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WIN
Trafficked Women Integration

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PROGRAMMATIC DOCUMENT FOR THE CAPITALISATION OF RESULTS

Fondo Provinciale Milanese per la Cooperazione Internazionale

AmicaI

АСОЦИАЦИЯ АНИМУС

energheia impresa sociale

LULE COOPERATIVA

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Abbreviation/Acronym	Meaning
CSO	Civil Society Organisations
GRETA	Group of Experts on Action against Trafficking in Human Beings
NGO	Non Governmental Organisation
PIP	Personal Integration Plan
THB	Trafficking in Human Beings
TW	Trafficking Women
WIN	Trafficked Women INtegration

1. INTRODUCTION

1.1. DOCUMENT PURPOSE

The aim of this document is to highlight and share the results of the WIN Project. It is based on the information collected by project's partners, including feedback from the beneficiaries and staff related to the project.

The Capitalisation Document includes the description of the project's objectives, scope and main activities, as well as the results obtained, highlighting the lessons learned and guidelines for the elaboration of follow-up programmes within the specific field.

In order to illustrate the content of this document, a public repository has been created with all the documents mentioned in the Capitalisation Document concerning the WIN project.

The public repository can be accessed via this URL: https://cutt.ly/IWKAQj0

1.2. TARGET AUDIENCE OF THE DOCUMENT

This document has been elaborated to disseminate it through the following audience:

1. Civil society organisations working with victims of trafficking.
2. Migration and asylum organisations.
3. Human rights and women's rights organisations.
4. Training and employment services providers.
5. Trade unions and professional associations.
6. Business community, including social cooperatives.
7. Policymakers.
8. General public.

2. WHAT IS THE WIN PROJECT?

WIN (Trafficked Women INtegration) is a project founded by the European Union's Asylum, Migration and Integration Fund that aims to improve socio-economic integration of third-country national women victims of trafficking in human beings (THB) for the purpose of sexual exploitation (Trafficked Women, TW) in the host societies, thus contributing to prevent re-trafficking.

The consortium for this project is formed by five partners from Italy, Bulgaria and Spain:

- The coordinator: Fondo Provinciale Milanese per la Cooperazione Internazionale (FPMC), Milano, Italy.
- Asociación Amiga por los Derechos Humanos de las Mujeres (AMIGA), Seville, Spain.
- Animus Association Foundation (ANIMUS), Sofia, Bulgaria.
- Lule Soc. Coop. Sociale Onlus (LULE), Abbiategrasso, Italy.
- Energheia Impresa Sociale SRL. (ENERGHEIA), Saronno, Italy.

2.1. PROJECT OBJECTIVES

As explained in the previous section, the main objective of this project is to improve socio-economic integration of third-country national women victims of trafficking in human beings (THB) for the purpose of sexual exploitation (Trafficked Women, TW) in the host societies, thus contributing to prevent re-trafficking. It has been split into a series of specific objectives:

1. Increase mutual learning among different EU countries and stakeholders.
2. Develop transnational common guidelines for TW integration.
3. Implement TW Personal Integration Plans (PIPs) for socio-economic integration.
4. Improve understanding and knowledge of THB among business, training and job services providers, trade unions and professional associations.

2.2. PROJECT SCOPE

The scope of the WIN project includes:

- Partners: five partners from Italy, Bulgaria and Spain (see Section 2. What is the WIN Project?)
- Beneficiaries: trafficked women who are third-country nationals, who have valid documentation or have been waiting for the release of their documentation, at least a basic level of the language of their destination country, and who are motivated to participate in the project and remain in that country during the implementation of the project.
- Dissemination targets for the project: Civil Society Organisations (CSOs) working on THB and related issues, representatives of local/regional/national/EU authorities, business, training and job service providers, trade unions and professionals associations, THB victims and the general public.

3. COUNTRIES CONTEXT

3.1. SPAIN

As described in the GRETA's second periodic report on Spain concerning the implementation of the Council of Europe Convention on Action Against Trafficking in Human Beings of 2018, this country "continues to be primarily a country of destination for trafficked persons, as well as to some extent a country of transit to other destinations in Europe (mostly France and the United Kingdom) and also a country of origin."

Regarding trafficking for sexual purposes, the Trafficking in Persons Report of the U.S. Department of State[1] 2021 confirms the pattern and also introduces new emerging trends in trafficking in persons also conditioned because of the irruption of the COVID-19 pandemic and its socio-economic consequences.

In this sense, and referring to trafficking for sexual purposes, the Trafficking in Persons Report states that "in 2020, the three-month, pandemic-related national shutdown-including home confinement and limited freedom of movement-coupled with the increased use of private residences instead of brothels or clubs, exacerbated vulnerabilities for sex trafficking victims. Civil society reported victims' debts to their traffickers and subsequently the traffickers' control over the victim increased during the pandemic because victims were sometimes unable to work and earn money. Sex traffickers exploit women from Eastern Europe, South America, Central America, Vietnam, the Dominican Republic, China, and Nigeria. Authorities report Venezuelan and Colombian women now make up the largest demographic of sex trafficking victims. Sex traffickers exploit Venezuelan women fleeing the collapsing social and economic conditions at home".

The document also indicates that "sex traffickers are increasingly using online platforms to recruit, exploit victims, and book apartment rentals to make their illicit operations difficult to track; this was exacerbated by the pandemic. The rising numbers of newly arrived irregular migrants, including 23,000 to the Canary Islands in 2020, are vulnerable to trafficking. Nigerian criminal networks recruit victims in migrant reception centers in Italy for forced prostitution in Spain. Unaccompanied migrant children continue to be vulnerable to sex trafficking and forced begging".

The legal framework of trafficking in Spain consists of: the Criminal Code (articles 172 bism 177 bis and 318), the Law 4/2015 of 17 April 2015 on the Statute of Crime Victims, the Organic Law 8/2015 of 22 July 2015 and the Organic Law 8/2021 of 4 June for the comprehensive protection of children and adolescents against violence, the Organic Law 4/2000 on the Rights and Freedoms of Foreigners in Spain and Their Social Integration (especially Article 59), the Royal Decree 3/2013 of 22 February of free legal aid and especially the current draft of the Organic Law for the Comprehensive Guarantee of Sexual Freedom that includes trafficking for sexual purposes as a form of sexual violence and consequently develops new rights and measures for the victims in the context of the new regulation.

The Spanish law neither permits nor prohibits prostitution, but many specialized NGOs believe the majority of women in prostitution in Spain are trafficked victims and it seems that the Spanish Supreme Court is becoming more sensitive to this possibility. The Organic Law 4/2015 of 30 March 2015 on the Protection of Citizens' Security incorporates sanctions for offering sexual services in public areas and the same focus is adopted by local regulations in certain cities and municipalities.

Spain has a National Action Plan to combat THB of women and girls for sexual exploitation but NGOs have historically demanded a National Plan to Combat all Forms of Trafficking, and the Ministry of Equality has recently (March 2021) begun consultations to enact a comprehensive law against trafficking.

[1] Office to Monitor and Combat Trafficking in Persons of the U.S. Department of State (2021). Trafficking in Persons Report - https://www.state.gov/reports/2021-trafficking-in-persons-report/spain/

[2] Group of Experts on Action against Trafficking in Human Beings (2021), Evaluation Report for Bulgaria. Third Evaluation Round, Access to justice and effective remedies for victims of trafficking in human beings - https://rm.coe.int/greta-evaluation-report-on-the-implementation-of-the-council-of-europe/1680a249f9

3.2. BULGARIA

The third round GRETA report describes Bulgaria as predominantly a country of origin for trafficked persons, a transit country and, to a much lesser extent, a country of final destination[2]. The report points out that 65% of the identified victims (2014-2019) were Bulgarian women and girls trafficked for the purpose of sexual exploitation.

Bulgaria sits on the Western Balkan Route, which is one of the main migratory paths into Europe. Most people who enter the country want to continue to Western Europe where they want to reunite with their families or find better opportunities for work and wealth. Bulgaria, unlike the other countries involved in the project, is a transit country for migrants. For most of them it is a temporary stop on the way to their desired destination. Additionally there's a significant disproportion between the number of men and women in the migrant flows through Bulgaria. Only 1/6 of all migrants are women. These factors create many challenges when working on integrating migrant women victims of trafficking.

First of all, there are no officially identified victims of trafficking among migrants, refugees and asylum seekers. On one hand, authorities are not proactively identifying victims. Yet on the other hand, victims do not want to be identified because they do not feel safe enough to report the crime as this may lead to procedures that will postpone their travel, over which they have no control. Fear of deportation is another significant factor that stops victims from sharing their traumatic experiences. All migrant women victims of trafficking have been identified informally by NGOs that provide services to vulnerable people, especially the ones that provide support for victims of violence. Nevertheless, even though the National Referral Mechanism for Trafficked Persons pays special attention to third-country nationals and each year the Annual National Programmes on Combating THB includes activities targeting (potential) victims of trafficking, there is no progress in combating THB among migrants.

