task, which makes it easier for women to better identify the rights violations they suffer. Furthermore, detailing the types of violence has also meant that accompaniments are classified according to the type of violence; in 2017 they were linked to access to justice (accompaniments to police stations and the City of Justice to register complaints relating to gender violence).

⁸ The decrease in accompaniments related to health may be linked to the fact that the processing of Individual Health Cards (TSI) decreased in 2018 and many of the accompaniments related to the right to health are linked to activating the TSI and with links to the reference CAP. This is also true of work carried out in the area of education, both in the office and on the street, which makes it possible for women to undertake certain procedures in a more self-sufficient way, in comparison with 2017.

⁹ The data corresponds to women assisted during 2018 and whose files were still open on 31 December 2018, i.e. they had an active work plan and had been assisted at the SAS office during the second half of the year.

that the number of women from Romania dropped from 14.93% in 2017 to 7.22% in 2018, returning to a similar figure to that of 2016, when they accounted for 5.70% of the total. We now mainly assist the women of Romanian origin in the street; they don't need to seek assistance at the office, because most of them have been living in the city for many years and have a high degree of autonomy. Lastly, it should be noted that although the number of women of Romanian origin assisted in SAS offices went down, the number given legal assistance rose (from 3.7% to 5.9%) while the number given psychological assistance remained stable.

The most represented age group continued to be **26 to 35 years old** (with 37.5% of active women). The second most significant age group was 18 to 25, with 25.56%. Comparing the data with the previous year, the number of active women of an older age went down, while the number of younger female sex workers rose.

86.95% were cisgender women (313), 12.22% transsexual women (44) and 0.83% men (3). These figures confirm the increase in the percentage and total number of transsexual women assisted by the SAS, which had been detected in the data for 2017; the number rose from 7.3% in 2017 to 12.22% in 2018.

Lines of intervention

The comprehensive assistance offered by the SAS at its office focuses on three lines of intervention:

1. Individual assistance: individualised action plans

Individual assistance for the women is based on defining personal itineraries that take each woman's needs into account, detecting possible violations of rights or violence suffered, the resources on offer and suggested actions for guaranteeing access to their rights.

The SAS offers social assistance, psychological support and legal assistance. It also provides women with information about other public and private resources and services, and, if considered appropriate, they are given a referral, according to the needs of each woman.

2. Networking

The other line of intervention is networking, the main purpose of which is to mediate and refer women to the system of general and local services, through coordination and interactions with the network of public and private resources and institutional and inter-professional coordination with the organisations concerned.

In 2018, there were **9,904 coordination actions**, an increase of 20.6% over the previous year, when there were 8,212. Almost half of these coordination actions, 45%, were carried out with third-sector organisations, followed by healthcare centres and municipal services, each accounting for approximately 17% of the total, and social services centres, accounting for 13.78%. The coordination actions with services in other municipalities represented 5.1% of the total; those figures therefore remained stable in comparison with 2017.

There were **390 referrals** to organisations included in the network of resources. The number therefore remained stable compared to 2017. Of all the referrals carried out, 92% were within the Municipality of Barcelona's network of resources, while referrals to other municipalities increased slightly to 7% (7 of the total number), compared to 2% for the previous year. This increase is due to the number of assisted women who live outside the Metropolitan Area but work in Barcelona.

Lastly, the networking through the SAS's participation in meetings, coordination committees and circuits, training conferences, etc. should be highlighted.

3. Group and community work

Community work was focused on promoting the empowerment of women, providing information on the city and access to the resources available to citizens, so that they could improve their autonomy, as well as broaden their social and relational network, by means of organising leisure and community-integration activities. **In 2018, special emphasis continued to be placed on community activities**, organising various operations with the aim of consolidating links with the women and their children, offering places for community work, leisure, sometimes favouring a family space, a support network and creating an environment of trust and solidarity.

In open environment, various aspects were dealt with, including: identifying and preventing gender violence, promoting access to rights and detecting possible violations, accessing the public healthcare system, sexual and reproductive rights, the right to information, etc., based on the women's interests and needs.

Psychological assistance was used to promote community intervention, aimed especially at aspects such as promoting psycho-social health, preventing violence, providing information about their rights, intercultural work and knowledge of their surroundings, services and resources. Two group interventions were also carried out, one featuring biodance and the other art therapy.

Based on this community approach, the service also took part in various sessions for coordinating, training and raising awareness among professionals in Barcelona city's services and organisations. Specifically: Barcelona Circuit against Gender Violence and territorial circuits in the districts of Ciutat Vella, Sant Martí, Les Corts and the Eixample; the Inter-institutional HTSE Committee; the District of Ciutat Vella Mental Health Committee; the Healthcare and Sex Work Committee; emergency committees for gender violence and sex work; and the ABITS working group on sexual and reproductive health. The SAS was also presented to other services in order to establish a network, there were presentations for people interested in the service (mainly post and undergraduate students in the area of social studies and gender violence), and two work-placement students were received: both Social Education undergraduates at the Pere Tarrés Faculty.

Lastly, the SAS also advised professionals from other services and organisations concerning the people who do sex work. Advice was given on 93 occasions in 2018, a 66% increase compared to 2017. Of the 93 advice sessions, 76 were in Barcelona services (81.72%).

Needs and requests compiled at the office¹⁰

ISSUES DEALT WITH AT THE OFFICE IN (%)	2016	2017	2018
Right to health	24.06%	21.64%	18.59%
SEXUAL RIGHTS			8.16%
RIGHT TO EDUCATION AND TRAINING	10.25%	8.77%	5.94%
ECONOMIC AND EMPLOYMENT RIGHTS	25.95%	32.25%	22.46%
RIGHT OF ACCESS TO JUSTICE	16.11%	14.15%	7.85%
RIGHTS TO CITIZENSHIP AND FREE MOVEMENT	11.64%	9.94%	7.40%

RIGHT TO PHYSICAL, PSYCHOLOGICAL AND MORAL			11.40%
RIGHT TO A LIFE FREE FROM GENDER VIOLENCE	2.73%	3.70%	9.02%
RIGHT TO INFORMATION	7.97%	5.46%	8.58%
OTHER	1.29%	4.10%	0.61%

The most common issues dealt with in 2018 were related to **economic and employment rights, accounting for 22.46%**. This is proportionally lower than in 2017, when the figure was 32.25%. The second most common type of request was related to **the right to health, accounting for 18.59% of the total**. These requests decreased proportionally (in 2017 they accounted for 21.64%), although it should be remembered that sexual rights accounted for 8.16% of the requests in 2018, and that previously, most of these requests were listed under the right to health (gynaecological attention, prevention of STIs, etc.). The third type of needs is related to **physical, psychological and moral integrity, accounting for 11.40%**, which was not specifically compiled until 2018.

1. Economic and employment rights

The most common issues related to economic and employment rights concern the covering of basic needs, access to social services, job placement in the formal job market and sex work (working conditions, income, etc.).

The SAS helps women to gain access to social services, by means of linking the women to the basic social services in their area, since access to resources is much more direct and the woman's situation can be dealt with in a comprehensive manner. The SAS's subsequent monitoring, in coordination with social services, helps to improve the women's living conditions, fosters links with their area and helps to make them more independent.

The SAS also continues to provide the women with information and support when needed, so that they can access benefits such as the guaranteed income, the PNC, RAI, etc.

The SAS also administers financial aid to cover basic needs, until the woman is connected to social services or in the case of women who have difficulties in accessing social services because they lack accrediting documents or because they cannot register as residents, or when they encounter some kind of emergency. The financial aid provided by the SAS, which is processed by the ABITS Agency, is divided into two types: one-off emergency aid and nominal financial aid. One-off emergency aid is used for covering low-cost, urgent expenses, such as medication, transport, administrative taxes, enrolments for training, etc. Nominal aid is always non-urgent in nature and is directly associated with the objectives and actions of its beneficiary's SAS work plan. It is intended for supporting long-term personal processes and may be for transport, food or rent as a one-off if this is not covered by Social Services.

One-off emergency aid

In 2018, a total of 106 packages of emergency aid were processed, for a total of €2,564.87. This is a decrease of 60.01%, and the number of aid packages processed also decreased by 54.11%. It should be mentioned that, in 2018, special emphasis was placed on the provision of medium-term work plans, which improved planning and reduced the number of emergencies. The number of referrals to social services also increased, which resulted in a decrease in the number of women needing financial aid from the SAS.

The majority of the emergency economic aid (62.26%) was intended to cover expenses relating to paying for public transport, primarily to guarantee access to education and training, as well as guaranteeing attendance to appointments and interviews the woman may have scheduled. The one-off aid for maintenance and mediation represents 7.55% and 8.49% of the total of emergency aid respectively, and this is used to guarantee that the basic needs of women in unexpected situations are covered. In this sense, the aim is to guarantee that the women's economic and employment rights and access to health are covered until other, more permanent actions are initiated, such as joining the designated social services centre or managing nominal aid.

Nominal economic help

There were 92 cases of nominal aid in 2018, a figure which remains stable in comparison with the previous year's 91 cases. By contrast, there was a considerable decrease, 28.82%, in the amount (€20,153.10 in 2017, compared to €14,344.27 in 2018). This is due to the preferential processing of nominal financial aid for a very defined period and always geared towards a connection with general services, mainly social-services centres, which can care for the needs of the women under other terms and for different amounts, while offering a wider range of financial aid.

The distribution of the financial aid is mainly concentrated in the aid allocated to public transport (58.87%); followed by mediation (6.93%) and in third place, aid in connection with documentation (6.06%), in order to guarantee access to citizens' rights and free movement in legal processes, advised and assisted by lawyers from the service. The low incidence of aid processes for facilitating access to housing in 2018 should be noted, in comparison with the trend in previous years, when it constituted one of the largest factors in nominal financial aid. This is due to the fact that the SAS's role was to provide women with support for getting access to and conserving decent housing, by means of resources such as social-services centres, which have a more diverse portfolio of services and possibilities in terms of this right.

In regard to the profile of the beneficiaries of this aid, there is a significant presence of Nigerian women, not only because they are the most numerous group in relation to the total number of women assisted by the SAS, but also due to the situation of special vulnerability they are in, together with their difficulties in getting access to benefits from the social protection system. Most of them live in municipalities outside Barcelona, which makes it difficult to coordinate with the social services centres responsible for providing them with social assistance. Many of these women present indicators of being HTSE victims, which leaves them in a situation of severe economic vulnerability, and they are often women who lack any kind of identification document.

As mentioned above, in order to guarantee their right to decent housing, priority is given to coordination with Social Services, so that the women are able to take part in various allocation processes for officially protected housing; they are also offered support for acquiring housing independently or using their social network when this is possible. Lastly, work is also coordinated with the network's private organisations that have available housing resources. Other requests arrive from women who are homeless: in these cases, work is coordinated with the Social Integration Service.

The issues relating to employment include improving employability, access to the formal job market, unemployment benefits, discrimination when getting a job (especially due to transphobia or an irregular administrative situation), etc. In order to guarantee their right of access to the formal job market and to improve the employability of any women who wish to do so, regardless of their

administrative situation, the women are informed about their possibilities, as well as about the various services and organisations that may assist them. For this reason, the necessary referrals and coordination processes are carried out using the network's resources, including general services and specific projects for sex workers.

It is necessary to mention assistance relating to the **Employment Plan, implemented at the end of the year thanks to an agreement between the ABITS Agency and Barcelona Activa**, with the aim of enabling a group of women assisted by the SAS to opt for regularising their administrative situation through social settlement, thanks to their participation in specific employment plans in 2019.

Lastly, it should be noted that in 2018, sex work was listed within economic and employment rights, as one of the items, and information was basically compiled on loss of earnings and the lack of decent conditions for exercising the activity.

2. Right to health

The SAS is concerned with the right to health, understood as physical, emotional and social well-being and not just as the absence of illness. This right includes healthcare, self-healing/comprehensive healthcare, psychological assistance, mental health and the consumption of alcohol and drugs.

The SAS's role is extremely important, insofar as it guarantees and facilitates the right to health for women who are unable to access healthcare by the usual route, and it offers them accompaniment in the process of **joining the public healthcare system**. Guaranteeing that service users have an individual health card (TSI) and know how to access the health services is always a priority for facilitating access to healthcare. Moreover, the individual health card (TSI) is the main gateway to the service for women who have never received assistance from any resource. As a result, processing the TSI is of utmost importance, since it improves access to rights for women who have never been to the office and it allows them to learn about the SAS and the public healthcare system, providing a gateway to accessing other fundamental rights.

In 2018, the SAS processed a total of 48 TSI cards, a significant decrease compared to the 130 cards processed in 2017 (a drop of 63.1%). The reason for this is the drop in the number of new women on the street who need first-time access to the public healthcare system. Therefore, in 2018, the main work was focused on maintaining health processes. The women who received help in accessing the right to health were mainly Romanians, accounting for 38.3% of health card applications, followed by Nigerian women, at 34.04%.

96.11% of the women assisted up to 31 December 2018 already had a health card, a proportion that has remained stable in recent years, with a slight increase.

As part of the right to health, the SAS's **psychological assistance** focuses on the following lines of action:

- Comprehensive health: Work was undertaken on 237 requests for a total of 84 women, which is 24.5% of the total number of requests concerning psychological assistance. Self-healing/comprehensive health was the most frequent request in this area, followed by those related to mental health, deficient health and substance abuse. More specifically, assistance was provided on subjects such as nutrition and sleep habits/insomnia, loss of motivation for doing any kind of physical, leisure or relational activity, the need to have personal self-healing spaces and prioritising them; symptoms of anxiety-depression, taking into account that

approximately 45% of the women who receive psychological assistance experience or have experienced situations that have led them to develop mental disorders, such as post-traumatic stress disorder; emotional support in cases of a wide range of illnesses, because the body is affected by psychological suffering, and psychosomatic disorders; and addiction and dual pathology problems are common.

In cases where it is considered appropriate, referrals, coordination and accompaniment to various mental health and addiction services in the network are carried out, so that the women can receive psycho-pharmaceutical or psychological treatment that is suitable for their state of health. However, difficulties are observed in trying to access some of these services, and improvements are needed in the coordination between professionals, so that the difficulties encountered and the specific situation of the woman concerned can be considered from a transcultural and gender perspective.

