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1.

Introduction

1. Introduction

After the experience acquired in 25 years of work in direct and committed intervention, we can emphasize two fundamental facts :

- ⇨ The increase of commercial sex linked to trafficking in women and children for the purposes of sexual exploitation.
- ⇨ The identification of a series of reasons that are currently behind this type of abuses (the economic and social discrimination of women or socio-demographic factors, such as the increase of feminine migration).

That explains our continuous worry for adapting APRAMP's programs in order to be able to offer these women real alternatives to defend their rights, in collaboration with the different Security Forces and Bodies of the State, Government Entities and organizations of the civil society. Working, as a priority, on education and raising awareness within the society.

The trafficking in women for the purposes of sexual exploitation is the most serious violation of human rights that immerses its roots in the economic and gender inequalities, and that constitutes one of the most lucrative business of the planet, together with traffic of drugs and weapons. It is considered by United Nations as one of the principal forms of contemporary slavery, which takes advantage of conditions of vulnerability and lack of power of many women, and of a masculine demand of prostitution that keeps on being approached without depth.

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Our first approach to this hard reality as well as our interventions through the Integral Center, our first workshops in pre-labour training and social and personal skills, as well as the first project in Spain addressed specifically to prevention and care of prostituted women with the start of the Outreach Unit, pioneer mechanism and reference to the group as an itinerant office, allowing us to get close to the areas of major impact of prostitution (apartments, clubs, industrial areas ...) lie far behind us.

Facing this new reality, more complex and invisible, APRAMP continues working, especially on the identification of trafficked victims for the purposes of sexual exploitation, through the work carried out by the social mediators, social workers who have a better access to the group through an interdisciplinary approach, given their experience and empathy due to the first hand knowledge of the situation. In the same way, they also carry out a work of awareness addressed to the users of Prostitution, madames/pimps, as well as to the mass media.

In that way our efforts are addressed to request the Authorities the full protection of the human rights of trafficked women for the purposes of sexual exploitation, that should constitute the center of the political priorities. The European Agreement of Combat against Trafficking in Persons establishes it so, and it has been signed by Spain.

Specifically, after the recent approval of the "Integral Plan to Combat Trafficking of Human Beings for the Purposes of Sexual Exploitation", it is important to remember that this first step requires a strong and determined institutional action in order to achieve the start of all the measures and commitments contemplated in the latter.

In this context, APRAMP introduces this guide which is geared at providing a fundamental tool for all those professionals who work directly or indirectly with victims of trafficking for the purposes of sexual exploitation.

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2.

APRAMP and the protection of the human rights of victims of trafficking

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APRAMP is created as an association in the year 1989 to work on a project directed to Prevention, Rehabilitation and Care of the Prostituted Woman. Therefore, the main approach of our work centres focuses on the Woman Prostituted as person in risk of social exclusion. Since then, in APRAMP we have been witnesses of the change in the reasons and realities of this group, of the increase of the number of victims of trafficking and the increase of their vulnerability.

We seek that our actions be marked by the flexibility and adaptability. These criteria of action allow us to be adapting the programs and services to the specific needs that are detected in the daily work, particularly with a view to the identification, empowerment and protection of the persons sexually exploited, including the victims of trafficking. This is why, APRAMP has turned progressively into a resource of reference among the group.

Our objectives

As regards to the combat against trafficking in human beings, our main goal is the protection of the rights of the victims of trafficking for purposes of sexual exploitation, offering an integral support and assistance through specific programs according to their situation.

In order to achieve this objective, we believe it is necessary to contribute to set the foundations for a wider action of all the actors involved. As such, we seek as specific objectives to sensitize and to train on the reality of trafficking, as well as to coordinate and join efforts with the Administrations and actors of the civil society to fight against this violation of human rights.

Our actions

APRAMP's work is characterized for applying an integral approach in relation with the Prostituted Woman and use of different tools in order to achieve, in each individual case, the proposed objectives.

The organization wants to offer an alternative to this group through the production of programs of specific and individualized actions in fundamental aspects such as counseling and mental health, social assistance, training, labour training and cultural aspects. Through this, we try to obtain a modification of conducts and attitudes in the personal relations, the recovery of their personal self-esteem and the access to the labour market.