Most of the migrant women are travelling with their families. Traditional understandings of their role in the family puts them in an economically dependent and isolated position. These women are closed off inside their communities without access to resources and are therefore very vulnerable to exploitation without any possibility of identification. The isolation and dependency, the lack of education and professional experience add further barriers to integration. Single refugee women form another group of concern. These are usually young women from Africa. Due to their poor economic status, lack of professional skills and family support, they face very high risk of trafficking with the purpose of sexual exploitation. Single refugee women who stay in the country are in quite vulnerable situations and need intensive preliminary social work to help them reach sufficient social security necessary for their integration in the workforce.

These are the main challenges that were identified during the implementation of the project. A flexible rights-based, gender-based and victims-centered approach helped us reach the goals of the project and help migrant women (potential) victims of trafficking in Bulgaria.

3.3. ITALY

As described in the GRETA's second periodic report on Italy, this country "continues to be the primary destination for trafficked persons, as well as a country of transit to other destinations in Europe.

According to these statistics, there were 1172 assisted victims in 2016, the majority of them being female (954, or 81.4%); there were also 206 male and 12 transgender victims. Adults constituted 90.5% of the assisted victims (1,061) and children 9.5% (111). The main countries of origin of the assisted victims were Nigeria (696 persons, or 59.4% of the total), Romania (7%), Morocco (5.3%) and Albania (3.6%)".

The report also recognises that due to its geographical situation, Italy has been at the forefront of the arrival of a massive number of asylum seekers and migrants. Some 154,000 migrants and asylum seekers arrived in Italy by sea in 2015, via the so-called Central Mediterranean route; then 181,463 in 2016, 119,369 in 2017, and 21,024 in the first nine months of 2018.
In the first evaluation report GRETA noted the important steps taken by Italy to combat trafficking in human beings (THB), through the adoption of legislation and the setting up of assistance and social integration projects. While acknowledging the role played by

the Department for Equal Opportunities, GRETA urged the Italian authorities to strengthen the institutional framework for action against THB in order to improve coordination and ensure a more effective involvement of all relevant public bodies and civil society organisations.

As a matter of urgency, GRETA stressed the importance of adopting a comprehensive national anti-trafficking action plan.

Since 2016, the Ministry for Equal Opportunities has elaborated the Anti Trafficking National Plan, which aims to contrast and repress crime and to prevent and protect victims entrusted to private social and public institutions.

Since 2016 the Anti Trafficking projects began a profitable collaboration with territorial commissions for the recognition of international protection, which led to the drafting of operative protocols in order to identify trafficking victims linked to D.lgs. 24/2014 art. 10, which regulates the coordination measures between the two protection systems (via referrals).

The collaboration among some Italian regions' Public Prosecutor's Offices (Antimafia District Directorate) led to the drafting of Operative Protocols Against Human Trafficking, in order to prevent and repress the trafficking crimes and human exploitation with the aim of protecting victims (we mention the one with DDA in Milan in April 2021).

In Italy, GRETA called upon the Italian authorities to strengthen their actions to combat trafficking for the purpose of labour exploitation. All over the national territory, many outreach activity projects regarding work exploitation were developed, along with others focused against the chieftaincy phenomenon. We see the results of this activity when we reflect on the amount of men welcomed into the Anti Trafficking projects.

3.4. COVID-19 IMPACT

The UNODC's paper on the *Impact of Covid-19 Pandemic on Trafficking in Persons*[3] indicates that "the COVID-19 pandemic is putting the world under enormous strain, affecting the lives of everyone. The unprecedented measures adopted to flatten the infection curve include enforced quarantine, curfews and lockdowns, travel restrictions, and limitations on economic activities and public life. While at first sight, these enforcement measures and increased police presence at the borders and on the streets seem to dissuade crime, they may also drive it further underground. In the trafficking of persons, criminals are adjusting their business models to the *new normal* created by the pandemic, especially through the abuse of modern communications technologies. At the same time, COVID-19 impacts the capacity of state authorities and non-governmental organisations to provide essential services to the victims of this crime." This situation, in addition to the socio-economic and human consequences of climate change, of the proliferation and chronification of armed conflicts all around the world, and the enduring discriminatory practices still persistent in some areas of our planet exacerbated the socio-economic inequalities and created the perfect conditions to increase the vulnerabilities, especially of women and children, but also men, for trafficking and exploitation.

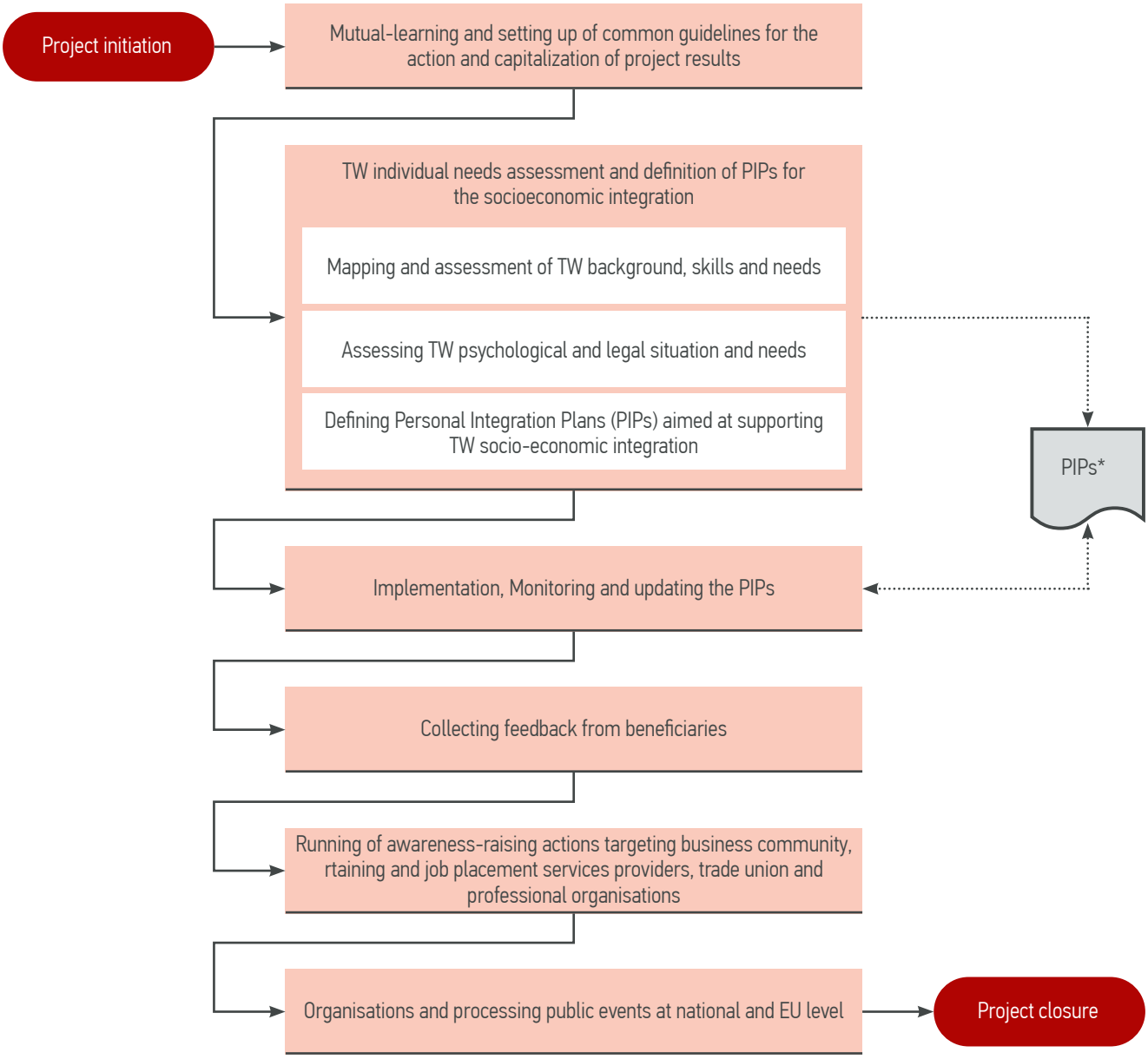
The curfews and confinement measures adopted by the governments to protect the public health had an impact on this project and in the trafficking patterns themselves. Each of the project's participant countries faced additional difficulties in assisting victims, and the intensity of isolation for many trafficked victims worsened.

The capacity to identify them diminished during a period that has been also determined for adapting the sexual exploitation systems. The socio-economic crisis that COVID-19 is causing, will not only impact the vulnerabilities towards trafficking but also the possibilities of survivors to obtain opportunities for socio-economic reintegration.

[3] United Nations Office on Drugs and Crime (2020). Impact of Covid-19 Pandemic on Trafficking in Persons: Preliminary findings and messaging based on rapid stocktaking, https://digitallibrary.un.org/record/3861496/files/trafficking.pdf

4. MAIN ACTIONS

The main actions of the project are described in the following sections. We have included a flowchart to make them easier to read (see Picture 1. WIN Project flowchart).



***PIPs include:**

- Organizing training services and running of the courses
- Offering job placement services
- Providing language courses
- Providing educational/social/legal and psychological support
- Providing linguistic and cultural mediation services

The activities carried out with the beneficiaries are described in the following subsections.

