

2013 report on the state of implementation  
and impact of actions by the ABITS Agency  
in its comprehensive approach to prostitution  
and human trafficking for the purpose of  
sexual exploitation

# BCN

2013  
Report

Ajuntament de  
Barcelona



## Contents

<b>1. Introduction</b> .....	<b>3</b>
<b>2. The Socio-Educational Assistance Service (SAS)</b> .....	<b>4</b>
2.1. Description of the service .....	4
2.2. Figures on assistance provided in the public way .....	6
2.3. Main user requests .....	7
2.4. Assistance at the office and individual work plans .....	7
2.5. Sociodemographic profile (SAS) .....	9
2.6. Accompaniment to resources and interventions .....	11
2.7. Networking .....	14
<b>3. Assistance to women engaged in prostitution in enclosed spaces (bars, clubs and apartments)</b> .....	<b>15</b>
3.1. Assistance to women engaged in prostitution in enclosed spaces in the Eixample district.....	15
3.2. Assistance to women engaged in prostitution in enclosed spaces in Les Corts district .....	18
3.3. Assistance to women engaged in prostitution in enclosed spaces in the other districts of the city..	20
<b>4. Other social assistance services</b> .....	<b>22</b>
4.1. Intervention and assistance for women in situations of intermediate emergency and social inclusion.....	22
4.2. “Socio-sanitary pills” for women engaged in prostitution in the public way .....	24
<b>5. Services and training resources for training and integration into employment</b> .....	<b>25</b>
5.1. DIR Comprehensive programme for the re-employment of women engaged in prostitution.....	25
5.2. ITI Personal advisory itinerary for the employment of women who have been engaged in prostitution .....	33
5.3. ACCIÓ Programme of comprehensive intervention for transsexual people linked to prostitution milieus in the city of Barcelona.....	36
5.4. Training, employment and social integration programme with training and employment itineraries .....	39
5.5. The “Dona Impuls” Social and Employment Integration Programme .....	42
5.6. Special accompaniment mechanism for the integration into the employment market and the social fabric of women engaged in prostitution who seek employment alternatives	44
5.7. <i>Enfilant l’Agulla</i> (“Threading the Needle”) innovation programme .....	46
5.8. Rosas Crafts Programme of Training in Sewing .....	47
<b>6. Services aimed at victims of human trafficking for the purpose of sexual exploitation</b> .....	<b>48</b>
6.1. Approach by the Socio-Educational Assistance Service to cases of women victims of human trafficking for the purpose of sexual exploitation. ....	48
6.2 Comprehensive assistance for women involved in prostitution and women who are victims of human trafficking for the purpose of sexual exploitation .....	50
6.3. RAI Intervention for the recovery, empowerment and integration into employment of women who have been victims of human trafficking for the purpose of sexual exploitation .....	53
6.4. Other resources for victims of human trafficking for the purpose of sexual exploitation .....	58
<b>7. Networking and cooperation</b> .....	<b>59</b>
7.1. ABITS Plan Technical Committee .....	59
7.2. Other areas of action .....	59
7.3. Knowledge acquired through networking. Considerations on the sociodemographic profile of women engaged in prostitution in the city of Barcelona .....	61
<b>8. Economic distribution</b> .....	<b>63</b>
<b>9. Impact indicators for programmes of integration into employment</b> .....	<b>65</b>
<b>10. Indicators of programmes to enter enclosed spaces</b> .....	<b>67</b>
<b>11. Evaluation and conclusions</b> .....	<b>68</b>

# 1. Introduction

In 2006, the Barcelona City Council Plenary Council approved the ABITS Plan. In order to implement this plan, the agency of the same name was established in accordance with the municipal ordinance on measures to promote and guarantee co-existence amongst citizens in the public space. This ordinance had entered into effect just a few months previously.

On 28 October 2011, the governing team presented a government measure aimed at improving and relaunching the ABITS Agency. This decision was taken in view of the importance that the ABITS Plan has acquired during the current mandate and the existence of the political will to provide a response to the phenomenon of prostitution in the city of Barcelona and to give assistance to people who are in a situation of vulnerability, taking a comprehensive, global and coordinated approach within the powers available to Barcelona City Council.

The measure served to establish the three principles on which all government action regarding prostitution are based:

1. Combating human trafficking for the purpose of sexual exploitation.<sup>1</sup>
2. Penalising demand for paid sexual relations.
3. Providing assistance to people that have been drawn into prostitution and are in situations of vulnerability.

In order to pursue these goals, the measure provides for a series of actions in the field of assistance, municipal coordination and coordination with other public authorities and institutions. To achieve the new objectives established and to ensure the effective implementation of the actions planned, the ABITS Agency's budget was increased by 67% in 2012. This increase was maintained in the 2014 budget, despite the current context of spending restraints.

This report includes figures on the various programmes that the ABITS Agency has implemented up to the 31st of December 2013. The report therefore presents a series of closed annual data that enable comparisons to be made with previous years. The final section contains conclusions and evaluations of the actions carried out to the present date.

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<sup>1</sup> See page 50

## 2. The Socio-Educational Assistance Service (SAS)

### 2.1. Description of the service

On the 1st of January 2013, the name of the Street Assistance and Mediation Service (SAMC), managed by the ABITS Agency, was changed to that of the Socio-Educational Assistance Service<sup>2</sup> (Servei d'Atenció Socioeducativa, SAS). The SAS provides a specific service for people engaged in prostitution and victims of human trafficking for the purpose of sexual exploitation, especially those who offer and negotiate such services in the street. The access to SAS may be direct (women contacted in the street, by telephone or without advance appointment) or through referral.

SAS became operational in 2006 (the same year which the ABITS Agency was established), with an initial team of two educators that has gradually been expanded since. This is now a multidisciplinary service provided by a team of workers from different specialist fields: a director (38.5 hours per week), four educators (154 hours per week), a social worker (38.5 hours per week), a psychologist (38.5 hours per week) and two health workers (45 hours per week). In 2013, then, the service was staffed by nine people working a total of 314.5 hours per week, an increase of 51 hours per week compared to 2012 (263.5 hours per week). The educators and one of the health workers speak English, whilst the other health worker speaks Romanian.

A feature of the new contract is the provision of a prepaid bundle of 200 hours per year for social educators, who are available 24 hours a day, 365 days a year to provide assistance to women during the enactment of police operations aimed at people engaged in prostitution, whatever the motive behind these operations (municipal ordinance on civic behaviour, immigration, dismantling networks of human trafficking for the purpose of sexual exploitation...).

*The service, which has offices at 344, Carrer València, mezzanine, provides users with a free telephone helpline, 900 722 200, which the educators themselves answer, from Monday to Friday, from 9 am to 7 pm. Moreover, users can attend the centre without prior appointment on Thursdays, from 11 am to 3 pm, though most phone in advance and arrange an appointment. Outreach services in the public way*

The areas of the city covered by the four educators and the two health workers, who work in pairs both in the day time and night time, proactively contacting the women, are: Ciutat Vella, Sant Martí/Eixample, Les Corts and Zona Franca. These workers are present in the street for a total of 50 hours per week, an increase of 10 hours compared to 2012.

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<sup>2</sup> The organisation that provides this service is the Associació Benestar i Desenvolupament (Welfare and Development Association, ABD), which won the public competition in 2013 and was assigned a budget of 317.867.27 euros in both 2013 and 2014.

The table below shows how the intervention of the educators and the health workers in the street is organised:

<b>Direct assistance and mediation, 2013</b>		
<b>Ciutat Vella</b>	Monday to Friday	3 hours between 12 noon and 7 pm
	Tuesday and Thursday	10 pm to 2 am
<b>Ciutat Vella + Sant Martí/Eixample</b>	Friday	10 pm to 3 am
<b>Sant Martí/Eixample</b>	Wednesday	10 pm to 1 am
<b>Les Corts</b>	Monday and Friday	10 pm to 2 am (two hours later in summer)
<b>Zona Franca</b>	One day per fortnight	2 hours between 12 noon and 7 pm

At night, SAS services were increased by one hour in 2013 compared to the previous year. This additional time is divided between Ciutat Vella and Sant Martí/Eixample districts.

Since May 2012, when the Zona Franca neighbourhood (Sants-Montjuïc district) was included in the service, all areas of the city where prostitution takes place in the public space had been covered. A lower frequency of service was established for Zona Franca than in other areas of the city due to the considerably lower number of women and to the level of needs detected. Nonetheless, the service is flexible enough to provide an effective response, always in coordination with the Public Health Agency, which operates a mobile unit to provide assistance to drug users.

From Monday to Friday, SAS educators and health workers are on duty in the street, approaching the women and informing them about the service and resources provided by the ABITS Agency (in the case of women who have not been contacted previously) and enquiring about their circumstances. These workers also offer prophylactic material (condoms and lubricants) supplied by the Government of Catalonia's Health Ministry and the Office of Woman's Affairs Directorate. Provisions are also made for occasional visits to the street by the psychologist or the social worker in order to detect needs or at the request of the educators.

## 2.2. Figures on assistance provided in the public way

In 2013, the number of contacts (approaches by a member of the team to a woman offering sexual services in the public space) increased by 25.24% compared to 2012. The number of cases of assistance (recorded as “active listening” when, after an approach, a dialogue is established that may include requests for assistance but also the search for support and containment, or as “educational intervention” when the educator advises, recommends or proposes different courses of action) also increased, in this case by 10.20%.

The table below details assistance provided in the public space:

ASSISTANCE PROVIDED IN THE PUBLIC space	2006	2007	2008	2009	2010	2011	2012	2013	% increase 2012-2013
<b>Contacts</b>	1,920	6,880	10,439	13,113	15,417	18,603	20,721	25,950	25.24%
<b>Cases of assistance</b>	440	4,216	8,391	9,979	18,771	23,833	26,660	29,739	10.20%
<i>Active listening</i>	358	2,712	5,122	6,817	13,159	17,627	19,068	21,230	11.33%
<i>Educational intervention</i>	82	1,504	3,269	3,162	5,612	6,206	7,592	8,149	7.33%



The figures presented refer to the number of interventions, not to the number of different women assisted, since the team goes out every day, and the same woman may have been contacted many times over the course of the year.

### 2.3. Main user requests

Regarding the requests for assistance put forward by women users of the SAS<sup>3</sup>, these increased by 22.64% compared to 2012, rising from 9,069 to 11,122. Such requests are related, in the main, to health care (2,516), concerns about employment and training (2,075), legal assistance (1,437), child care and education (931), basic needs (614) and housing (405). Compared to 2012, there were significant increases in requests related to housing (110.94%), the processing of documents (73.02%) and child-related issues (62.48%).

Requests for legal assistance mainly concerned immigration, employment and family law, court cases and administrative topics, such as those related to the municipal ordinance on civic behaviour.

REQUESTS	2011 <sup>4</sup>	2012	2012	2013	2013	% increase 2012-2013
<b>Number of requests</b>	4,376	9,069		11,122		22.64%
<b>Main requests in %</b>	<b>%</b>		<b>%</b>		<b>%</b>	<b>% change 2012-2013</b>
Health care	30%	2,196	24,21%	2,516	22.63%	14.58%
Training and integration into employment	25%	1,676	18,48%	2,075	18.67%	21.81%
Legal assistance	9%	1,329	14,65%	1,437	12.92%	8.13%
Children		573	6,32%	931	8.38%	62.48%
Health card processing	9%	748	8,25%	822	7.39%	9.90%
Document processing		378	4,17%	654	8.80%	73.02%
Social services		387	4,27%	619	5.58%	59.95%
Basic needs		710	7,83%	614	5.52%	-13.53%
Psychological assistance/containment		496	5,47%	448	4.04%	-9.68%
Housing		192	2,12%	405	3.65%	110.94%
Civil registration		267	2,94%	311	2.80%	16.48%
Others	27%	117	1,29%	290	2.62%	147.87%
<b>TOTAL</b>	<b>100%</b>	<b>9,069</b>	<b>100%</b>	<b>11,122</b>	<b>100%</b>	<b>22.64%</b>

### 2.4. Assistance at the office and individual work plans

An individual file is created for each woman at the time intervention begins. To this end, data already available to the team is used and a work plan is designed. Some 90% of files opened are on users that the educators and health workers contact in the street. However, the service also assists any women who are engaged in prostitution in the city, even if they do not offer their services in the public way. Such users account for the remaining 10%.

From the beginning of its activity in 2006 up to 31 December 2013, the SAS opened a total of 1,195 files, indicating that the service has assisted 1,195 different women over the aforementioned period.

<sup>3</sup> Requests were made to street educators, by telephone or at the SAS service office.

Of this total, 126 files are new and were opened in 2013. Over the course of the year, the number of new women provided with assistance reached 409, an increase of 3.28%. At December 31, the service was working on a total of 333 cases (active files). It should be noted that an inactive file can be reopened immediately through any request put forward by the user. In 2013, 32 cases were reopened (compared to 62 in 2012).

FILES ON WOMEN	2007	2008	2009	2010	2011	2012	2013
<b>Files opened in 2006<sup>6</sup></b>	368	546	725	850	960	1,069	1,195
<b>Active files<sup>7</sup></b>	274	307	372	386	363	371	333

Data on files are broken down as follows:

	2006	2007	2008	2009	2010	2011	2012	2013
<b>New cases</b>	220	148	179	180	125	111	108	126
<b>Cases closed</b>	79	94	163	152	125	183	162	169
<b>Cases reopened</b>	-	-	39	32	16	48	62	32
<b>Number of different women provided with assistance</b>	-	-	-	406	449	441	396	409

Cases may be closed due to the following reasons:

- The achievement of the goals established in the work plan (response to the request for health care, coverage of basic needs, delivery of training and/or integration into employment activities, etc.).
- The woman's prolonged absence from the service, which may be caused by any of various different reasons: return to country of origin, changes in social or family circumstances, ceasing to engage in prostitution and other justified causes.
- Referral to another specialist service covering their needs and requests (SSB basic social services, CAS social assistance centres, etc.).

<sup>26</sup> The total number of women assisted since the plan was launched in 2006 are considered open files.

<sup>37</sup> Cases in which action concerning the women has been taken in the last six months are considered active files.



## 2.5. Sociodemographic profile (SAS)

As regards the profile of users of the service, the main groups are formed by migrant women (87%), mainly from Nigeria (27.6%) and Romania (23.4%) and, in third place, local women (12.9%).

ORIGIN %	2007 (b)	2008 (c)	2009 (d)	2010 (e)	2011 (f)	2012 (g)	2013 (h) <sup>8</sup>
<b>Eastern Europe</b>	-	-	37.0	34.0	38.0	31.0	29.73
<i>Romania</i>	45.2	37.4	-	-	-	(26.0)	(23.42)
<b>Latin America</b>	17.5	21.7	22.9	26.0	24.0	26.5	24.33
<i>Ecuador</i>	-	-	-	-	-	(9.16)	(7.50)
<b>Sub-Saharan Africa</b>	-	-	15.3	21.0	19.0	21.8	30.03
<i>Nigeria</i>	-	-	-	-	-	(18.8)	(27.6)
<b>Spain</b>	21.1	19.8	17.4	15.0	13.0	14.5	12.9
<b>North Africa</b>	6.9	7.1	4.8	3.0	3.0	2.7	2.10
<i>Morocco</i>	-	-	-	-	-	(2.15)	(1.50)
<b>Others</b>	-	14.0	0.8	1.0	3.0	3.5	0.91
<i>Asia</i>	-	-	-	-	-	(2.9)	(0.60)
<b>Unknown</b>	-	0.0	1.6	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Regarding gender, data were gathered in order to provide further information for studying cases and matching resources to needs. In 2013, eight new transsexual people received assistance, representing 6.3% of the total number of new users of the service. This enables us to conclude that, taking into account the figures in the historic records of the SAS, a total of 5.5% of all users assisted since 2006 and whose SAS files are still open are transsexual people (66 women).