2. APRAMP and the protection of the human rights of victims of trafficking

Our programs include, in particular :

- Direct contact with prostituted women, including victims of trafficking for the purposes of sexual exploitation, through the outreach units and an hotline working 24 hours a day and every day of the year.
- Services of information and orientation, through a free and informed decision, in order to help the woman decide on her future.
- Reception and integral support through the shelters and development of counselling, orientation, legal and health information as well as accompaniment.
- Training and workshops for employment and self-employment to help persons in prostitution and victims of trafficking.
- Information and orientation prior to the return, for those victims of trafficking who are foreigners and want to come back to their country of origin, and as long as the above mentioned return does not represent a risk for her life or integrity.

3.

What is TRAFFICKING?

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The definition of trafficking is gathered in diverse international instruments following the definition offered by the Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children, known as Protocol of Palermo, which was ratified by Spain in the year 2003, as well as the European Agreement against Trafficking in Human Beings, of May, 2005, which has not been signed and ratified yet by the Spanish State.

The Protocol of Palermo defines Trafficking in persons as:

- a. *“Trafficking in persons” shall mean 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;*

- b. *The consent of a victim of trafficking in persons to the intended exploitation set forth in subparagraph (a) of this article shall be irrelevant where any of the means set forth in subparagraph (a) have been used;*
- c. The recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation shall be considered “trafficking in persons” even if this does not involve any of the means set forth in subparagraph (a) of this article;
- d. “Child” shall mean any person under eighteen years of age;
- e. «victim» shall mean any natural person submitted to trafficking in persons as defined in this article.

It is important to us, before going any further into the victim’s definition of trafficking for purposes of sexual exploitation, as well as into the elements that circle this circumstance, to establish a clear differentiation between some concepts that might be confusing, therefore making it difficult to later identify the victims:

Difference between trafficking and smuggling of migrants

With a view to a correct intervention with the group, it turns out indispensable to differentiate the concepts of “trafficking in human beings” and “smuggling of migrants”. The non consented nature (coercion, deception, violence), together with the purpose of exploitation is what distinguishes the first concept from the second one. While trafficking is a violation of human rights, the smuggling of migrants is a violation of migratory laws, in spite of being carried out, in occasions, in hazardous or degrading conditions.

It is, therefore, a question of a voluntary act that involves the payment of a quantity of money for a service (the trip) and that finishes at the end of the trip.

On the contrary, *the relation between trafficker and victim of trafficking is not consented and it perpetuates provoking serious violations of human rights in the victim also during her stay in the country of destination.* In the cases of trafficking, the recruitment and transportation are carried out in order to submit the victim to the obliged transfer and to additional violations in the form of forced labour, sexual exploitation or practices similar to slavery.

Two are, therefore, the **fundamental elements** of the definition of trafficking:

The acts: recruitment, transportation, transfer, harbouring or receipt of persons.

Though often the victims are transferred from the country of origin to another one, in transit or destination, this is not always the case. Trafficking can also be done within the borders of the same country.

Therefore, in Spain, there can be either victims of trafficking residing legally or in irregular situation, or national Spanish women or natives of other member states of the European Union.

- ⇨ The “**recruitment**” might contain activities in the country of origin, in that of trafficking or in that of destination. It can be carried out both by individual persons and by organized networks. In occasions it is carried out by acquaintances of the victim and even by relatives. The victim can consent initially accepting, for example, a seemingly legitimate offer of work. In this case, we would be facing an initial voluntary recruitment, using afterwards coercive mechanisms

directed to keep her under a situation of exploitation (during the trip or in the country of destination).

- ⇨ The “**transportation**” can be chargeable to the own traffickers or to persons or companies of transport (for example, air lines) that act in good faith.
- ⇨ The “**transfer**” will include activities of individuals that facilitate trafficking in the countries of transit - in which, sometimes, there is the complicity of the migratory or police authorities.
- ⇨ The “**harbouring**” and the “**receipt**” are delicate aspects as regards knowing whether the person who harbours or receives the victims is involved or not in the offence of trafficking. For example, the owner of the hotel or the boarding house where the victim works can be involved in the offence or, on the contrary, is just renting rooms in the normal exercise of its business and does not know that the above mentioned persons are victims of trafficking.