4.1. TRAFFICKED WOMEN'S INDIVIDUAL NEEDS ASSESSMENT AND DEFINITION OF PERSONAL INTEGRATION PLANS (PIPS) FOR THEIR SOCIO-ECONOMIC INTEGRATION

4.1.1. Mapping and assessment of Trafficked Women background, skills and needs

The possible beneficiaries were identified by the NGOs of origin. All of the beneficiaries were third-country nationals, victims or potential victims of trafficking for sexual purpose or sexual exploitation.

Most of the beneficiaries had valid documentation or were waiting for the release of their documentation, had at least a basic level of the language of their country of destination, and were motivated to participate in the project and remain in the same country during the implementation of the program.

Once the beneficiaries were identified, an assessment was carried out in order to register their background, skills, needs and expectations, and start defining a Personal Integration Plan (PIP) with them. These evaluations were made using different complementary techniques:

1. Individual interviews. The staff from partner entities carried out the assessment via individual interviews with the candidates, using a structured questionnaire developed with common guidelines (see *Standardized model for the assessment of the skills* in the public repository: https://cutt.ly/IWKAQj0). The interviews were conducted by qualified professionals (training and job experts, social workers and empowerment program experts) of AMIGA (Spain), ANIMUS (Bulgaria), ENERGHEIA and LULE (Italy). The aim of the interviews was to assess the following aspects:
    a. Background: level of education, training and previous work experience
    b. Personal skills
    c. Level of knowledge of the languages of the host societies (BG, ES, IT)
    d. Educational, training and professional needs and expectations
    e. Professional interests and objectives
    f. Training needs and areas for improvement

2. Creative and recreational structured laboratories. ANIMUS (Bulgaria) and LULE (Italy) organised several laboratories to identify TW technical skills, which were also useful for strengthening TW technical and social skills, support their self-esteem and favour the development of positive group dynamics. The laboratories were based on the principles of design pedagogy, and non-formal and cooperative learning. TW were involved in the planning of the activities and design of the products, and were supported by the operators in achieving their intended objectives so that they could experience the satisfaction of seeing the fruit of their labour and discover that they are capable of carrying out a constructive path. The participation in the laboratories was monitored through user forms, to highlight the technical and social skills that have emerged, been enhanced and/or been acquired by TW.

The results obtained by this assessment are summarized in the table below:

	Italy (ENERGHEIA and LULE)	Spain (AMIGA)	Bulgaria (ANIMUS)
Women assessed	17	36	32
Beneficiaries engaged in the PIPs	15	21	26
Country of origin	100% from Nigeria	33,33% from Nigeria 23,82% from Venezuela 14,29% from Colombia 4,76% from Peru 4,76% from Puerto Rico 4,76% from Paraguay 4,76% from Nicaragua 4,76% from Morocco 4,76% from Argelia	28,12% from Iran 18,75% from Syria 15,62% from Afghanistan 6,25% from Lebanon 3,12% from Columbia 3.12% from Ghana 3,12% from Turkey 3,12% from Morocco 3,12% from Tunisia 3,12% from Iraq
Age	20 - 32 yrs (average 23,9)	18 - 46 yrs (average 35)	21-61 yrs (average 35,7)
Level of education	46,6% primary school 26,6% secondary school 26,6% upper secondary school (not always completed)	28,57% primary school not completed 38,1% primary school 33,33% higher education	7,45% primary school 25,92% secondary school 74,07% higher education (31% of which not completed)
Professional experience	60% with little experience in Italy, 27% with little and often informal experience only in Nigeria, 13% with no experience	70% little experience (non-formal market) 30% have no experience	81% of the women had some work experience 18 % have no experience
Language level	47% very low level 53% low-medium level	19% medium level 81% high level	60% low level 30% medium level 10% high level
Job situation	100% unemployed	10% precarious job 90% unemployed	40% precarious jobs 60% unemployed
Desired job	babysitter, cleaning, caregiver, food and hotel services, shop assistant, housekeeper, tailoring, factoring packaging, logistics/ warehouse, hairdresser; (1 self-employed).	Cleaning or caring for the elderly: 10; Customer service: 5; Physiotherapy: 1; Child education teacher: 2; hospitality: 3.	Teacher Graphic designer Bank worker (finance) Customer service Hairdresser Seamstress

4.1.2. Assessing Trafficked Women's psychological and legal situations and needs

A complementary assessment was carried out, which focused on the psychological and/or legal beneficiaries' needs. The information was assessed via individual interviews and work groups carried out by qualified experts, between psychologists and legal professionals.

In Spain, AMIGA has not conducted formal interviews to assess the psychological or legal needs of the beneficiaries because, at the beginning of the project, only two women referred to having psychological needs and they already had these covered by the organisations they came from. 7 beneficiaries had some sort of residence permit, and the other beneficiaries were awaiting a resolution or were in process. 5 women filed complaints. 2 women had not yet formalized their complaints, but they were thinking about it. 14 women did not want to denounce. The irruption of the COVID-19 pandemic and the first confinement period in Spain (from the 15th of March to the 21st of June, 2020) also had a deep effect in the beneficiaries' decision-making process and in the implementation of the project as a whole. Denouncing in such an uncertain situation made everything more difficult. The organisations working with trafficked women in Spain did not receive clear permission for our activities until the Second Contingency Plan for Victims of Gender Based Violence was put into effect.

In Bulgaria, psychological, social and legal needs were identified by ANIMUS for 25 of the 27 women beneficiaries. In most cases, in their first interview, women showed significant psychological and social issues. The second interview further assessed their situation. Their legal situation is: 3 are asylum seekers, 6 have humanitarian status, 8 have prolonged residential status, 2 have refugee status, 1 is in proceedings, 1 has a visa.

In Italy, psychological needs were identified for the 15 beneficiaries. 12 women decided to continue with psychological support. The legal assessment and support was carried out for the 15 women. The course on Civic Education and Orientation to Territory (see Section 4.2.1. Organizing training services and running of the courses) included a legal module, designed and taught by LULE legal staff, in which the beneficiaries could discuss and ask questions about legal issues. After the course took place, LULE arranged online meetings for women absent from the civics class, which was deemed important and helpful. Women were given the opportunity to request individual interviews with the legal counsellors. All the beneficiaries have applied for international protection or for a residence permit for social protection reasons according to Article 18 of the Italian Immigration Law 286/98; therefore, they are legally allowed to work. Some of them have already obtained recognition, while some others still have on-going judicial procedures; there are reasonable grounds to believe that they will all have recognition, based on their stories collected by the associations.

4.1.3. Defining Personal Integration Plans (PIPs) aimed at supporting the socio-economic integration of Trafficked Women

The qualified professionals that carried out the assessments in each country analysed, shared and discussed among them, at a national level, the results of the assessment activities (see Section 4.1.1. Mapping and assessment of Trafficked Women's background, skills and needs and Section 4.1.2. Assessing Trafficked Women's psychological and legal situations and needs).

The conclusions were used to elaborate the Personal Integrations Plans (PIPs) for each beneficiary, using the PIP template (*see PIP template in the public repository:* https://cutt.ly/IWKAQj0). This document includes the individual needs assessed, the individual objectives and the plan to reach these objectives (training, job placement, legal and psychological activities). So, the PIP represents the framework for the implementation of the activities that the beneficiaries carried out (see Section 4.2 Implementation, Monitoring and updating the PIPs), focusing on educational, training and employment services, while psychological, social and legal support were complementary activities, provided on demand, aimed at reducing the risk of dropping out.

The PIPs have been shared and discussed with the beneficiaries before implementing them and have been adapted and updated as required during the project.

The information contained in the PIPs are summarized in the table below:

Italy (ENERGHEIA and LULE)	Spain (AMIGA)	Bulgaria (ANIMUS)
Needs assessed		
• Lack of sufficient knowledge of the Italian language and of the work environment for having access to work (acquire skills on how to approach a job interview). • Lack of, very little or only informal previous professional experience in the country of origin and/or in Italy. • Lack of specific skills acquired through education or professional courses or work experience. • Lack of computer skills useful for job search, social inclusion and autonomy. • Lack of knowledge of the labour legislation and the labour market in Italy. • Psychological needs. • Legal needs. • Need to reconcile family and work life.	• Low professional skills or certifications not homologated in Spain. • Low knowledge of labour market and labour legislation in Spain. • Poor social network. • Urgency to find a job. • Lack of legal documentation. • Psychological needs.	Most of the beneficiaries assessed needed to acquire professional skills, knowledge of the labour market, labour legislation to be able to find employment, despite the fact that many of them had previous work experience in their country of origin as well as working illegally in Bulgaria. Many of them also said they need a social network and to be able to build relations with local people in order to become truly integrated in the community. All of the beneficiaries shared that they would like to increase their level of Bulgarian in order to socialize more adequately and get a better job. Finding a kindergarten is a very difficult process, especially in Sofia, where our work is situated, for both foreigners and citizens alike. This poses an obstacle to many mothers who cannot join the labour market because of the lack of child care support. Some of the women reported not having a GP doctor as well since they could not pay their health insurance in the past.