El 2013, approximately half of the women assisted were mothers with children in their care.

LEGAL STATUS %	2006 (a)	2007 (b)	2008 (c)	2009 (d)	2010 (e)	2011 (f)	2012 (g)	2013 (h)
<b>Regular</b>	40.3	41.6	45.2	72	76.6	75.7	75.2	72.6
<b>Irregular</b>	60.1	57.6	54	20.7	22.2	23.4	23.7	26.4
<b>Unknown</b>	0.4	0.7	0.6	7.2	1.0	0.8	1.08	1

As the previous table shows, most women assisted by the SAS have a regular administrative status, and irregular situations account for only 26.4% of cases.

<sup>8</sup> In this table and those that follow, the letter in brackets that accompanies the year refers to the percentage number of active files: (a) over a total of 218 active files; (b) over a total of 274 active files; (c) over a total of 307 active files; (d) over a total of 372 active files; (e) over a total of 386 active files; (f) over a total of 363 active files; (g) over a total of 371 active files; (h) over a total of 333 active files.

However, the situation of Romanian women, who resided legally in Spain but were unable to work in the formal employment market in 2013, prevented them from obtaining access to training and integration into employment processes, despite the availability of resources and the requests that these users made.

<b>HEALTH CARD %</b>	<b>2006 (a)</b>	<b>2007 (b)</b>	<b>2008 (c)</b>	<b>2009 (d)</b>	<b>2010 (e)</b>	<b>2011 (f)</b>	<b>2012 (g)</b>	<b>2013 (h)</b>
<b>Yes</b>	57.8	72.2	78.5	68.8	83.6	85.9	90	92
<b>No</b>	40.3	28.8	19.2	18.8	15.0	12.9	8.2	7
<b>NS</b>	1.8	0.7	2.2	12.3	2.8	0.5	1.8	1

Ensuring that users have a health card and know how to access health services has always been a priority of the SAS. In the first quarter of 2013, the team prioritised the provision of information on Catalan Government's application of the state decree on this subject, and on ways in which circuits were adapted to finally permit the continuing provision of healthcare to women that need these services. At the end of 2013 there was a slight increase in the percentage of women in possession of the health card. Generally speaking, if they do not have it, this is because certain documents are still to be processed, because they have health cards issued by other autonomous communities, because they have newly arrived here or because they are European Community citizens with private insurance.

<b>CIVIL REGISTRATION %</b>	<b>2006 (a)</b>	<b>2007 (b)</b>	<b>2008 (c)</b>	<b>2009 (d)</b>	<b>2010 (e)</b>	<b>2011 (f)</b>	<b>2012 (g)</b>	<b>2013 (h)</b>
<b>Yes</b>	61.0	60.5	60.2	53.2	73.5	71.6	76.5	79.3
<b>No</b>	38.0	38.6	38.1	32.5	24.1	27.8	21.8	19.5
<b>UNKNOWN</b>	1.8	0.7	1.6	14.2	2.0	0.5	1.6	1.2

With regard, precisely, to procedures required for access to healthcare, efforts have been made to inform women about the need to be registered on the civil register. In 2013, the percentage of women on the civil register increased from 76% to 79%. 57.95% of the women who received assistance live in Barcelona and 42.05% in or around the metropolitan area. The reasons for not being registered are: users who live outside the municipality of Barcelona, who share housing with other people (shared rooms or apartments) or possess no document that can accredit their identity and enable them to complete the procedure.

## 2.6. Accompaniment to resources and interventions

### Accompaniment

We speak of *accompaniment* to refer to the process of personally accompanying women to services. Accompaniment is a highly valued tool, which not only guarantees that women attend and are receive assistance from the service, but also enables them to form close relationships with the educator, psychologist, social worker or health worker and facilitates the establishment of a link between the women and the service, since they have the chance to speak to a professional from the team in an environment away from the street and any possible control.

ACCOMPANIMENT	2006	2007	2008	2009	2010	2011	2012	2013	% increase compared to 2006
Numbers	52	207	347	334	624	758	677	647	1,144.23%

Most of the accompaniment that the SAS provides continues to be, as in 2012, to organisations with which the ABITS Agency has some kind of link, as well as to city services (85%), mainly health, education, citizen assistance and justice.

Due to fact that many users of the service live in the metropolitan area or in towns further out, 15% of the accompaniment interventions provided by the SAS take place in other municipalities, mostly in L'Hospitalet de Llobregat and Santa Coloma de Gramenet, also, in the main, to social and social health centres. In 2012, accompaniment interventions outside the city accounted for 12% of the total. The team attempts to link women to services in their own residential areas, a task that requires considerable effort in terms of work time.

For the second consecutive year, there was a slight fall in the number of accompaniments, a decrease that can be attributed to several reasons:

- Efforts aimed at empowering the women and making them more independent.
- Users' increased knowledge about the various organisations with which the Agency has established cooperation agreements, making accompaniment unnecessary.
- The impossibility of Romanian women to enter programmes of integration into employment because, despite their status as European citizens and the fact that they have residence permits, Spain's moratorium on ratifying international treaties means that they cannot obtain work permits.

### Interventions conducted

Following intervention in the street, an initial introductory interview with the social worker is usually arranged at the SAS office, with the participation of the psychologist if necessary. Based on the woman's request for assistance and the needs detected, she is then provided with information, guidance and psychological and social assistance.

Whilst most of the resources provided by the service are human in nature, the SAS also provides occasional financial aid to enable women to complete processes and achieve objectives established in the work plans. This aid may be provided on an emergency, one-off basis, or in the form of regular payments strictly and directly related to the work plan. The total amount of such aid provided by the

SAS in 2013 was 12,301.65 euros, distributed as follows: 39 grants awarded to a value of 8,403.93 euros; and 261 payments of lower amounts in the form of emergency aid to a total value of 3,897.72 euros.

	2006	2007	2008	2009	2010	2011	2012	2013	% change 2012-2013
<b>Referrals to the SAS (received)</b>	-	-	92	73	85	65	61	60	-1.64%
<b>Referrals to other services and organisations</b>	83	278	329	321	436	493	453	577	27.37%
<b>Coordination</b>	193	613	1,096	1,458	2,183	2,360	2,726	3,461	26.96%
<b>Interviews at the office<sup>9</sup> (not including psychological assistance interviews)</b>	21	69	193	283	396	371	313	789	252.07%

There was a significant increase (26.96%) in the number of coordination operations between services, both internal (within the SAS itself) and external (by phone or email). This increase was due, in the main, to the efforts of the social worker, who works full time, enabling weekly coordination meetings with the psychologist and all the educators that form part of the service in order to jointly assess the progress made in individual work plans and to establish new lines of intervention and goals that users should be set. Some 85% of coordination measures are with organisations and services based in Barcelona, whilst the remaining 15% are with services and organisations in other municipalities, mainly social services and health care centres.

<b>PSYCHOLOGICAL ASSISTANCE</b>	2009	2010	2011	2012	2013	% change 2012-2013
<b>Women assisted</b>	11	48	33	57	63	10.52%
<b>New women assisted</b>	----	----	----	38	29	-23.68%
<b>Telephone assistance</b>	24	110	170	292	334	14.38%
<b>Interviews</b>	29	143	230	349	448	28.37%

The increase in the number of interviews, psychological assistance provided and cases opened is due to the rise in the number of hours worked by the psychologist, the provision of information about the existence of the Psychological Assistance service and the careful and specific assistance provided by what is a specialist service with its own particular focus.

In 2013, there were 29 new cases, as well as 31 continuing from 2012 and 5 reopened cases. Despite the decrease in the number of new cases in 2013, the number of women whose cases continue to be monitored rose. In 2013, 12 psychological assistance files were closed, 6 due to the fact that the goals had been achieved, the other 6 due to referral to other psychological assistance services.

<sup>9</sup> Conducted by the social educators and the social worker.

The consolidation of the psychological assistance service in 2013 is considered a highly positive advance. The service provided assistance to 63 different cases in 2013, with 6 closed as the goals had been achieved. It is also significant that 56 of these women were or had been victims of gender violence in one of other of its forms. Another significant development is the role played by psychological accompaniment in employment relocation processes, with 43 of the 63 women engaged in such initiatives.

Moreover, interventions in the office by the social worker explore indicators in order to determine whether or not the woman is in a situation of human trafficking for purposes of sexual exploitation. In 2013, five women in this situation were identified, and work with them focused explicitly on helping them to self-identify as victims and guiding them through the decision-making process. With other women, the service focused on such situations indirectly, gathering information.

In 2013, in order to strengthen users' relationship with the team and to encourage positive relations amongst the women themselves, the SAS organised a series of leisure and cultural activities, as well as others aimed at enabling users to learn more about the host country: Christmas party (in cooperation with El Lloc de la Dona and APIP), Epiphany party (children's entertainment), picnic at Vallvidrera, visit to the exhibition *Feminicidios. No nos cabe tanta muerte*, about the situation in Ciudad Juárez (Casa Elizalde), making roses for Saint George's Day, trip to the beach (Montgat) and film forum (three sessions).

## 2.7. Networking

### Guidance for professionals

The SAS team provides guidance for municipal service workers with regard to people engaged in prostitution or who may be victims of human trafficking for the purpose of sexual exploitation. In 2013, consultancy services were provided on 56 occasions (45 to other services and 11 to students). The SAS also received visits from students and professionals from Norway, Chile, Portugal and the United States.

The team regularly liaises with the City Police and, when necessary, with other police forces.

The service continues to respond to requests and to give presentations where requested, and forms part of several working groups, such as that devoted to prostitution and AIDS established by the Government of Catalonia's Ministry of Health and El Raval district Community Health Group. The team also participates in three of the city's territorial circuits against violence towards women.

### Police operations

Since December 2011, within the framework of the government measure, the ABITS Agency's Socio-Educational Service (SAS) has provided assistance for women during the course of police operations related to engagement in prostitution or other motives. The results of the first two years' work in this field are considered to be excellent.

To assist women in such circumstances, the SAS is provided with a prepaid bundle of 200 hours devoted to social education, available 24 hours a day, 365 days a year.

In 2013, the SAS took part in a total of 14 operations (the same number as in the previous year), 12 in Les Corts district courts, 1 in Ciutat Vella and 1 a large-scale operation involving the Catalan police, the City Police, the Employment Inspectorate, Chinese interpreters and the SAS itself due to the activation of the protocol for the protection of victims of human trafficking in Catalonia. This operation entailed inspections of 40 hairdressing and beauty salons run by Chinese people, aimed at detecting victims of human trafficking for purposes of labour and/or sexual exploitation.

The objectives of participation in such operations are as follows:

- To inform the women about the SAS, if they are not aware of its existence, and to enable them to access the service.
- To detect possible situations of human trafficking for the purpose of sexual exploitation and to offer the protection and shelter services provided by the Agency.
- To detect situations of special vulnerability or needs that require immediate attention (medication, family responsibilities, emotional containment, etc.).
- To ensure that the women understand the situation and are aware of their rights and duties.

## 3. Assistance to women engaged in prostitution in enclosed spaces (bars, clubs and apartments)

### 3.1. Assistance to women engaged in prostitution in enclosed spaces in the Eixample district

The objective of this programme is to reach out to women engaged in prostitution in enclosed spaces in the Eixample district in order to identify situations of vulnerability, to offer health and social assistance and guidance, to attend to their needs comprehensively and to refer them to programmes run by the ABITS Agency, the partner organisation involved or services provided by other organisations. The programme takes into account both factors specific to these women and the types of services and practices found in such locales.

The programme was launched on 1 October 2013 with a search for clubs, the preparation of materials and the provision of assistance circuits for the women, as well as coordination with various organisations devoted to providing social and health resources. On 17 October 2013, the team began visiting apartments, clubs and bars in the Eixample district of Barcelona.

Public hours are Monday and Thursday, from 10 am to 14 pm, and Tuesdays, Wednesdays and Fridays, from 4 to 8 pm. During these times, two days per week are devoted to visiting locales, whilst the other days are used to provide individual, confidential assistance at the offices of the partner organisation. On Wednesdays, the team goes out from 8 pm to midnight in order to reach women engaged in prostitution in bars and apartments at night. The telephone helpline provided operates from Monday to Friday, from 10 am to 10 pm.

The approach used is based on direct intervention, offering resources and services *in situ*. Parallel to this, individual interventions are carried out for women who request this at the office and/or through accompaniment to different resources and services in the network.

The resources allocated to the programme are: the programme coordinator, a social worker (20 hours per week) as programme leader, a manager with a background in healthcare (12 hours per week) and three volunteers (health workers).

### Actions implemented

The programme resulted in the identification of 95 enclosed spaces: 39 clubs, 51 bars, 3 massage parlours and 2 unspecified locales.

In October, November and December the organisation made 41 visits to 30 different enclosed spaces in order to provide information about the service. Except for two clubs and one apartment, there were no difficulties in accessing the locales and contacting the women. Indeed, most of the locales explicitly requested that the service should make regular visits. Most of the women who run the premises are older than the women engaged in prostitution there, and are the only ones with employment contracts. The locales are usually owned by men. One proprietor, who owns two clubs, requested the presence of the service. At locales considered "luxury", the presence of private security companies was observed, with between three and six people at the door and fewer (almost nonexistent) requests put forward by the women themselves.

During these visits, 178 women were counted and contact was made with 141 (some women may have been counted or contacted more than once). A total of 605 male condoms and 136 female condoms were distributed, as well as lubricants. At December 31, the team was assisting and individually monitoring a total of 45 women, all of whom had been interviewed at the SAS office and accompanied to resources and referred to other services.

Eight liaison meetings took place with different bodies in order to establish a protocol for the provision of assistance to the women, and meetings with different organisations and services were also held, whilst coordination with social and health resources was established by telephone.

The consumption of alcohol and other drugs (usually cocaine) is a common practice among the women, who use such substances as a means of escape and to endure the hours in which they are engaged in the practice. In many cases, moreover, their clients ask them to consume such substances in order to make them lose their inhibitions and engage in more high-risk sexual practices that they would not agree to in other circumstances.

It was observed that the women change locale within the same city frequently and that some also move from one city or country to another. Many women, although they have lived in Barcelona for some years, have difficulties in getting around in the city, for which reason many need accompaniment in order to reach services.

### *Sociodemographic profile*

The average age of the 45 women monitored in 2013 was 33 years; the youngest was 19, whilst the oldest was 42 years of age.

AGE	2013 %
Under 25 years	11.0
25-30 years	20.0
31-40 years	46.5
Over 40	9.0
No information	13.0

Regarding the origin of the women monitored, there were no African women, whilst Latin-American women were the largest group.

ORIGIN	2013 %
Migrant	93.5
National	6.5

ORIGIN	2013 %
Latin America	69.0
Eastern Europe	22.0
Spanish	6.5
Arabic countries	2.0



ADMINISTRATIVE SITUATION	2013 %
Regular	73.50
Irregular	13.00
Community	13.50

GENDER	2013 %
Women	87
Transsexuals	13

HEALTH CARD	2013 %
Yes	78
No	20
DK/NR	2

## Requests

Many women explained that there are customers who request sex without a condom and are willing to pay more in order to carry out this higher-risk behaviour. These women request more female condoms than those engaged in prostitution in the street. Some women requested training in using the female condom, and workshops were held *in situ*. Other women requested information about what to do if the condom breaks.

TYPE OF REQUEST (the same woman may make more than one type of request)	2013 Number of women
Health	40
Legal	9
Employment	6
Social	6
<b>TOTAL</b>	<b>61</b>

## Interventions and referrals

In response to the women's requests, two types of intervention were conducted:

- *group interventions at clubs and in apartments*: information about drugs, prevention of unwanted pregnancies, prevention of HIV and other sexually transmitted diseases, use of the female condom, and information about the health card and the network of social and health resources in the city.
- *Individual interventions at Red Cross offices*: 10 individual interviews with women at Red Cross headquarters in order to gain greater understanding of their situation in a confidential setting, 15 accompaniments to health resources (gynaecology), language normalisation centre and 11 referrals to resources and services provided by other organisations, as well as SAIER, Anem per feina, the SARA pre-employment project, the Kit food programme, the campaign for toys at Christmas, Àmbit dona and the ABITS Agency's SAS.