The means: threat, use of the force, coercion, deception, abuse of power, abuse of a situation of vulnerability, grant or receipt of payments or benefits to obtain the assent of a person who has authority over another.

In agreement with the Protocol of Palermo, the assent of the victim of trafficking is irrelevant when resorting to the threat, the force or other forms of coercion; kidnapping, fraud, deception, abuse of power or of a situation of vulnerability, as well as to the grant or receipt of payments or benefits in order to obtain the above mentioned assent by a person who has authority over the victim. In the cases of 18-year-old minors, their assent, or that of their parents, is irrelevant. In that case, they are victims of trafficking when there has been recruitment, transportation or receipt for the pur-

poses of exploitation, regardless of whether they have resorted or not to the mentioned means.

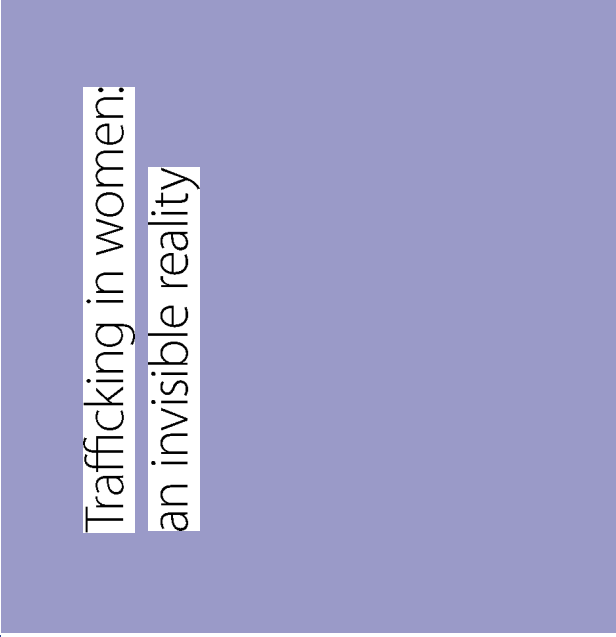
In many occasions a violent combination of deception, coercion and force exists, that keeps the victims immobilized who, in most cases, are scared and isolated in an unknown territory, without papers, knowledge of the language, possibilities of help and far from their support networks. Hence, without external help, very few ones are able to flee and escape from the traffickers.

- ⇨ Among the “**means of force**” usually used against the victims of trafficking, we can point out, among others: kidnapping or capture, sale or purchase, physical violence (blows, kicks, etc.), torture, threats with weapons or knives, rape or sexual abuse, harassment, surveillance, confinement or “imprisonment”; refusal of food and water, of medical assistance (medicines, condoms, etc.); pregnancy or forced abortion, use of drugs or its refusal (in case of addiction), forced participation in acts of violence, forcing them to lie on their situation, etc.
- ⇨ The servitude for debts is understood as “**coercion**”; threats, control of movements, of calls or contacts; photos or videos to compromise or to threaten the victim; the confiscation of documents of identity; forced viewing of pornography, control of the incomes, violation or punishment to other victims, reprisals against relatives, etc.
- ⇨ As for “**deception**” we can point out: false promises of work and instructions to use false documents; legitimate non-existent contracts of work; groundless promises of earnings; deception on the conditions of the work (salary, place, etc.).
- ⇨ We understand as “**slavery**” the state or condition of a person on whom are exercised all or some of the attributes of the right of property. It means being

controlled by another person or a group of persons, such that your will does not determine the course of your life, your work is not remunerated, etc..

↳ The “**servitude**” is also prohibited by several international agreements on human rights and is similar to slavery, it refers to practices such as servitude for debts, forced marriage, or the exploitation of children.

↳ The “**forced marriage**” is a violation of the human rights and an additional form of gender violence. It consists in a marriage in which one of the parts or both do not give their assent, finding themselves under emotional pressure or criminal actions such as the kidnapping or assault. According to the UN, the forced marriage has been recognized as a form of trafficking in persons. It can be used as a method of recruitment for the purpose of trafficking in persons.