Objectives		
• Improve the knowledge of the Italian language, in particular the terms related to the work environment. • Improve computer skills, including for job searches. • Improve or acquire professional skills. • Improve job interview approach. • Improve soft skills. • Obtain recognised course certifications and possibly specific certifications such as a driver's license or forklift license. • Improve knowledge of the labour legislation in Italy and the labour market/environment. • Have psychological and legal needs covered. • Get an internship or a job. • Achieve, if possible, housing and financial autonomy.	• Improve or acquire professional skills related to desired jobs. • Homologate professional certifications in Spain. • Improve knowledge of the labour market and labour legislation in Spain. • Improve social networks. • Find a job or internship in a field of interest. • Have legal needs covered. • Have psychological needs covered.	Improve the level of Bulgarian language and develop better social skills specific to the cultural environment. Join a professional course to receive professional training and find a decently paying job. Have a safe and affordable place to live.
Plan		
• Provide specialized courses in language, computers, civics and other professional courses. • Provide professional job search support (creating a CV, preparing job interviews, accessing job search sites) and internship opportunities. • Provide educational support and accompaniment both with regards to professional courses and job searches, and in the approach to an interview. • Legal support both individually and via courses. • Provide psychological support. • Monitor the individual project.	• Provide professional courses in fields of interest. • Provide a transversal course on finding a job in Spain. • Consulting for job searches (sending job applications, CV design, preparation for selection interviews, etc.). • Legal consultations. • Provide psychological monitoring and consultations.	Many of the women want to stay in Bulgaria and become a citizen, despite originally planning on moving on to Western Europe. Most of the women had difficulties making plans and lacked a vision for their future.

Table 2. PIPs information

[4] In Bulgaria the implementation of the activities involving TW continues during the publication of this document; the data provided in the document related to the TW who are beneficiaries of the project in Bulgaria is up to date until 20/09/2021.

4.2. IMPLEMENTATION, MONITORING AND UPDATING THE PIPS[4]

The qualified professionals that carried out the assessments in each country kept in touch during the PIPs implementation and monitoring. They shared information regularly amongst each other at national level regarding the activities they implemented, the results they obtained and the psychological and legal situations of the beneficiaries.

This monitoring is reflected on the PIPs documents (see *PIP template* in the public repository: https://cutt.ly/IWKAQj0), which have been updated during their implementation, based on the individual results obtained by each of the beneficiaries and their evolving legal situation. These modifications were consulted with the beneficiaries during individual interviews.
The main actions carried out are described in the following sections.

4.2.1. Organising training services and running of the courses

Based on the assessments (see Section 4.1.1 Mapping and assessment of Trafficked Women background, skills and needstion of Personal Integration Plans (PIPs) for their socio-economic integration) and the available resources, each country developed different training services that could be:

1. Transversal courses: aimed at enhancing and/or acquiring basic skills useful for socio-economic inclusion and integration in the host society.
2. Professional courses: aimed at allowing participants to improve and/or acquire professional skills to increase their opportunities to find a job.

In Italy, ENERGHEIA, offered both types of courses to all 15 women:

- Transversal courses:
  - 1 course on basic level Computer Skills (30h - in classroom), with 13 participants and 13 attendance certificates issued.
  - 1 course on Civic Education and Orientation to Territory with 5 modules: legal, job, culture, socio-sanitary services, financial education (36h - started in classroom and continued online), with 12 participants and 9 attendance certificates issued.
- Professional courses:
  - 1 course on HACCP Hazard Analysis and Critical Control Points (food handling) (4h - online), with 12 participants and 12 attendance certificates issued.
  - 2 courses on General Training of Workers on Safety in the Workplace According to Art. 37 comma 2 of d.lgs 81/2008 - CSR/221 of 21/12/2011 (4h + 4h - online), with 13 participants and 13 attendance certificates issued.
  - 1 course on Training and Information on Safety in the Workplace According to D.Lgs 81/08 e s.m.i. Specific module: high risk (12h - online), with 12 participants and 11 attendance certificates issued.

    The Safety in the Workplace and HACCP courses have been chosen to increase the possibility for the women to have internship and job opportunities as they are compulsory courses for all workers and for workers handling food. In addition they have a very technical and specific wording, so offering the women to take these courses with the help of a cultural-linguistic mediator was quite important in order to facilitate the comprehension and acquisition of knowledge.
  - 2 individual courses on Waitresses in the Food Services (40 hours each), implemented in bars/restaurants, with 2 attendance certificates issued.
  - 1 individual Kitchen Assistant course (40 hours), realised in a restaurant, with 1 attendance certificate issued.

ENERGHEIA tutors provided support for the courses (e.g. class registration, calls to the absent women and with the host communities for updates about the courses and the women's situations, implementation of COVID-19 related measures, classroom help, transportation reimbursements, etc). LULE linguistic and cultural mediators participated in all the lessons online to provide support to the teachers and to the women.

In Spain, AMIGA subcontracted the following courses and offered them to the 21 beneficiaries:

- Transversal courses:
  - 1 Job Search course (5h - in classroom), with 19 attendance certificates issued.
- Professional courses:
  - 1 course on Social-Health Care (95h - in classroom), with 19 attendance certificates issued.
  - 1 course on Food Handling (5h - in classroom), with 13 attendance certificates issued.

In Bulgaria, ANIMUS provided the following courses:

- 1 professional course on Computer Skills which started out for 6 women.
- 1 transversal Civic Training with a group of 8 women (first session in person and the following session online).

Course Satisfaction Surveys from the beneficiaries in Italy and Spain and Bulgaria listed above reveal a good level of satisfaction, and attendance certificates were issued to the participants (see Section 4.3. Collecting feedback from beneficiaries). In Italy, attendance certificates were issued to the women attending at least 70% of the lessons or 90% according to the regional regulation applied to some courses. In Spain, attendance certificates were issued to the women attending at least 80% of the lessons. In Bulgaria women expressed a high level of satisfaction. 90% attended the training course regularly. All of them finished it successfully. 75% will recommend the project to other women in similar situations.

4.2.2. Offering job placement services

Based on the PIPs as well as on the job opportunities offered by the territories AMIGA (Spain), ANIMUS (Bulgaria), ENERGHEIA (Italy) provided employment services to the TW engaged in the PIPs through the following activities:

1. Preparation of CVs, cover letters and job interviews, support in submitting job applications.
2. Scouting of job opportunities, contacts and visits to companies.
3. Orientation towards the main job search channels and the job environment in the host society (e.g. how to present themselves and behave in the workplace).
4. Provide information about entrepreneurship, if required.
5. ENERGHEIA organised 9 paid internships according to the regional and local regulations to enable participants to acquire professional skills on the job, to acquire experience in the work environment in the host society and to start receiving a salary. The internships last from 2 to 6 months. At the end, some of them can be followed by a job contract. The internships were monitored by Energheia every 15 days or less, depending on the needs, through calls, meetings, email exchanges with the women and with the employers, with the aim of also supporting the women with handling difficulties in the workplace.

[5] In Italy the implementation of some activities continues during the publication of this document; this data is up to date until 20/09/2021.

So far the following results have been obtained:

- In Italy, of the 15 beneficiaries[5]:
  - Throughout the entire project 93,3% of the women (14 out of 15) have/had at least one regular job or paid internship contract: 1 caregiver for an old woman (job), 1 warehouse/saleswoman in a natural and organic supermarket (job), 1 warehouse worker (job), 1 cleaner in 2 stores (job), 1 shelf stocker in a supermarket (job), 4 fast food preparation and sale workers (internship), 1 assembly and packaging worker (internship), 2 waitress in a bar/restaurant (internship), 1 kitchen assistant (internship), 1 saleswoman in a store (internship), 2 administrative assistants in the courthouse, 1 vegetable and fruit processor and packaging worker in a laboratory (internship). Some women had more than one job or internship because the job/internship finished. 1 woman had a child at about halfway through the project.
  - Currently: 53,3% of the women are employed, of these 50% with a job contract and 50% with a paid internship contract and the possibility to have a job contract at the end of the internship.

- In Spain, of the 21 beneficiaries:
  - Throughout the entire project 9 of the beneficiaries (42,86%) a job or internship.
  - Currently: 9 of the beneficiaries (42,86%) are employed or have an internship contract.

- In Bulgaria, of the 27 beneficiaries:
  - Throughout the entire project 8 women were employed (30%)
  - Currently: 7 women are employed (23%)

4.2.3. Providing language courses

Based on the beneficiaries' assessed language level, several language courses were carried out focusing on the learning of the key words necessary to participate in the training courses and enter the labour market.

ENERGHEIA ran an Italian language course focused on the job (44h - in classroom). A tutor provided support for the course (e.g. registration, calls with the absent women and with the host communities, respect of COVID-19 related measures, classroom help, etc.). The course was offered to all the women; 93,3% of them participated in the course and 86,6% of these received an attendance certificate.

Satisfaction Surveys from the beneficiaries about the course reveal a good level of satisfaction, and attendance certificates were issued to participants.

AMIGA and ANIMUS, when necessary, informed/empowered beneficiaries to use existing resources and opportunities offered by other organisations of their respective countries (Spain and Bulgaria). AMIGA referred 6 women to language courses, two of them participated in the course, offered by the Red Cross and ANIMUS referred language courses to 2 women.