The intervention programme run by the ABITS Agency in the Eixample district to assist women engaged in prostitution in bars, apartments and clubs is implemented under a cooperation agreement with the Red Cross organisation.

### **3.2. Assistance to women engaged in prostitution in enclosed spaces in Les Corts district**

The objective of this programme, launched in July 2013, is to form a picture of the circumstances of women and transsexual people engaged in prostitution in clubs in Les Corts district, to learn about their characteristics and to define priorities for intervention: contacting the women, advising them about the services and resources available, studying their circumstances, detecting any situations of forced prostitution and/or violence and establishing a protocol of action for the intervention. Another objective was to learn about alternative, de-localised models of engagement in prostitution (use of the new technologies) and to review existing studies.

Using different search engines (list of locales provided by the district, search engines specialised in sexual services, discussion forums aimed at clients, websites of locales, professional blogs, newspaper contact sections, taxi drivers, sex shops, women known to the organisations) an exploration was made of the enclosed spaces in Les Corts district. This search enabled the team to draw up a list of locales and apartments, to pinpoint their location and to gather information for an initial outreach stage. Considerable difficulty was encountered in obtaining the exact location of such locales, particularly in the case of apartments.

The locales were classified into four categories:

- Clubs: with bar service and entrance from the street.
- “Relax”: erotic massage service with possibility of sexual services.
- Peep show/X cinema: locales where erotic shows take place and women also offer sexual services to clients. Includes X film projection rooms where women engage in prostitution with clients.
- Apartments: use of apartments in blocks of flats for the purpose of providing sexual services.

<b>ENCLOSED SPACES IDENTIFIED</b>	<b>2013 Number</b>
<b>Clubs</b>	10
<b>Relax</b>	2
<b>Peep show/X cinema</b>	2
<b>Apartments</b>	15

A total of 29 enclosed spaces were identified. Although it was not possible to visit them all, contacts were made with the owners and it was noted that they all continued to operate. Finally, fourteen of the locales identified were visited. We should note that eight of these enclosed spaces (four clubs and four apartments) did not allow the team to have access or contact with the women. On the other hand, two apartments and three clubs asked the organisation to make return visits. One apartment and one club were not visited in order not to duplicate the intervention of another organisation.

The social educators went out on several occasions, making visits that enabled them to establish initial contact with the locales operating. Generally speaking, those in charge of these establishments were helpful in arranging contact with the women and enabling the visits to take place. A total of 60 women were contacted in 24 visits (some women may have been contacted more than once). The second visit

to each locale was made at a different time to the first in order to contact different women. As contacts were established with different locales, it was noted that some women were already being assisted by organisations specialising in providing services for women engaged in prostitution.

At 31 December 2013, the service was individually monitoring 17 different women.

### **Sociodemographic information**

The 17 women monitored presented heterogeneous profiles. Their ages were between 20 and 40 years, except for one apartment, where the women were over 65 years old. The women came from Spain, Argentina, Brazil, Romania, Colombia, Dominican Republic, China and Peru. The Latin women were the most numerous, followed by those from the Eastern European countries, Spain and China.

### **Requests**

Most of the requests put forward by the women concerned health (particularly gynaecology) and many interventions and accompaniments were made for this reason. Other requests were related to sexual and reproductive education, psychological assistance and emotional support, prevention of drug consumption and resources to deal with high-risk situations. Higher levels of drug consumption were noted amongst these women than amongst those who engage in prostitution in the street and some were already under treatment at services specialising in addictions. Some women who had requested assistance pulled out at the last minute and it was impossible to schedule interventions with them.

<b>REQUESTS</b>	<b>2013 Number</b>
<b>Sexual and reproductive health</b>	20
<b>Training</b>	3
<b>Integration into employment</b>	2
<b>Primary social assistance</b>	3

<b>INTERVENTIONS AND ACCOMPANIMENT</b>	<b>2013 Number</b>
<b>Sexual and reproductive health</b>	21
<b>Integration into employment</b>	1
<b>Social assistance</b>	2

### **Analysis and review of studies**

In September 2013, with the aim of obtaining information about “de-localised” prostitution, contacts were made with a working group with experience in the subject at the University of the Balearic Islands (Balearic Islands Research Study Group, GEPIB). More specifically, contact was made with Dr Lluís Ballester, who leads a study into “de-localised” prostitution. The study emphasises the use of the new technologies to attract and contact clients, the role of supply and demand and the difficulty of establishing contacts with the women involved.

It was impossible to contact any women who worked by offering sexual services on independent websites, or to learn their *modus operandi*. The difficulty in achieving this lies in the fact that, before contacting the woman, prior payment must be made and, when the organisation identified itself, communication was blocked.

The ABITS Agency programme for intervention in Les Corts district as a strategic line for providing assistance to women engaged in prostitution in bars, apartments and clubs was launched in the framework of a cooperation agreement with the Oblate Sisters organisation's *El Lloc de la Dona* (The Place for Women) project.

### **3.3. Assistance to women engaged in prostitution in enclosed spaces in the other districts of the city**

This programme, aimed at people who engage in prostitution in apartments and locales, providing them with information about the services and resources available to them, was launched on 24 February 2011. Under the initiative, regular visits are made to premises where prostitution takes place, contacting the women involved, detecting needs and requests, identifying situations of vulnerability and violence and providing comprehensive assistance.

In 2013, the educators visited a total of 19 locales (13 apartments and six clubs). In 2012, 31 locales were visited, 15 already known from previous years and 16 for the first time. It was noted in these visits that the trend of opening self-managed locales run by the women themselves continued to rise.

In total, assistance was provided to 162 women in 57 apartments, 28 clubs and 3 singles bars. Most of these women approached the programme of their own volition and initiative. Accordingly, then, the programme covers 88 enclosed spaces in the city of Barcelona.

As the table below shows, there was a significant increase in assistance provided to women engaged in prostitution in open spaces in 2013 compared to the previous year:

<b>WOMEN PROVIDED WITH ASSISTANCE</b>	<b>2012</b>	<b>2012</b>	<b>2013</b>	<b>2013</b>
	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>
<b>Clubs and apartments</b>	74.6%	226	48.01%	162
<b>Public way</b>	25.4%	77	51.90%	175
<b>TOTAL</b>	100%	303	100%	337

In 2013, a total of 415 women were contacted. Including those engaged in the activity in both closed and open spaces. Of these 415 women, 337 (81.20% of the women contacted) were assisted and monitored through 1,322 interventions (individual interviews, accompaniment, referrals to other resources, etc.). It should be noted that 282 of the 415 women (47.16%) were contacted for the first time in 2013.

In 2012, 852 women were contacted and a lower number, a total of 303, were monitored. These women were the subject of 1,088 actions in 2012, when 151 (18%) were contacted for the first time.

## *Sociodemographic profile of the women who received assistance*

By nationality, the largest group amongst the 337 women (44.51%) came from Latin America, particularly Ecuador (10.08%), Dominican Republic (9.49%), Colombia (8.90%) and Brazil (3.85%). The next most numerous group was formed by women from Sub-Saharan Africa (26.70%), mainly Nigeria (25.22%). Women from Eastern Europe accounted for 47% and were mostly from Romania (9.79%) and Russia (2.97). Spanish nationals accounted for 6.82%, Moroccans 3.26% and Chinese 1.19%.

By age, the 23-27 year group accounted for 24.9% of the total, those from 28 to 32 years, 19%, and those from 18 to 22 years, 16%.

## *Requests*

The most common request put forward by the women, both those from enclosed and open spaces, was for legal assistance. These women were provided with information, legal advice and, in some cases, services with regard to immigration issues and criminal law.

Secondly, and as a gateway to working on other issues, assistance was provided with regard to requests in the field of health (prevention of sexually transmitted diseases, use of condoms, etc.). The trend towards increasingly unsafe sexual practices and concern about sexual health continued. Situations in which women were the victims of gender violence were also detected, and users in such situations received priority attention. Finally, the women also made frequent requests related to integration into employment.

<b>REQUESTS</b>	<b>2012 %</b>	<b>2013 %</b>
<b>Health</b>	63%	37.75%
<b>Legal</b>	19%	52.12%
<b>Social assistance or situations of violence</b>	18%	10.23%
<b>TOTAL CASES</b>	1,088	1,322

Although most resources employed were the agency's own services, which accounted for 71.86% (59.09% in 2012), referrals were also made in the field of health (to primary assistance centres and hospitals), social resources (ABITS-SAS, El Lloc de la Dona, Anem per feina and the Surt Foundation) and legal services (prosecutors, law enforcement bodies, SICAR.cat), amongst others.

The ABITS Agency's programme for intervention in other districts of the city to provide assistance to women engaged in prostitution in clubs and apartments described in this section is implemented within the framework of a cooperation agreement with the General Association for Women's Rights.

## 4. Other social assistance services

### 4.1. Intervention and assistance for women in situations of intermediate emergency and social inclusion

Since 2006, Barcelona City Council has provided intermediate emergency support to women in specific situations through the provision of one-off, immediate attention to minimise the risks of the situation and the vulnerability observed. In 2010, the programme was expanded and became known as intervention in intermediate emergencies and social inclusion. Moreover support for shared housing and workshops for Nigerian single-parent families were included in the programme provisions.

#### Financial aid

Over the course of 2013, a total of 154 direct economic grants were provided to assist 52 people (50 women and 2 female transsexual people), 22 of whom (42.31% of the total) received more than one grant. In 2012, 130 grants were provided to assist 51 people (48 women and 3 female transsexual people).

The programme provides for the possibility that the women can return some of the aid (loan repayment) when their economic situation allows them to do so, although most cannot due to their precarious socio-economic situation. As a result, 250 euros were repaid from the total aid granted, which rose to a total of 8,920.70 euros

FINANCIAL AID	2012	2012	2013	2013
	Amount in euros	Number of grants	Amount in euros	Number of grants
Housing	3,350.00	21	4,430.00	22
Administrative procedures	2,865.16	25	2,764.80	31
Health	1,251.45	19	849.00	16
Travel	622.15	65	876.00	85
<b>TOTAL</b>	<b>8,088.76</b>	<b>130</b>	<b>8,920.70</b>	<b>154</b>

The following table shows the sociodemographic profiles of the women who received this aid.

PROFILE	2012	2013
<b>Origen</b>	90% (46 women) from Sub-Saharan Africa The remaining 10% were two Spanish nationals, two Brazilian women and one Moroccan national	78.72% (41 women) from Sub-Saharan Africa 7.69% (4 women) from Latin America 7.69% (4 women) from Eastern Europe The remaining 5.9% corresponded to two women from the Maghreb and one Spanish national
<b>Administrative situation</b>	57% (29 women) in regular situation	67.31% (35 women) in regular situation
<b>Age</b>	70% (36 women) between 20 and 29 years 30% (15 women) between 30 and 45 years	61.53% (32 women) between 31 and 40 years 28.84% (15 women) between 20 and 30 years 9.61% (5 women) over 41 years
<b>Children under charge</b>	93% (47 women) have children 83% (42 women) are single women	73.07% (38 women) have children under their charge 73.07% (38 women) are single women 26.92% (14 women) live with a partner
<b>Education level</b>	No data available	48.07% (25 women) secondary studies 26.92% (14 women) primary studies 15.38% (8 women) vocational training/university 9.61% (5 women) can neither read nor write

### Shared housing

The shared housing was occupied by four adult women and two children (one aged seven years and one aged three, the children of two of the women) for periods of 3-17 months. All these people began to receive assistance from the service in 2012. In all cases, the women were monitored by the service. The cost of this resource in terms of rent and utilities was 4,340 euros, of which the women paid 150, leaving total expenditure of 4,280 euros.

### Workshops

In 2013, a total of 7 workshops were organised, 2 in April (6 women) and a second in September (5 women) with a total duration of 20 hours spread over 5 sessions. During the months of October, November and December, 4 more workshops were organised for 13 women referred by the SAS. These consisted of 12 hours, spread over 3 sessions of 4 hours each, with the participation of a psychologist, a social worker and a student social worker on work practice.

This programme of assistance for women in intermediate emergencies and social inclusion is implemented within the framework of a cooperation agreement with the Àmbit Prevenció (Prevention Area) Foundation.

#### ***4.2. “Socio-sanitary pills” for women engaged in prostitution in the public way***

This programmed was established to promote the prevention of socio-sanitary risks amongst people engaged in prostitution in Barcelona with the aim of improving their state of health, using education as a tool for change and transformation, and in response to the great demand from the women for information and assistance in this field.

In 2013, the outreach service went out on 16 occasions, delivering 92 information sessions or "pills" in the street to a total of 151 women. Moreover, 7 training actions also took place, with an average attendance of 8 people per session (24 in total, mostly women of Nigerian origin).

The subjects discussed at the information sessions included healthy habits, the prevention of sexually transmitted diseases and unwanted pregnancies, reducing harm caused by drug use and preventing gender violence.

The programme on health care and prevention is implemented through a cooperation agreement with the organisation Doctors of the World (Metges del Món).



## 5. Services and training resources for training and integration into employment

### *5.1. DIR Comprehensive programme for the re-employment of women engaged in prostitution*

The objective of the DIR re-employment programme is to provide a response to women who, from personal choice, wish to give up prostitution and start out in a different activity. The range of resources offered by the DIR programme enables each of the women who participate in it to design and put into practice their own professional projects, to develop professional skills and to improve their employability with regard to the labour market, their employment goal and the job they would like to find. The programme has a large resource bank enabling circuits to be adjusted to each woman individually in accordance with their needs.

The data for the period from January to December 2013 include three editions of the DIR programme, with a total of four groups:

#### **- Edition 2**

- GROUP 2:
  - Data from January 2013 to April 2013 (the women had started the process in May 2012).
- GROUP 3:
  - Data from January 2013 to August 2013 (the women had started the process in September 2012).

#### **- Edition 3 (Annex 1)**

- GROUP 4:
  - Data from April 2013 to December 2013 (the women had started the process in 2013 and will complete it in March 2014).

#### **- Edition 4 (Annex 2)**

- GROUP 5:
  - Data from September 2013 to December 2013 (the women started the process in September 2013 and will complete it in August 2014).

### **DIR EDITION 2**

#### ***GROUPS 2 and 3. Sociodemographic profile of the two groups***

The initial data for both groups, for which a total of 40 women were selected, were jointly analysed. The Group 2 process began in May 2012 and ended in March 2013, whilst the Group 3 process began in September 2012 and ended in August 2013.

Thirty-five of the women (87.50%) were migrants, the remaining five (12.5%) Spanish nationals. A new development in 2012 was the inclusion of women of Nigerian origin in the programme, a state of affairs that continued in 2013.

<b>MAIN COUNTRIES OF ORIGIN</b> <i>Data from G2 + G3</i>	<b>%</b>
<b>Nigeria</b>	30%
<b>Romania</b>	15%
<b>Ecuador</b>	15%
<b>Spain</b>	12.5%
<b>Colombia</b>	10%

<b>AGE GROUPS</b> <i>Data from G2 + G3</i>	<b>%</b>
<b>Under 25 years</b>	2.5%
<b>25-35 years</b>	52.5%
<b>36-45 years</b>	25%
<b>46-65 years</b>	20%

<b>LEVEL OF STUDIES</b> <i>Data from G2 + G3</i>	<b>%</b>
<b>Primary</b>	25%
<b>Secondary</b>	55%
<b>University</b>	20%

All the women had regularised their situations administratively, 55% with European Community work and residence permits, 22.50% with Community residence permits but without work permits, and 22.50% with DNI Spanish national identity documents.

90% had children or other people under their charge, 25% of them in their country of origin.