Trafficking in women:
an invisible reality

4. Trafficking in women: an invisible reality

According to the Report of the United Nations Office on Drugs and Crime, Spain is one of the 20 main countries of transit and destination of trafficking in the world. Even though the real magnitude of the problem is not exactly known in our country, the majority of its victims are young women (between 18 and 25 years old), from Brazil, Bulgaria, Colombia, Ecuador, Nigeria, Ukraine, Russia, Romania, Senegal, etc.

The trafficking networks for sexual exploitation recruit women from areas of major economic depression in poor countries, with false offers of work or by means of dating agencies. Once in Spain, the resistance of these women to the exploitation is overcome through violence, serious threats, and specially through the removal of money, passport and all personal belongings, which places the victim in a situation of great vulnerability and dependence to the network.

From APRAMP we are conscious that trafficking in persons for the purposes of exploitation in prostitution is only one of the forms of trafficking, since trafficking for the purposes of exploitation in agriculture, household service, construction industry, mendicinity, street sale and others also exists. Nevertheless, the high percentage of trafficked victims in situation of prostitution is tremendously worrying.

According to the police estimations and as it is mentioned in the Integral Plan for Combating against trafficking in persons for the purposes of sexual exploitation, 90 % of the

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women working in prostitution are foreigners and a very significant percentage of them would be in hands of human beings trafficking networks. The experience and capacity developed by APRAMP, allows us to distinguish and to offer an individualized intervention to persons in prostitution as well as victims of trafficking.

In this context, we think it is important to emphasize some characteristics on the map of the current prostitution in our country:

- ☞ The diversification of nationalities.
- ☞ The decrease in the age of prostituted women.
- ☞ The increase of the group of immigrant women.
- ☞ The increase of the group of victims of trafficking.
- ☞ The recruitment of women prostituted in origin.
- ☞ The increase of the women's geographical mobility.
- ☞ The invisibility of the places where it is carried out and the difficult access to the women.

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5.

Evidences for the identification of a victim

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As we have been pointing out, one of the main difficulties is the identification of the victim; in that sense it is necessary to indicate that an *alleged victim of trafficking* is one on whom there are evidences that she could be a victim of trafficking.

The victims of trafficking for the purposes of sexual exploitation are not, initially, in favor of identifying themselves as such. They have to receive, therefore, assistance and protection at least until a specializing organism determines their situation. On the other hand, a person is considered a victim of trafficking when she has been identified as such by the authorities or by an organization or institution specializing in the issue, through a professional and individualized assessment that allows to determine if it meets the definition of trafficking laid in the Protocol of Palermo.

We state below a list of basic evidences when identifying a victim of trafficking:

- General evidences:
- Lack of Document of identity.
 - Inability of free movement and self-management of the money.
 - Widespread isolation (family, social, etc ..) and lack of communication.

- Contracting debt for the trip.
- Difficulty to communicate in the language of the country of destination.
- Suffering abuses and violence (physical and psychological)

Evidences in relation to the environment:

- Extreme security measures both in the place of work and throughout other public spaces.
- Victims live in the same place they work.

Non verbal evidences:

- Reluctant to communicate.
- Careless appearance and traces of physical abuse.
- They show attitudes of fear, susceptibility, and nervousness.
- They are usually accompanied or guarded at all time.

Verbal Evidences:

- They show fear and worry for them as well as for their family.
- Evasive answers and fear.

Evidences on the psychic-physical health:

- Malnutrition, dehydration, scanty corporal hygiene.
- Infections, disease, bruises, broken bones.
- Visible signs of violence (physical and psychological)
- Medical forced procedures (abortion, etc. all kinds of tests under coercion).
- Post-traumatic stress disorder, psychological alterations.
- Sleep alterations, shakings, easy crying, general feeling of discomfort and addictions.

6.

Principles and key elements when carrying out the interview to the victim

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We must bear in mind that the victims of trafficking are persons who have been submitted to extreme situations of violence, isolation, violation of all their rights. All these aspects demonstrate the need that all the professionals working directly or indirectly with the group, be given the appropriated tools when carrying out an interview.