- Gender violence: Work was undertaken on 220 requests for a total of 78 women, which is 22.8% of the total number of requests regarding psychological assistance. In regard to requests concerning situations of violence, **gender violence from a partner or ex-partner** accounts for 23.2% of all requests, and in most cases, the woman needs accompaniment so that she is able to identify it. In the most frequent narratives, a high percentage of women minimise the violence and consider it to be socially acceptable and non-visible within her work activity, a situation which is reinforced in some cases by social image and stigma.

Stigma is an issue that runs through all the women's narratives, affects their health, and makes it difficult for them to talk about it as harm that is socially inflicted and suffered. It becomes the area of their lives that is most affected, it is present in the narratives in many of the women who receive psychological assistance and is closely interrelated with all the lines of action and spheres of their lives. The social rejection they experience causes feelings of loneliness, shame and guilt. Some of the women feel they are obliged to live double lives to try to minimise the impact caused by the patriarchal system on women who perform sex work. In 2018, an increase in the problem of stigma was observed, and through psychological accompaniment an increase in the feeling of guilt about sex work was observed, which leads to an increase in symptoms of depression and anxiety.

The area of gender violence also deals with cases in the intra-family environment, violence from clients, LGBTI-phobia, community, HTSE/sexual exploitation and institutional violence.

- Economic and employment: Work was undertaken on 219 requests for a total of 71 women, which is 22.7% of the total number of requests concerning psychological assistance. There was a considerable increase in the number of requests concerning economic and employment rights compared to 2017, because there was a very notable increase in requests concerning the insecure economy and how to cover basic needs (the latter being counted with psychological assistance for the first time in 2018) and because requests relating to sex work were included in economic and employment rights (a total of 39).

The main requests related to economic and employment rights were those concerning the following issues: unease relating to a situation of economic insecurity; sex work, this request is often related to a bad sex-work experience or working conditions; accompaniment in the job placement process, and unease related to economic and family responsibilities, especially

concerning the persons own subsistence and that of the people who are dependent on them, as they often form part of an extended family in their country of origin.

In 2018, 101 women received psychological attention, which is 10.9% higher than in 2017 (when assistance was provided for 91 women) and 19.7% more visits were carried out.

With regard to the profile of the women receiving psychological assistance, it should be noted that 20.79% of them were transgender, a ratio that remained stable compared to 2017.

In terms of country of origin, **55.45% of the assisted women were from Latin America**, while those coming from **African countries accounted for 15.84%**. These ratios are very different to the women from these countries assisted by the SAS. This change in the proportion of women receiving psychological assistance who are from Latin America and African countries is mainly determined by cultural and language factors and, in the case of Nigerian women, this is also thought to be influenced by the fact they are HTSE victims (many of the Nigerian women assisted by the SAS display indications of having been or being HTSE victims). Furthermore, in 2018, there was an increase in the referral of women working in clubs and flats referred to the SAS because they had requests relating to psychological assistance; many of these women were from Latin America. **Spanish women accounted for 15.84% of the population assisted**, slightly less than in the previous year, while **women from Eastern Europe made up 12.87% of the total**.

3. Right to physical, psychological and moral integrity

Data relating to this right was compiled for the first time in 2018, because in 2017, it was noted that a significant proportion of the subjects listed under 'other' were part of this right. More specifically, the issues dealt with were: leisure/community participation, support network (family, friends, acquaintances, etc.), the right to free time/rest, moral integrity and racism.

Leisure and community participation includes the importance of being able to participate in the community as full citizens, as well as having leisure time, closely linked to the right of free time and rest, prioritising areas of self-healing in order to guarantee physical, psychological and moral integrity. The SAS provides information about neighbourhood resources (both for work and taking into account where the women live) and popular festivals, cultural outings are organised, and knowledge about and the celebration of special days is promoted (such as 8 March, 25 November, Santa Jordina, etc.).

Another area of concern is their support network, working on issues such as the need to have a support network and the importance of forging alliances with fellow workers, the affects that a lack of a support network can have on their physical and mental health and the isolation they may sometimes experience. Lastly, this right also involves moral integrity, understood as the person's right to be treated in accordance with their dignity, without being humiliated or harassed, whatever the circumstances they are in and the relation they have with other people. It also includes racism and xenophobia.

4. Right to a life free from gender violence

As explained in the sections above, the SAS works on promoting the assisted women's access to rights, so that they can identify possible rights infringements and gender violence they have suffered. This work is especially important because, due to the intersectionality of the discriminations they suffer in terms of gender, race, class, the whole stigma, age, functional diversity, etc., and the violence that this involves, they often normalise the injustices they experience without identifying

them, and they are therefore unable to defend their rights. Moreover, these experiences very often result in feelings of guilt and social isolation. It is necessary to highlight the proportional increase in requests relating to the right to a life free from gender violence, which accounted for 3.70% of the total requests in 2017 and rose to 9.02% in 2018.

In 2018, work continued on detecting, identifying and intervening in cases of violence suffered by women in the various spheres of their lives, with the aim of guaranteeing their basic rights and avoiding any infringement. In 2018, details about the type of violence received was compiled. The most numerous cases involved stigmatisation (with 19.41% of all requests concerning violence), followed by HTSE/sexual exploitation (17.86%), violence from their partner/ex partner (13.66%) and community violence (11.38%). In the office context, there was a focus on preventing new episodes and initiating internal and external resources, both for protection and for comprehensive recovery, resources for economic health and physical and emotional well-being; the Legal Service focused on the women being able to receive information on their legal rights and on their options for making official complaints (juridically and through organisations such as the Non-Discrimination Office), while the psychological assistance service worked on the detection, evaluation and awareness of risks, methods of self-protection and reducing psychological harm, based on therapeutic work, as well as activating the 'non-contributory job seeker's allowance' (RAI) in order to provide autonomy during the recovery process. More specifically, in 2018, 16 social benefits (RAI) for being a gender-violence victim were processed, similar to the 15 cases recorded in 2017. Furthermore, psychological assistance used the Risk of Violence towards Women protocol (RVD-Bcn) 28 times, compared to 22 times in 2017.

In all cases, the suitability of referral or working in coordination with specific violence-care resources was assessed, mainly with the Assistance, Recovery and Shelter from Gender Violence Service (SARA) and Espai Ariadna (gender violence and consumption of intoxicants), in order to approach the cases jointly or process their referral.

5. Right to information

The right to information also comes under the umbrella of the SAS and is of special relevance. As mentioned above, many women assisted in the office are migrants, some of whom have very little knowledge about the city: culture, language, means of transport, existing services and resources, etc., or about their rights.

More specifically, they are provided with information about the SAS (focusing on rights, available advice, how to ask for an appointment, etc.), but they are also informed about other public and private services and resources, both in Barcelona city and in the municipalities where they live, so that these women can contact the resources and general services available in the areas where they live, as well as promoting the creation of a local-resident network, community participation and knowledge about the city and the culture they are living in. The resources and services most requested by the women are usually related to basic education (literacy, Spanish, Catalan, basic ICT skills, both at schools for adults and through associations and organisations), specialised training (for vocational integration), specialised care centres for migrant women that have a gender perspective (identification of violence, groups of women, comprehensive care, etc.), leisure and culture, healthcare, legal and administrative procedures, emergency telephones for each area, etc.

Furthermore, based on the information detected, as stated above, information cards on how to proceed in the case of emergency in the women's work areas have been distributed, and joint operations in the street have been made with various organisations in order to explain their rights and answer their queries directly to the women we assist on the street, *in situ*. More specifically, joint operations have been carried out with the Red Cross, SOS Racism and the SURT Foundation.

6. Sexual rights

The SAS also facilitates access to sexual rights, through its in-depth knowledge, as well as medical care concerning sexual health, the prevention of STIs, reproductive rights and the right to decide, as well as the person's own body and sexual pleasure.

Access to sexual rights is worked on transversally during specialised assistance and also on the street by means of specific information capsules on sexual rights during community intervention; accompanying the women to the Apropa't service (in the primary care centres at Manso, Numància and Drassanes), a weekly gynaecological service offered to sex workers, which aims to facilitate access and respond to their requests; accompanying women who request it during the process of a voluntary termination of pregnancy (VTP) (in 2018, the SAS carried out 27 accompaniments, compared to 43 in 2017, a decrease of 37.20%). It should be noted that of these accompanied women, 59% had never been to the SAS office prior to the VTP, i.e. the woman concerned had only been assisted by the outdoor team and often only assisted by the SAS. It is important to mention that the accompaniment in the abortion process is a major factor in strengthening the bond and it makes it easier for the woman to finally receive assistance from the office as well, as there is a preliminary reception process where the possible existence of HTSE indicators can be explored more extensively and an intervention of higher quality can be guaranteed.

Lastly, it should be mentioned that we continue to attend the Sexual and Reproductive Health Working Group sessions, promoted by the ABITS Agency in 2017, with the participation of the various organisations that assist sex workers, the ASSIR and Barcelona City Council's Department of Health, with the aim of developing joint intervention strategies.

7. Right to justice

The legal service provides advice and support for service users and team professionals in various legal areas, focusing on the women's requests, and it works towards observing that their rights are complied with. This focus is reflected in cross-cutting work with the women themselves, as well as with other stakeholders who intervene in the procedures and processes, and who help the women to consider themselves as being the subjects of rights, as possessors of information, and provide them with autonomy and more tools for gaining access to the protection of their rights.

One of the most important functions of legal assistance is to improve female sex workers' access to rights, in the sense that they are not infringed for this reason or, if they are, that this can be detected and all those actions focused on repairing, restoring and taking action in the defence of those infringed rights can be carried out, by means of registering official complaints, where necessary, or facilitating access to other specific services that can initiate actions of public impact. More specifically, the rights that receive the most legal assistance are the right to information, the right to a fair legal process with a defence counsel, as well as the right to obtain documentation.

The legal service focuses on assistance, advice and accompanying women in the following branches of law: penal, family, employment, immigration and administration, through three lines of action: **Individual advice for women** which facilitates, complements and reinforces the free justice service; **legal accompaniment to public and private bodies**, mainly involving coordination with the courts and accompaniment to register official complaints or carry out other processes in police stations and at the City of Justice; and **coordination with other stakeholders** (mainly with the Government Representation Office on immigration matters, public defenders, UTEH, Barcelona Activa, CEAR, Àmbit Dona, El Lloc de la Dona, Casal Petit in Palma de Mallorca, SOS-Racism, the Secretariat for Immigration, civil registries and consulates and embassies). Lastly, they also provide **advice for the SAS team**, in order to guarantee comprehensive assistance, resolve legal queries and offer training so that the educators and social workers can inform the women in cases where they do not think it is necessary for a lawyer to intervene.

In 2018, there were **329 cases of assistance for 153 different women**, and a slight decrease was noted in comparison with the previous year, when there were 368 cases of assistance for 162 different women; there were **323 cases of coordination with other external services and resources**, a substantial increase over 2017, when there were 205 cases, and **72 women were accompanied** (mainly to the City of Justice and to police stations), a figure that remained stable in comparison with 2017, when 71 women were accompanied.

Profile of women assisted in legal matters

With regard to the profiles of the women assisted by the legal aid service in 2018:

- 47.71% of the women were from African countries (73), mainly from Nigeria (41.18%, 63 women).
- 33.99%, were from Latin American countries (52).
- 9.15% were from Eastern European countries (14).
- 9.15% were from Spain.

Types of request

As in previous years, the **biggest group of requests concerned the rights of aliens, accounting for 54.1%**, and more specifically, as many of the assisted women were in an irregular administrative situation – either because they had never had residency or because they had lost it due to a variety of reasons, in 2018 the most common request was the regularisation of women and children (accounting for almost a quarter of the total number of requests for legal assistance). Therefore, the information provided by legal assistance focused on the following procedures: social settlement, residency because of exceptional circumstances (humanitarian reasons), a residency permit under community regime and registration certificate for community residents and regularisation of minors. By contrast, the number of applications for International Protection fell (10 women in 2017 and 6 in 2018).

It should be noted that there was a considerable increase in the number of requests from women concerning **the regularisation of their status and the procedure for attaining nationality** (especially Latin American women who had already regularised their status and had continually renewed it, until acquiring the right to apply for Spanish citizenship). There was also a slight increase in assisting women with requests concerning **administrative expulsion procedures**, due to their illegal status.

With regard to **criminal records**, during this period there was a decrease in the number of queries about procedures for misdemeanours in which the women were accused of theft on the street while carrying out sex work. In 2017, 30 women were assisted after being accused of theft, while in 2018, the number fell to 18. Through the accompaniment provided for these court cases, it is observed that they are nearly always convicted. It is necessary to underline the need for improving available resources (translation, understanding the specific situations and the vulnerability of the women). It is also necessary to highlight the fact that in many procedures, the accusers are tourists and that the women do not attend the proceedings. Therefore, the only testimony of the events comes from the police (simultaneously testimony and accusation).

The legal experts accompany the women both in pre-trial preparation and during the legal proceedings, observing that all of the legal guarantees inherent to the proceedings are complied with, such as guaranteeing an interpreter in proceedings or the option of requesting a public defender, where necessary.

By contrast, there was an increase in requests concerning gender violence (5 in 2017 and 14 in 2018). We can surmise that this is due to the focus on empowering women as the subjects of rights and the work of preventing, detecting and responding to violence, which has meant that the women themselves are able to identify the violence they suffer and do not normalise it, so that they consider the possibility of registering an official complaint. It should be noted that the varied national and autonomic-community legislation on gender violence does not cover all gender violence situations. One clear example of this is when a woman suffers an assault by a man who does not meet the criteria of 'partner' required by national legislation. From a legal point of view, this is a sex crime or physical assault established in the criminal code, without taking gender violence into consideration.

With regard to **human trafficking situations**, legal assistance continues to inform service users who present indications of being victims of this crime about the rights that will help them if they decide to recognise their personal situation as a victim, always in coordination with or referral to the UTEH.

It should be noted that in **civil law**, in 2018 the upward trend in requests for issues related to the dwellings of service users continued along the same lines as in 2017 (rising from five in 2017 to 13 in 2018). Queries for this kind of advice mainly concerned **eviction procedures**. Our job mainly consisted of coordinating with public defenders and with the social workers who are appointed by the courts in order to ensure the women's right to a defence and the possibility of obtaining decent housing.