4.2.4. Providing educational/social/legal and psychological support

Based on the PIPs, TW have been supported by AMIGA (Spain), ANIMUS (Bulgaria), LULE (Italy) operators from three different points of view in order to reduce drop-out risks:

1. Legal aspects have been addressed regarding procedures related to the condition of third-country national victims of THB according to the local/regional/national regulations.
2. Psychological support has been provided to discuss their experiences in the project and solve eventual problems, thus reducing the risk of getting discouraged and of abandoning the project.
3. Educators/social workers supported TW in adhering to their Personal Integration Project and more generally their path coming out of trafficking, while also facilitating social integration with their new local community.

In Italy:

• The legal support began during the legal module lessons of the Civic Education and Social Orientation course (see Section 4.1.2. .Assessing Trafficked Women psychological and legal situations and needs). After the course finished, LULE arranged online meetings for women absent from the civics class. In the remaining hours of legal support, LULE decided to give women the opportunity to have one-on-one legal counsel for the many questions that arose after the civics class (questions that were difficult to share with the rest of the group).

Training and counseling meetings revealed the need to understand the rights associated with obtaining certain residence permits, in particular those related to freedom of movement, housing, work and family unity. There was also considerable interest in the rights of female workers, and the need was expressed to better understand some aspects related to the employment relationship, such as the right to paid leave and sickness. Finally, the training work focused on the right of access to health services, both in situations of regularity and irregularity.

• Concerning the psychological support, 12 of the 15 beneficiaries decided to continue with the interviews after the first assessment interview. For these 12 women there was a need for support and they continued in this path. Furthermore, the psychologist participated in calls with LULE educators and ENERGHEIA staff every two months to exchange information about the individual situation of the 12 women with regards to their strengths, weaknesses, resources, issues, and needs that emerged during the skill balance of individual interviews and workshops and the first courses.

The following needs emerged from the psychological interviews:

- creation of a bond of trust
- identification of resources and difficulties of each woman in the workplace in order to recognise them and then be aware of them (not all women were able to name and recognise their difficulties)
- need to share painful past experiences and traumatic events, possible obstacles to job placement
- support and/or increase self-esteem
- management of frustration with respect to waiting for an internship, delayed because of the pandemic or because of the woman's lack of skills to enter the workforce
- support in imagining oneself in a new working environment with established rules and schedules
- support in the reorganisation of daily life between family and work (especially for women who live independently with their husbands and dependent children)
- containment of performance anxiety
- support in the relationship with colleagues, managers and possible clients (especially in the first month of job insertion). For one woman, specific work on dyslexia was done, to help her to accept her condition and then to make her aware of her own resources.

LULE operators provided regular educational support for all women in the project.

During the pandemic, educators maintained contact with the women through follow-up phone calls to inform beneficiaries interviewed about delays in activities due to COVID-19 and reassure them that they would resume as soon as possible.

LULE educators contributed to the preparation of the legal modules of the course on Civic Education and Social Orientation and participated in the lessons (A. 4.1).

LULE contacted the women almost daily to monitor activities throughout the project. LULE exchanged information with the beneficiaries and their host communities on the implementation of the courses (see 4.2.1.Organization of training services and conduct of courses).

LULE staff have been meeting with women online or in-person every week since January to support them in their active job search (write a CV, use email correctly and create an account, use the job-research websites correctly and register them, applications, and to prepare and support them during this waiting period).

The operators interact with women as well as with their communities, in order to create a support network and to share every woman's complete educational project.

During interviews, LULE staff talks to and monitors each woman's project, trying to adapt it to new needs.

In Spain, the beneficiaries generally came from shelters run by other NGOs that already provide psychological and legal assistance to women, so there was little demand for these services. AMIGA offered legal and psychological assistance as long as the beneficiaries was in need of these services in relation to the development of the project's activities and as long as there was no duplication of work that someone from another organisation was already doing (i.e. if they needed psychological or legal support because they were facing a trial at the same time as having an internship or a job):

• AMIGA provided legal advice to five beneficiaries and the social worker asks periodically about the beneficiaries' legal needs to provide the service they need. The legal situation of the beneficiaries at the end of the project is 19 beneficiaries had some sort of residence permit, or were awaiting a resolution, just two women are still in the process, 10 women filed complaints, 9 women are not ready to denounce. Moreover, AMIGA has supported 9 beneficiaries throughout different legal processes.

• AMIGA provided social support including follow-up calls, information to beneficiaries about their rights during the COVID-19 emergency and existing resources to ask for help.

• AMIGA identified that five beneficiaries had psychological needs throughout the development of the entire project. Two of them were already receiving this service in the organisation where they came from. The beneficiaries whose psychological needs were not covered by their entity of origin were treated by AMIGA's psychologist, and our social worker periodically enquires about the beneficiaries' psychological needs to provide the service they need. The main psychological objectives established were:

- Creation of therapeutic rapport and safe space.
- Address the specific needs of each woman.
- Cognitive restructuring around gender, patriarchal love model, ethnic discrimination and other factors that influenced their identity process and their relations with other people.
- Reinforce their coping mechanisms.
- Help them to emotionally manage the difficult situations they have been suffering and possible problems that could arise in the future.
- Improve their self-esteem and promote their personal and work autonomy, including decision-making abilities.
- Explain the importance of having a solid social network and help them create it.
- Help them improve their communication skills and be assertive.

In Bulgaria:

• Counseling on legal issues was provided to 7 of the 27 beneficiaries. Many of the women had difficulties when it came to their legal status in Bulgaria. Many of them needed legal counseling and support for their legal proceedings, but some of them were already receiving it free thanks to other programs and NGOs.
4 of the 21 beneficiaries received legal counseling as part of the project in relation to being victims of domestic violence and gender-based violence. One woman was represented in a court case in relation to her legal status.
Something that also left an impression was that many of the women had a low knowledge of the relevant legislation in Bulgaria as well as their rights as workers.

• Psychological support was provided to 16 of the 27 beneficiaries. A conclusion can be made that most of the women originated from traditional patriarchal Muslim families, which plays a vital role in the beneficiaries' identification as women.
We observed two types of women:

1. Originating from countries with a better-developed economy such as Iran, who have a higher level of education and a greater capacity for individualism and personal development.
2. The other group of women originate from more primitive Arab societies. They function less independently and have a substantially smaller capacity for personal growth and development. They have a tendency to become codependent on their partners and are less eager to make achievements of their own.

From our contact with the beneficiaries, we observed a lack of consistency in communication. They experience difficulties in making it to appointments on time, which speaks to a lack of work habits and creates hardship when it comes to both finding employment and keeping it for a long period of time.
One of the particulars we observed in the women we worked with was the tendency to keep many secrets, taboos and they experienced difficulties in distinguishing professional from personal questions and topics. We noticed that perhaps the language barrier is more complicated as some words may have different meanings in the different languages and can be interpreted in a variety of ways.
We also observed a high tolerance for domestic abuse and other forms of gender-based violence, as well as an inability to keep one's boundaries.

• ANIMUS provided social support to all 27 women.

4.2.5. Providing linguistic and cultural mediation services

Based on the assessments, LULE, ANIMUS and AMIGA offered and provided cultural mediation services to the beneficiaries who have a lower level of knowledge of the languages of the host country (Italy, Bulgaria or Spain).

LULE's cultural-linguistic mediator participated in all the project's activities. Her presence is considered fundamental because it has allowed the women to better understand all of the proposed activities.

ANIMUS provided cultural mediation services to all the 21 women in relation to dealing with social issues.

AMIGA, if necessary, informed or empowered beneficiaries to use existing resources.

4.3. COLLECTING FEEDBACK FROM BENEFICIARIES

Satisfaction surveys were designed and submitted to the beneficiaries via individual interviews, which will take place at the halfway and at the end of the implementation of the PIPs to gather their feedback (see *TW Satisfaction survey template* in the public repository: https://cutt.ly/IWKAQj0). The information collected has been used for the monitoring and evaluation of the project and for the capitalisation of project results.