Of the 40 women selected for G2 and G3 in 2012, 6 closed the process in 2012, 3 dropping out and 3 by agreement (health reasons, pregnancy, child rearing).

The G2 women began the process in May 2012 and completed it in March/April 2013. Of the 25 women who entered the programme in 2012, one dropped out in the first two months and two more did so between the third and sixth month. As a result, at 1 January 2013, 21 women continued to form part of G2 in the DIR programme. When the course ended for that group, 11 of the 21 women were proposed for another programme of integration into employment (ITI) and eight were registered for the DIR programme.

The women in G3 began the DIR process in September 2012 and completed it in August 2013. Of the 15 women that started out in 2012, two dropped out in the first month and another halfway through the course. The remaining 13 women completed the programme, in July and August 2013.

Accordingly, then, in 2013, a total of 34 women (21 in G2 and 13 in G3) continued the process and were still active participants in the second edition of the DIR programme.

— *Implementation of professional projects*

The activities completed by the women in G2 and G3 were:

<b>Activities to improve skills</b>	<b>Number of women G2 + G3</b>
Introductory cookery workshop (six women) Introductory chambermaid workshop (five women)	11
Work practice	9
Module on job seeking techniques	13
Computer use module	10
Catalan/Spanish module	7
Module to develop transversal skills of identification, coping, relating	21
Module on job seeking techniques	29

<b>Accompaniment in active job seeking</b>	<b>Number of women G2 + G3</b>
Class on job seeking, technical assistance	20
Module to monitor job seeking	29
Tutorials to provide guidance in the process of job seeking	34
Tutorials on consolidating and retaining employment	24

<b>Employment guidance</b>	<b>Number of women G2 + G3</b>
Individual legal advice	6

— *Cases of integration into employment: G2 + G3*

DIR G2 and G3 enabled 24 women to be integrated into the formal employment market, with 31 contracts, a figure that represents 71% of the 34 women who took part in the process. Seven women were integrated into employment in 2013, with seven employment contracts. Eleven women also found work in the informal employment market (the same woman may have found employment in both the formal and informal markets).

Number of women integrated into employment G2 + G3	Number of contracts	Occupation
24	31	2 assistant librarians 3 nutrition advisors 1 massage assistant 7 chambermaids 1 seamstress 1 carer for elderly people 2 shop assistants 13 cleaners 1 blog assistant

Of the 24 women integrated into employment with contracts, 15 had children in their charge in Barcelona. In 58% of cases, integration into quality employment was achieved (14 women with contracts for over six months and/or integration that met the employment goal proposed). 42% (10 women) achieved initial integration into employment (first job).

51% of the women obtained contracts of up to six months and 23% contracts of six months or more. 13% were temporary, for less than one month, or short-term substitutions. None of the women in G2 and G3 received permanent contracts.

39% of the jobs were full-time, whilst 58% were part-time contracts of 20 hours a week or more and the remaining 3% corresponded to contracts for less than the weekly part-time rate (4 hours per week).

SECTORS OF INTEGRATION	%
<i>Data from G2 + G3</i>	
Services to companies / people (cleaning)	29%
Hotels	25%
Education/libraries	22%
Commerce	14%
Textiles	4%
Health	6%

62% of the women who found work did so through the organisation's mediation and internal job listings. The remaining 38% of women integrated into employment achieved this independently and by putting forward their own job applications. It should be noted that a large percentage of women who found their first job through the organisation's mediation later went on to find work independently.

22.2% (two women out of nine) who did work practice at companies in 2013 later found work at the same enterprise.

### **DIR EDITION 3 (Annex 1) Group 4**

The women from Group 4 began the process in April 2013 and will end it in March 2014. Data from April 2013 to December 2013 is analysed here.

Of the 37 women referred, 25 were finally selected. Those that were not selected either did not match the required profile or ruled themselves out.

Of the 25 women selected, 24 were still continuing the process at 31 December 2013, whilst one dropped out by mutual agreement.

<b>MAIN COUNTRIES OF ORIGIN</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>National</b>	20%
<b>Migrant</b>	80%
<i>Latin</i>	36%
<i>Ecuador</i>	16%
<i>Sub-Saharan</i>	24%
<i>Nigeria</i>	16%
<i>Eastern Europe</i>	16%
<i>Bulgaria</i>	8%
<i>Russia</i>	4%
<i>Romania</i>	4%
<i>Morocco</i>	4%

<b>DOCUMENTATION</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>Official Spanish ID</b>	20%
<b>Community (residence)</b>	8%
<b>Community (residence and work)</b>	72%

<b>AGE GROUPS</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>Under 25 years</b>	0%
<b>25-35 years</b>	36%
<b>36-45 years</b>	56%
<b>46 -65 years</b>	8%

<b>LEVEL OF STUDIES</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>Unschoolled</b>	8%
<b>Primary</b>	28%
<b>Secondary</b>	48%
<b>University</b>	4%

76% of the women who participated in Edition 3 of DIR had children or other people in their charge.

62% of the women who found work did so through the organisation's mediation and internal job listings.

— *Actions to implement the professional project*

To ensure that each of the participating women could develop their professional projects individually and at their own rhythm, a range of resources was proposed:

<b>TUTORIAL TO MONITOR IMPLEMENTATION</b> <i>Edition 3 - Group 4</i>	<b>Number of women</b>
<b>Definition of the goal of integration</b>	26
<b>Definition of the employment/professional goal</b>	26
<b>Definition of the training goal</b>	21
<b>Definition of the action plan</b>	25

<b>ACTIONS TO IMPROVE SKILLS</b> <i>Edition 3 - Group 4</i>	<b>Number of women</b>
<b>Surt Foundation introductory workshops</b>	8 women: - 3 chambermaids - 2 customer service supermarket workers - 3 seamstresses
<b>DIR-TS introductory workshops</b>	9 domestic assistants
<b>Online training</b>	9 food handlers
<b>Module on job seeking techniques</b>	25
<b>Computer use module</b>	17
<b>Catalan module (Consortium for Language Normalisation)</b>	16
<b>Change skill module</b>	9
<b>Module to develop transversal skills of identification, coping, relating</b>	18 Linked to processes of training (domestic assistants and seamstresses) and recruitment
<b>Module on planning the search for jobs</b>	19

<b>EMPLOYMENT ADVICE</b> <i>Edition 3 - Group 4</i>	<b>Number of women</b>
<b>Group employment advice module</b>	18
<b>individual legal advice</b>	15

<b>ACCOMPANIMENT IN ACTIVE JOB SEEKING</b> <i>Edition 3 - Group 4</i>	<b>Number of women</b>
<b>Class in job seeking, technical assistance</b>	9
<b>Modules to monitor job seeking</b>	19
<b>Tutorials to provide guidance in the job seeking process</b>	22
<b>Tutorials on consolidating and retaining employment</b>	13

### — Cases of integration into employment

In the third edition of DIR (Group 4), at 31 December 2013, the 25 women included in the programme at the beginning had achieved 13 cases of integration into employment, with 14 contracts, representing 52% of the total. Moreover, 9 of the 25 women selected found employment in the informal labour market. These figures are expected to have increased by the time the programme ends in March 2014.

Most of the contracts (71.43%) were for part-time work, whilst 28.57% were for full-time jobs.

86% of the women that found work obtained quality employment, as their contracts were for more than six months and/or responded to the professional goal they had proposed.

86% of contracts were temporary, for less than six months. One contract was permanent and one for less than one month.

<b>SECTORS OF EMPLOYMENT INTEGRATION</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>Services to companies (cleaning)</b>	64.29%
<b>Services to individuals (cleaning)</b>	7.14%
<b>Hotels</b>	14.29%
<b>Social and textile</b>	14.28%

The jobs related to the cleaning sector (services to businesses and individuals) accounted for 71.43% of total contracts. 85.71% of the women who found work did so through the organisation's mediation and job listings. 12.5% (two women out of 16) who completed work practice in 2013 later found work at the same company.

### EDITION 4 (Annex 2) Group 5

The women who took part in this edition began the process in September 2013 and will complete it in August 2014. This report analyses data from September to December 2013.

Of the 31 women referred to the programme, 25 took part in the selection process. Of these, 11 women were not selected due to lack of availability, not having a work permit, not speaking the language or having little interest or motivation. Fifteen women were finally selected, and these continued the process actively at 31 December 2013.

<b>MAIN COUNTRIES OF ORIGIN</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>National</b>	20%
<b>Migrant</b>	80%
<i>Latin</i>	36%
<i>Ecuador</i>	16%
<i>Sub-Saharan</i>	24%
<i>Nigeria</i>	16%
<i>Eastern Europe</i>	16%
<i>Bulgaria</i>	8%
<i>Russia</i>	4%
<i>Romania</i>	4%
<i>Morocco</i>	4%

<b>DOCUMENTATION</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>Official Spanish ID</b>	20%
<b>Community (residence)</b>	8%
<b>Community (residence and work)</b>	72%

<b>AGE GROUPS</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>Under 25 years</b>	0%
<b>25-35 years</b>	36%
<b>36-45 years</b>	56%
<b>46 -65 years</b>	8%

<b>LEVEL OF STUDIES</b> <i>Edition 3 - Group 4</i>	<b>%</b>
<b>Unschoolled</b>	8%
<b>Primary</b>	28%
<b>Secondary</b>	48%
<b>University</b>	4%

76% of the women who took part in DIR Edition 3 had children or other people in their charge.

#### — *Actions to implement the professional project*

To ensure that each of the participating women could develop their professional projects individually and at their own rhythm, a range of resources was proposed:

- *Individualised actions:* personalised interviews, employability analysis tutorials, comparison of skills profile with requirements of the job established as the goal, formulating an action plan to achieve the goals established.
- *Training actions:* introductory workshop on working as a domestic assistant, food handling certificate, active job seeking techniques, transversal skills.
- *Job seeking/integration plan actions*

*Work practice at companies:* at 31 December 2013, 7 of the 15 women taken on at the start of the programme (46.67%) had completed work practice as domestic assistants at companies and were awaiting the opportunity to fill any vacancies.

#### — *Cases of integration into employment*

The women began the process in September/October and at 31 December 2013 were still preparing the action plan for active job seeking work. Accordingly, none had yet been integrated into employment.



## ***OVERALL RESULTS OF INTEGRATION INTO EMPLOYMENT THROUGH THE DIR PROGRAMME IN 2013***

Edition 2 of the DIR programme (G2 and G3) achieved 31 cases of integration into employment, with 24 women obtaining a total of 31 contracts. In this edition, 11 women also found work in the informal employment market.

At 31 December 2013, DIR Edition 3 (Annex 1) Group 4 had achieved 13 cases of integration into employment involving 13 women (52%), with 14 contracts (one woman received two contracts). In this edition, 9 women also found work in the informal employment market. More contracts and cases of integration into employment may occur before this edition ends in March 2014.

In DIR edition 4 (Annex 2) Group 5, there have as yet been no cases of integration into employment, as the programme ends on August 2014.

In all, 37 women found work, with 45 labour contracts (24 women in Edition 2 and 13 in Edition 3) and 20 women found work in the informal employment market. It should be noted that the same woman may have worked in both the formal and informal employment markets.

This programme is included in the strategic line for the re-employment of women who wish to give up prostitution voluntarily and embark on a professional project. The programme is implemented with the framework of a cooperation agreement with the Surt Private Foundation for Women.

### ***5.2. ITI Personal advisory itinerary for the employment of women who have been engaged in prostitution***

This programme is aimed at women who have been engaged in prostitution and have been linked to the formal employment market during the last two years. The programme fosters employability and maintenance in the employment market by improving skills and reducing the impact of the recession on professional projects.

The itinerary was provided for a total of 23 women, divided into two groups: the first group (G1) was formed by 11 women who had recently joined the ITI programme, referred by the network of organisations, whilst the second (G2) was formed by a total of 12 women, 9 of whom came from the 2012-2013 DIR programme and 3 from previous editions of the DIR programme.

<b>ITI GROUPS 2012-2013</b>	<b>Number of women participating</b>
<b><i>G1 Women newly arrived</i></b>	<i>11</i>
<b><i>G2 Women from DIR</i></b>	<i>12</i>
2012-2013 Edition	9
Previous editions	3
<b>TOTAL WOMEN (G1 and G2)</b>	<b>23</b>

### *Data from the G1 + G2 profile*

Of the total number of women in groups G1 and G2 (23 women), 78.27% (18 women) were migrants, mostly of Latin American origin (44.44%) and mainly from Colombia and Ecuador. The next largest groups were women from Nigeria (33.33%) and the Eastern European countries (22.22%). The remaining 21.74% (five women) were Spanish nationals.

<b>AGE GROUPS</b>	<b>Total (G1 + G2) % 2012</b>	<b>Total (G1 + G2) % 2013</b>
<b>Under 25 years</b>	0%	0%
<b>26-35 years</b>	47.83%	48%
<b>36-45 years</b>	21.74%	28%
<b>46-65 years</b>	17.39%	24%
<b>Over 55 years</b>	13.04%	0%

47.83% of the participants had completed secondary studies, 39.13% primary studies and 13.04% higher studies (one Spanish national had a university degree and two migrant women had university diplomas from their countries of origin).

65.22% of the women had children, living with them in 80% of cases and with relatives in the country of origin in the remaining 20%. Women without family members under their charge accounted for 34.78% of the total.

65.22% of the women taking part in the ITI programme were unemployed, whilst 34.78% were working at the time of joining the programme. 17.40% of the women (four) received some kind of benefit during the months that they were following the programme.

The main factors of vulnerability were: coverage of basic needs such as food, clothes, etc. (73.91%), lack of Spanish language skills (60.87%), need for legal advice (56.52%), housing instability (39.13%) and lack of technical skills to achieve employment goals (34.78%).

## *Actions implemented*

According to the needs and potential of each woman, both group and individual work was conducted on the content of all actions:

- Change processes to be implemented during the course of the itinerary (expectations, real possibilities of the project, tutorial relation).
- Approach to the different spheres of life: health, personal space, relationships, training and work (cornerstone), challenges and proposals for improvement.
- Definition and implementation of the professional project: approximation to the employment market and the economic context, analysis of employability, comparison of skills profile with the requirements of the job chosen, establishment of an action plan to achieve the challenges set, implementation of the professional project.
- Guidance for training, job seeking skills, active job searching, actions linked to the women's needs in life (legal advice, duty of care).
- Technical training with work practice: two women completed work practice as chambermaids, five as kitchen assistants and one as a sales assistant.
- Instrumental training: literacy and basic computer skills, Language Normalisation Centre.

## *Integration into training*

There were a total of 39 cases of integration into training, 20 internal to the organisation and 19 external:

- 20 cases of internal integration into training:
  - 14 women in the field of computer studies: 3 in computer literacy, 4 in basic computer skills and 7 linked to job seeking.
  - 4 women in the work of a kitchen assistant.
  - 1 woman in the work of a chambermaid.
  - 1 woman in the work of a sales assistant.
- 19 cases of external integration into training:
  - 2 women in the field of computer studies.
  - 7 women in languages: 4 in Catalan and 3 in English.
  - 8 women in food handling.
  - 1 woman in higher training (CFGs) in image diagnosis.
  - 1 woman in the work of a chambermaid.

## *Integration into employment*

Seventeen women were integrated into employment, with twenty-seven contracts in the hotel, cleaning, sales, kitchen assistant, domestic service and assistant librarian trades. Moreover, eight women found work in the informal employment market. It happens that one woman found work in both the formal and informal employment markets.

## *Work practice at companies and integration into employment*

Online technical training related to obtaining food handling certificates was provided in order to enable the women to meet different profiles that require this qualification, such as the jobs of kitchen assistant, product promoter and waitress.

Work practice processes help participants to develop technical and transversal skills (situation in the real work setting) and to improve their technical profiles, accrediting skills. Moreover, this activity also enables participants to come into direct contact with companies as a gateway to integration into employment.