8. Rights to citizenship and free movement

One of the basic rights of citizenship and free movement is access to the procedure for registration in the municipal register, which at the same time offers women access to other rights such as health and social services, etc. Moreover, it is the first step in the process for regularising the women's administrative situation, based on social settlement, one of the main routes used by the women assisted at the SAS. The service provides the women with information about the importance of this procedure, as well as the necessary accompaniment for carrying it out. This information and accompaniment are essential, because in the case of many women who are assisted by the SAS, the owners of the properties they live in do not allow them to register as residents, and the women do not have the necessary information to know how important this document is and the rights it provides.

With regard to the women living in Barcelona city, the SAS provides access to the right to citizenship by means of issuing knowledge-of-residency reports so that the women can register as residents without having a fixed address in the city, when they do not have a dwelling or when they are unable to register. During 2018, a total of 134 women registered as residents, compared with 96 in 2017, representing an increase of 39.58%. The right of registration in the municipal register was mainly guaranteed for Nigerian women (accounting for 41% of the registrations assisted by the SAS) and Romanian women (17%).

On 31 December 2018, 75.56% of the women with an active SAS file had exercised this right and were registered, which is a 5.7% increase over the previous year. The work carried out by the education team and the legal team with both the women and the competent administrations to raise awareness about the importance of this procedure is reflected in this slight increase, although we are still assisting 20.83% of the women who are not registered in any municipality, and the remaining 3.61% who are unaware of this fact.

The difficulty in being able to register as residents is due to the fact that many of the women assisted by the SAS live in municipalities in the Barcelona Metropolitan Area, where it is more difficult to formalise the registration procedure without a fixed address, or because the women lack any kind of ID document, making it difficult for them to register anywhere.

On 31 December 2018, 43.34% of the women assisted were in a regular administrative situation (29.17% permanently and 14.17% temporarily); , this is a decrease compared to 2017, when the figure was 54.62% (40.17% permanently and 14.45% temporarily). Furthermore, the evolution in recent years shows a clear downward trend, which may be due to the gradual increase in women coming from Latin America and Nigeria, who arrive in Europe without a residence and work permit and many of whom have no chance for regularisation until they have been registered residents in Spain for a continuous period of three years, which is when they can opt for social settlement, if they manage to get a one-year work contract that meets the minimum requirements (in terms of hours a month and salary). Although they have been in the country for years, these women face a large number of obstacles when trying to get a work contract that will enable them to regularise their administrative situation, taking into account that they have little or no professional training or work experience in the formal job market. This is added to the problems they face for registering as residents, as explained above, which means that these women need to stay in Spain for much longer than three years, because they were unable to register during their first years here.

In this regard, in 2018 we placed special emphasis on showcasing how the impossibility of getting a residence and work permit is a barrier in the lives of these women. In 2018, the service worked towards ensuring that the assisted women who meet the requirements for social settlement, but lack a work contract that makes this possible, were able to take part in **Barcelona Activa's employment plans** and were able to benefit from job offers that this service provides for the general public. Furthermore, the service also **coordinated with the UTEH so that women presenting HTSE indicators were informed about the possibility of regularising their situation through Article 59b.**

It should be noted that although there is a high percentage of women in an irregular administrative situation, the requests for processing documents relating to administrative situations only accounted for 2.68% of the total received by the office, as the women already know about the requirements for regularising their administrative situation, and therefore know they do not meet them and have no chance; it is something they no longer request.

Furthermore, a serious violation of the right to regularising administrative situations is detected, due to the difficulties for obtaining an appointment at the Aliens Office, which means they suffer an unjustified delay in accessing that right.

It is also necessary to highlight the situation of special vulnerability of women who do not have any type of identification document, which makes it difficult (or in some cases impossible) to gain access to other rights. More specifically, 15% of the 360 women assisted by the end of 2018 did not have any kind of ID. Most of these women were from Nigeria (81.48%) and many of them presented indicators of being HTSE victims.

SAS legal advice has established guidance for the effective regularisation of women who have reached the three-year residency threshold in Spain as one of its priorities. It has established a legal protocol in order to compile the necessary documentation for initiating the process some months beforehand, as well as gaining access to police archives in order to obtain an order for any possible unfavourable data that may affect the women before preparing the documents for presentation at the Aliens Office.

The main difficulties facing the women when opting for the regularisation of their administrative situation by means of social settlement are as follows:

1. Lack of a passport: Passports are essential documents for initiating any administrative process aimed at regularisation. This difficulty mainly affects Nigerian women (many of whom present indicators of being HTSE victims) who can only undertake this procedure in Madrid (and occasionally in Barcelona). It costs a lot of money and they have to obtain certificates from Nigeria, which are not easy to get and also cost money. It also affects Venezuelan women, who when applying to renew their passports often receive appointments with a waiting period of up to two years, and women from some former Soviet republics, as Russia does not recognise these countries – e.g. Kazakhstan; their documentation therefore depends on them obtaining a registration certificate.
2. Registration in the municipal register: Difficulty in gaining access to the municipal register of residents if they cannot provide proof of the dwelling where they live, usually because they live in rented rooms where they are not allowed to register. Barcelona has established various ways of gaining access to the municipal register, including registration without a fixed address, but in other locations in the Metropolitan Area, an application procedure must be initiated, which involves legal intervention for obtaining it, once the period of administrative silence has terminated – which in this case is positive.
3. The difficulty of finding a company, legal person or occupant of the home: In most of the immigrant procedures, the signing of a work contract is an essential requirement for regularising the situation of these women. Therefore, being offered a work contract is a requirement, under the conditions demanded by the Aliens Act, and that, in addition, the employer is prepared to go through the entire administrative procedure, which takes approximately six months. The lack of this requirement means that many of the women continue to be in a highly vulnerable situation.
4. Proof and cancellation of police or criminal records: In order to obtain residency, the applicant is required to prove they have no criminal record. During the beginning of their stay

in Spain, some of the women had been accused of misdemeanours in legal proceedings. In order to eliminate this unfavourable data, there is a process of accessing and cancelling the corresponding police file.

5. Obtaining a police record certificate from their country of origin: With regard to the group of Nigerian women, which is the biggest in our service, the Nigerian police record certificate (essential requirement in Aliens Office administrative procedures) is only issued by the Nigerian police, who only come from Nigeria to Spain once a year, without offering a prior plan of when they will come, which makes obtaining this document difficult. Furthermore, it expires six months after the day it is issued.

1.4. Approach of the Social and Educational Assistance Service (SAS) when women are victims of human trafficking for sexual exploitation (HTSE)

As a team with a presence in the open environment, the SAS is responsible for detecting possible HTSE victims and provide them with preliminary assistance. It is therefore a team that obtains information on the women's situation, such as the areas where they suspect forced sex work is carried out. All of this information is shared with the Barcelona City Council's Anti-Human Trafficking Unit (UTEH), and how to intervene is decided in a coordinated manner.

Cases where such an incident is detected and the woman states that she wishes to get out of the coercive environment are exceptions. In consequence, most women showing indications of HTSE are assisted by the SAS, in coordination with the UTEH. For this reason, accompaniment forms the backbone of the intervention strategy, so that the women can identify the situation and recognise that they are victims of a crime.

The entire assistance process that the SAS offers women showing indicators of being HTSE victims is coordinated with the UTEH, with various objectives: informing on cases that are detected and sharing the risk evaluation according to HTSE indicators; agreeing on approach strategies during the SAS accompaniment period for the restitution of and access to rights while the woman does not identify that she is the victim of a crime and the identification of violence by the woman; offering comprehensive assistance to the woman by facilitating access to the necessary resources, for comprehensive assistance, shelter, protection, treatment and recovery, as well as in relation to legal representation through the UTEH, regardless of whether she decides to report her situation or wishes to find out about this possibility.

On 31 December 2018, there were 175 women with active files¹¹ at the service who presented indicators of being possible HTSE victims, a figure that accounts for **48.61% of the total** and shows a slight increase over 2017, when it was 41.41% of the total. It is necessary to consider that this situation may be current, but it may also be that the women experienced the situation in the past, and it includes women identified by the police, women who self-identify as HTSE victims (23.43% have stated this) or women who meet HTSE indicators. In general, when women state this, they are referring to a situation in the past, although in 2018, there were women who stated it because of the communiqué from the King of Benin City (Edo State, Nigeria) concerning human trafficking, where he said that from that moment onwards, voodoo rituals were expressly forbidden and that those that

¹¹This data only includes women assisted at the office, since there are no details for the women who are only assisted on the street.

had been performed up to that moment were now invalid. Lastly, in regard to the profile of these women, their average age was 28, almost 73% were under the age of 30; nearly 82% were originally from Nigeria.

Social and educational intervention with possible victims of sexual exploitation is characterised by being a complex intervention, depending not only on the dialogue maintained with the person throughout a normal educational intervention, but also on other specific, observable indicators. Establishing a relationship of trust with women displaying indicators of being HTSE victims facilitates identification, although the person may be unable or unwilling to express the situation they are in, while at the same time allowing a more fluid dialogue between that person and the professionals.

We can establish the following as objectives of the SAS's intervention with possible HTSE victims:

- Identifying possible victims of HTSE or sexual exploitation.
- Informing service users who display these indicators of their rights as possible victims.
- Accompanying service users displaying indicators of being HTSE victims, but who don't identify this when becoming aware of this reality through social, educational and psychological monitoring.
- In conjunction with the UTEH, accompanying and assisting possible HTSE victims until it is deemed appropriate to refer them to the UTEH.

2. SERVICE FOR WOMEN PERFORMING SEX WORK IN ENCLOSED PLACES (PREMISES, CLUBS AND FLATS)

Three of the city's organisations provide assistance for sex workers who carry out their work in private establishments: **Lloc de la Dona** (which visits premises in the districts of Sants-Montjuïc, Les Corts, Eixample, Sant Andreu and Sant Martí), **The Red Cross** (in the districts of Eixample, Sarrià - Sant Gervasi, Les Corts, Sants-Montjuïc, Horta-Guinardó and Sant Martí) and **Genera** (in the districts of Eixample, Sants-Montjuïc, Les Corts, Sarrià - Sant Gervasi and Horta-Guinardó), **with the support of Barcelona City Council through subsidies.**

The objectives of this kind of intervention are to provide comprehensive assistance for women performing sex work in enclosed places (from a healthcare, social, legal, psychological perspective, etc.), to foster their empowerment and contribute towards the effective exercising of their rights so that they can progress towards controlling their own lives with autonomy, through access to their rights and the detection and prevention of possible violent situations they experience. Possible HTSE victims are also detected. They are informed and advised about their rights, they are provided with comprehensive assistance and, where it is considered opportune, they are referred to specialised services.

The information provided below only refers to the visited places, but it cannot be extrapolated as significant on a city-wide scale, nor for all the city's enclosed establishments nor the women who work there.

2.1. Places visited

The private places offering sexual services which were visited regularly in 2018 were as follows:

REGULARLY VISITED ENCLOSED PLACES BY DISTRICT	2015 Number	2016 Number	2017 Number	2018 Number
Sarrià - Sant Gervasi	9	9	14	13
Sants-Montjuïc	32	32	9	6
Les Corts	24	25	14	24
Eixample	74	82	79	84
Sant Martí	0	1	1	2
Sant Andreu	0	0	1	1
Gràcia	0	0	3	
Horta-Guinardó	3	6	3	8
TOTAL	142	155	124	138

The types of places visited in 2018 were as follows:

REGULARLY VISITED ENCLOSED PLACES BY TYPE	2015 Number	2016 Number	2017 Number	2018 Number
Clubs ¹²	13	11	23	29
Flats	94	96	68	62
Sex clubs	20	29	20	28
Erotic massage/relax parlours	15	17	12	17
Other	0	2	1	2
TOTAL	142	155	124	138

In 2018, there was a slight increase in the number of establishments visited regularly, compared to 2017. Continuing with the trend of recent years, the most visited places were flats, accounting for 44.93%, although this figure has continued to decrease proportionally (in 2016, flats accounted for 61.94% of the total number of premises visited, and in 2017 it was 54.84%). The number of sex clubs, clubs and erotic massage/relax parlours increased slightly.

It should be noted that the connection with women who work in sex clubs tends to be easier than in clubs or flats, probably because they are establishments that are more accessible and visible from the street, which makes it easier for other stakeholders and resources to enter, and in general, the mobility of the women working in this kind of establishment is lower.

Lastly, it should be noted that an increase was detected in establishments where women of Chinese origin work, although, as can be seen in the profile of the assisted women, very few of them go to the offices of the organisations that visit clubs and flats. Therefore, this group remains invisible and it is suspected that they may be experiencing situations of vulnerability, violence and the infringement of their rights; at the same time, in general, they have little knowledge of the languages that might help them to communicate with professionals in a fluent way.

With regard to the capacities of the visited places:

CAPACITY OF ENCLOSED PLACES VISITED	2016	%	2017	%	2018	%
Between 1 and 5 women	79	50.97%	46	37.10%	52	37.68%
Between 6 and 10 women	43	27.74%	37	29.84%	39	28.26%
Between 11 and 20 women	28	18.06%	31	25.00%	30	21.74%
Over 20 women	1	0.65%	7	5.65%	6	4.35%
Unknown	3	1.94%	3	2.42%	11	7.97%
Independent	1	0.65%	0	0.00%	0	0.00%
TOTAL	155		124		138	

It can be seen that, in general, there were no substantial changes in the type of enclosed places that were visited, according to their capacity.

¹² In 2015, in the Lloc de la Dona project, the clubs were listed as pole-dancing clubs.

2.2. Comprehensive assistance at the office: assisted women who carry out sex work in enclosed places

631 women were assisted in offices in a comprehensive and individual manner, a figure that represents an increase of 11.29% compared with 2017, when 567 women were assisted. This increase was registered above all at the Red Cross, mainly because it visited more establishments, and in some of those places there were more women working. The consolidation of links between sex workers and the organisations during the years of assistance facilitates an increase in the number of women who contact the organisations on the recommendation of another sex worker or a friend who knows about the service.