The principles that we hereby present are essential for the accomplishment of the first introduction and interview of the victim, making the establishment of the objectives possible to work at a later stage:

Competence: It is important that the person who carries out the first interview, be in possession of a few basic knowledge about trafficking in persons for the purposes of sexual exploitation. A better guidance and intervention with the victim will be easier, and will generate an atmosphere of nearness, and empathy.

Security: The professional must bear in mind that the alleged victim can run a risk by simply being interviewed, so it is necessary to give guarantees of confidentiality, anonymity and protection, without generating an unnecessary risk for the victim or for both.

Respect: In order to avoid the victimization of the person, it is important to be careful with the terms that are used, the way the questions are asked, valuing at all time what is really necessary to know.

Truth: Do not make promises nor create false expectations that might not be achieved. Offer complete and clear information during the whole process, which will allow the alleged victim to take a voluntary and conscious decision.

Primacy of the needs of the victim: At any time, priority will be given to the wishes and needs of the victims.

Informed assent: Make sure the person is fully informed about the possible effects, both positives and negatives, that might result from carrying out the interview.

Responsibility: Seek a balance between the potential risks and the need of collecting information from the alleged victim, giving easier access to protection and assistance.

Likewise, and in order to create a favourable context for the accomplishment and development of the interview, it is necessary to take into account that:

- ⇨ The interview must be carried out by a person of the same sex as the victim whenever possible.
- ⇨ Before starting with the interview, we must make sure that the person is comfortable and feels at ease, calming her down if she is nervous or aggressive.
- ⇨ It is convenient to look for a suitable place, with sufficient privacy that guarantees the confidentiality, avoiding interruptions, as much as possible.

6. Principles and key elements when carrying out the interview to the victim

- ⇨ In the cases in which a difficulty arises in the comprehension of the language, it is important to rely on linguistic mediators who will translate all the information adapted culturally to the situation of the victim. This way we make sure that the person has understood clearly the purpose and the content both of the interview and the information given.
- ⇨ To rely on the presence of a lawyer when the situation should need it.
- ⇨ It is suitable to inform the person, before starting the interview, about the protection of her identity and confidentiality and its limits, in the whole process.
- ⇨ In the cases in which we guess the victim is a minor, we must inform as soon as possible the appropriate authorities.

Following are some examples of questions in order to determine whether a person has been a victim of trafficking:

1. Is the person free to leave its work place?
2. Has she suffered physical, sexual or psychological abuses?
3. Does she carry a passport or valid document of identity and is in possession of them?
4. Which is the salary and what are the conditions of employment?
5. Does the person live at home or at the working place?
6. How did she come to her destination if the alleged victim is a foreigner?

7. Has the person been threatened by her relative?
8. Is she afraid that something evil is going to happen to her or to a member of her family if she leaves the work?

Besides the initial interview centred on the identification, we need to carry out a thorough interview, in order to have a more exhaustive knowledge on the situation of the victim, allowing us to advise her in the legal - administrative process, as well as to accompany and help her on her own recovery in the most suitable way.

The following questions, will have, at least, to be dealt with:

1. Personal information
2. Family constitution
3. Needs (short and long-term)
4. Worries regarding her security
5. Situations experienced
6. Reasons for the migration
7. Circumstances of the trip
8. Journey path

9. Questions regarding the recruitment, means and form of exploitation
10. Expectations and plans for the future.
11. The victim's perception of her situation

7.

Situation of trafficking in Spain and profile of the victims

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According to the Report of the United Nations Office on Drugs and Crime, Spain is one of the 20 main countries of transit and destination of trafficking in the world. Even though the real magnitude of the problem is not exactly known in our country, the majority of its victims are young women (between 18 and 25 years old), from Brazil, Bulgaria, Colombia, Ecuador, Nigeria, Ukraine, Russia, Romania, Senegal, etc.

The trafficking networks for sexual exploitation recruit women from areas of major economic depression in poor countries, with false offers of work or by means of dating agencies. Once in Spain, the resistance of these women to the exploitation is overcome through violence, serious threats, and specially through the removal of money, passport and all personal belongings, which places the victim in a situation of great vulnerability and dependence to the network.