<b>WORK PRACTICE</b>	<b>WOMEN PARTICIPATING</b>	<b>INSERTIONS</b>
<b>Kitchen assistant</b>	5	1 kitchen assistant 1 cleaner
<b>Chambermaid</b>	2	1 person integrated <sup>10</sup>
<b>Sales manager</b>	1	0 people integrated

This programme is included in the strategic line for the re-employment of women who wish to give up prostitution voluntarily and to embark on a professional project. In this case, a cooperation agreement with the Surt Private Foundation for Women was established.

### *5.3. ACCIÓ Programme of comprehensive intervention for transsexual people linked to prostitution milieus in the city of Barcelona*

The ACCIÓ (“ACTION”) programme is aimed at transsexual people who are engaged in prostitution and have a clear motivation to join the formal employment market, have regularised documentation in the case of migrants and have a personal situation and a minimum level of Spanish/Catalan language skills that enable them to follow a training process.

The programme pursues the objective of developing personal itineraries for social and employment integration, taking into account the specific experiences of transsexual people, and of addressing instances of discrimination suffered and experienced, as well as the reluctance of companies and possible employers. The programme focuses on training and empowering individuals, as well as on the world of business, promoting inclusion and non-discrimination.

The programme was launched on 1 January 2012 within the framework of the new government measure and ended on 30 April 2013. A second edition has now been launched and will run from 1 July 2013 to 30 June 2014.

The data collected in this report correspond to the second edition, up to 31 December 2013.

<sup>10</sup> One of the women left the job due to personal difficulties and the integration experience therefore lasted less than a month.

## Sociodemographic profile of the women participating

A total of 31 women took part, 26 of them for the first time and 5 from the first edition of the programme.

50% of the participants received no kind of benefit, 20% the minimum income for integration (RMI), 20% non-contributory pensions and 10% benefits from the Employment Service of Catalonia (SOC).

48.38% had completed primary education, 48.38% had completed secondary education and the remaining 3.22% had completed university studies.

NATIONALITY	%
Spanish	45
Latin America	48
<i>Ecuador</i>	20
<i>Colombia</i>	16
<i>Brazil</i>	3
<i>Panama</i>	3
<i>Uruguay</i>	3
Morocco	7

AGE GROUPS	%
Under 25 years	----
26-35 years	22.58
36-45 years	35.48
46-55 years	32.26
Over 56 years	9.68

## Personal itineraries

The 31 women selected followed three itineraries according to their specific needs:

- 21 (67.74%) followed a training itinerary focused on vocational training and mentoring processes with the work practice derived from these processes.
- 5 (16.13%) followed an itinerary in which work mainly focused on integration, whilst training and mentoring were also provided.
- 5 (16.13%) followed social itineraries that involved completing in-depth work (personal development and empowerment) before they could access any kind of training or integration activity.

In all, 15 people took part in the vocational training activities (the same woman could take more than one course).

Of the 12 people who enrolled in the bar waitress course, 11 completed their training and 8 (66.66%) successfully achieved the skills needed to work in the sector.

Fifteen participants were selected for the chambermaid course, some of them coming from the bar waitress course. Of these 15 persons, 12 (80%) successfully completed the training process.

The module on training in social and employment skills was aimed at those participants with shortcomings in transversal skills that made the integration process more difficult. Seven people took part in this module, and all completed it successfully.

Besides training actions, the programme also included a total of eight transversal activities to work on personal empowerment and ways of approaching the employment market. The women took part in several awareness-raising activities focused on violence against women and gender violence, talks on transphobic attacks (given by the Catalan Police), educational trips and visits to companies and training and leisure centres (Ciutadella Park, the gazebo dedicated to the transsexual Sònia). There were a total of 99 participations by 58 different people.

Work practice was offered at companies related to the technical and professional training provided. Four of the people proposed to companies completed work practice (six work practice contracts were signed, as one woman completed two itineraries; this woman and one other completed the work practice successfully).

### *Interventions in the business system*

Contacts were established with 13 companies, all of which were receptive to future cooperation (visits to their facilities, taking on students for work practice, training sessions or possible recruitments). Joint actions were carried out with many of these companies, such as the placement of students for a total of six work practice experiences, informative talks and introductory visits to the world of employment.

### *Integration into employment*

As regards the second edition of the programme (which ends on 30 June 2014), at 31 December 2013 one woman had achieved integration into the hairdressing sector with a substitution contract due to maternity leave. It is hoped that more cases of integration into employment may occur over the course of 2014.<sup>11</sup>

At the same time, work with all participants also focused on improving their communication and language skills, as well as their personal responsibility for taking care of their health. Given the importance of health issues to this group, links are maintained with the Catalunya Transit Service, which provides free health information and advice to transsexual people. A total of eight users (26%) have been referred to this service.

This programme is implemented under the municipal strategic line for the re-employment of transsexual women who wish to give up prostitution voluntarily and embark on their own professional projects. In this case, Barcelona City Council established a cooperation agreement with the APIP-ACAM (Association for Professional Promotion and Integration) Foundation.

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<sup>11</sup> During the closing stage of the first edition of the programme, from 1 January to 30 April 2013, six people were integrated into the formal employment market, with eight contracts.

## 5.4. Training, employment and social integration programme with training and employment itineraries

The objective of the social and employment training programme is to improve the quality of life of people engaged in prostitution by providing customised training and employment integration itineraries. An important characteristic of the programme is its flexibility and ability to adapt to the changing needs of women, and to accept their inclusion at any time during the year. Moreover, the initiative is linked to benefits, enabling participation in the activity to be monitored. The training process for each woman may be longer or shorter depending on their knowledge and experience prior to entering the programme. A recently arrived migrant woman needs a minimum period of two years to complete the process.

In 2013, 220 women received this assistance, embarking on training itineraries (180) and/or integration into employment itineraries (82).

### Sociodemographic profile of the women assisted

By nationality, amongst the 220 women who received assistance, the largest group were those of Nigerian origin (75%, compared to 70% in 2012), followed by those of Romanian origin (11.8%) Latin women (7.72%), women of Moroccan origin (3.18%) and Spanish nationals (2.27%).

### Training activities

El 2013, 180 women took part in different training itineraries and activities, a 41.73% increase on the previous year.

TRAINING ACTIVITY (one single woman may have attended more than one workshop)	2012	2012	2013	2013
	WOMEN	Number of workshops	WOMEN	Number of workshops
Spanish and Catalan classes <sup>12</sup>	68 women different levels		100 women different levels	
Workshops on domestic service and caring for elderly people <sup>13</sup>	20 women	2 workshops	19 women	2 courses (70 + 90 hrs)
Chambermaid course <sup>14</sup> (School of Tourism)	15 women	1 course	14 women	1 course (177 hrs)
Employment guidance workshops	11 women	8 workshops	28 women	11 sessions 5 workshops
Workshops on domestic economy	25 women	2 workshops	10 women	1 workshop
Workshops on basic health and child nutrition	16 women	2 workshops	4 women	3 workshops

<sup>12</sup> The introductory workshops were included in the Spanish classes. Four such workshops were organised, for twenty-two women. Some of the language learning sessions were also devoted to coaching for job interviews, in which six women took part.

<sup>13</sup> In 2013, this data was broken down into a course for caring for elderly people, cleaning, cooking and ironing, and a course in cooking for elderly people.

<sup>14</sup> This course, given by the School of Tourism, had a 70% success rate in women integrated into employment over the year. It should be noted that the course is taken by users with higher levels of pre-employment training and language skills.

With regard to variations in the data, it should be noted that the programme made a larger investment in providing pre-employment training for the women who received assistance, increasing the number of sessions in such subjects as languages (Spanish and Catalan) and the differentiating features between the different cultures in order to establish the best possible conditions for participants to successfully start out on a training and employment integration itinerary. This led to more efficient use of external training facilities and an increase in referrals to other training resources during the second semester (three women to the APIP Foundation, two to the School of Tourism and three to IMPULSEM).

In 2013, other training activities organised included three introductory sessions to the world of schooling (twenty-three women), one workshop on legal issues (seven women), one session discussing Catalonia and Nigeria (five women) and one workshop devoted to actively seeking work in domestic service (six women).

### *Referrals from the training itinerary to external resources*

Referrals were made to external resources, but educational monitoring was maintained in order to provide the women with support and ensure that the objectives established were successfully achieved:

<b>TRAINING RESOURCE</b> (the same woman may have taken more than one course or workshop)	<b>2012</b> <b>Number of</b> <b>women</b>	<b>2013</b> <b>Number of</b> <b>women</b>
<b>ITI and DIR-TS (ABITS Agency training itineraries)</b>	12	6
<b>“Dona Impuls”-Barcelona Activa (ABITS)</b>	---	8
<b>Courses in working as a chambermaid, laundry and ironing (APIP)</b>	6	3
<b>Rehabilitation and cleaning of apartments (Impulsem)</b>	---	3
<b>Sales and restocking assistant (School of Tourism)</b>	---	2
<b>Course in caring for dependent people (Migraestudio)</b>	4	2
<b>Catalan and/or Spanish language course</b>	---	25
<b>Digital literacy</b>	---	2
<b>Sexual health, basic health and nutrition (Doctors of the World)</b>	---	30
<b>Workshop on health diagnosis (Tot Raval)</b>	---	6
<b>Talk on World Health Day (HIV) UMTSI</b>	---	6
<b>Kitchen assistant course</b>	3	---
<b>Bar staff assistant course</b>	3	---
<b>Social and health care course</b>	2	---
<b>TOTAL</b> (the same woman may have completed more than one course)	30	93



## Cases of integration into employment

A survey of companies was carried out that resulted in 17 women being given jobs. The recession and the economic situation have caused a reduction in the number of women employed to take care of dependent persons in private homes. Most of the contracts were part-time and temporary. Moreover, 12 women found work in the informal employment market. It so happened that one woman worked in both the formal and informal employment markets.

SECTOR	2012 Number of contracts	2013 Number of contracts
Kitchen assistant	0 contracts	1
Industrial/hotel cleaning	26	13
Care for elderly people	5	0 contracts
Care for elderly people with domestic service	1	3
<b>TOTAL</b>	<b>32</b>	<b>17</b>

ORIGIN OF WOMEN HIRED	2012 %	2013 %
Sub-Saharan Africa	42	64.7
Latin America	39	23.5
Eastern Europe (Romania)	16	5.8
Morocco	3	5.8

Under the line established by the ABITS Agency to provide social and employment training to improve the quality of life of women who wish to give up prostitution, Barcelona City Council established a cooperation agreement with the congregation of Oblate Sisters of the Holy Redeemer, El Lloc de la Dona, in order to implement this programme.

## ***5.5. The “Dona Impuls” Social and Employment Integration Programme***

The ABITS Agency commissioned Barcelona Activa to draw up a programme aimed at Sub-Saharan women who were engaged or had been engaged in prostitution and sought employment alternatives and were available and motivated to undertake a social and employment itinerary.

The result was a tailor-made programme that gave the women access to training, guidance and accompaniment resources for integration in a series of phases: introduction to the programme, professional guidance, acquisition of transversal skills, vocational training and accompaniment for integration. The programme began in November 2012, in the framework of the new government measure, and ended in July 2013. A total of 43 women took part in the initiative.

### ***Sociodemographic profile of the women provided with assistance***

The programme was aimed at Sub-Saharan women, 90.7% of whom were from Nigeria. The four remaining users were from Equatorial Guinea, Togo, Ghana and Sierra Leone.

By age, the largest group were women aged 26-35 years (60.46%), followed by the 36-45 age group (25.58%), those aged 18-25 years (11.62%) and, finally, the 46-55 age group (2.32%).

Most of the women (62.79%) were in a regularised administrative situation and 53.48% had children living with them in their charge, generally in single-parent families.

### ***Programme phases***

#### **PHASE 1. introduction**

Over the first two months of the programme (2012), different organisations referred 40 women to the initiative, 24 of whom (60%) attended the 4 information sessions that were held. In total, 31 women were invited to individual introductory interviews, with an attendance rate of 87%. Finally, 27 joined the programme in the introductory phase.

#### **PHASE 2. Professional guidance and job seeking techniques**

The possibility of more women entering the programme in the other phases was left open and, as a result, 16 more users later joined the initiative.

Twenty-three women took part in five two-hour workshops (there were two editions of each workshop, one for each group of women) on: self-awareness, CV and letter of introduction, job search channels, job interview and employment issues.

After the introductory phase and in a cross-cutting way to the rest of the programme, the women received individual tutorials in which the itineraries that were most appropriate for each were agreed on a one-to-one basis. A total of 82 guidance tutorials were given, with the participation of 26 different women.

#### **PHASE 3. Acquisition of transversal skills**

A total of 17 women were referred to different partner organisations in order to improve their Spanish language skills. Five of these women also requested and completed Catalan language training.

Seventeen women took part in the two modules devoted to digital literacy, whilst 18 women attended two yoga modules.

#### **PHASE 4. Training**

Two training itineraries were established to enable users to acquire the technical skills necessary in the posts of kitchen assistant and chambermaid.

Twenty-six women (60.45%) enrolled for these Itineraries. To enable them to attend this training, considerable efforts were made to liaise with the referring organisations in order to detect needs and provide resources for the care of their children (food subsidies, etc.).

The two Itineraries comprised a first part of 200 hours devoted to theory and practice and a second part consisting of 75 hours' work practice:

- Kitchen assistant itinerary: 14 women (53.84%) began the training, and 4 (15.38%) completed the work practice, whilst 5 (19.23%) dropped out.

- Work as a chambermaid: 12 women (46.15%) began the training, 6 (23%) completed the work practice and four (15.38%) dropped out.

#### PHASE 5. Accompaniment for integration

A group of 13 women was formed to work on active job seeking using the new technologies. Moreover, 29 women attended 96 tutorials to monitor their progress in the training and integration itinerary.

2013				
PHASES	ACTIVITIES (A single women may have attended more than one workshop)		Number of actions	Number of participants
PHASE 1	Information sessions		4	24
	Interviews		43	43
PHASE 2	Professional guidance modules	Self-knowledge	2	23
		Curriculum	2	20
		Job search channels	2	18
		Interview	2	18
		Employment issues	2	20
	Tutorials		82	26
PHASE 3	Language	Spanish	-	17
		Catalan	-	5
	Personal skills (yoga)		2	18
	Digital literacy		2	17
PHASE 4	Professional skills	Kitchen assistant	1	12
		Chambermaid course	1	14
	Integration and guidance itinerary		-	15
	Key skills		2	19
PHASE 5	Job search		1	13
	Monitoring tutorials		96	29

## Integration into employment

A total of 11 women found work, 10 in the formal employment market in hotels and tourism, cleaning or caring for elderly people and 1 woman in the informal employment market.

This programme is included in the strategic line for the re-employment of women who wish to give up prostitution voluntarily and embark on a professional project. In this case, Barcelona Activa was commissioned to manage the programme.

OCCUPATIONS	2013
	Number of contracts
Chambermaids	5
Cleaning	3
Caring for elderly people	2
<b>TOTAL</b>	<b>10</b>

### 5.6. Special accompaniment mechanism for the integration into the employment market and the social fabric of women engaged in prostitution who seek employment alternatives

The accompaniment programme is aimed at women whose administrative situation is either regular or can be regularised (in process or sufficient years' residence in the country to prove settlement), with previous work experience or that have acquired good employment habits (hygiene, punctuality, responsibility, social relations, etc.) through training courses. These are women who are in structural or temporary situations of disorientation that require accompaniment and a personalised approach in order to achieve alternatives for access to the employment market.

In 2013, a total of 84 women were provided with this assistance, and 24 of whom continued the process, which began in 2012. From January to June 2013, 25 women were referred to this mechanism and, from July to December, a further 35.

### Sociodemographic profile of the participating women

44.05% of the women who participated had completed secondary education, 34.52% had received no education or had completed only primary studies and the remaining 21.43% had completed secondary education with additional vocational training.