Profile of assisted women

The women who received individualised attention at the offices of the organisations that visit enclosed establishments are **mainly migrants (91.13%) and of very different origins; the majority come from Latin America, accounting for 69.41%**, with the most common countries being Colombia (13.95%), Venezuela (12.20%), Dominican Republic (11.73%), Brazil (8.72%), Paraguay (4.91%) and Ecuador (3.49%). **12.36% were originally from Eastern Europe** (mostly from Romania – 9.35%), **9.35% from Europe (8.87% from Spain), 2.85% from Africa (1.58% from Morocco) and 10 women from Asia (8 from China).**

In a comparison of this data with 2017, there was a considerable increase in women from Latin America, from 61.90% to 69.41%; an increase in women coming from Colombia, Venezuela, Brazil, Paraguay and Ecuador, and a slight decrease in the number of women from the Dominican Republic. The number of assisted women from Europe increased slightly, as the number of women from Spain increased and the number of women originally from Eastern Europe remained stable. The number of women from Africa decreased slightly; the biggest proportion were Moroccans, followed by those from Equatorial Guinea. The number of Asian women rose from 3 to 10, with 8 of them coming from China.

Some geopolitical aspects lead to Spain, and particularly Barcelona, being transit points and also a destination for migrant women working in prostitution, either voluntarily or forced, and a high degree of mobility was detected in the women being assisted.

The most representative range for the assisted women was between 26 and 35, although the percentage distribution was not available, due to the fact that not all the organisations used the same age-group intervals.

Lastly, it should be noted that a total of 30 trans women were assisted*, which accounted for 4.8% of the total number of women working in enclosed places who received individualised attention in the offices.

This year, there was an increase in the number of Colombian women, who had recently arrived in Barcelona; they were older and had migrated and worked in prostitution for the first time because of an economic emergency.

2.3. Access to rights

The requests collected were as follows:

Types of request	2016	2016	2017	2017	2018	2018
	Number	%	Number	%	Number	%
Health	796	62.83%	912	66.18%	905	60.94%
Social	185	14.60%	168	12.19%	205	13.80%
Training and employment	79	6.24%	64	4.64%	100	6.73%
Legal	146	11.52%	143	10.38%	204	13.74%
Other (violence)	61	4.81%	91	6.60%	71	4.78%
TOTAL	1,267		1,378		1,485	

The requests made by women performing sex work in enclosed places were mostly related to access to healthcare and accounted for nearly 61% of the total. These types of requests mainly concerned sexual and reproductive healthcare, followed by the processing of health cards, STI prevention and psychological assistance. The **second most common type of request was social and legal**. The social requests included covering basic needs (food, transport, care for children, clothing), access to decent housing and empowerment processes (including all the actions relating to confronting the stigma directed at sex workers, which strengthen individual and collective strategies). The legal requests included subjects relating to immigration, being able to exercise the right of registering as a resident, community-environment violence, administration fines, family and administration.

In 2018, Genera continued to offer its legal advice service. It carried out 103 cases of assistance for women who perform sex work in enclosed places. Furthermore, this organisation also assisted 53 women working on the street. Altogether, the assistance carried out concerned the following areas: immigration (46.2%), community-environment violence (14.7%), administration fines (11.5%), family (7.7%) and administration (7.7%). Among the women working in private places, the most common assistance cases are those concerning the area of immigration (49.5%) and community-environment violence (22.3%). Among the women working on the street, the most common assistance cases also concern immigration (39.6%), administration fines (34%) and penal matters (11.3%).

In comparison with the data compiled in 2017, there was a slight proportional increase in the number of social, training, employment and legal requests, while those concerning healthcare and violence decreased proportionately.

Rights to citizenship and free movement

ADMINISTRATIVE SITUATION	Number of women 2015	2015 %	Number of women 2016	2016 %	Number of women 2017	2017 %	Number of women 2018	2018 %
Average	353	65.61%	364	69.73%	328	57.85%	342	54.20%
Irregular	78	14.50%	142	27.20%	120	21.16%	186	29.48%
DK	107	19.89%	16	3.07%	119	20.99%	103	16.32%
TOTAL	538	100.00%	522	100.00%	567	100.00%	631	100.00%

Most of the **women who received individual assistance had their papers in order**, accounting for 54.2% of the total; 29.48% did not have their papers in order and the administrative status of the

remaining 16.23% was unknown. It should be noted that some of the women in a regular administrative situation are from the EU, even though some of them did not have a work permit, since they had been unable to process their foreign-national identity number (NIE), while others had a valid visa at the time they were assisted. The women in a regular administrative situation because they had a visa mainly originated from Venezuela and had recently arrived. Because of their tourist visa, they are therefore usually in a regular administrative situation for the first three months and, during this period, usually start the procedure for claiming asylum. Genera detected an increase in assistance for women in this situation. The Red Cross assist more women in an irregular administrative situation and more women ask for information about asylum, which leads to an increase in requests for issues relating to immigration. It should also be noted that most of the women in a regular administrative situation do not have an NIE, and therefore they also lack a work permit, which makes getting access to rights more difficult and means they have less access to resources.

The women in an irregular administrative situation, community members without an NIE and those in a regular situation because of a tourist visa are all in a vulnerable situation, as they have less chance of gaining access to social, healthcare, training and job placement resources, and encounter greater difficulty in finding decent housing, a job in the formal job market, etc. This is the reason why a large proportion of these women apply for support.

It is necessary to emphasise the need for continuing to promote the access to rights for these women, as requests continue to arrive from women who have no knowledge of the healthcare and social circuits, and because they are in an irregular administrative situation, in addition to suffering the stigma of sex work, they find it difficult and refrain from asking for information, which is why they often remain without access to their rights.

The organisation also responded to immigration requests (including requests for processing and renewing NIEs and nationality), support for the renewal of passports, and for registration in the municipal register as the basic document for being able to access any kind of right. By means of the referral circuit, through SAS-ABITS, which allows women residing in Barcelona city to register as residents without having a fixed address, access to this right was provided for 57 women in 2018. It should be noted that due to the high geographical mobility that women working in clubs and flats have, many of them are not registered as residents. The cover provided by being registered as residents is usually the starting point for connecting the women to the city's general services.

It can also be seen that there are a considerable number of women who, because they work in a private establishment, are totally invisible, suffer from isolation, a lack of information and stigmatisation, among other factors, which favour an infringement of their rights. For this reason, the visits to these establishments are also used to provide the women with information, run training workshops on the subjects that interest them, and promote the detection of violence, risk situations and possible infringements of rights. They are offered a place for confidential assistance at the organisations, a connection is fostered between the women and the city's general services, their autonomy and the defence of their rights are fostered and there is networking with the territory's services and resources.

Sexual and reproductive rights

Most requests regarding access to healthcare concerned sexual and reproductive health. The women

were therefore offered individual and confidential assistance, either through visits to offices, consultations by phone or using systems such as WhatsApp; healthcare accompaniments were made when so required by the women (due to a lack of familiarity with the healthcare system, language etc.) as well as in cases of abortions; and information, advice and connection to the network of healthcare resources was provided.

Individual assistance and accompaniment was also used to promote the free use of healthcare resources, mediated only by their motivation for self-healing and not because of the stigma of sex work. They were also informed about the pros and cons of various contraceptive methods so that they could freely decide, without being conditioned by their partners, clients or relatives. They were also encouraged to make their own decisions about pregnancies and, where necessary, the voluntary termination of those pregnancies, as well as receiving advice and accompaniment during the entire process.

Moreover, information and advice was also provided on promoting health to those owning and running the venues.

'Apropa't' [Come Over] service:

Most healthcare requests were for fast and agile gynaecological check-ups, analyses and STI-detection examinations. The PASSIR services (Sexual Health and Reproductive Rights Programme) at the Manso, Numància and Drassanes primary healthcare centres offered, under the 'Apropa't' programme, a weekly gynaecological space for sex workers thereby enabling a fast and quality response to these requests. The organisations informed the women of this service, provided them with access to it and, where necessary, accompanied them. What is more, this was used to forge closer links with the women, thereby fostering a personal and confidential space that could also be used for responding to health queries, detecting possible situations of violence and infringement of rights.

The high demand for this service shows the difficulties that these women may have in obtaining a direct connection to healthcare services, because they are not guaranteed the right to public health, or because of language difficulties, because they have not entered into interculturality, or because of the social stigma, which prevents sex workers from effectively exercising their rights, even when the formal right is guaranteed.

Workshops on sexual and reproductive health in places where sex work is carried out:

Group workshops were organised in the places of work in order to offer information and advice in the area of healthcare and promote dialogue, exchange experiences, evaluate the knowledge of the women themselves, resolve queries through mutual support, counter any possible erroneous beliefs and create common ground for collective empowerment. It should be noted that these workshops include various subjects, as they are all very interconnected. Therefore, a single workshop may cover sexual and reproductive rights and also speak about violence, how stigmatisation affects people, employment rights, self-healing etc. The issues concerning sexual and reproductive health included: information about and prevention of HIV and STIs, gynaecological care, sexuality, contraceptive methods, prevention of undesired pregnancies, the right to abortion, the prevention of drug dependence, the promotion of healthy habits, personal hygiene (there have been cases of excessive hygienic habits), nutrition, caring for one's body, self-healing when assuming risks, self-knowledge etc. It is necessary to specify that these subjects are not only covered in the workplace, but also from

a concept of sexual and reproductive health as a factor in health, quality of life and as a tool that enables the empowerment of the women.

As part of Genera's project, five exchange groups were formed where the main subject was sexual and reproductive health, with the participation of 32 women. Furthermore, in the workshops covering stigmatisation, violence and employment matters, healthcare matters also came up.

The Red Cross organised 24 workshops in clubs and flats, covering the subjects of health, the prevention of STIs, employment conditions and contraception, pleasure and sexuality, with the participation of 202 women. These workshops prioritise the women's interest in certain subjects, and try to facilitate an exchange of learning and reinforce the role of experts in their own life projects, in order to encourage the search for strategies aimed at individual and group professionalisation.

The Lloc de la Dona's project organised a workshop on sexual and reproductive health in the places of work. In general, these workshops are now held in the Espai Salut at the organisation's head offices, rather than in the place of work, unless there is a request from a particular establishment.

Lloc de la Dona health space

In order to be able to respond to consultations on sexual and reproductive healthcare in a professional manner and for cases where there was no need for a medical visit, a gynaecological healthcare worker was assigned to 'El Lloc de la Dona' for three hours a week. This service assisted 80 women in 2018, compared with 43 in 2017. Furthermore, this service has gradually become a training venue for sexual and reproductive health, with privacy and individualised attention.

In 2018, there was an increase in the number of women assisted at Espai Salut [Health Space], as a result of the high regard in which the service is held, which also means that more and more women are going to Espai Salut on the recommendation of another worker.

STI prevention

The prevention of sexually transmitted infections (STIs) is frequently part of healthcare assistance. This subject includes requests for information on sexually transmitted infections as well as the provision of prophylactic materials and information about those materials.

Emphasis was placed on prevention in sexual and reproductive health, the use of condoms and contraceptive methods for women (with clients, their partners and for sporadic relationships), for the owners of the establishments, the managers and the clients. Condoms for men and women, lubricants, dental dams and vaginal sponges were distributed. The distribution of this material also favours the exchange of experiences and a more in-depth look at the promotion of sexual health, both during the visits to the establishments and when the women visit the offices of the organisations.

During the visits to the establishments, the Red Cross provided educational materials demonstrating the various contraception methods in order to provide information and so that the women could make an informed decision as to the most suitable method for their needs.

The women were also informed about the services offered by Drassanes Express, which provides them with access to a quick and complete STI analysis, with a very short waiting time and without the women being identified as sex workers.

Right to health

- As mentioned above, the most common requests concerned access to healthcare, including those to do with **individual health cards** (TSI), which enable women to achieve their right to healthcare and to independently manage their relations with the healthcare services. More specifically, the women were provided with information the processing and renewal of healthcare cards, with advice and accompaniment for processing the card's renewal and issue through the standardised circuit, where possible, or under specific Department of Health programmes, and with explanations on how they function. In 2018, there were women who had a deactivated TSI. The necessary procedures were therefore carried out so that they could get access to the public health system. Specifically, 109 TSIs were applied for through the Department of Health's programme for preventing and caring for AIDS.
- In a continuation of the previous year's trend, the Red Cross detected a decrease in the proportion of women with a Level 2 card (specialised care). Furthermore, 66 of the 100 women assisted for the first time in 2018 did not have any kind of health card. Many of the people who did not have a card were women in an irregular administrative situation and many of them had no chance of registering at any address, meaning that they are some of the large number of people who are excluded from the public health system. This situation has led to an increase in applications for TSIs.

In 2018, the number of accompaniments to health services for visits to specialists other than gynaecologists increased, with the aim of facilitating the connection of the women and ensuring that they receive all the relevant information and, if they have so requested, where necessary, an in-person translation service. There were difficulties in achieving a good connection with healthcare services, such as primary care centres (CAP), which allows women to go to medical appointments calmly and by themselves.

Another recurrent request was for psychological assistance and emotional support in order to have accompaniment during complex situations and times, such as migratory grief, experiencing social stigmas and the criminalisation of prostitution; a high level of vulnerability was detected, along with social isolation and the risk of gender violence. The Red Cross referred six women to psychological assistance at the SAIER, and eight to the SAS. During the visits to establishments, emotional well-being and community quality of life were promoted, an aspect that can be worked on thanks to the connection that has been created over the years by the visits to establishments where prostitution takes place. Lloc de la Dona also offered occupational training to women who wished to seek alternative employment. More specifically, they held eight individual occupational coaching sessions for five women and one group coaching session for job seeking, attended by four women.

Lastly, it should be noted that in order to respond to the specific needs of trans people, they are informed about the Trànsit service and, if the person so wishes, they are referred to it.

Right to a life without violence

Situations of rights being violated and gender violence suffered by sex workers working in private establishments were detected, and their empowerment was promoted by strengthening individual and collective resistance strategies for facing stigmatisation and gender violence. They were offered specific and personalised assistance according to their needs. Specifically, the women were provided information, advice and assistance on different kinds of gender violence: HTSE, forced prostitution,

sexual aggression and emotional, sexual, institutional, community and gender violence. Information and advice were given about the gender-violence support network, referrals were made to specific networks and circuits in cases of gender violence, where necessary, and accompaniments were provided to help access specialist resources. Cases of rights violation were reported and women's empowerment promoted, with special emphasis on preventing and identifying violence and confronting the stigma faced by sex workers. In 2018, there continued to be cases of cyberbullying by a woman's partner and clients who used social networks to inflict gender violence.