From APRAMP we are conscious that trafficking in persons for the purposes of exploitation in prostitution is only one of the forms of trafficking, since trafficking for the purposes of exploitation in agriculture, household service, construction industry, mendicity, street sale and others also exists. Nevertheless, the high percentage of trafficked victims in situation of prostitution is tremendously worrying.

According to the police estimations and as it is mentioned in the Integral Plan for Combating against trafficking in persons for the purposes of sexual exploitation, 90 % of the women working in prostitution are foreigners and a very significant percentage of them would be in hands of human beings trafficking networks. The experience and capacity developed by APRAMP, allows us to distinguish and to offer an individualized intervention to persons in prostitution as well as victims of trafficking.

In this context, we think it is important to emphasize some characteristics on the map of the current prostitution in our country:

- ↳ The diversification of nationalities.
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- ↳ The recruitment of women prostituted in origin.
- ↳ The increase of the women's geographical mobility.
- ↳ The invisibility of the places where it is carried out and the difficult access to the women.

The reasons of trafficking in women for the purposes of sexual exploitation are numerous and are interrelated. Likewise, they change according to the person victim of trafficking, the socio cultural environment of the victim, the economic or political factors, as well as, also, factors that foster the exploitation and are used as a breeding ground for trafficking in persons.

Especially, we want to mention the following ones:

- ↳ Socio cultural factors: inequality and gender discrimination,
- ↳ Economic factors: high levels of poverty that affect more seriously the women and the young population.
- ↳ Political factors: such as armed conflicts and political instability.
- ↳ Cultural factors: standards that assign power to men and submission to the women, the stereotype on a supposedly masculine dominant and excessive sexuality.

The situation of exploitation in prostitution can take place either in opened places, streets, roads, parks, etc. where there is more visibility, or in closed and less accessible places like clubs, apartments and massage parlours.

In Spain, organized and well structured criminal networks do business, that usually have a very violent way of acting and submit the women to a strict control. On the other hand, there are also some groups that, without being considered organized criminal networks, come to an agreement to keep under control several women that they submit to exploitation.

Likewise, within the organizations that are carrying out direct work with the victims, we also have proof of the existence of individual persons who recruit one or two women in order to bring them to Spain and make a good deal at their expense. The way of recruiting women can change considerably and even reach desperate situations such as that one in which a woman victim of trafficking has to recruit one or two more women in order to pay her debt and recover her freedom.

The traffickers of persons use diverse techniques to keep their victims enslaved, some of which are:

- ☞ **Servitude for debt:** financial obligations, commitment of honor to satisfy the debt.
- ☞ **Isolation:** limitation of the contact with people from outside, measures to control any contact or keep it superficial. Isolation with regard to her family.
- ☞ **Confiscation of passports,** visas or documents of identity.
- ☞ **Physical, psychological or sexual violence** against the victims or against, her relatives, as well as the threat of applying it.
- ☞ **Threat to dishonour** the victims revealing the circumstances to the family.
- ☞ *To frighten and manipulate* the victims making them believe that if they get in touch with the authorities they will be imprisoned or deported for violating immigration regulations.
- ☞ **Control of the victims money** - for example, keeping it in order to "be safe".

The objective of these techniques is to frighten and to submit the victims. Therefore, the isolation in which the victims stand, increases in turn, as many of them do not speak the language of the place of destination and come from countries where one distrusts the action of the authorities.

In APRAMP we consider essential to coordinate our work and to unite efforts with organizations that work in favour of the rights of the victims of trafficking, in order to generate synergies that promote the work we develop from different but complementary angles.

In this context, APRAMP takes part in international, national networks and is developing an increasing activity of coordination with organizations from the countries of origin of the victims of trafficking.

APRAMP participates as an active member of the network **Coalition Against Trafficking in Women** (CATW in English initials) that was the first Non Governmental international Organization, founded in 1988, acting against trafficking in human beings, specially for the sexual exploitation of women and girls. This network promotes the women's rights through the international work to combat any form of sexual exploitation.

APRAMP also takes part, since 1999, in the project " **The European network against trafficking in women for sexual exploitation** ", together with other entities that develop their actions against trafficking in countries such as Hungary, Italy, France, Greece, Switzerland, Lithuania, Poland, Iceland, Belgium, Norway and Denmark.