89.28% were in a regularised administrative situation.

AGE GROUPS	2012 %	2013 %
Under 25 years	----	13.09
26-35 years	34.6	27.38
36-45 years	46.2	39.29
46-65 years	19.2	20.24

ORIGIN	2012 %	2013 %
Spain	25	17.86
Africa	27	38.09
<i>Nigeria</i>	18	30.95
Latin America	32	27.38
<i>Ecuador</i>	14	10.71
Eastern Europe	15	16.67
<i>Romania</i>	11	9.52

## ***Integration into training***

Twenty-one women received training in various fields. The total number of training activities was 23 (the same woman may have taken part in more than one training activity):

- Computer studies (one woman)
- DIR (six women)
- “Dona Impuls” (five women)
- ITI (two women)
- Chambermaid (three women)
- Food handling (one woman)
- Kitchen (one woman)
- Tattooing (one woman)
- Home carer (one woman)
- Seamstress (one woman)
- Spanish/literacy (one woman)

## ***Integration into employment***

A total of 22 women were integrated into the formal employment market through 33 contracts in the following sectors: 14 in cleaning companies, 9 in hotels, 4 in geriatric home assistance, 3 in commerce, 1 in domestic service, 1 at a nursing home for the elderly and 1 in beauty. Moreover, 12 women found work in the informal employment market. It happens that one woman found work in both the formal and informal employment markets.

The women were monitored both during the training process and in the employment process.

## ***Transversal actions (throughout the process)***

- 40 women received assistance and support at times of crisis caused by personal and professional stress.
- 17 women received legal advice on employment and immigration issues.
- 8 women worked on urban mobility.
- 26 women who were found to have deficiencies in language skills despite having taken Spanish/Catalan courses or who had not achieved the basic level to sustain integration worked to alleviate the constraints on their employability. These women were referred to initiatives aimed at improving these areas (language proficiency certificate, etc.).

This programme is included in the strategic line for the re-employment of women who wish to give up prostitution voluntarily and embark on a professional project. In this case, the programme was implemented under an agreement established with the social and employment integration coordination body Anem per feina.

## 5.7. Enfilant l'Agulla ("Threading the Needle") innovation programme

The objective of this programme of training in sewing, aimed for the most part at Nigerian women, is to equip participants with the level of professionalism required for clothes production. To this end, the organisation has its own garment-making and fashion and home accessory production workshop, selling produce under the Dona Kolors social brand. Participants are also provided with the necessary tools to become self-employed in the sector.

Thirty-eight women received this training as seamstresses, which was divided into three levels: initial phase (basic sewing skills); second phase (basic sewing); and third phase (advanced sewing). The process lasted approximately one year, with a total of 420 hours of training.

The seven women who completed the three phases completed work practice at different companies and received a semi-professional sewing machine in order to encourage them to become self-employed.

TRAINING IN SEWING	Duration of training	Number of women
INITIAL PHASE	10 hours per week	19
SECOND PHASE	10 hours per week	6
THIRD PHASE	10 hours per week	10
Complementary knitting training workshop	10 hours per week	4
WORK PRACTICE	40 hours	7

The training was complemented by eight two-hour sessions focusing on job skills and two on entrepreneurship, with the participation of 18 women. One single woman could participate in one or more training phases of training as well as one or more of these sessions.

Dona Kolors products are available at 17 outlets in Catalonia and the rest of Spain (Natura shop chain, museum gift shops, sustainable clothes stores, boutiques in tourist areas), from its own online store ([www.donakolors.cat](http://www.donakolors.cat)) and from an online store in Holland. These channels increase market options by 240% compared to the previous year, when there were just five outlets for the product.

The initiative embodies an innovative social enterprise programme established specifically to create new employment options. The women attend monthly tutorials, assessment interviews with programme managers and technical evaluation meetings, as well as receiving a full assessment at the end of the year.

### Sociodemographic profile of the women provided with assistance

By nationality, the largest group are women of Nigerian origin (78.94%), followed by Latin American women (15.78%). Those from Romania and Morocco account for 2.63% of the total.

AGE OF THE WOMEN	Number of women
26-35 years	26
36-45 years	10
18- 25 years	2
Total	38

ORIGIN OF WOMEN EMPLOYED	Number of women
Sub-Saharan Africa	30
Latin America	6
Eastern Europe (Romania)	1
Morocco	1
Total	38

## ***Integration into employment***

In 2013, three women were integrated into the formal employment market: two were hired by the workshop itself and one to work in a shop, engaged in making alterations to clothing. Moreover, four more women became self-employed in the informal market.

This programme forms part of the strategic line established by the Council Department for the employment and social integration of women engaged in prostitution through an agreement with the Enfilant l'Agulla Association.

### ***5.8. Rosas Crafts Programme of Training in Sewing***

This programme, aimed at women in situations of vulnerability (whether because they had engaged in prostitution, been victims of human trafficking for the purpose of exploitation or formed part of vulnerable groups) and have entered re-employment programmes implemented by Barcelona City Council was launched on 1 October 2013. Its purpose is to provide participants with training in sewing and to enable them to achieve both the technical skills and the entrepreneurial attitude necessary to enter into a process of employment adaptation.

A total of nine women took part in this initiative, four from the DIR programme and two from the RAI programme. The three remaining women were referred by SASPI, the Itinerant Population Social Assistance Service. This report contains details about the six women referred by the two ABITS Agency programmes (DIR and RAI).

### ***Sociodemographic profile of the women provided with assistance***

One woman was of Spanish origin, whilst the five remaining participants were originally from Romania, Ecuador, Senegal, Nigeria and Guinea respectively. By age, two women were between 26 and 35 years old, two more between 46 and 55 years, one was under 25 years and one was between 36 and 45 years. In terms of level of studies, three women had completed primary school, two had secondary school studies and one had completed higher studies. Two of the women had children in their charge.

### ***Integration into training***

The programme was divided into three modules:

- Module 1. Beginner's level: 60 hours. From 1 October to 5 December 2013. All six women completed this module.
- Module 2. Intermediate level: 60 hours. From 14 January to 20 March 2014. This module has still to begin.
- Module 3. Specialisation level: 36 hours. 6-22 May 2014 (includes coaching and professional outings). This module has still to begin.

### ***Integration into employment***

In October 2013, thanks to her participation in the programme, one woman was integrated into employment with a full-time contract (this integration is also credited in the report on the DIR programme). More cases of integration are expected under this programme, which ends on 31 July 2014.

This programme is included in the strategic line for the re-employment of women who wish to give up prostitution voluntarily and embark on a professional project. The programme is implemented under a cooperation agreement with the firm of José Rosas Taberner, SA.

## 6. Services aimed at victims of human trafficking for the purpose of sexual exploitation

### 6.1. Approach by the Socio-Educational Assistance Service to cases of women victims of human trafficking for the purpose of sexual exploitation

#### Concepts

##### People trafficking

Or the illegal traffic in migrants. Its purpose is to enable the entry of people into the country of destination illegally, in exchange for money. It is a transnational practice.

##### Trafficking in persons<sup>15</sup>

“Trafficking in persons” means “the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs”. Cross-border transfer is not a necessary condition.

#### Characteristic that condition intervention in these cases

- The women show a lack of self-identification of themselves as victims, and can even come to consider the situation of violence to which they are subjected as normal.
- There is often a family or romantic relationship with the person who engages in the exploitation, and this hinders the identification process.
- The women’s social and relational networks are scant or non-existent.
- Most of the women are afraid to trust professionals and law enforcement bodies, and the protection that they can be given if they make an official report of the situation in which they find themselves.
- There is a certain lack of knowledge about their surroundings, as well as a lack of specialisation in services and social workers (both formal and informal) which hinders the detection and accompaniment of women who are victims of trafficking in persons.
- The coercion and threats employed by the networks of exploitation largely prevent the victims from reporting their situation. These psychological and/or physical threats may concern their families or close acquaintances, in Barcelona or in their countries of origin, and are used by those who exploit them to stop them from complaining to the authorities.
- The women are unaware of the legal framework and the protection that may be available to them (as victims of one or more crimes) and the welfare assistance linked to this.
- There is a failure to comply with State regulations regarding financial compensation to victims.

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<sup>15</sup> Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children), ratified in Palermo in 2000. United Nations Convention against Transnational Organised Crime.



- Legal proceedings do not sufficiently guarantee the protection of witnesses and/or do not end in firm convictions.
- There are difficulties in international coordination and lack of protection for the families of the women who remain in the country of origin.
- In some cases, victims state the wish to continue paying off their debts to those that exploit them in order to prevent threats from being carried out.

## Procedure for action

### Detection

The SAS performs important work in identifying women who are in the potential situation of becoming victims of trafficking in human beings for purposes of sexual exploitation of women who are in situations of exploitation.

Observation and direct interventions in the street have revealed the need to gather, objectify and improve our approach to the phenomenon of trafficking in persons. To this end, the service has drawn up a list of indicators to help identify situations of people trafficking with purpose of sexual exploitation<sup>16</sup> aimed at improving the detection in the open environment, complemented by contact and continued socio-educational intervention with the women on the part of educators and health workers. Finally, interdisciplinary teamwork is implemented, action that involves cooperation between the service director, the social worker and the psychologist.

### Approach

It should be noted that the profile and personal and social situations of the victims vary greatly, and the form of approach should therefore be considered case by case, on an individual basis.

In all cases coordination is maintained with the City Police and the Catalan Police Central Unit on Human Trafficking, informing them about the situation and establishing the most appropriate mechanisms for collaboration and action.<sup>17</sup>

- *When the woman is identified in the street and explicitly requests protection as the victim of human trafficking for the purpose of sexual exploitation:*
  - She is referred to emergency assistance provisions through educational accompaniment by SAS workers and/or, outside the operational hours of the SAS, the intervention of CUESB, the Barcelona Centre for Social Emergencies.
- *When the woman is identified in the street by SAS workers but does not explicitly request protection:*
  - an educational and accompaniment process jointly agreed with the woman is put into practice: she is helped in decision making and in the process of self-identification as the victim of a crime; she is given guidance in breaking her links with the network or individual that is exploiting her; work is aimed at gradually helping her to move away from her habitual environment; she is offered support and accompaniment in finding

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<sup>16</sup>Sources used to define indicators: *Guía para la identificación de la Trata de la Red Española contra la Trata*; World Health Organisation recommendations; UNODC indicators.

<sup>17</sup> GUB-ABITS coordination protocol. Instruction no. 11/13.

housing and covering her basic needs and on procedures for obtaining documentation; etc.

- If necessary, and the woman wishes to report a crime, the SAS legal representation service to assist victims of human trafficking for the purposes of sexual exploitation enters into operation.
  - If necessary, the woman is referred to emergency shelter provisions.
  - She is accompanied to the National Police to formally request the period of reflection established by law.
  - If the woman requests voluntary return to her country of origin, coordination is established with the International Organisation for Migration (IOM).
  - Coordination is maintained with the Agency's different services for integration into training and employment integration in order to accompany the woman in the social and employment integration process.
- 
- ✓ Most of the women provided with assistance by the SAS are potential victims of human trafficking for the purpose of sexual exploitation.
  - ✓ Four women were attended by the legal representation service (those that finally decided to make an official report as victims).
  - ✓ In 2013, two women began legal proceedings with the guidance of SAS service workers.

## ***6.2 Comprehensive assistance for women involved in prostitution and women who are victims of human trafficking for the purpose of sexual exploitation***

Assistance for women who are victims of human trafficking for the purpose of sexual exploitation has been provided through a specific programme since 2006. The specialisation of this resource and the differences in profile compared to women who are victims of domestic violence led to the decision to establish this cooperation agreement, which has since been renewed.

The programme organises direct residential intervention in three stages: emergency stage; permanence stage; and autonomous stage.

### ***Emergency stage***

Barcelona City Council subsidises the emergency stage directly through the offices of the ABITS Agency. The overall goal of this process is to provide women who have been victims of human trafficking for the purpose of sexual exploitation and/or immersed in an environment of prostitution with safe shelter and to accompany them in their process of personal recovery. The route for access to this service is through a process of contact in which an initial interview is conducted in order to assess the woman's requests, always taking into account whether or not the situation is one of emergency.

In 2013, a total of 15 women were provided with assistance at this emergency stage, 14 of them for the first time, and one who had already received assistance in 2012.

Of these 15 women:

- Two entered the programme for voluntary return to their country of origin through the International Organisation for Migration (IOM)<sup>18</sup> (four women in 2012), in coordination with the Civil Guard, who accompanied them to the airport departure gate.
- Two left to live independently.
- Two continued in the emergency stage at 31 December 2013.
- Six continued to the permanence stage.
- One was referred to another resource for reasons of security.
- Two did not achieve the goals agreed with the team and dropped out of the service.

87% of the women given emergency assistance continued to work towards the goals agreed with the team. The average stay in emergency shelter was 21 days.

Of the total of 15 women, 60% were referred as victims of human trafficking for the purpose of sexual exploitation in the city of Barcelona, 13.33% were exploited outside Catalonia with Barcelona as the final destination, 13.33% were identified by security forces before exploitation took place and the remaining 13.33% were referred from other cities.

60% of the women were referred by security forces (44% in 2012), 13.33% by the ABITS Agency's Socio-Educational Assistance Service (SAS) (25% in 2012), 20% by NGOs (19% in 2012) and the remaining 6.67% were referred by Sisters of Adoration.

The profile of the women provided with assistance continued to wholly comprise migrant women:

<b>ORIGIN OF WOMEN PROVIDED WITH ASSISTANCE</b>	<b>2012 %</b>	<b>2012 Number of women</b>	<b>2013 %</b>	<b>2013 Number of women</b>
<b>Africa</b>	56.25	9	40	6
<i>Nigeria</i>		7		5
<i>Senegal</i>		1		-
<i>Morocco</i>		1		-
<i>Republic of the Congo</i>		-		1
<b>Eastern Europe</b>	43.75	7	46.67	7
<i>Romania</i>		3		1
<i>Bulgaria*</i>		3		1
<i>Russia</i>		1		1
<i>Armenia-Russia</i>		-		1
<i>Poland</i>		-		1
<i>Albania</i>		-		1
<i>Hungary</i>		-		1
<b>China</b>	-	-	13.33	2
<b>TOTAL</b>	100.00	16	100.00	15*

\*One of the women holds dual nationality.

<sup>18</sup> All voluntary returns (through the IOM) were to Eastern European countries.

AGE GROUPS	2012 %	2013 %	2013 Number of women
18-25 years	74	66.67	10
26-30 years	13	13.33	2
Over 30 years	13	20	3

With regard to the women's administrative situation at the time they began to receive assistance from this service, 60% possessed documentation (62% in 2012), 33% were without documentation (25% in 2012) and the remaining 7% were women whose documents had been retained by the police (13% in 2012). Of the women with documents, only three were in a regularised administrative situation.

In order to promote their physical and psychological wellbeing, the women are provided with access to healthcare. Thus, of the 15 women assisted in the emergency stage, 10 received medical care, with a total of 15 accompaniments to medical appointments (gynaecology, general practitioners and psychological assistance), involving a total of 22 procedures. One of the women assisted received emergency treatment at EXIL due to her personal and emotional state, with rapid response appropriate to her needs.

In 2013, 21 women were accompanied to receive health treatment.

### *Permanence stage*

The permanence process entails providing women with comprehensive assistance and enabling them to live together peacefully, making a physical and emotional recovery and developing their skills so that they can become socially integrated and self-reliant. In 2013, fourteen women were assisted at this stage, six of them new users that year and eight from previous years.