The Genera organisation championed collective rights by empowering women sex workers, based on the deconstruction of social stigma, collective organisation and by providing these women with knowledge of their own rights. Individual assistance has been carried out, focusing on fostering empowerment, with special emphasis on social stigma and violence (HTSE, sexual assault and sexual-affective, community, work and institutional violence); during visits to enclosed establishments, emphasis is placed on the right to live free from violence as a fundamental right and the main theme of three of the 32 group workshops carried out in enclosed establishments was violence, with the participation of 17 women, while 20 focused on stigmatisation, with the participation of 114 women. During these workshops, emphasis was placed on the non-normalisation of violence, the absence of violence as one more factor for health and the detection of violence in the various environments. Genera detected an increase in violence that is produced via 2.0 networks, and which mainly affect the women's image rights; and violence in the workplace. However, it should be taken into account that, with the aim of not normalising and in order to showcase and establish mechanisms to tackle violent situations, in 2018, the organisation placed emphasis on violence in the workplace. This may mean that they are detecting it and making it more visible, which does not necessarily imply an increase in this type of violence.

The Red Cross also worked on prevention and assistance in violent situations (gender, institutional, stigmatisation), and in visits to private establishments, they included early detection and assistance of gender violence as a priority. A training capsule on gender violence was designed, using cuttings from newspaper articles to work on the revictimisation of women in the media. Joint work was carried out to favour this identification and make it possible to create strategies to counter this infringement of rights. During the workshops held in the establishments, there were also discussions about stigma in sex work, gender violence, defending rights, assertiveness in negotiations, work atmosphere, conflict resolution etc. In the case of affective relationships, the work was by means of identifying the cycle and escalation of violence, and it worked on resources for protection and self-defence. Prevention was carried out through the empowerment of the women, using workshops and talks at their places of work, and also individually in the office, including subjects like: negotiation and skills for establishing limits (whether with clients, establishment managers, partners, etc.), individual and group self-defence, self-healing and self-esteem strategies. Assistance and accompaniment was given to women in these processes and, where necessary, the women were referred to specialised resources in the Circuit Against Gender Violence. More specifically, three women were referred to gender-violence services and seven to Barcelona City Council's Unit Against Human Trafficking.

The visits to establishments were also used to raise awareness in the owners, focusing above all on the protection mechanisms they have in case of violence from clients. Work was also carried out on the violence that they themselves sometimes experience, such as living with the stigma of sex work, employment abuses, tensions among clients, workers and owners and the possible legal liability they may be exposed to in the event of police raids. On the other hand, due to their management role,

they become key players in the prevention of violence at the workplace, and also in effective awareness-raising about gender violence.

During the more local assistance that the Red Cross was able to provide for Chinese women (accompaniment to medical appointments, surgical operations and connection to other resources), they were able to detect the violence they suffered, especially of an institutional kind and relating to the racism that they suffer every day. Furthermore, it is suspected that some of them may be HTSE victims.

Lloc de la Dona placed special emphasis on detecting possible victims of HTSE and gender violence, the women were advised and the necessary coordination was performed with specialist resources when required.

Right to justice

Legal information, advice and assistance was given to the women who needed it, either through resources specific to the organisations or the network of public resources, making referrals and arrangements as considered appropriate.

In 2018, Genera continued to offer its legal advice service. It carried out 103 cases of assistance for women who perform sex work in enclosed places. Furthermore, this organisation also assisted 53 women working on the street. Altogether, the assistance carried out concerned the following areas: immigration (46.2%), community-environment violence (14.7%), administration fines (11.5%), family (7.7%) and administration (7.7%). Among the women working in private places, the most common assistance cases are those concerning the area of immigration (49.5%) and community-environment violence (22.3%). Among the women working on the street, the most common assistance cases also concern immigration (39.6%), administration fines (34%) and penal matters (11.3%).

Genera detected a progressively downward trend in their legal assistance cases, mostly due to a decrease in the number of assistance cases for women performing sex work on the street, mainly those who receive fines arising from by-laws aimed at fostering and ensuring peaceful coexistence in Barcelona's public areas. By contrast, there was an increase in assistance cases relating to the infringement of image rights, as part of the publicity forums for women who exercise prostitution. For the moment, this type of complaint is dealt with individually, but the possibility of also providing some sort of response at a group level is being studied.

The Red Cross dealt with 88 cases of legal action; nearly 65% of the cases are related to the right of registration in the municipal register (a basic right without which it is very difficult to guarantee access to rights and the network of resources) and almost 31% concerned immigration. The remainder were related to renewing passports and validating qualifications (accounting for 2.27% each). They also carried out 28 cases of legal assistance relating to immigration law through the SAIER service, with monitoring and advice offered to women and, in certain cases, accompaniment for the corresponding administrative procedures.

Lloc de la Dona received 13 requests relating to legal assistance in the following fields: immigration law (9), sexual exploitation (2) and penal (2).

Economic, employment and training rights

Comprehensive assistance was given to **cover the women's basic needs** in relation to financial aid for food, transport, clothes, child care (school materials, nappies, toys, supplements for school-meals

subsidies etc.), healthcare (paying for medicines, ophthalmic resources, crutches), provisions and access to housing. In addition, advice was offered according to the social needs expressed, through resources specific to the organisations, the public system's social service network and the network of specialist resources, carrying out the relevant coordination and referrals where deemed appropriate.

In 2018, there was an increase in requests for training, improving employability and job placement in the formal job market (in 2017 there were a total of 64 requests, accounting for 4.64% of the total number of requests, compared to 100 requests in 2018, accounting for 6.73% of the total). These requests were covered through resources specific to the organisations, and advice and information on the network of pre-existing public and private resources for training, improving employability, job placements and procedures for gaining state-recognition of foreign qualifications.

Genera and the Red Cross also produced diagnoses on the working conditions in the enclosed establishments where prostitution was performed, in order to showcase the infringement of rights and workplace violence, as well as preparing the ground for reflection and social transformation.

Genera advised the women on employment rights, based on a non-regulated employment sector where there is no framework of specific rights. It also organised a workshop on cooperatives, and four of the 32 workshops carried out in enclosed establishments focused on employment and were attended by 30 women. These workshops focused on working conditions and identifying some of the abuses that occur in employment contexts, such as workplace violence.

Lloc de la Dona detected an increase in assistance for women who were in a more serious situation of vulnerability, reflected by an increase in social and employment-training requests, especially from Colombian and Venezuelan women. In response, they were offered the guidance and employment-training service. During 2018, there were a total of 52 requests¹³ relating to training (21) and accessing the formal job market (31). Lloc de la Dona assisted women in a comprehensive and personalised manner, designing training and job placement programmes to meet every woman's needs and offering coaching on employment and job-seeking. Forty women took part in one of the training itineraries, and nine women received personal or occupational coaching sessions. Even so, the women's high level of mobility, especially those who worked in flats, made it difficult for them to have continuity and stability in the processes they initiated with the organisation. Many of them could not begin or continue with the training programme they wished to undertake because their mobility and financial needs prevented it. The process of supporting entrepreneurship also continued, by means of advice and microcredits, which consists of financial support for setting up a business and accompaniment in the planning, promotion and dissemination of the activity through employment coaching. There were also two referrals to the organisation Dones per al Futur, which specialises in entrepreneurship actions for women who have suffered violence.

Lastly, it is necessary to underline that Lloc de la Dona detected an increase in assistance for women living in squats, some of whom had had their right to decent housing infringed, as they were paying rent while being unaware of the status of the flat they were living in.

In 2018, the Red Cross responded to 39 requests relating to the area of training and employment (16 in 2017), 28 of which were for employment outplacement and 11 for training. There were referrals to services specialising in improving employability. A process of compiling data was initiated, using data from a brief interview with the women, with various degrees of connection, in order to find out their

¹³ It should be taken into account that an individual woman can make more than one request.

evaluations and proposals for the service, and they identified the area of employment training and job placement as the most needed resources, especially for those women who were in an irregular administrative situation.

Furthermore, there was an increase in requests for accommodation, and an increase in the number of women who were living and working in the same place (accounting for 20% in 2018, compared to 15.7% in 2017) and those that lived in rented rooms, while there was a decrease in the proportion of women who lived in a rented flat or a flat they owned; there were also abuses that made access to decent housing more difficult, especially when the women were in an irregular administrative situation. In order to respond to these requests, the women were referred to social services and information was provided about organisations that defend the right to housing through referrals to the People Affected By Mortgages Platform, the Union of Tenants and housing networks in the neighbourhoods the women were living in. They were also informed about ways of looking for rented flats and rooms, so that they could compare prices. The use of ICT for looking for accommodation was also promoted, as well as increasing their knowledge of the city in order to optimise their chances. In cases of emergency, the women were referred to services such as CUESB and SIS.

Lastly, it is necessary to mention that the workshops carried out in private places where prostitution takes place also worked on financial self-management, as another tool for empowering the women.

3. Services and resources for training and improving employability

To promote access to training, economic and employment rights, the ABITS Agency supported several comprehensive-assistance programmes for improving the training and employability of women who performed or had performed sex work. More specifically, five programmes were carried out in collaboration with five organisations: Surt - Fundació de Dones, Private Foundation; El Lloc de la Dona, Germanes Oblates, the coordinator for socio-employment insertion Anem Per Feina, Metges del Món Catalunya and the Associació Estel Tàpia. 441 women took part in the programmes¹⁴, 40.45% more than the previous year.

In 2018, the women who took part in the **programmes for improving employability were mainly from Nigeria, accounting for 39% of the total, followed by Latin American women, with 32.43%; Eastern European women, with 8.16% (mainly from Romania), and women from Spain, with 6.80%**. No overall conclusions can be made about age ranges because data is not available for all of the projects in the same age groups. However, we are able to state that the biggest proportion of women were aged between 30 and 45. It should be noted that there were women aged over 45 and even over 55 who, although they are a minority, require special attention, since they make the request when they see that their health prevents them from continuing to work after long careers in sex work, outside normalised work circuits, suffering from highly chronic situations of exclusion, and having paid no (or very few) social security contributions.

Regarding access to education, **most of the women have secondary or primary education, 39.23% and 35.83%, respectively; 4.48% have intermediate or higher studies, 4.31% have no qualifications, and there is no data for the remaining 13.15%**. Lastly, as regards administrative status, there was a

¹⁴ It should be noted that some women may have been counted more than once, as they could have taken part in more than one programme.

difference between programmes focusing on vocational skills, mostly attended by women without papers, (64.55%, compared to 71.74% in 2017) which centre on improving basic skills relating to language, knowledge of culture and the city and work habits, as well as regularising their situation whenever possible, etc.; and programmes aimed at improving general employability or technical skills, where most women had work permits (54.20%), although this proportion is lower than in 2017 (61.46%).

In total, **122 women obtained 162 jobs, while 75 obtained jobs through 116 employment contracts.** In 2018, the work continued against a background of an economic and employment crisis and the feminisation of poverty. Placement options offered by the current job market continued to be of low quality (insecure sectors, part-time and short-term jobs, low salaries etc.). In 2018, 40.45% more women were assisted, because there were two more projects promoting the improvement of employability and because of the increase in women assisted at Lloc de la Dona (36.96%). The total number of women placed, taking into account the formal and informal job markets, increased by 67.12%. although the number of women placed in the formal job market only increased by 29.31%. The number of jobs obtained increased by 39.66% and the number of contracts increased by 24.73%. We can therefore conclude that in 2018, there were more job placements than in 2017, but with more severe job insecurity, as the increase in the number of women finding work (formal or informal job market) was higher than the increase in women assisted (67.12% versus 40.45%), while the increase in the number of women finding work in the formal job market was lower than the women assisted (29.31% versus 40.45%).

Work continued in 2018, continuing the trend of recent years, within a context of economic and labour crisis and feminisation of poverty. Placement options offered by the current job market were of low quality, in precarious sectors, with part-time and short-term hiring, low salaries etc., and requiring very high training and preparation. Immigrant and transgender women usually fill the most precarious positions. In this economic situation of the formal job market, it should be added that a high percentage of women with an irregular administrative situation are assisted, which prevents access to many training resources and often makes access to the formal labour market impossible, despite some women having the rest of the requirements to regularise their administrative situation by means of social settlement.

In 2018, the projects for improving employability were divided into two lines of action: improving basic social and work skills and comprehensive employability projects for improving vocational skills. The vocational training project organised by the Lloc de la Dona de les Germanes Oblates was carried out in the first area of intervention and attended by 189 women. In 2018, four projects were carried out under the second line of action: 83 women took part in the Surt Foundation's 'Comprehensive operation to improve employability, aimed at sex workers 2018-2019'; Anem per Feina's project 'Special accompaniment operation for inclusion in the job market and the social fabric for women who seek alternatives and/or a complement to sex work' was attended by 106 women; Estel Tàpia's project, 'They also exist' was attended by 11 women; and the Metges del Món's project, 'Woman! A chance to create futures 2018-19' was attended by 52 women. It should be noted that the last two projects were new in 2018.

The main actions and overall indicators of the training and employability services and resources are listed below:

		2016	2017	2018
Comprehensive assistance for women working as prostitutes in enclosed places and other prostitution contexts. Vocational training and integration (Lloc de la Dona)	Participants	131	138	189
	Women placed in the formal market	7	6	9
	Contracts	19	6	9
	Women placed (formal or informal market)	21	18	24
DIR. Comprehensive operation for reintegrating women sex workers into the job market (SURT Foundation)	Participants	15		
	Women placed in the formal market	12		
	Contracts	21		
	Women placed (formal or informal market)	12		
DIMO. Comprehensive operation for improving employability (SURT Foundation)	Participants	69	75	83
	Women placed in the formal market	32	27	29
	Contracts	46	52	57
	Women placed (formal or informal market)	32	27	32
Special accompaniment operation for placement in the job market and social fabric of women who seek alternatives or a complement to sex work (coordinated by Anem per Feina)	Participants	104	101	106
	Women placed in the formal market	27	25	34
	Contracts	37	35	47
	Women placed (formal or informal market)	37	28	63
They also exist (Estel Tàpia Association)	Participants			11
	Women placed in the formal market			0
	Contracts			0
	Women placed (formal or informal market)			0
Woman! A chance to create futures 2018-19 (Metges del Món Catalunya)	Participants			52
	Women placed in the formal market			3
	Contracts			3
	Women placed (formal or informal market)			3
TOTAL NUMBER OF WOMEN HIRED		78	58	75

NB:

In 2016, 78 women found employment in the formal job market through 123 contracts.