APRAMP is a founder member of the **Spanish Network against Trafficking in Persons**, in which it has played an active role, leading thematic groups of work, representing the organizations of the Network in meetings and events, contributing to the elaboration of awareness and training material and, in some occasions, being the spokesperson of the Network.

The publication by APRAMP of the " **Basic Guide for the Identification, Derivation and Protection of the Persons Victims of Trafficking for the Purposes of Exploitation** ", elaborated by the member organizations of the Network, has been of particular relevancy. In the Network, APRAMP contributes with its experience in the direct work with victims of trafficking, and seeks to complement and to enrich it with the work of other organizations.

On the other hand, APRAMP is developing an innovative program, whose objective is to establish a **bridge of collaboration and communication between the association and expert organizations that work in the different countries of origin** of the migrants that practice prostitution in Spain, in order to be able to establish stable processes of participation and communication with a view to a coordinated work of prevention, protection and rehabilitation, whenever it is possible. In addition, the project tries to establish adequate means of cooperation between the countries of origin and the member states of the European Union, in order to make the exchange of information and the share of the intervention material, easier.

8.

Our work with
the victims

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Although the head office of APRAMP is located in Madrid, the association has care centers in the cities of Almería, Avilés, Badajoz, Denia, Murcia and Salamanca.

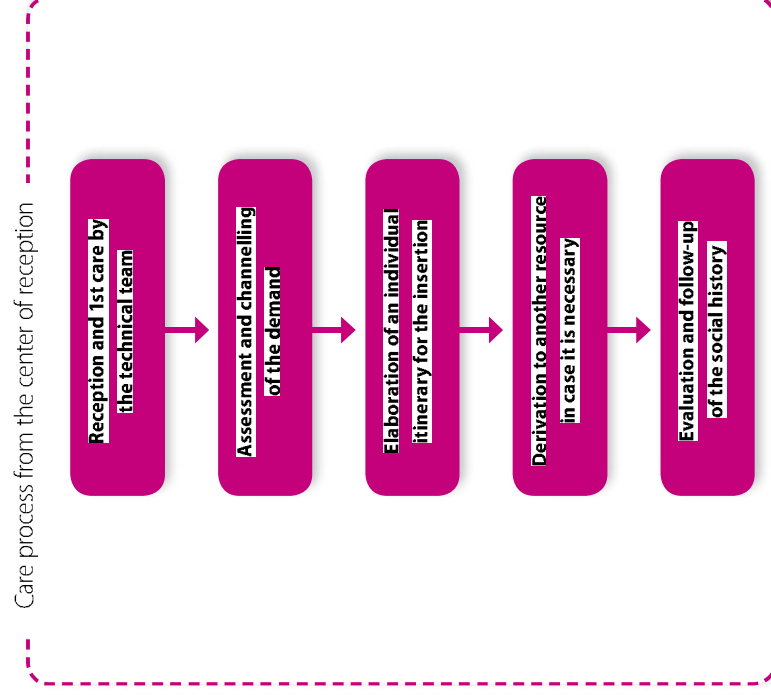
As we have already explained, the location and identification of the victims of trafficking constitutes a fundamental problem in every strategy against trafficking in persons. Often the women trapped in this network do not want to reveal their situation or their experiences to the State Authorities. The victims are afraid of the violent reprisal of their captors against themselves or against their families in the countries of origin. In many cases some weeks or months have to pass before the trafficked person is able to tell what has happened to her. APRAMP incorporates in its lines of intervention several services that constitute the specific resource of care to the victims of trafficking for the purposes of sexual exploitation.

These are:

Following are the intervention programs developed in the Care Center:

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Approaching the victims and identifying the cases

APRAMP is carrying out an intense work to attend the victims who need it and at the location they request, which, often, will be imposed by the reality of the sexual exploitation that affects them. We carry out the approach through two resources:

1. 24 hours telephone. APRAMP offers a hotline 24 hours a day, the number of which is 609 58 94 79 and which is at the disposal of those women contacted by the Outreach Unit and through the information leaflets and Internet. Through this mobile phone women are attended when they are in situations of crisis, in the following way:

- ⇨ The victim has access to a coordinator, with sufficient responsibility to start providing resources and channel the demands to the most adapted mechanisms for the care of her case.
- ⇨ The immediate location of the woman and the technical management of each case is carried out, which improves and makes the necessary interventions easier.