The table below shows the results of the satisfaction survey recorded halfway through the implementation the PIPs:

	Spain (21/21 beneficiaries)	Bulgaria (8/21 beneficiaries)	Italy (13/15 beneficiaries)
During the interviews, did you understand what was being proposed to you?	100% yes	63% yes 38% partly	92% yes 8% partly
Did you find the interviews useful?	100% yes	50% yes 50% partly	92% yes 8% partly
Did you feel comfortable?	100% yes	75% yes 25% partly	85% yes 15% partly
Did the PIP help you to focus your personal goals?	100% yes	66% yes 34% partly	77% yes 23% partly
Of the agreed goals, how many do you think you reached?	33% all of them 62% some 5% none	37% all of them 63% some	23% all of them 69% some 8% none
What is your level of satisfaction with the following services offered?			
Skills assessment	90% good 10% sufficient	100% good	85% good 15% sufficient
Laboratories		100% good	84% good 8% sufficient 8% insufficient
Educational support	81% good 19% sufficient	88% good 12% sufficient	70% good 15% sufficient 15% no response
Social support	100% good	88% good 12% sufficient	Social support has not been provided as this service is already provided by the NGOs hosting the women
Legal support	90% good 10% sufficient	37,5% good 37,5% sufficient 12% insufficient	77% good 15% sufficient 8% no response
Psychological support	57% good 14% sufficient 10% insufficient 19% no response	50% good 50% sufficient	61% good 31% sufficient 8% no response
Employment services	52% good 38% sufficient 5% insufficient 5% no response	25% good 75% sufficient	85% good 15% sufficient
Training services	Not asked	Not asked	85% good 15% sufficient

Is there anything in particular that interests you?	Find a job, food handling course, social health course, internships, training.	Hairdressing, fitness instructor, art, education, promotion of Iranian culture, beauty procedures.	Legal support, training services, computer course, safety in the workplace course, HACCP course, job orientation course, laboratories, psychological support, Italian course focused on caregiving, learned how to dress for job interviews, people are nice.
Is there something you think is missing or is there something you would do differently?	Internships, find a job, make social security contributions.	How to start a small business in Bulgaria; how to register an NGO; upgrading course in hairdressing;	They don't like: Laboratories, lessons were too long, financial education, psychologist, when the group was disrupting the online lessons. They would have liked: a course on cleaning, another course on computers.
Would you recommend this project to a friend?		75% yes	100% yes
Comments	"All very well", "I want to work", "there are good people who help", "they help me a lot" and "I feel very good"	To organise cultural meetings in life.	The project was useful, helped me to be more friendly and more focused; to improve the language; to better know how the Italian system works. Thanks to the teachers. Thanks to the staff for the help they are offering. Thanks for organising the courses, I would like to do more of them. Everything is fine. The project is good, I recommend it because you acquire skills that you didn't know about, things that we do not have in Nigeria. Everything is fine.

The table below shows the results of the satisfaction survey recorded at the end of the PIPs implementation:

	Spain (21/21 beneficiaries)	Bulgaria (6/26 beneficiaries)	Italy (11/15 beneficiaries)
During the interviews, did you understand what was being proposed to you?	Not asked again	100% yes	100% yes
Did you find the interviews useful?	Not asked again	100% yes	100% yes
Did you feel comfortable?	Not asked again	100% yes	100% yes
Did the PIP help you to focus your personal goals?	90,9% yes 9,1% partly Comments: Some beneficiaries say they have their objectives clear but the project helps them to achieve them.	100% Yes Some of the beneficiaries shared that they didn't have any professional orientation before the project, but that thanks to the support of the experts working on WIN they found their professional direction.	Not asked again
Of the agreed goals, how many do you think you reached?	27,3% all of them 72,7% some	50% - All of them 50% - Some	9 % all of them 90,9% some
What is your level of satisfaction of the following services offered?			
Educational support	100% good	83% - Good 17% - Sufficient	100% good
Social support	100% good	83% - Good 17% - Sufficient	
Legal support	57,1% good 42,9% no response	83% - Good 17% - Sufficient	100% good
Psychological support	57,1% good 42,9% no response	100% - Good	63,6% good 9% sufficient 18,1 % insufficient 9% no response
Employment services	100% good	83% - Good 17% - Sufficient	100% good
Training services	100% good	100% good	100% good
Is there anything in particular that interests you?	Support, information, find/ maintain a job, training, psychological support, grow personally and professionally, participate in more projects.	Educational support – professional training and learning new skills; finding a job; improving Bulgarian language skills to enroll in a Bulgarian university; recieve new job qualification	computer course, legal support, civics course, HACCP course, jewels labs, internship, internship monitoring, training courses, educational support, employment services, course on safety in the workplace, psychological support, job search, learn how to find a job and how to prepare the CV,

Is there something you think is missing or is there something you would do differently?	More time, more projects, more psychological support, include beneficiaries that are not third-country nationals.	Live personal contact and meetings because of the Covid-19 pandemic; Finansial support for essential expances; Longer time for the project;	Missing: More time for the italian language, eighth grade, more courses like a course of computer advanced level. Don't like: financial education, psychological support, italian lesson in a level too low, internship not in my area of interest
Would you recommend this project to a friend?	100% yes	100% Yes	100% Yes
Comments	"Thank you", "Thank you for giving me this opportunity and opening so many doors for me", "I want them to continue with the project", "They are very good professionals", "Thanks a lot for your support", "I wanted to thank you for being professionals and treating my case discreetly, I have felt very comfortable", "I felt very good, thank you very much", "My issue was treated very delicately and I liked that because I felt very good", "Thank you for helping me and for not leaving me alone", "I recommend the project but not everyone can enter", "It has been a great opportunity"	"The project gave me a variety of options for professional development and personal growth"; "Thank you for everything!"; Gratitude for the support!"; 'I hope this project contiues its very useful and interesting, especially for a migrant single mothers who are in need of comprehensive support"; "Thank you so much!"	Thanks from several women; the project was very useful for the courses, the relationships and the opportunities of job and internship; the internship monitoring was very useful; I acquired knowledge; I would like the project to continue in order to be supported further. Advices: to divide the women in groups with a more homogenous level, to explain better the psychological support.

[7] The video can be watched in the following links:
- With English subtitles: https://youtu.be/eX23442uZIM
- With Italian subtitles: https://youtu.be/7lHw3kJu8VY
- With Bulgarian subtitles: https://youtu.be/t759whEbxYk
- With Spanish subtitles: https://youtu.be/2uEo70MNifw

4.4. RUNNING OF AWARENESS-RAISING ACTIONS TARGETING BUSINESS COMMUNITY, TRAINING AND JOB PLACEMENT SERVICES PROVIDERS, TRADE UNION AND PROFESSIONAL ORGANISATIONS

Several actions around knowledge and sensibilisation were organised in each country (Spain, Bulgaria and Italy). These included social media campaigns, interviews, podcasts, targeted events and even the creation of a promotional video for the project[7]. All these actions were focused on THB targeting the business, organisations and agencies providing training and job placement support services, trade unions, NGOs and professional organisations identified by the project partners.

The material used in these awareness-raising actions included the same content for all the partners and were designed by them (see *Awareness raising actions slides* in the public repository: https://cutt.ly/IWKAQj0). A satisfaction survey was designed and submitted to the participants to gather information for the monitoring and evaluation reports and for the programmatic document for the capitalisation of the results (see *Stakeholder satisfaction survey template* in the public repository: https://cutt.ly/IWKAQj0).

Awareness-raising actions in Bulgaria:

In Bulgaria on July 1st 2021, ANIMUS organised an awareness-raising event called *The hidden potential of migrant women*. Thirteen participants attended the event - 77% from the business sector and 23% training providers. They were acquainted with THB. A fruitful discussion and examples of good practices helped participants discover different ways of overcoming obstacles and challenges in hiring women from third countries.

Awareness-raising actions in Italy:

LULE and ENERGHEIA organised a 2-hour online awareness-raising event on May 26th 2021. The meeting addressed the issue of integration into the labour market of third-country national women victims of trafficking. There were 48 participants; among them, the 43.75% from third sector organizations, 18.75% employment agencies, 16.67% companies, 6.25% training providers, 4.17% freelancers, 2.08% legal, 2.08% public institution, 2.08 % temporary agency, 4.17 % have not declared their sector.

During the event, LULE presented characteristics of the trafficking phenomenon and the gender dimension. ENERGHEIA talked about the WIN project activities, the difficulties faced by the women in the job inclusion, internship as a good practice to approach the labour market and the resources and added value that women can bring to the companies. ENERGHEIA and LULE invited two companies and one Nigerian woman to give speeches in order to testify to their experiences regarding job inclusion. The Municipality of Milan (work sector) gave a speech about models of good practice in the job placement of women victims of trafficking. At the end of the meeting some participants took the floor to share their experiences, projects and ideas. 15 people filled in the satisfaction questionnaire and all of them found the meeting very interesting, especially the testimonies from the companies and the discussion between all the speakers. All reported that they had little knowledge of trafficking before this meeting and better knowledge after. All were willing to support the project and were interested in receiving further information about project activities.

Awareness-raising actions in Spain:

In Spain, AMIGA organised an online awareness-raising action hosted by the Andalusian Forum for the integration of people of migrant origin with the aim of disseminating the project among the business community, training and placement service providers, trade unions and professional organisations of Andalusia that could offer training, internships or jobs to the beneficiaries of the project. 28 professionals attended the event, 29% belonging to job placement service providers and job orientation entities, 18% business community members, 18% social entities, 7% training providers, 28% others (social workers, psychologists and legal professionals).

5. CONCLUSIONS

5.1. MAIN RESULTS

To understand the results it is necessary to take into account the context of the countries involved in this project (see Section 3. Countries context).

Spain is one of the most important in the world for the destination of victims of trafficking for sexual purposes. Even though during the last years there has been an increase of national victims trafficked for sexual exploitation within the national borders, most of them are women and children trafficked from other countries.
After the travel restrictions and confinement measures, criminal organized groups are intensifying the flow in illegal immigration routes from Africa into the Canary Islands and into the South of Spain. Many of these smuggled persons and specially women and unaccompanied minors are at high risk of trafficking. National NGOs and governmental agencies are aware of the situation but still measures don't seem to be enough for the early identification of potential victims.