In 2017, 58 women found employment in the formal job market through 93 contracts.

In 2018, 75 women found employment in the formal job market through 116 contracts.

3.1. Projects for improving basic social and occupational skills

The **Lloc de la Dona's vocational training project** is part of this line of action. It aims to cover the requests made by the women for seeking alternatives to prostitution by offering various training and job placement itineraries according to their needs and possibilities, adapted to their individual circumstances. It is characterised by being very flexible: it defines each woman's life and professional project, it accepts women joining the programme at any time, it links their process – when suitable – to social aid that allows activity to be monitored, and it adapts to the women's changing needs. In the context of the crisis and the feminisation of poverty, most of the assisted women are in a situation of great insecurity and do not have the resources to cover their basic needs. It is therefore necessary to complement the project with social assistance.

In recent years, taking into account the profiles of the women assisted (mainly from Nigeria, in an irregular administrative situation, with low educational profiles, little knowledge of the working language, a non-existent family network, with dependent children, accumulated debts and possible HTSE victims), the intervention has been reorganised, placing greater emphasis on reinforcing pre-employment training and **improving basic social and occupational skills**, as well as, secondarily, technical training. More specifically, the following actions were carried out:

- **Improving basic skills:** pre-employment training in languages (Spanish and Catalan), basic and functional reception, ICT literacy, empowerment and other skills.
- **Technical training:** aimed at women who are unable to access the city's other training resources, either because they lack regularised administrative documents or due to language difficulties. In 2018, the following training courses were organised: one in-situ social-healthcare course, two on cooking for senior citizens, one on gardening and horticulture, and one on self make-up. Moreover, women were referred to two training courses on industrial dressmaking at the Dona Kolors workshop (also run by Lloc de la Dona) and to external resources.
- **Mentoring project for home service:** to reinforce the training process and so that the women can improve their skills at their place of work.
- **Microcredit and entrepreneurship-support project:** The project concerning microcredits and support for self-employment continued. It is aimed at women who have the skills and knowledge to work in a profession, but without the economic resources required for purchasing the initial materials.
- **Employment coaching:** Employment coaching sessions were offered to help prepare women for the recruitment interview process.

In 2018, assistance was given to **189 women** who undertook pre-occupational training itineraries (165 women) and work placement itineraries (38 women).¹⁵ 24 of the women obtained placement in the formal or informal job market, nine of whom obtained a contract in the formal job market. In 2018, nearly 37% more women were assisted than in 2017, and the percentage of participants who achieved work in the formal or informal job market remained stable (12.7% in 2018 and 13.04% in 2017), as well as those who achieved a work contract in the formal job market (4.76% in 2018 and 4.35% the year before).

It should be stressed that work has continued in a context where it is extremely difficult for the women to find alternative employment, mainly because they are in an irregular administrative situation, have difficulties in achieving a work-life balance, and also due to a significant reduction in opportunities for inclusion in the formal job market. In this context, most of the jobs obtained by the women were part-time or with a seasonal contract.

With regard to the country of origin of the participants, 73.02% came from Africa, mainly from Nigeria, accounting for 64.02% of the total, and Morocco (7.94%). These figures show a considerable proportional decrease in the number of women from Africa and Nigeria compared to the previous year (when women from Africa accounted for 81.16% of the total, and the women from Nigeria 76.81%). By contrast, the assisted women originally from Morocco accounted for 7.94%, an increase compared with 2017 (4.35%). The others, in lower numbers, came from Latin America (13.23%), Asia (4.76%, where all of the women were originally from Pakistan), Eastern Europe (2.12%) and Spain (1.06%). It should be noted that no women from Romania were assisted in 2018. The most representative age group was 26 to 35, accounting for (35.45%), followed by 36 to 45 (25.40%) and 18 to 25 (19.05%). By comparing the ages of the women assisted in 2018 and 2017, we can conclude that there were no significant changes. Most of the assisted women continued to be younger than 35, and it should be stated that the **women taking part in the pre-employment programmes were younger** than in all the other programmes.

Most of the women taking part in the project (64.55%) were in an irregular administrative situation, which is a significant decrease, as this figure was 71.74% in the previous year. This decrease can be related to the decrease in the number of Nigerian women, who are often in an irregular administrative situation, and many of them don't even have any identity documents. Regarding access to education, 41.80% of the assisted women had secondary studies, 37.57% had primary studies and 5.29% had higher studies while 2.65% had no education. Nothing was known about the educational level of the remaining women (12.70%) because of the difficulties in equating the studies they had achieved in their country of origin with the categorisation of studies in Spain. Comparing this with the educational level of the women assisted during 2017, there was an increase in the proportion of women with a higher educational level (secondary and higher), primary education or with no education, while there was a significant drop in the number of women with secondary education.

It should be noted that being in an irregular administrative situation and having a low educational level make it harder for these women to access the formal labour market, limit the employment

¹⁵ It should be noted that an individual woman may have followed both a pre-employment and job-placement training itinerary.

sectors they can apply for and also determine their training process, as requirements for training programmes often include having their papers in order or a certain level of studies. Furthermore, the women who have had a higher education also frequently have problems for placement in the formal job market, even if they are in a regular administrative situation, as they are often women who have been inactive for a time and who suffer from the intersection of many discriminations (gender, being a migrant, age, etc.).

3.2. Comprehensive employability projects for improving vocational skills

There are four projects in this line of action: the Surt Foundation's 'Comprehensive operation for improving employability' (DIMO), the Anem per Feina project 'Special accompaniment operation for inclusion in the job market and the social fabric for women who seek alternatives and/or a complement to sex work'; the Estel Tàpia Association's 'They also exist', and the Metges del Món Catalunya's 'Dona! A chance to create futures 2018-2019'.

The Surt Foundation's '**Comprehensive operation for improving employability**' aims to facilitate the acquisition and development of empowerment strategies by women who perform sex work, so that they can join the formal job market if they wish or remain in sex work under better conditions, ensuring their employment and social rights. The project offers comprehensive assistance with a very broad focus, allowing the circuit to be adjusted to each woman in a highly individualised manner and tailored to their needs. It is based on empowerment methodology, a focus on gender, a model of skills and intercultural perspective; it places emphasis on recovering personal resources and skills that the women have and promotes improvements in their self-esteem and independence. It is therefore about placing special emphasis on the women's personal processes and encouraging them to start a process of empowerment that will enable them to make progress with their life and professional project.

In 2018, 83 women took part in the DIMO programme, compared to 75 the year before. The number of women integrated into the formal or informal job market increased (rising from 27 in 2017 to 32 in 2018), and there was a slight increase in the percentage of participants integrated into the formal or informal job market (36% in 2017 and 38.55% in 2018). The number of women integrated into the formal job market also increased (29 in 2018 and 27 in 2017), although the percentage of participants fell slightly (34.94% in 2018 and 36% the year before).

DIMO includes a wide range of resources that the women could use according to their individual plans and their life and professional spheres:

- A process of personal empowerment allows the women to define and carry out their life project, in addition to their professional project.
- An assessment of skills focused on identifying and recovering professional skills in order to transfer them to the formal job market.
- Personalised pathways based on defining objectives, consisting of employment guidance, specialised skills acquisition, basic equipment training and training in crossover skills.
- Personalised accompaniment.
- Managing employment offers and the stock of collaborating companies.

- Job-seeking classes.
- Services offering legal aid, help with bureaucracy and advice on applying for benefits.
- Support for women who suffer or have suffered gender violence.

With regard to the data from the participants' profiles, it can be seen that the women originally from Latin America account for 49.40% of the total, including 12.05% from Ecuador and 7.23% from the Dominican Republic; 27.71% were originally from Africa, with the largest number coming from Nigeria, accounting for 22.89% of the total number of women; and 10.84% came from Eastern Europe (mainly from Romania, with 7.23%) and 10.84% were from Spain. The biggest age group was 36 to 45, accounting for 46.99%, followed by the over-45s, with 24.10%.

In 2018, there was a change in the profile of the assisted women, mainly in relation to their countries of origin. In 2017, only 35% of the assisted women came from countries where Spanish was not one of the official languages. However, in 2018, they accounted for nearly half of the assisted women, mainly due to the increase in women originally from Nigeria. The direct consequences of this change are: the language difficulties associated with this group of women, who often have a very basic level of Spanish, and the fact that these women are usually in a highly vulnerable situation and it is normal for them to have suffered many instances of violence and infringement of their rights. Many of them are victims of human trafficking or sexual exploitation. It is also necessary to mention that, in general, this group of women did not undertake any process of formal education in their country of origin or in Spain, and they often have no previous work experience in the formal job market. Lastly, the fact that these women are in a highly vulnerable financial situation also makes their process more difficult, as they often have no money for transport, because they have to use it to buy food and other basic needs.

The women assisted in this programme encounter many difficulties for integration in the formal job market, where there is still a predominance of insecure jobs and the feminisation of poverty. Therefore, the women continue to suffer from discrimination due to gender, being migrants (89.16%), because many of them do not have a regulated education and have little work experience in the formal job market, and because of their age (71.08% of the women assisted in the programme were over the age of 36, 24.10% of them were older than 46, and many of them had been working in the informal job market for a long period of time). The women commented that the reason for starting to look for formal work at older ages was due to the fact that working as a prostitute had become less profitable as they grew older and their motivation for performing sex work had gradually decreased over time. Many of the women have worked as prostitutes all of their lives and when they decide to join the formal job market, they encounter difficulties related to their lack of education and experience. The DIMO programme works to vindicate the experiences they have had and adapt them to the needs of the formal job market.

Lastly, it should be noted that 75% of the women selected for participation in the programme in 2018 stated that they experienced or had experienced situations of gender violence, from relatives, clients or sentimental partners, or that they had arrived in Spain through human trafficking for sexual exploitation. The data relating to gender violence do not reflect, however, the particular situations of the women who did not state that they had experienced gender violence or had not identified it. These situations of violence which are not explicitly expressed as such, but indicated in subtle ways, could well include all of the remaining women (15%), mainly women who experienced violent

situations from their clients. It should also be stressed that, in spite of the figures on violence, none of the assisted women were receiving the active insertion income (RAI) for being victims of gender or domestic violence.

The **'Special accompaniment operation for inclusion in the job market and the social fabric for women who seek alternatives and/or a complement to sex work' project organised by Anem per Feina, the coordinator for vocational integration**, offers accompaniment and personalised help for women who need individualised accompaniment in order to obtain alternative means of access to the formal job market. It is aimed at sex workers of a working age, in a regularised or regularisable administrative situation, who have prior work experience, or who have had previous training that had enabled them to acquire work habits (responsibility, punctuality, social relations...), but who find themselves in a structural or very often temporary situation of disorientation, which requires a personalised accompaniment in order to ensure their access to the formal job market. It is a flexible programme that accepts the incorporation of participants at any time and is adapted to their personal needs.

106 women were assisted in 2018: 38 who started the process in 2018 and 68 who started the process for improving employability in previous years. Of these, 63 women achieved some type of placement in the formal or informal job market, accounting for 59.43% of the participants. This is a very substantial increase over the previous year (in 2017, 28 of the 101 participants achieved this, or 27.72%). In 2018, 34 women achieved some type of placement in the formal job market, accounting for 32.08% of the total number of participants. This is a slight increase over the previous year, when 24.75% of the participants achieved this.

The project was divided into several stages:

- Reception, information and orientation stage: This phase included reception interviews, information and work on CVs.
- Monitoring, orientation and training in an employment context: planning for professional requalification through training courses, following the established itinerary, advice and awareness-raising about rights and obligations concerning immigration and employment, personal support sessions, and dealing with difficulties and coordination with the other stakeholders involved.
- Intermediation or active job seeking: an employment intermediation service and pool of collaborating companies, research into the market, training on active online job seeking, and monitoring of the established employment itinerary once a job is found (during and once it has finished).
- Closing stage: assessment of the itinerary followed and of the cross-cutting skills achieved, as well as referral to other resources if this is deemed appropriate.

The profile of the assisted women by country of origin¹⁶ was as follows: 36.68% of the women came from African countries, mainly Nigeria, which accounted for 28.30% of the total number of women

¹⁶ The data was collected by country of origin, as there were women who, even though they had acquired Spanish nationality, had to continue working on immigration-related aspects.

assisted. The second biggest group were women originally from Latin America, who accounted for 34.91% (mainly from Ecuador and Argentina), followed by Eastern European women with 16.04% (mainly from Romania), and in fourth place, women from Europe with 10.38%; women from Spain accounted for 9.43% of the total number. A comparison with the data from the previous year shows a substantial decrease in the proportion of women from African countries (38.68% in 2018, compared to 45.54% in 2017). By contrast, the women from Latin America, Eastern Europe and Europe showed a proportional increase (34.91% in 2018, compared to 31.68% in 2017; 16.04% in 2018 versus 15.84% in 2017; and 10.38% in 2018 compared to 6.93%, respectively).

The predominant age group was 36 to 45 (41.51%), followed by 26 to 35 (26.42%), 46 to 55 (19.81%), the over-55s (9.43%), and 18 to 25 (2.83%). This data is quite similar to the previous year's, and no significant variation was detected for any age group.

Regarding their administrative situation, 93.40% of the women were in a regularised situation with a work permit, while 6.60% were in an irregular situation without a work permit. This means that the number of women in a regular administrative situation and work permit had significantly increased (they accounted for 83.17% in 2017).

In regard to educational level, in recent years it has been observed that the operation has assisted women who lack education, skills and administrative regularisation. There were even women in a very vulnerable psycho-social situation in terms of facing possible participation in selection or intermediation processes. This requires preliminary work to promote empowerment, motivation and referral to training that extends the time needed for making a hypothetical placement viable, which is a contradiction in terms with the urgent economic needs of many of the women. Furthermore, access to the professional training courses requires prior educational levels that the assisted women often lack or cannot demonstrate. For this reason, the operation also works on the validation of qualifications, the search for resources that prepare the level test before the course, and in-company training courses are promoted.