### *Autonomous stage (independent apartments)*

In 2013, two apartments were maintained for the autonomous stage, leased by Barcelona City Council and managed by the organisation. Towards the end of 2013, another apartment was acquired through the Consortium of Social Services, which has managed facilities funded entirely by the Directorate of Women's Affairs since 2009. The overall goal at this stage is to consolidate the process of empowerment that the women have begun. This is the point in the itinerary when the user requires a less protected space that provides a suitable setting for completing their process. Educational accompaniment is transformed into monitoring and support.

in 2013, eleven women and one minor received shelter in the two apartments:

- Five women entered the sheltered accommodation for the first time in 2013.
- Five women and one minor completed their autonomy processes in this accommodation over the course of the year.
- One woman was expelled for breaking the rules.

The sociodemographic profiles are as follows:

- Nationality: seven women from Africa (six from Nigeria and one from Senegal) and four from Eastern European countries (three from Russia and one from Romania).
- The largest age group was from 18 to 25 years, followed by the over 30s.
- Three women had children in their charge (one in the country of origin).

To provide assistance for women who are victims of human trafficking for the purpose of sexual exploitation, Barcelona City Council implements this programme through a cooperation agreement with the Institute of the Sisters of Adoration, Slaves of the Blessed Sacrament and of Charity, Community of Sants, to promote the SICAR cat project.

### ***6.3. RAI Intervention for the recovery, empowerment and integration into employment of women who have been victims of human trafficking for the purpose of sexual exploitation***

The RAI programme is aimed at women victims of human trafficking for the purpose of sexual exploitation with the purpose of providing tools to integrate them into employment once they leave the shelter accommodation. The programme makes a comprehensive approach to questions of health, leisure, training, relations and employment. The process is also complemented by the possibility of undergoing therapy and a process of psychological recovery (conducted by an organisation that specialises in providing assistance for migrant people).<sup>19</sup>

This is a completely innovative programme for which no references regarding any similar initiatives in Spain are known. A pilot scheme was set up in the framework of funding provided under the new government measure.

The RAI programme RAI was launched on 1 March 2012 and closed on 28 February 2013. Its success prompted the establishment of a second edition, which began in April 2013 and will end in March 2014. This report contains the figures on the second programme.

In 2014, the programme will be launched once more, with certain changes and improvements, enabling the women to continue the process once they have begun more independent lives.

### ***Sociodemographic profile***

In this edition of the RAI programme, in which 18 women took part (data from April 2013 to 31 December 2013 are included), 61% of the participants were women aged below 25 years, 33% were between 25 and 35 years of age and 6% between 36 and 45 years.

33% of the women participating had studies lower than primary education, 22% had completed secondary education, 6% higher studies and 17% university studies.

<b>COUNTRIES OF ORIGIN</b>	<b>WOMEN</b>	<b>%</b>
<b>Nigeria</b>	11	61.11
<b>Republic of the Congo</b>	1	5.55
<b>Senegal</b>	1	5.55
<b>Albania</b>	1	5.55
<b>Romania</b>	2	11.11
<b>Ukraine</b>	1	5.55
<b>Argentina</b>	1	5.55

<sup>19</sup> Exil.

Of the eighteen women, three had children and none was living with them. One had financial responsibilities towards their child. The children of two women were in care. However, all the women said that they had financial responsibilities to their families in their countries of origin.

Of all the women, nine received individual psychological assistance at the Exil organisation and one was referred to CAS social assistance centres to receive individual treatment for the consumption of toxic substances and to receive psychological assistance. Moreover, seven women received assistance for healthcare issues (gynaecological, ophthalmic and dental, amongst others) and three took part in group art therapy sessions.

A characteristic of women who are victims of human trafficking is a lack of documentation, a problem that makes it difficult to obtain residence and work permits in cases of cooperation with the police in accordance with Article 59.2 of Spanish Immigrant Law. 39% of the women who took part in the programme had residence and work permits, 17% only residence permits and 44% had neither residence nor work permits (in the case of the pre-employment group, this figure reached 63%).

Those women that underwent legal processes, which can often be long-drawn out in time, relived painful situations and experiences that, in some cases, had repercussions on their state and their participation in the programme.

As regards income other than from employment, 90% of the women received no benefits, 5% received non-contributory benefits and the remaining 5% received support in applying for non-contributory active integration income (RAI) that would help them to cover the basic costs of housing and food. The fact that many women have no documentation, which makes access to benefits more difficult for them and, in cases where they are not linked to a residential resource, they have even more difficulties in covering their basic needs and, therefore, sustaining their process. For this reason, in 2014, the RAI programme will include certain changes and improvements to cover the basic needs of these women so that they can sustain their processes once they are living more independently.

Of the 18 women, 13 lived in the shelter accommodation provided and the other 5 lived independently, in shared apartments. Three women received financial aid for food, rent and a training course.

Regarding previous employment experience, 33% of the women in both groups had had work experience in their countries of origin, 22% had no experience and just 17% had had an employment contract.

Eighteen women were selected for the RAI programme (which began in April 2013 and will end in March 2014). Of these, fourteen were new incorporations to the programme and four were continuing participants from the previous edition.

### *Pre-employment group*

The pre-employment group was formed by eight women, seven of them referred by SICAR and one identified in the selection process for a social and employment integration programme<sup>20</sup> implemented in cooperation with the SAS. The group is formed by women who show themselves to be motivated to start a process of integration into the host country and the employment market. Despite this initial motivation, the process with this group of women was aimed at achieving recovery and empowerment through a focus on different spheres of life: relationships, health, leisure, the host country culture and basic and technical skills (knowledge of the Spanish language and computer use).

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<sup>20</sup> In the selection process for a programme operated by Barcelona City Council in cooperation with the Surt Foundation.

88% of the women taking part were under 25 years and 12% between 25 and 35 years of age. 50% of the women had studies lower than primary, 38% had completed primary studies and 12% university studies. 75% of the women were from Nigeria, 12.5% from the Democratic Republic of the Congo and 12.5% from Romania. 88% of the women had no children, 13% one child.

### *Employment group*

This group was formed by 10 women, all referred by SICAR, four from the previous edition of the RAI programme that, for different reasons, had not been able to achieve integration into the employment market but had shown interest and motivation in continuing.

40% of the women in this group were aged below 25 years, 50% between 25 and 35 years and 10% between 36 and 46 years. 20% of the women had studies lower than primary, 10% had completed primary studies, 40% secondary studies, 10% higher studies and 20% university studies. 50% of the women were from Nigeria and 10% from Senegal, Romania, Albania, the Ukraine and Argentina. 80% of the women had no children at the time of entering the RAI programme and 20% had one child.

The women who had no documentation when beginning the process gradually obtained documents, as the application processes were well advanced by that time.

### *Description of the professional life project*

In order to establish a diagnosis of the women's needs, they were given personal assessment interviews at the start of the programme and throughout the process. They were also accompanied to and coordinated with social services and other organisations in order to cover their basic needs.

Only the women in the pre-employment group participated in the module for the development of basic life skills. In it, they took part in group activities designed to integrate them into the host country. There were group actions to define life challenges (leisure, work, health, relationships and training) in which the participants were, in the main, women from the pre-employment group. In all cases, activities revolved around the subject of employment. The employment group also took part in individual approaches to the different spheres according to the specific needs of each woman. Transversal sessions were also organised between the two groups, focusing mainly on the sphere of relationships. We should not that, thanks to the actions organised, four of the eighteen women who took part were identified as victims of abuse by their partners.

<b>GROUP ACTIONS: SPHERE</b>	<b>NUMBER OF ACTIONS</b>	<b>NUMBER OF PARTICIPANTS</b>
<b>Health</b>	7	5
<b>Leisure</b>	7	10
<b>Relationships</b>	5	6
<b>Employment</b>	2	5
<b>TOTAL</b>	4	26

## Implementation of projects defined

The work in this module was aimed at developing the transversal skills necessary to achieve integration into employment through experiential group dynamics, graphic material and dynamics for reflection. More specifically, the activities focused on skills where women encountered more difficulties: relationship skills (teamwork, interpersonal relations and communication) and coping (responsibility, negotiation, adaptability, organisation).

ACTIONS	NUMBER OF ACTIONS	NUMBER OF WOMEN
Study groups <sup>21</sup>	4	11
Balance of skills	7	4
Job search techniques and ICT skills	6	11
Life skills module	9	11
Module to develop transversal skills	8	7

TUTORIALS	NUMBER OF WOMEN
Tutorials to monitor (implementation) of work plans	12
Tutorials on retaining employment	7
Tutorials for monitoring and maintaining training	6
Tutorials to define the work plan	17
Coordination with training centres	6
Coordination tutorials	15

There were 17 tutorials to define work plans, six on coordination with training centres and 15 on coordination with other organisations.

61% of the women identified areas in which they could improve their lives, 61% defined improvement goals and 57% implemented improvement processes of some kind. 44% of the women took part in group sessions in the module on life skills and 57% put actions in their life plans (linked to developing basic life skills) into practice.

<sup>21</sup> The study groups focused on issues concerning discrimination, gender roles and relations of trust and friendship.



## Integration into training

Regarding the development of technical and transversal skills linked to the employment market, there were 20 cases of integration into training.

<b>FIELD OF INTEGRATION INTO TRAINING</b>	<b>Number of women</b>
<b>Instrumental training</b>	1
<b>Language (Catalan and Spanish), integration into training</b>	19
<b>Hairdressing training cycle</b>	1
<b>Hostess training cycle</b>	1
<b>Vocational training in sewing and pattern-making</b>	2
<b>Dental assistant</b>	2
<b>Programme for initial professional qualification (PQPI)</b>	1
<b>Hairdressing assistant</b>	1
<b>Assistant waitress</b>	1
<b>Ratification of studies in country of origin</b>	1
<b>TOTAL INTEGRATION INTO TRAINING</b>	30

Of the 30 cases of integration into training, 20 involved members of the pre-employment group and 10 members of the employment group. Most of the cases of integration into training in the pre-employment group were for language training. In the employment group, 18% of cases of integration into training took the form of work practice at companies.

## Integration into employment

Six women were integrated into the formal employment market through fifteen contracts. Mediation with companies resulted in ten contracts, awarded to four women. As regards individual accompaniment for women actively seeking work, this resulted in five contracts, awarded to two women. In total, 33% of the women who took part in the RAI programme achieved integration into employment in the formal market. By sector, services to companies accounted for 53%, hotels 33% and customer service 13%. By type of job, 53% became integrated as cleaning operations (eight cases), 13% as chambermaids (two cases) and 13% as hostesses and promoters (two cases). Moreover, seven women found work in the informal employment market. It happens that one single woman found work both in the formal and informal employment markets.

By contract type, 53% were work or service contracts, 27% temporary contracts and 20% substitution contracts; 73% were full-time, and 27% part-time; 67% were continuous timetables, 20% partial (mornings), and 13% were on a split timetable basis.

The ABITS Agency provides a line of assistance for women who are victims of human trafficking for the purpose of sexual exploitation so that, after they leave shelter resources, they can obtain tools that will enable them to achieve integration into employment. This programme was implemented under a cooperation agreement with the Surt Foundation and the Sisters of Adoration, Slaves of the Blessed Sacrament and of Charity.

#### ***6.4. Other resources for victims of human trafficking for the purpose of sexual exploitation***

Once more in 2013, the possibility was considered of providing assistance for victims of human trafficking for the purpose of sexual exploitation at the Municipal Emergency Reception Centre for Male Violence (CMAU-VM) in those cases where referral to SICAR or shelters was not considered appropriate outside the working hours of the Socio-Educational Assistance Service. This possibility is formalised in the protocol established by the Centre for Social Emergencies (CUESB).

In 2013, a legal representation service was maintained for women considering the possibility of reporting this crime. Four women were provided with such assistance, and a training day was organised for SAS service workers.

## 7. Networking and cooperation

### 7.1. ABITS Plan Technical Committee

Over the course of 2013, the Technical Committee continued its work in cooperation with the organisations and municipal departments linked to the Agency:

#### Organisations

- Sisters of Adoration, Slaves of the Blessed Sacrament and of Charity, SICAR cat project
- Anem per feina
- APIP Association for Promotion and Integration into Employment
- Red Cross, Barcelona Local Assembly. Health Division
- Àmbit Foundation, Àmbit Dona
- Genera
- Doctors of the World
- Oblates of the Holy Redeemer, El Lloc de la Dona
- Surt. Women's Foundation. Private Foundation.

#### Barcelona City Council

- Director of the Department of Equality and Health Services
- Director of the Women's Programme
- Officer from the ABITS Agency
- Director and officers from SAS
- Team of officers at Women's Information and Assistance Points (PIAD)
- Director of the Office for Non-Discrimination (OND)
- Officer from the Department of Prevention, Safety and Mobility
- Prevention officers from Ciutat Vella, Sant Martí, Eixample, Les Corts and Sants-Montjuïc districts
- Consortium of Social Services

Over the period, a total of seven sessions took place, two of them extraordinary, called to focus on specific single issues.

### 7.2. Other areas of action

#### Barcelona City Council

- Coordination with the Conflict Management Service of the Department for Social Intervention in the Public Space (Quality of Life, Equality and Sport).
- Territorial coordination work, in cooperation with district authorities in habitual liaison and participation in work spaces. In 2012, when direct intervention began in the Zona Franca district, the Agency joined the Public Space Committee in Sants-Montjuïc district. In the case of Ciutat

Vella, work continues on the action plan for the Plaça Salvador Seguí area and the service took part in meetings with residents, amongst other activities.

- Liaison continues with the city police with regard to prostitution in the street and the detection of situations of human trafficking for the purpose of sexual exploitation. Work also continues on awareness-raising actions for the officers who take part in police operations, informing them about the Agency's resources and services and about situations of human trafficking for the purpose of sexual exploitation.
- Liaison meetings were held with Barcelona City Council Legal Department (Office for Legal Services).
- The Agency also continues to form part of the Barcelona Circuit city technical commission against violence towards women, whose joint leaders are the Office for the Women's Programme and Barcelona Health Consortium, and the 2012 ABITS report was presented to this body. The Agency also continues to provide information about its resources and services in some district territorial circuits.

#### Other institutions

- Participation in areas for institutional relations provided for in the government measure: delegate attorney on Immigration Affairs, and the State Police Central Unit on Illegal Immigration Networks and False Documents (UCRIF).
- Technical liaison meetings have been held with UCRIF, the Catalan Police, etc.
- Regarding awareness-raising, all students requesting information about the Agency's work and the situation of women were attended. The Agency took part in a round table on human trafficking for the purpose of sexual exploitation at a secondary school and at vocational training centres.
- Requests for information about prostitution and sexual exploitation were attended to from academics in Norway, Chile, Portugal and the United States.
- The Association of Women Journalists of Catalonia was commissioned to draft a study of the treatment and approach to prostitution and human trafficking for the purpose of sexual exploitation in the written press and digital media with a view to drawing up recommendations for distribution. These recommendations were drafted in cooperation with journalists from several newspapers and institutional press offices.
- Barcelona City Council signed the Protocol on the Protection of Victims of Human Trafficking in Catalonia along with several Catalan Government ministries, the State Government Delegation in Catalonia, the Public Prosecutor's Office in Catalonia, the College of Lawyers of Catalonia, the Official College of Psychologists of Catalonia, the Catalan Association of Municipalities and the Catalan Federation of Municipalities.
- The purpose of this protocol is to adapt the Protocol of Palermo the State Framework Protocol on human trafficking for the purposes of exploitation to Catalonia, placing special emphasis on prevention and joining forces to identify victims, assess the risks to which they are exposed and to detect their needs. The protocol provides for particular care in cases where the victims are minors, foreigners in irregular administrative situations or when they are in any other situation that makes them especially vulnerable in order to provide them with comprehensive protection and assistance that prevents secondary victimisation and helps to enable them to cooperate in legal processes.

### ***7.3. Knowledge acquired through networking. Considerations on the sociodemographic profile of women engaged in prostitution in the city of Barcelona***

This report seeks to form a picture of the context and profile of the majority of women who are engaged in prostitution in the city of Barcelona. This study is based on observation and intervention by the ABITS Agency and all the work of networking, coordination and cooperation with other organisations and stakeholders involved in dealing with this phenomenon, taking into account personal aspects, place of origin and or/social background.