As mentioned above **Bulgaria**, unlike Spain and Italy, is a transit country for people migrating to Western Europe. Even if they have obtained in Bulgaria refugee status or international protection, most of them are not interested in integrating in a transit country but are strongly motivated to continue their journey. This situation pushed ANIMUS to change its perspective in order to respond to the rights of migrant women not to be exploited and abused. In their work within the WIN project, ANIMUS followed their key principles applied to all aspects of supporting trafficked victims. These principles are in line with the Council of Europe Convention on Action against Trafficking in Human Beings and Directive 2011/36/EU on preventing and combating trafficking in human beings and protecting its victims. They are: immediate and unconditional support and free integration services for all affected women, consent, confidentiality, prevention of trafficking and re-trafficking.

According to the GRETA's second periodic country report, **Italy** continues to be the primary destination for trafficked persons, as well as a country of transit to other destinations in Europe. The report also recognises that "due to its geographical situation, Italy has been at the forefront of the arrival of a massive number of asylum seekers and migrants. In 2016, the main countries of origin of the assisted victims were Nigeria (696 persons, or 59.4% of the total), Romania (7%), Morocco (5.3%) and Albania (3.6%). The majority (81,4%) of the assisted victims were female (954, 81.4%); the other were male and transgender.
Since 2016, the Ministry for Equal Opportunities has elaborated the Anti Trafficking National Plan, which aims to counter and repress crime, and to prevent and protect victims entrusted to private social and public institutions.

The objectives of the WIN Project in general were:

- Increase mutual learning among different EU Countries and stakeholders
- Develop transnational common guidelines for TW integration
- Implement TW Personal Integration Plans (PIPs) for socio-economic integration
- Improve understanding and knowledge of THB among the business, training and job services providers, trade unions and professional associations

In the following paragraphs we describe the results obtained for each of the objectives established.

The design of the project, including multiple partners for several countries, helps to **increase mutual-learning among different EU Countries and stakeholders and to develop transnational common guidelines for TW integration.** During the mutual learning workshops the partners had the opportunity to learn about the similarities and differences between countries and stakeholders, and created common methodologies and models to be used by all the partners. The communication has been maintained throughout the project in general, the exchange of information has been so fluid that we have also been able to learn about each other's challenges and solutions during the development of our tasks and the project in general.

When it comes to **improving the understanding and knowledge of THB among the business, training and job services providers, trade unions and professional associations,** the partners think we've achieved this objective on a certain level. During the first months of the pandemic there was a lot of uncertainty about which measures governments would take and what implications these would have on business, so it was very difficult to engage business, training and job services providers, trade unions and professional associations in the project.

Implement TW Personal Integration Plans (PIPs) for socio-economic integration

In Spain, the main objectives established for the PIPs and the results obtained with the 21 women beneficiaries are described in the list below:

- During the project, all the beneficiaries **improved or acquired professional skills related to desired jobs** and most of them (16 women) **improved knowledge about the labour market and labour legislation** in Spain. Moreover, some of the beneficiaries would like to participate in further professional training to increase their job opportunities. To achieve these objectives, professional and transversal training has been offered to all the beneficiaries. the indicators taken into account have been the informal interviews the beneficiaries had with their social workers and their answers to the satisfaction survey.
- Seven beneficiaries were interested in **homologating their professional certifications** in Spain to obtain better career opportunities, but only two of them accessed to this option thanks to the assistance provided. Most of the beneficiaries didn't have educational certifications at all, some have only completed a basic education.
- Most of the beneficiaries (14 women) **improved their social networks** during the project. It was really interesting to see how important it was for them to build networks for mutual aid. However, some of them prefer not to join social networks and only keep a fluid contact with their references in the organisation.
- Almost half the beneficiaries (9 women) achieved the objective of **finding a job or internship in a field of interest.** Unfortunately, the situation caused by the national restrictions against the widespread of COVID-19 pandemic, forced many others to adopt different strategies for their economic survival.
- Many of the beneficiaries (referred by other NGOs) **had legal needs covered** but these needs were identified in all the women involved in the project. For this reason, some of the women were accompanied during their legal proceedings. An important percentage of the beneficiaries (42,62%) had presented formal complaints against the trafficking rings during the project and the vast majority (18 women) assured to have ended all types of contact with their components. Many of the women (19) have obtained a residence and authorisation to work during the project, just two of them remain in the process to obtain it.
- Many beneficiaries were referred by other NGOs and had their **psychological needs covered.** However, those who haven't their psychological needs covered, were assisted by AMIGA's psychologist. The summary of the psychological objectives established is in Section 4.2.4 Providing educational/social/legal and psychological support. Even if all the beneficiaries have significantly improved their self-esteem and communication skills, some of the planned goals have not been achieved yet and, for this reason, they are still being assisted by the psychologist.

In Italy, the main objectives established for the PIPs and the results obtained with the 15 women beneficiaries are described in the list below;

- During the project, **all the beneficiaries improved or acquired professional skills** through training courses and/or internships and job experiences. Moreover, all the women acquired/improved their **digital skills** through the computer courses and/or the several activities organised online (Zoom meetings, courses) and/or the online job research. In addition, they all improved their **soft skills** by participating in the laboratories organised for the assessment of the skills, in the following individual and group activities carried out by the different professionals (psychologist, educators, training and employment services tutors/experts) and during the internships and job experiences. Finally all the beneficiaries, at differing degrees, improved their **language skills** through the Italian course focused on job terminologies, the participation in all the other courses and the communications and relationship with the project staff and in the workplace. Few women also got the medium school diploma. However, some women

still have a very low level of knowledge of the Italian language, which is one of the main obstacles for job integration.

• **All the women,** at differing degrees, **increased their knowledge about the job market and the job legislation** through the Civic Education and Orientation course (particularly the job orientation module), the courses on safety in the workplace, legal support, the computer course, the individual support for job search and job orientation, the job interviews and the work experiences.

• **14 out of 15 women** through the legal support and/or the civic education course (legal and socio-sanitarian modules) **acquired/increased their knowledge about their fundamental rights and the educational and socio-sanitary rules and services** in Italy, also in relation to their rights as humans and as third-country nationals according to the different types of visas.

• **14 out of 15 women achieved the objective of getting one (or more in some cases) jobs or internships** in different sectors based on their personal interests, needs and skills and on the job opportunities. One woman had a baby halfway through the project. Some of the temporary jobs have finished and in some cases the internships have not been followed by a job contract, due to several reasons: pandemic, job market precariousness regardless of the pandemic, unavailability of the enterprises to offer a job contract, women in need of a gradual entrance into the labour market etc. 2 years of the project (including its overlap with the pandemic), are not enough to reach stable jobs. In general, the beneficiaries have financial incomes but they are not completely financially independent and the majority are still hosted by NGOs providing housing.

• **A good comprehension of the project activities has been ensured for all beneficiaries** through the participation of the cultural and linguistic mediator, not only from a linguistic point of view, but also as a fundamental bridge among different cultures.

• **12 out of 15 women decided to benefit from psychological support in relation to their individual needs** (mainly: creation of a bond of trust, self-confidence, identification of resources and difficulties particularly in the workplace, sharing of painful experiences).

• In general the women **expanded their network of relationships, enhanced their autonomy and increased awareness of their skills, resources and difficulties.**

In Bulgaria, the main objectives established for the PIPs and the results obtained with the 32 women beneficiaries are described in the list below:

• Women who were involved in professional trainings **improved or acquired professional skills related to their desired jobs** and received a certificates for the gained knowledge. 74 % of the beneficiaries (20 women) **improved their knowledge about the labor market and labor legislation** in Bulgaria, in addition to **acquiring/increasing their knowledge about fundamental rights and the work place rules and guidelines,** by taking part in transversal training and civil education.

• Many of the beneficiaries **improved their social networks** during the project.

• 8 of the beneficiaries achieved the objective of **finding a job in a field of interest.** None of the women involved in the WIN project in Bulgaria exhibited desire to partake in internships. This phenomenon can be explained by the fact that most of them are living close to the poverty line and paid internships are seldom offered in the country.

• **A good comprehension of the project activities has been ensured for all beneficiaries** by the cultural and linguistic mediators, not only when it comes to the translation itself, but also as a bridge among different cultures. This was a key component in building a trusting bond with many of the beneficiaries.

• All 32 beneficiaries received **social support** in one form or another, and 8 of them were accommodated in Animus' Crisis Centre and/or Mother and Baby Unit.

• 19 of the women received **educational support** - 8 of them attended a professional course for hairdressers, 6 attended a course for computer and digital skills.

• 5 of the beneficiaries attended Bulgarian language courses for different levels. However all beneficiaries who were accommodated in social services or attended professional courses (for hairdressers and computer skills) improved their Bulgarian **language skills,** some through the social environment they were in, others while learning the terminology of their desired field of employment through the course.

• 74 % of the beneficiaries (20 women) were involved in services designed to **support them in finding employment in Bulgaria.** Unfortunately due to the outbreak of the Covid-19 pandemic and the multiple ways in which it influenced the job market, as well as other factors, only 8 of them managed to find employment as a result of the WIN project.

• 60% of the beneficiaries (16 women) had their **psychological needs** covered and received counseling as victims of trauma and/or violence or for improving their self-confidence and autonomy, identification of their skill and resources, recognizing their difficulties and challenges in achieving an effective and sustainable integration in Bulgaria.