In recent years, this project has needed to rethink the concept of reinsertion, as this involves longer processes, and now entering the formal job market is always more insecure, with part-time work, temporary contracts, sectors where working conditions have become worse and worse while also losing quality, etc. In conclusion, we cannot speak of inclusion even where there is access to the job market. The service users get jobs, but they continue to need supporting resources in the social area, and they acquire a precarious level of autonomy. Furthermore, job insecurity has led to some women suddenly finding themselves in an irregular administrative situation, as they cannot meet the minimum contributions needed to renew their regular administrative situation. The current situation and economic expectations make it likely that there will be a stagnation in these conditions, which would cause the autonomy and job placement in the formal job market processes to continue being long term.

Lastly, it is necessary to highlight that the women assisted in this operation have a higher level of access to and maintenance of jobs, compared to other operations that assist women, as the users of this service accept jobs that the users of other services either reject or are unable to accept. In general, this aspect is due to the fact that they have a greater ability to self-organise their time and family responsibilities (a skill transferred from their needs as sex workers) which allows them to accept jobs with timetables and journeys that are not viable for other service users who are more tied to the timetables of their children or their inability to move around. The level of maintaining jobs is

higher, as they can manage certain timetable or functional changes with more freedom. However, they have access to low-quality jobs with bad working conditions, and access to a job that ensures a certain degree of autonomy requires an investment of time for training that they often do not have.

The Metges del Món Catalunya project ‘Woman! A chance to create futures’ aims to help improve access to training in other economic sectors outside sex work in Barcelona city, as well as improve the skills and abilities of cisgender and transgender women sex workers in the process of exercising their social and employment rights. More specifically, it works in two areas:

- Combating the business transphobia currently found in the job market, offering job opportunities to women, especially transgender women, who are in a situation of vulnerability and who work in prostitution; and responding to the infringement of transgender women’s employment rights by facilitating the participation of that group of people in defending their own rights.
- Fostering the figure of the health agent as a necessary transformative tool for third-sector organisations and public administrations who work with groups that are in a vulnerable situation.

In 2018, the main actions carried out were as follows:

- Initiation course for health agents, with the participation of 25 women (22 of whom finished the course). They worked on basic, necessary knowledge and skills for approaching the functions that health agents have to carry out in their places of work.
- Course for health agents, with the participation of 11 women (10 of whom finished the course). They worked on the essential skills, abilities and responsibilities needed to carry out the functions of health agents. We would like to emphasise that in this edition, seven of them were transgender women, and the rest cisgender. They all worked or had worked as prostitutes and they were selected from over thirty women.
- Personal integration itineraries: 12 itineraries were initiated (11 of which were in progress at the end of the year); three women had managed to join the formal job market as cleaning operatives, two of them with a part-time works and services contract lasting less than six months, while the other woman had a full-time training and work contract lasting six months. Therefore, the placements they had achieved were in insecure, feminised sectors, and with short-term contracts, which in two cases were also part-time.
- A space for active job seeking has been provided, which was used by seven cis women and one transgender woman.
- Espai Creatiu Trans: 11 women took part in this programme, which consisted of holding theatre sessions with the women taking part. Theatre Company – *Fòrum Trans Tiriti trans.

During this first year of the programme, they made three theatrical performances: one of an internal nature, aimed at volunteers, technicians and members of the organisation’s board; at the award ceremony for Sant Martí’s Young Comedy Award and at Fede.cat’s Espai Erasme, aimed at the organisations concerned.

- Advocacy:

In this first year, women working in prostitution were accompanied in the actions programmed for 8 March. In the morning, they attended the gathering at Plaça de la Universitat with Sub-Saharan women, mostly from Nigeria. During the afternoon demonstration, there was a workshop on 'Reunited Feminism' at the office, there was a workshop on feminist placards and the Grup GRIS was accompanied in their official presentation as a transgender advocacy group. This action was carried out together with the association's volunteers, with the participation of over 30 volunteers and 25 women working in prostitution.

Support was also provided for the **transgender-employment advocacy group**: The employment policy advocacy group was made up of nine women and it took part in the #estamospreparadasytu [wearereadyandyou] campaign (postcards were handed out to new volunteers and to the general public), it took part in the project 'Transeducant, gener@ el canvi' [Transeducating, gener@te change], where transgender women hold awareness-raising workshops aimed at the association's volunteers and a survey was held aimed at the transgender women who had already participated in the advocacy group, in order to find out their current status and what objectives needed to be tackled. The women wanted to take part in more awareness-raising events aimed at young people and requested more training about association networks and employment rights. In this first stage, we invited nine women who had done the survey to take part in the project Association Training.

- Training in employment rights: Individual training sessions were given on employment rights to six cisgender women and one transgender woman. It was planned to carry out group training on this aspect in 2019.

52 women attended this project, with half of them being transgender and half cisgender. Most of them were from Latin America, accounting for 61.54% of the total, mainly from Ecuador (21.15% of the total) and Venezuela (7.69%). Spanish women accounted for 11.54 of the total, the same proportion as women from Eastern Europe (mainly from Romania, with 7.69%). Women from African countries accounted for 9.62% (women from Nigeria with 3.85%). With regard to the age of the assisted women, the biggest age group was 30 to 39, with 28.85%, followed by 40 to 49 and 50 to 59, with 19.23%, and 20 to 29, with 11.54%. Lastly, in relation to their administrative situation, 55.77% had work permits, either because they had a residency and work permit (34.62%), because they had become Spanish nationals (13.46%) or had applied for asylum (7.69%). Of the remaining women, 11.54% were in an irregular administrative situation and in the process of regularising it; 9.62% were in an irregular administrative situation but with no chance of regularising it at that time, and 3.85% had a residency permit. The administrative situation of 19.23% of the women was not known.

In 2018, three women achieved placement in the formal job market, a figure that represents 5.77% of the participants.

In order to facilitate the participation of the women with dependent children in Barcelona, all the training sessions carried out included a play area available to all participants, so that they could balance their private lives with their training.

The Estel Tàpia Association's project 'They also exist' aims to promote the comprehensive development of autonomy for women who have worked or are working in prostitution and wish to

leave that job. In 2018, 11 transgender women who worked or had worked in the area around Camp Nou were assisted, and they began a training and work placement process at Estel Tàpia.

Fortnightly operations are held in the area of Les Corts where sexual services are offered on the street, in order to meet sex workers in the area and offer them the chance of taking part in the project, as well as establishing accompaniment relationships. If the women show an interest in taking part in the project, they begin a training itinerary at the Estel Tàpia Association, with the aim of placing them in the formal job market.

More specifically, the following activities were carried out in 2018:

- Weekly meetings: Since the start of the project, weekly group meetings were held to share everyday matters and welcome other women who are in similar situations, in order to provide transsexual women who offer sexual services on the street in the district of Les Corts with information about the project.
- Reception interviews: the women are interviewed to find out about their wishes and interests, so that their placement itineraries can be personalised.
- Mentoring: throughout the process, the women taking part in the project are offered mentoring from a woman who is also a sex worker and is in the job placement process for inclusion in the formal job market.
- Training actions at Estel Tàpia: Various training modules were held, including one tidying and cleaning module, designed for working in the area of cleaning, one on surroundings and messaging, for knowing how to get around the city and training for employment in the messaging and delivery sector, and a module on art therapy and critical thinking.

In 2018, 11 transgender women were assisted, nine of whom continued in the preliminary project-knowledge phase while two started the training process at Estel Tàpia. With regard to the profile of the assisted women, 72.73% were from Colombia and 27.27% were Spanish; 81.82% were between 30 and 39 years old and 18.18% between 40 and 49; 54.55% of the women were in a regular administrative situation (three Spanish women and three from Colombia); 9.09% had higher studies, 27.27% secondary education and 63.64% basic education.

It was planned to begin the accompaniment phase for job placement in 2019 and, therefore, none of the women achieved any job placement in the formal or informal job market in 2018.

From the development of the 'They also exist' project, it can be seen that, among the transsexual women working in prostitution, there is a widespread desire to change their lives and find a job in the normalised job market. However, some difficulties were detected, such as fear of making the change, the low salaries they have access to and their environment.

4. Other projects under way

4.1. Social assistance for women in situations of medium emergency and social inclusion

Defining the project

This was aimed at responding to situations of exclusion which cis and trans women faced in environments of voluntary and forced prostitution, with particular emphasis on those in more serious situations of rights violations, suffering from violence, discrimination because of their origins and who had dependent children. The activities carried out provide social assistance in emergency situations (managing economic aid for covering basic needs and referral, accompaniment, coordinating and monitoring with specialised external resources), intercultural mediation, as well as socio-cultural integration. This project is run by Àmbit Prevenció, and the City Council has supported it since 2006.

In 2018, a total of **149 women (16 of whom were trans)**, benefited from the programme, either through social assistance, the allocation of financial aid or participation in workshops.

It should be noted that 46% of the assisted women originated from Sub-Saharan Africa (practically all from Nigeria); 33% were in an irregular situation (6 women lacked any form of documentation); and 32% were single-mother families, while many of them had dependent children in their country of origin. Regarding access to housing, 42% were living in a rented room, where up to a family of four may be living; 28% were living in a rented flat; 8.7% in a squat, because they didn't have any alternative housing; 3% had no home; and 13% were in other situations (with no fixed place of their own but living with relatives, friends or acquaintances, with frequent changes of address).

Initiatives carried out

Social assistance and covering basic needs: economic aid

In 2018, **281 requests** were dealt with: 77 for social support, 47 for financial aid, 33 for training and job placement, 31 for legal advice, 24 for assistance with situations of violence, 17 for registration in the municipal register, 17 concerning applications for temporary accommodation and 7 for care as possible human trafficking victims. Nearly 22% of the 350 interviewees had been at the centre of violent situations.

With regard to financial aid, 117 supermarket cheques were given out for buying food, 71 hygiene cheques for buying hygiene products for the household and for children (nappies, hygiene products for babies, etc.), 84 subsidies for transport tickets for travelling and 6 cases of direct financial aid for buying clothes and shoes for their children.

Access to training and information: Workshops on empowerment, rights and violence, for migrant women

Four workshops were held for 20 migrant women, most of whom had dependent children, with the aim of providing them with tools for personal empowerment and creating a place where they could share the emotional impact of discrimination and violent situations they had experienced, as well as strategies for dealing with them. The workshops worked on the subjects of most concern to the women: Institutional violence, rights and obligations of the legislation for protecting minors and

knowledge of the rights and non-discrimination as migrant families. There were visits to specialised resources (SOS Racism and PIAD) where they worked on defending rights/preventing violence.

4.2. Sexual health service and support concerning violence against women who carry out sex work

Defining the project

The objective of this project is to reduce violence, improve health and quality of life, and to promote the empowerment of women who carry out sex work. The project aims to provide responses that improve the women's sexual and reproductive health by increasing their personal care and empowerment in sexual relations and, therefore, reducing the risk of sexually transmitted infections (HIV/AIDS, hepatitis and others), sexual violence and other issues faced by women working in voluntary or forced prostitution; placing special emphasis on women in more serious rights-violation situations, such as migrant women, and who often suffer other situations of discrimination and violation of citizenship rights, for reasons of origin or gender, among others. The activities include comprehensive assistance in sexual health (including promoting empowerment so they can make decisions freely), detecting violence (psychological, physical, sexual and environmental), psychosocial assistance and decent housing. This project is run by Àmbit Prevenció, and the City Council has supported it since 2006.

Initiatives carried out

Right to health:

In a cross-departmental manner, empowerment in health matters was promoted through individual and group assistance, so that the women were able to have more control over the decisions and actions affecting their health, both personally and in their close circles. Empowerment is also a tool that helps to decrease inequality in access to information, in sexual health and assistance with violence services, taking into account that the women who attend this project are in a specially vulnerable situation, as they experience significant social stigmatisation for performing sex work, most of them are migrants, some of them are transgender*, etc.

Sexual health assistance was devised as comprehensive healthcare and dealt with psychological and emotional aspects, as well as the women's life circumstances. This assistance was undertaken by offering tests for detecting sexually transmitted diseases, pregnancy tests and referrals to services specialising in sexual and reproductive health. The 'pre' and 'post' advice for the tests is a fundamental stage for accessing the women's performance, emotions and living situations, which have a direct impact on decision-making relating to sexual health. In addition, it means not only informing and educating on health, but also makes mindfulness a way of life. As part of sexual healthcare, we would also like to highlight the detection of and assistance with gender violence, as well as referral to the region's specialised services.

Accompaniment and monitoring at complex times are also offered (unwanted pregnancies, infections of HIV or other diseases, etc.) in external resources specialising in sexual health and violence, particularly in the case of Nigerian women (due to language or cultural issues, or because they experience the stigma and discrimination still existing to a greater degree in some health services).

In 2018, specialised assistance was provided for a total of 302 cis and trans women; there were 439 diagnostic tests for STIs (HIV, syphilis and hepatitis C), 84 pregnancy tests were performed, 36 new health cards were processed, 42 accompaniments were performed at various health resources (gynaecological and hospital care, abortion clinic), and individual advice and monitoring was offered on health education, psychological assistance and health.

Right to a life free from gender violence:

The right to a life free from gender violence was approached in a cross-cutting manner, by means of empowerment, psychological assistance and providing information on rights, resources and options for making official complaints, should the woman deem this appropriate.

In addition, specialised assistance was offered to women of Nigerian origin for preventing and detecting violence (mainly sexual, social or human trafficking), based on psychological assistance and monitoring. Through this relational and therapeutic project, the risk is evaluated, with the consequent referrals to the region's specialised services. In 2018, four women were accompanied to SICAR, SARA (Assistance, Recovery and Shelter Service) and Espai Ariadna.

Access to decent housing:

This concerns shared housing for medium-length stays (12 months) for women with children and trans women. The possibility of shared housing is part of an accompaniment task working towards independence, in coordination with other organisations, with which the service users already have an action plan. Nevertheless, socio-educational and health monitoring are also performed within the accompaniment work, offering psychological support, social assistance and follow-up, accompaniments, bureaucratic processes, information and guidance, psychological assistance and monitoring, referral to training workshops, etc.

In 2018, five people (four cis women and one trans woman) occupied the shared housing; none of them had dependent children. One of them stayed in the flat for 12 months, while the others stayed for 4-6 months on average. All of them were migrant women except for one, who was Spanish. They ages ranged from 23 to 62.