Although it is not possible to establish criteria of a general nature, there do exist converging factors that help define the circumstances of these women's lives and enable advances to be made towards improving the assistance provided, as well as in the design of new procedures and protocols for action.

A large number of **women of Nigerian origin** are from the area in and around Benin City. Most arrive in Barcelona after an extremely hard journey taking one or two years, brought here by people trafficking networks that house them in apartments in Morocco to wait for the right time to cross to the Peninsula, usually on illegal boats. To ensure payment of the cost of travel (40,000 euros, approximately), the mafias coerce the women by threatening to families they left in Nigeria and with voodoo rituals. Some of these threats are actually carried out, causing great fear amongst the women and generating enormous pressure on them to repay their debts by engaging in forced prostitution. The women tend to normalise this situation, which has operated as a form of migration over the last 15 years. For this reason, many of them do not see their situation as a crime but as a life choice made in order to live and survive. Moreover, there is also an additional feeling of loyalty towards the compatriots, both male and female, that they meet during the course of this process. All this means that few report their situation of exploitation to the police. The areas where women of Nigerian origin engage in prostitution are, in the main, Les Corts, Ciutat Vella and Sant Martí (Glòries) districts.

**Women of Romanian origin** engaged in prostitution in Barcelona operate mainly in Ciutat Vella district and, in smaller numbers, Les Corts. Most come from areas in and around Constanta and Alexandria, an underdeveloped rural region with harsh weather conditions. Generally speaking, we can define two different groups of women with different circumstances. In the first group are women that may be victims of sexual exploitation by a member of their own family over a period of years. During this time, the women send the money they obtain to their families living in Romania to their cover basic needs. According to the dynamic established, after a time the woman returns to Romania and another woman from the family occupies her place, engaging in prostitution, and the first woman lives off the money that the second sends back. Most of the women see this process as a family commitment, as their role within the community, and do not identify with a situation of exploitation. There is a second group of women of Romanian origin who may be in situations of human being trafficking for the purpose of sexual exploitation by organised gangs. Whilst until only a few years ago the extortion methods used involved extreme violence, a change in the way these networks operate has been observed recently. The mafia gangs are smaller and only control two or three women. Control now takes the form, not of direct physical extortion against the women, but more indirect methods. One common practice involves a man tricking the woman, making her believe that he has fallen in love with her, in some cases even making her pregnant. This child is placed in the care of the network and the woman is moved to other parts of Europe and coerced into engaging in forced prostitution. Control and threats against children coercive methods that ensure the submission of the women and reduce the risk of them running away or reporting their situation to the police so as not to jeopardise the welfare of their children.

In the case of **women from Bulgaria**, the situation and model are very similar to those of Romanian origin, though it has been observed that their personal circumstances are worse. Most present considerable problems in finding food and taking care of their health. Their sociodemographic profile is

more diverse than other groups because the criminal networks engaged in human trafficking for the purpose of sexual exploitation from this region are better organised. Socio-educational contact in the street with these women is more difficult because of the control and submission they are subjected to. Women of Bulgarian origin engaged in prostitution in Barcelona mainly operate in the Ciutat Vella and Les Corts districts.

One of the main reasons that some **women of Latin American origin** give for engaging in prostitution is to maintain their children, who often have been left in the charge of the family in the country of origin, and the women are responsible for sending enough money to maintain family stability. In other cases, their children are in Barcelona and the women need a source of income to cover family needs. Some women combine prostitution with another job in order to supplement their income

It is observed that the group of **women from Morocco** engaged in prostitution do so on more of an occasional basis. They are mainly found in Ciutat Vella district. A very common factor amongst this group is that the women have often been victims of gender violence in their own country and use migration as a means of becoming free. The fact that they are not able to regularise their situation and have low levels of education means that, once in Spain, they begin to engage in prostitution. The client profile is generally made up of Moroccan and Pakistani boys of Moroccan and Pakistani from shops in the Raval area. This is an unusual form of prostitution as it is not always associated with the sexual act, but rather of being together, making conversation and providing company.

One of the most common characteristics that help to define prostitution by **Spanish women** is that they engage in this activity during specific periods of their lives, largely to resolve serious financial problems. Many of these women share in common the fact that they are widows, who receive some sort of benefits such as RMI minimum wage for integration and have very low income. They operate on Ronda Sant Antoni, around the Raval neighbourhood and in Les Corts district. Some of them recently returned to prostitution in order to provide financial support for their entire families (children and grandchildren), in most cases broken families affected by such situations as drug addiction of family members, crime and serious illness.

## 8. Economic distribution

ABITS Agency budget	2010	2011	2012	2013	2014
<b>SOCIO-EDUCATIONAL ASSISTANCE SERVICE (SAS)</b>					
	211.674,23	241.986,71	287.942,50	317.867,27	317.867,27
<b>FINANCIAL AID TO WOMEN</b>					
	11.721,00	16.000,00	18.000,00	18.000,00	20.000,00
<b>TRAINING AND INTEGRATION INTO EMPLOYMENT</b>					
Comprehensive programme for re-employment (DIR)	224.625,85	232.487,75	260.799,35	368.027,93	318.791,78
Recovery, empowerment and integration into employment of women victims of sexual exploitation (RAI)	....	....	88.008,90	99.745,99	110.000,00
Personal advisory itinerary for integration into employment (ITI)	....	83.290,00	83.290,00	83.290,00	94.624,25
Comprehensive intervention with transsexual people (ACCIÓ)	....	....	128.727,22	128.727,22	64.000,00
Employment and training itineraries	40.591,25	40.592,00	48.590,00	48.590,00	40.592,00
Accompaniment service	....	....	40.000,00	40.000,00	40.000,00
Dona Kolors <sup>22</sup>	....	....		1	18.000,00
“Dona Impuls” (Barcelona Activa)			61.347,00	50.700,00	....
<b>SOCIAL ASSISTANCE FOR WOMEN</b>					
Intermediate emergencies <sup>23</sup>	24.838,50	24.838,50	24.838,50	24.838,50	27.447,30
<b>LEGAL ASSISTANCE TO WOMEN</b>					
	....	....	....	....	26,031.43
<b>ASSISTANCE TO WOMEN WHO ENGAGE IN PROSTITUTION IN BARS, CLUBS AND APARTMENTS</b>					
Eixample	....	....	....	7,808.14	31,232.54

<sup>22</sup> Dona Kolors is not constituted as an organisation and in 2013 and 2012, 8.000 euros was provided for the Women and Prostitution agreement.

<sup>23</sup> Intermediate emergencies: in 2014, this included parenting workshops for Nigerian women users of the SAS.

Les Corts	....	....	....	10,840.00	24,000.00
Rest of the city	....	10,000.00	20,000.00	20,000.00	20,000.00
<b>ASSISTANCE TO VICTIMS OF SEXUAL EXPLOITATION</b>					
Shelter and protection	96,197,22	99,564.12	99,564.12	99,564.12	99,564.12
Halfway house and independent apartment	26,368,91	26,368.91	26,368.91	40,939.17	40,939.17
Legal representation	....	14,160.00	12,425.00	12,000.00	18,150.00
<b>STUDIES AND EVALUATIONS</b>					
Study of the situation of prostitution in the city of Barcelona	....	....	....	30,000..00	61,914.26
Surt - DIR-TS impact	....	21,073.84	....	....	....
Monitoring indicators	....	....	12,624.79	....	....
Impact of the SICAR programme of recovery from sexual exploitation (SICAR)	....	....	10,736.90	....	....
Les Corts	14,160,00	....	....	....	....
Comparative study of laws	....	....	4,356.00	....	....
Recommendations to the media	....	....	....	10,384.50	....
Legislative and social study	....	....	25,000..00	....	....
<b>SAS DATABASE</b>					
Creation and improvement. Maintenance	40,635,39	3,917.60	10,000..00	20,000..00	10,000..00
<b>OTHER</b>					
Communication, networking and other	18,460	4,381.87	2,673.83	2,700.00	6,700.00
<b>INTERNATIONAL COOPERATION</b>					
	....	....	20,000..00	....	....
<b>TOTAL</b>	<b>709,272.35</b>	<b>818,661.30</b>	<b>1,279,654.01</b>	<b>1,383,647.70</b>	<b>1,389,854.12</b>



## 9. Impact indicators for programmes of integration into employment

2013 PROGRAMMES	Cases of integration 2011	Cases of integration 2012 <sup>24</sup>	Cases of integration 2013 <sup>25</sup>	Notes
<b>Woman and Prostitution. Social and employment programme 2013</b>	20 women 20 contracts	31 women 32 contracts	17 women 17 contracts <hr/> <i>12 women in the informal market</i>	Participation in training activities: 82 women in 2011 127 women in 2012 180 women in 2013
<b>Enfilant l'Agulla ("Threading the Needle")</b>	-	2 women 2 contracts	3 women 3 contracts <hr/> <i>4 women in the informal market</i>	Training: 25 women in 2012 38 women in 2013
<b>DIR Comprehensive programme for the re-employment of women engaged in prostitution</b>	30 women 36 contracts	36 women 50 contracts	37 women 45 contracts <hr/> <i>20 women in the informal market</i>	2012 61 participants, 34 of whom continued to be active 31/12 (one group ends in March, another in July). 2013 79 participants, 39 of whom continued to be active 31/12 (one group ends in March, another in July 2014).
<b>ITI Personal advisory itinerary for the employment of women who have engaged in prostitution</b>	-	16 women 24 contracts	17 women 27 contracts <hr/> <i>8 women in the informal market</i>	2012 25 participants 2013 23 participants 39 integration into training

<sup>24</sup> Approval of the new government measure, which signified an increase in the number of programmes targeting integration into employment.

<sup>25</sup> It happens that one woman found work in both the formal and informal employment markets.

<b>Special accompaniment provision for integration into the employment market and the social fabric of people engaged in prostitution and seek employment alternatives</b>	-	10 women 14 contracts	22 women 33 contracts <hr/> 12 women in the informal market	2012 44 women. This is a programme for accompaniment in integration and, therefore, women may join from the programme launch to the end of the year 2013 84 women 23 integration into training
<b>RAI Intervention for the recovery, empowerment and integration into employment of women who have been victims of sexual exploitation</b>	-	2 women 2 contracts	6 women 15 contracts <hr/> 7 women in the informal market	2012 12 participants 2013 18 participants 30 integration into training
<b>ACCIÓ Programme of comprehensive intervention for transsexual people linked to prostitution milieus in the city of Barcelona</b>	-	2 women 2 contracts	7 women <sup>26</sup> 9 contracts	2012 26 participants with training, integration and social itineraries 2013 31 participants
<b>“Dona Impuls” (Promotion of Women)</b>	-	-	10 women 10 contracts <hr/> 1 woman in the informal market	43 participants
<b>TOTAL NUMBER OF WOMEN RECEIVING CONTRACTS</b>	50	99	119 <sup>27</sup>	

<sup>26</sup> Figures for the period from 1 January 2013 to 31 December 2013, corresponding to two different editions of the programme.

<sup>27</sup> 159 contracts in 2013, with 64 women integrated into the informal employment market.

## 10. Indicators of programmes to enter enclosed spaces

2013 PROGRAMMES	Enclosed spaces visited 2013	Women contacted 2013 <sup>28</sup>	Different women given assistance 2013 <sup>29</sup>	Notes
<b>Eixample</b>	30	141	45	Launch of pilot programme 1/10/13.
<b>Les Corts</b>	14 <sup>30</sup>	60	17	Launch of pilot programme 1/7/13.
<b>Rest of the city</b>	19 <sup>31</sup>	217	162	Launch of pilot programme 24/2/2011.
<b>TOTAL</b>	63	418	224	

<sup>28</sup> Due to the nature of the locales, the women are mobile and one single woman may have been contacted more than once.

<sup>29</sup> The women receive individual monitoring and assistance.

<sup>30</sup> The intervention in Les Corts district enabled the team to note that many enclosed spaces border on Sants district. Accordingly, in 2014 the intervention will be extended to this area.

<sup>31</sup> The programme was launched in 2011. Although the service visited 19 locales, women from 88 enclosed spaces were contacted and provided with assistance. Many of them already knew about the programme and approached it under their own initiative.

## 11. Evaluation and conclusions

- The ABITS Agency covers all areas of the city where prostitution goes on in the street.
- In 2013, the Agency participated in **14 police operations** (one at hairdressers' establishments and beauty salons run by Chinese people). It has provided assistance two women, receiving a highly positive evaluation, as the service reached new women and provided them with social or containment assistance in those moments. The Agency also assisted the police in their work and helped to raise mutual knowledge and understanding.
- In this report, the figures are broken down by gender. In 2013, **6.3% of people attended were transsexuals and 93.7% women.**
- **Contacts made and assistance provided increased by 25.24% and 10.20%** respectively.
- **409 different women** were assisted in 2013.
- **126** of these **409 women** were provided with assistance for the first time in 2013.
- The **requests** received by the team rose to **11,122** compared to 9,069 in the previous year. This represents an increase of 22.64%. Main requests: housing (110.94%), documentation procedures (73.02%), requests relating to children (64.48%) and social services (59.95%).
- There was a **28.37% increase in psychological assistance interviews**. 88.88% of the women provided with assistance were or had been victims of male violence.
- **15% of accompaniments were outside the city of Barcelona**. A total of 647 accompaniments were provided.
- Accompaniment decreased by 4.44% (from 677 in 2012 to 647 in 2013) because:
  - The Agency has worked constantly over the last six years to promote the autonomy and empowerment of the women.
  - The users' increased knowledge about the different organisations with which the Agency establishes cooperation agreements makes accompaniment unnecessary.
- The impossibility of Romanian joining programmes for integration into employment. This is because, although they are European citizens with residence permits, Spain's moratorium on ratifying international treaties means that they cannot obtain work permits.
- There was a **26.96% increase in the number of coordination operations between the SAS** and other municipal services in the city of Barcelona and municipalities in the metropolitan area.
- **87% of all women whose files were open at the end of the year were migrants**. The largest groups were women from Sub-Saharan Africa, followed by those from Eastern European countries, Latin America, Spain, Morocco and, for the first time, Asia. By country, the orders is as follows: Nigeria (27.06%), Romania (23.42%), Spain (12.9%), Ecuador (7.50%) and Morocco (1.50%).
- **72.6% of women attended were in a regular administrative situation.**
- **92% had health cards**. The tendency for the number of women with access to health services to rise since the service was established continues.

- Approximately **half of the women provided with assistance are mothers**.
- The situation of the **Romanian women** became complicated as they reside legally in Spain but cannot work on the formal employment market. This prevents them from being able to take part in training and integration into employment processes despite the availability of resources and the requests these women themselves put forward.
- Consolidation of the RAI programme for the **recovery, empowerment and integration into employment of women who have been victims of human trafficking for the purpose of sexual exploitation**, in which 18 women took part. This is a completely innovative programme, and no similar initiatives are known in Spain.
- Consolidation of the ***Enfilant l'Agulla*** ("Threading the Needle") programme, a social entrepreneurial initiative that combines training in sewing (38 women took part in the latest edition) and garment-making in a dedicated workshop. The clothes are sold under the Dona Kolors social brand. The programme led to the recruitment of four of the women who completed the training (2012-2013 period) for jobs at the workshop.
- **20.20% increase in the number of women integrated into employment with contract** compared to the previous year.
- The launch of two **pilot programmes to enter and intervene in closed spaces in the Eixample and Les Corts districts enabled numbers of women identified and interventions in locales** where prostitution takes place, increasing our understanding of the situation and attending to the women's needs.

## **BCN**

**2013 report on the state of implementation  
and impact of actions by the ABITS Agency  
in its comprehensive approach to prostitution  
and human trafficking for the purpose of  
sexual exploitation**

## **2013 REPORT**

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