• More than half of the beneficiaries (17 women) improved their soft skills and knowledge of the cultural context in Bulgaria, as well as their labor rights, took part in discussions about the feminine roles in the Middle East and the differences in the Western cultural context, through **transversal training in civil and soft skills.**

• 74 % of the beneficiaries (20 women) received **mediation services** for of support in contacting social services and NGOs for further help, as well as State agencies, attorneys, medical professionals etc.

• 26 % of the beneficiaries (7 women) had their **legal needs** covered by the project. One was represented in relation to her legal status.

5.2. LESSONS LEARNED AND RECOMMENDATIONS FOR FUTURE INTERVENTIONS

Bulgaria

• In the specific situation of a transit country, identification of factors of vulnerability to trafficking proved to be more effective than looking for the specific indicators of trafficking in human beings. For most women, we will never know if they were victims of trafficking. Therefore all migrant women in transit countries such as Bulgaria, who face factors that create vulnerabilities to trafficking, need to be involved in integration activities (not just those we know that are victims). Such factors of vulnerability include age, family status, economic status, education, local language knowledge, previous work experience, socio-cultural barriers, local attitudes of discrimination, prejudices, stigmatization. lack of access to services and legal aid, etc. Thanks to the assessment instruments created within the WIN project, we were able to assess women's vulnerability to trafficking and with our activities to work to prevent it.

• ntegration is a complex nonlinear process. Integration in transit countries shall be considered in a broader sense – not just as integration in Bulgaria (or any transit country or country to remain in) but in the EU in general. Fostering integration in the EU as a whole and preparing women to be better integrated in other EU countries provides women with more opportunities to continue their journey to other destination countries such as Italy and Spain in a safe way and prevent trafficking and re-trafficking on their way to Europe.
We were able to reach these conclusions because we had the chance to work in an international team with countries from different parts of Europe. We were able to share and discuss our work and observe differences, common challenges and to share lessons learned.

Italy

• The local multi-stakeholders partnership between an organisation against trafficking with a longstanding experience in supporting victims (LULE) and a training and employment services provider with experience with more vulnerable people at risk of marginalisation (ENERGHEIA) has been very effective in order to respond to the different needs of beneficiaries and to achieve good results.

• The internship tool has been largely used in the project's implementation in Italy and has proven to be a fundamental step in the socio-economic integration path of TW (for more details, see common comments below).

• The awareness raising action targeting enterprises (and other stakeholders related to the labour market) organised and presented together by 2 partners with complementary profiles (LULE and ENERGHEIA) and including testimonials from employers, allowed for a comprehensive event covering different aspects of trafficking and integration and provided different types of inputs for the audience (emotional, cognitive etc), thus being really effective in facilitating social responsibility and engagement of enterprises.

• Despite the fact that women have been in Italy for some years and have already attended Italian courses, the very low level of knowledge of the Italian language of some women limits their possibilities to find a proper job or even an internship in enterprises without a strong social commitment for the labour integration of third-country nationals. The WIN project only envisaged a brief course focused on the job. For a future project we recommend some possible solutions:

- Only women with a sufficient basis of the Italian language will be engaged in a project focused on the job integration;
- Particularly those women with an insufficient language level will follow during the whole duration of the the project regular, continuous, and intensive Italian courses that deal with the basis of the Italian language from a job perspective:
  - through referral to the CPIA (Centre for Adult Education) or other organisations;
  - and/or within the project (possibly with a partnership with a specialised organisation);
- Discuss among stakeholders the factors that make it so difficult to learn the language for TW (but also in general for asylum seekers and refugees) and possible innovative teaching methods and corrective actions (e.g. psychological factors, difficulties in understanding that the language is fundamental for having a job, not enough perseverance to study and practice the language in the daily life depending also on the fear of being inadequate and mocked, and the limited relationship with native speakers).

Spain

- Diversifying professional training and internships has been a demand of some of the beneficiaries in Spain. In our opinion, this diversification may contribute positively to the socio-economic reintegration of victims of trafficking because there isn't a unique profile for them.

Common comments

• Psychological and social support should not be underestimated as it is a key part of the integration process. Traumatic experiences due to trafficking situations and migration process in general, poor social integration, variety of family related, child related, health related and economic problems may have significant negative impact on labour integration. The majority of women we were able to support within the WIN project needed intensive social, psychological and legal support in order to reach sufficient social and emotional stability so they can commit to training, qualification and job searching. This is even more true in the pandemic situation, in which we have worked most of the time, when general support opportunities were limited. Holistic approach and collaboration between different experts (psychologists, social workers, trainers, employment experts etc.) proved to be efficient when working with women with multiple vulnerabilities. Even if in certain cases, the beneficiaries may have covered those needs through the services provided by referral organisations or administrations, it is very important to take them into consideration in the designing of socio-economic reintegration projects as well in budget distribution and staff efforts.

• Even when psychological and legal needs are identified during the work with victims of trafficking, they may find it very difficult to accept psychological and legal aid during the initial stages. If the project is focused on socio economic reintegration and foresees common spaces, it may also make it more difficult for some beneficiaries to ask for this assistance.

• Some third-country national victims of trafficking may have a complete educational background in their origin countries. Most of them arrive at their destination country without any certificate, and some countries don't facilitate the obtaining of these documents or have significant difficulties in achieving this. In socio-economic reintegration programs, this issue must be taken into consideration in order to not create false expectations or plan the necessary efforts to help the beneficiaries to obtain the documents when designing the project.

• When victims of trafficking are not isolated, their ability to build or join a network for mutual help is a factor to take into account. However, previous experiences and lack of confidence have a significant impact on victims of trafficking that may appear reluctant to be open to this possibility.

• The explosion of the COVID-19 pandemic and the national strategies to deal with it have health motivations, but also a very powerful socio-economic impact for victims of trafficking, and for this reason on the beneficiaries of this project. It became very clear that most of them have a survival economy based on day-by-day entries without any possibility of consistent savings for

unforeseen situations. As a consequence, this priority of getting a desired job or internship was highly confronted with the need to get any source of income to cover basic needs.

• The COVID-19 pandemic has had a certain impact on the project: delays in some activities, additional difficulties to perform the internships and to obtain a work contract in general, and an additional feeling of uncertainty for beneficiaries with a high socio-economic vulnerability. However, the project has been adapted and re-adapted to the circumstances, and all the activities have been performed.

• The mutual learning and exchange of knowledge and experiences among different EU Countries could have been further explored if partners' meetings would have taken place vis-a-vis. All partner meetings except the first one were held online because of COVID-19. Partner meetings are a precious occasion for interesting talks and exchanges, not only during the meetings themselves, but also alongside events such as dinners and visits with local stakeholders. Anyway, the partners kept in constant communication by mail or online meetings, and we consider that the exchange of information has been of high quality.

• The multi-stakeholders partnership between organisations of the same country experienced in Italy seems to be a good practice as it allows the cooperation among the different professional profiles on every single case to draft, implement and monitor the integration path, taking into account different aspects and points of view by also offering the women different types of inputs.

• The skills assessment carried out both via individual interviews and group practical manual-recreational laboratories has been really useful to have a more comprehensive picture of the women and their individual needs and resources. The two methodologies can be considered complementary. Women skills and aptitudes are difficult to identify only with an interview, not only because of the language barriers, but also because they are not used to being asked some questions, they do not speak a lot about themselves and they are not used to exploring their skills and resources, and; they come from a different cultural environment and critical life stories.

• The women are motivated to work and ask particularly for job or paid internship opportunities. The internship instrument is a fundamental step that facilitates job and social inclusion of TW in general, and even more of those women with more difficulties from several points of view who need a more gradual entry into the labour market. Indeed, the internship allows them to have experience of the job environment in the host country, to acquire/enhance professional and soft skills, to increase self-confidence, to improve the knowledge of the language, to establish professional and social relations and at the same time to get a money allowance. In some cases, the internships proved to be very useful to approach potential contractors and companies. Several enterprises are available to host the women for an internship but without an economic commitment. We recommend to the public and private entities offering funding opportunities for projects on labour market integration to include the internship allowances among the eligible costs in the project budget, especially in these pandemic times.

• Integration into the labour market of TW requires major efforts to be envisaged in the project design to support the women in an active job search; to look for and contact enterprises and to organise and monitor internships, which has proven to be effective to provide access to the labour market.

• The document models such as the PIP template, the Standardised Model for the Assessment of Skills and TW Satisfaction Survey template were a good opportunity for all countries to compare different ways of working and collecting data. Although, having a single model for implementing PIPs and using the same templates of documents for all countries with different regulations and intake of women made it difficult to use it (e.g. some questions were redundant depending on the country and women did not know the answers). Even within the countries it would be helpful to have a bit more flexibility in the implementation of the PIPs, as the situation of the beneficiaries turned out to be more varied than expected (some of them were alone, others in NGOs, etc.). It should also be taken into account that there are differences between countries of destination and countries of transit, because women have a lower motivation to integrate in countries of transit.

• In this project only women victims of trafficking from third countries were eligible, according to the AMIF Call requirements. Opening this possibility to European and national victims, and to vulnerable women, especially at this moment where the socioeconomic consequences of the COVID-19 pandemic are emerging, may be very useful.

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