4.3. Project of actions aimed at the trans-women* sex workers group (DTTS)

Based on a needs analysis, which compiled the requests from trans* women *who performed sex work in Barcelona city* in 2018, the actions carried out in 2017 were continued, prioritising the following:

- **Improving employability:** The profiling of the ABITS employment plan was finalised, in coordination with Barcelona Activa and the organisations that had agreements with the ABITS Agency in 2018. This is the strategy that had to be followed so that trans sex workers who wished to improve their employability had the opportunity to do so through the projects and programmes offered by the organisations, with access to Barcelona Activa's offers.
- **Promoting and guaranteeing the right of access to justice:** The SAS continues working so that trans* women who work on city streets are able to identify possible rights violations and any violence they may suffer, so that they are familiar with the mechanisms for reporting them, the services that can support them and the option of being able to receive legal advice at SAS if they think this is relevant. A legal accompaniment service is offered, guaranteeing access to justice for DTTSs and empowering them as people with rights.

- **Preventing and combating gender violence suffered by trans-women sex workers:** The SAS continued to help trans-women sex workers acquire tools for identifying the violence they suffer, and placed special emphasis on the importance of everyday violence, as well as the importance of not normalising it. Moreover, in 2018, coordination with police forces continued. There were three meetings of the Violent Situations Committee in the district of Les Corts (the district where the majority of transsexual women working on the street are to be found) and the women were informed of the right to file official complaints.
- **Psychological assistance:** As mentioned above, in 2018, nearly 21% of the women the SAS psychological assistance team worked with were trans* women, which is a slight increase compared to the previous year.
- **Social assistance:** The SAS processed health cards and carried out medical accompaniments, in Trànsit and other operations. They also referred people to Social Security centres whenever necessary. Groups were initiated that included sessions with short capsules on trans* issues.
- **Coordination with the Municipal Plan for Sexual and Gender Diversity:** The ABITS Agency and the SAS coordinated with the municipal plan for sexual diversity and gender, so that the scheduled actions could have a greater impact as part of a comprehensive strategy.
- **Preliminary contact with the future LGBTI Centre,** in order to contribute information, needs and aspects that could possibly be channelled through the Centre.

5. ABITS NETWORKING AND COLLABORATION

This section describes the ABITS Agency's participation and coordination in several work spaces, with both social organisations and other institutional stakeholders.

5.1. Emergency committee on gender violence against sex workers

The emergency committees on gender violence against sex workers, which were implemented in 2006, continued to meet. These are coordination actions between city districts, police forces, organisations and associations of sex workers, in order to coordinate all social and police actions from the first moment, and offer women the maximum guarantee of safety, prevention and assistance. These committees take place in the two districts with the greatest concentrations of cis and trans women sex workers in public areas; the districts of Ciutat Vella and Les Corts.

In addition to offering Barcelona city's catalogue of resources and the Gender Violence Circuit, the committee focuses on the risk of community gender violence when working on the street, and the specific actions required, according to the context and area.

There were three meetings of the Ciutat Vella committee and three meetings of the Les Corts committee.

Composition of the emergency committee on gender violence against sex workers

– The District Councillor

- The District’s Department of Public Assistance
- Specialist from the District
- Department of Feminism and LGBTI Affairs
- Coordination and management at the ABITS Agency
- Director of the SAS
- Two people representing third-sector organisations
- Representative from ‘Putes Indignades’
- A trans person who knows the district and provides advice (in the case of Les Corts).

The aim was for this to be rolled out to the rest of the districts that require it, taking into account the volume of women carrying out sex work, and thereby guaranteeing their access to rights.

5.2. Studies, protocols and reports

Studies:

- Collaboration in elaborating HTSE indicators pioneered by the Anti-Human Trafficking for Sexual Exploitation Unit. Two sessions were attended.
- Participation, as an interviewed service, in the study on sexual violence carried out by the Health and Community Foundation.

Surveys by the SAS team:

The SAS carried out surveys in public places at the request of the districts or services that detected an area or street with an increased presence of women or new meeting points of women carrying out sex work. The SAS team assessed the area and the needs and requirements, to guarantee the women’s access to rights.

- Sants-Montjuïc district, Zona Franca.
- Ciutat Vella District.
- District of Sant Martí, the Meridiana - Clot area.
- District of l’Eixample, Esquerra de l’Eixample.

Protocols:

- Start of updating the Espai Ariadna-SAS-SARA-CAS protocol. Espai Ariadna is a service that offers a comprehensive service to women, on their own or with their children, who need a place for comprehensive intervention where they can deal with a situation of gender violence or drug addiction in a safe environment.

Reports:

- Internal quarterly analysis reports on community gender violence and infringements of rights against women sex workers in public areas, so as to create improvements to assistance and guarantee the women access to their rights.

Subsidies:

- A call for subsidy applications for carrying out specific projects aimed at improving the access of Barcelona's women sex workers to social and employment rights. Multi-year projects, applying a perspective of continuity in order to reinforce proposals from organisations and advocate for the rights of women sex workers.

5.3. Local coordination

The ABITS Agency maintained its presence in the districts through coordination and participation in work spaces and committees.

In the District of Sants-Montjuïc, the Agency coordinated with the District, the GUB police force and the ASPB in order to tackle specific subjects relating to sex work and carry out research in the area. It also coordinated with the ASPB in relation to the programme for reducing damage at Sala Baluard in Zona Franca.

Joint work with the Irídia Association was carried out, focusing on strategic litigation as a legal precedent, in order to defend the rights of sex workers.

We also took part in the Ciutat Vella summer committee on public areas, from June to October. In legal matters, it collaborated with the same district and organisations championing the rights of sex workers in cases where ABITS Agency users faced penalty proceedings for carrying out *sex apartment* activities.

5.4. Collaboration with the sexual and reproductive health-care services

Coordination was maintained with the Public Health Agency, the Barcelona Healthcare Consortium and the management of the Healthcare Programme for the 'Apropa't' and 'Trànsit' programmes which assist cis and trans women who carry out sex work in the city.

The working group on sexual and reproductive health, which began in 2017, was maintained. This work group consists of organisations and the municipal team (SAS), who advise on and assist with the requests of women sex workers working both in public areas and in enclosed places. Also taking part are the Barcelona City Council Department of Health and the PASSIRs (Assistance with Sexual and Reproductive Health Programmes) to which most referrals are made. The aim is to share strategies for promoting comprehensive sexual and reproductive healthcare from an intercultural and intersectional perspective.

5.5. Coordination with other institutions, police forces, municipal bodies and services

The ABITS Agency maintained expert coordination with the CUESB, Espai Ariadna, PIAD, SARA, IMSS, the Office for Non-Discrimination, the Department of Health, Barcelona Activa and 112, among others. It also maintained coordination with third-sector organisations collaborating with Barcelona City Council on issues relating to requests and improving circuits for guaranteeing women's rights.

As in previous years, the ABITS Agency continued to participate in the Circuit's plenary session on gender violence in Barcelona city, which was jointly led by the city's Department for Feminism and LGBTI Affairs and the city's Healthcare Consortium. With regard to the circuit in the city's districts, it attends in Les Corts, Ciutat Vella, Sant Martí and the Eixample.

It coordinated with Hospitalet de Llobregat's social services in order to work on communication and referral channels, given the significant number of women who live there.

It collaborated with the Universitat Pere Tarrés and the University of Barcelona in carrying out work experience in social education and psychology, respectively, at the SAS.

ABITS and SAS hold periodic coordination meetings with the UTEH for advising, assisting and monitoring cases, as well as creating coordination circuits and sharing intervention strategies for detecting women that present possible HTSE indicators.

Meetings are also held with the Catalan Police and the City Police for establishing communication circuits, assisting women and other issues, in order to guarantee the women's access to their rights.

5.6. Raising awareness and dissemination

Regarding the media:

- Requests from journalists from several media organisations were also dealt with.
- Dissemination of the 2017 ABITS annual report.

In relation to students:

Assistance was provided for students from all over Catalonia who had requested information on the Agency's work and the situation of sex workers in Barcelona.

In 2018, there were three group presentation sessions, while students who had requested more specific information were assisted in individual meetings. The students were studying for degrees in social integration, social education, psychology and journalism, and there were also postgraduate and PhD students. The organisation responded to requests from around 45 people.

Training

Training in PIAD techniques in all City of Barcelona districts.

Conferences:

Presentation of the Carolines Programme, as part of the workshop 'The Intersectionality of Metropolitan LGBTI Policies', a project promoted by Metropolis, World Association of the Major Metropolises.

6. 2018 BUDGET

The budget implemented in 2018 was €1,019,415.20, a figure which was 3.91% lower than in 2017.

The following table details the various expenditure items. When interpreting the data, it should be remembered that until 2016, the ABIT Agency's budget included both the expenses and actions



intended for assisting the educational, social, legal and psychological needs of sex workers, as well as those specifically intended for combating HTSE. Since 2017, the budgets have been differentiated and are calculated for each of the services separately. In the last section of the following table, there is a list of expenses implemented by the Unit Against Human Trafficking (UTEH), with the aim of countering sexual exploitation in recent years.

ABITS Agency BUDGET	2011	2012	2013	2014	2015 implemented	2016 implemented	2017 implemented	2018 implemented	Variation for 17-18 implemented (€/%)
<i>Socio-Educational Assistance Service (SAS)</i>	241,986.71	287,942.50	317,867.27	317,867.27	347,293.49	360,093.83	495,787.98	495,787.98	
	241,986.71	287,942.50	317,867.27	317,867.27	347,293.49	360,093.83	495,787.98	495,787.98	
<i>Financial aid for women</i>	16,000.00	18,000.00	18,000.00	20,000.00	24,723.54	32,615.99	20,918.66	20,762.40	
	16,000.00	18,000.00	18,000.00	20,000.00	24,723.54	32,615.99	20,918.66	20,762.40	
<i>Training and getting people into work</i>	356,369.75	710,762.47	819,081.14	686,008.03	845,420.63	586,625	318,175	320,001.61	
Comprehensive Operation for Improving Employability (DIMO)						230,175	230,175	185,351.25	
Comprehensive support for transsexuals (ACCIÓ)	...	128,727.22	128,727.22	64,000.00	64,000	–	–		
Employment and training itineraries	40,592.00	48,590.00	48,590.00	40,592.00	40,590	44,555.73	48,000	53,000	
Accompanying team	...	40,000.00	40,000.00	40,000.00	40,000	40,000	40,000	40,000	40,000
‘Woman! A chance to create futures’								33,550.36	37,997.68
‘They also exist’								8,100	
Dressmaking project	18,000.00	35,000	35,000	–		
Dressmaking entrepreneurship	25,588.31	–	–		
Dona Impuls (Barcelona Activa)	...	61,347.00	50,700.00	...	52,000	–	–		

Designing an employment project for transsexual people						20,000	–	
<i>Social assistance for women</i>	24,838.50	24,838.50	24,838.50	27,447.30	34,964.10	51,102.54	61,776.37	35,000
Intermediate emergencies	24,838.50	24,838.50	24,838.50	27,447.30	27,447.30	40,216.14	40,000	35,000
Training in healthy habits					7,516.80	10,886.40		
Mediation at Robadors							21,776.37	
<i>Legal aid for women</i>				26,031.43	75,649.82	68,132.65	–	
	26,031.43	75,649.82	68,132.65	–	
<i>Providing assistance for women who carry out sex work in enclosed places</i>	10,000.00	20,000.00	38,648.14	75,232.54	103,464.37	137,907.50	122,500	121,109.14
Eixample	7,808.14	31,232.54	52,464.37	52,464.37	35,100	40,640.38
Les Corts	10,840.00	24,000.00	31,000	30,240.13	32,200	25,000
Rest of the city	10,000.00	20,000.00	20,000.00	20,000.00	20,000	55,203	55,200	55,468.76
<i>Project studies and assessments</i>	21,073.84	52,717.69	40,384.50	61,914.26	33,311.23	43,939.05	41,748.23	3,000
Evaluation of ACCIÓ's impact	13,945.25	–		
Assessment of the DIMO project	21,339.56	
Study on the situation of prostitution in Barcelona	30,000.00	61,914.26		12,944.58		
Impact of Surt – DIR/TS	21,073.84				

Les Corts				
Comparative study on legislation	...	4,356.00				3,000
Recommendations for the media	10,384.50	...				
Legislative and social study	...	25,000.00				
Projecte TrAns							20,408.67	
SAS database	3,917.60	10,000.00	20,000.00	10,000.00	...	–	–	
Creation and improvement. Maintenance	3,917.60	10,000.00	20,000.00	10,000.00	...	–		
Other	4,381.87	22,673.83	2,700.00	6,700.00	11,188.01	12,800	—	23,754.07
Communication, networking etc.	4,381.87	2,673.83	2,700.00	6,700.00	7,132	6,621.12	–	5,604.07
International cooperation	...	20,000.00	–	–	
Condoms					4,056.01	6,179.41	–	
Room hire								18,150
TSE expenses (until 2016)								
Comprehensive operation for reintegrating into the Job Market (DIR)	232,487.75	260,799.35	368,027.93	318,791.78	394,837.15	90,618		
Recovery, empowerment and work placement (RAI) of women victims of sexual exploitation	...	88,008.90	99,745.99	110,000.00	111,448.11	126,276.53		

Personal advisory itinerary for professionalising (ITI)	83,290.00	83,290.00	83,290.00	94,624.25	81,957.06	–			
Shelter and protection	99,564.12	99,564.12	99,564.12	99,564.12	113,822.33	113,822.33			
Temporary and personal-independence flats	26,368.91	26,368.91	40,939.17	40,939.17	41,132.00	41,132			
Legal representation	14,160.00	12,425.00	12,000.00	18,150.00	17,992.70	18,150			
Other trafficking-related projects					32,458.79	21778.79			
Evaluation of RAI's impact	19,365.98	9,235.47			
Trafficking indicators	...	12,624.79		21,659 (TSE)			
Impact of the sexual-exploitation recovery programme (SICAR)	...	10,736.90					
TOTAL	818,661.30	1,279,654.01	1,383,647.70	1,389,854.12	1,681,421.01	1,488,000.40	1,060,906.24	1,019,415.20	-41,491.04/ -3.91%