2. Outreach unit. This service is a device of integral, preventive and rehabilitation characteristics that travels around the different areas of prostitution every day. It started in the year 1996 and since then it travels to all the places where the prostitution is practiced, either opened or closed. The route that the outreach unit follows, changes depending on the needs detected and the mobility of the scenes where the prostitution is practiced.

Thanks to this unit work is performed using the direct and constant contact " on the street ", through professionals specialized in the issue of prostitution and mediation, in

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order to detect and identify situations of trafficking. Then, mediators keep in touch, offering information and punctual assistance. From this service we principally try to lay the foundations of confidence and safety in order to help them decide to go out of trafficking, keeping a nearness and schedule of attention out of the office and away from the usual channels of contact.

One of the key aspects in this unit has been the incorporation of Social Agents, who are women who have practiced previously the prostitution, allowing to optimize the best connection with the victims, from a common experience and language.

The outreach unit carries out the following actions:

- ⇨ It informs and announces the programs and the social resources of APRAMP.
- ⇨ It intervenes in an immediate and integral way when the person demands it.
- ⇨ It reports on healthy habits and educates in the prevention of situations of major deterioration.
- ⇨ It carries out a characterised accompaniment.
- ⇨ It evaluates and follows the itineraries of insertion of the persons attended to check their gradual shift away from prostitution.

The first reception, information and orientation

The Center of Reception is the unifying and coordinating element of all the services given by APRAMP.

In the Center, the reception and the first intervention are carried out with the persons contacted by APRAMP or who approached APRAMP. In the latter, every person coming is attended, without need of previous appointment, asking for information or help, and an integral care is carried out that includes social, psychological, legal and health support. Also, it tackles the different situations of emergency and offers emotional support, first emergency physical care and an accompaniment to the service that will take care of her situation.

The CA (Center of Reception) carries out the first intervention to value and channel the demand that it receives in coordination with the team of the Outreach Unit.

- It attends in an integral way either prostituted persons or victims of trafficking.
- It anticipates the deterioration through the prevention programs for relapses.
- It offers complementary training that makes the insertion and integration of the users easier.
- It guarantees specific training to all persons who want to work with the association as a volunteer.

Two key services for the care of the victim are located within the Center:

1. Through the **Service of Information and Orientation (SIO)** the victim gets in touch with the program for the first time. A social worker carries out an in depth valuation of the situation in which the person stands, that will allow him/her to design the itinerary that will be started subsequently.

Given that the breaking up of possible women trafficking networks arises in most cases after formal complaint to the police by the victims themselves, part of the ori-

entation is based on giving them information about their rights, the resources and supports that exist, as well as on awareness and motivating them in order them to proceed to report their situation.

2. Within the **Unit of Direct Intervention (UID)** a valuation of the case circumstances and the design of the individualized itinerary of insertion is carried out with every woman. A series of personal objectives are established, which will allow the victim to free herself from this situation on the short or half term run. The design is set between the woman and a multidisciplinary team composed by a lawyer, a social worker, a psychologist and an educator.

The individualized itinerary means starting a rehabilitating process for health care, counselling and legal advice, especially in order to analyze in which kind of situation the person currently stands in the different areas and to start doing the groundwork to different degrees, from the most basics to the most specifics: documentation of identification, census, ID card, management of the sanitary card, preparation to help the woman face the situation in which she lives in front of her family, etc.

When the victims of trafficking decide or are valuing the return to their country of origin, APRAMP advises on the evaluation of risks and makes the return easier by deriving the case to organizations that help voluntary returns and make sure they have a safe and honourable return. In the main countries of origin, the trafficked persons are offered the possibility of getting in touch with organizations or resources as soon as they arrive in their countries.

Once the cases are valued, two possible itineraries are established:

The woman decides to come back. It implies managing the voluntary return in safe conditions for the victim. The return is carried out in coordination with the police, the International Organization for Migrations (OIM) and ACCEM. To initiate the process the social worker in charge draws up a report and sends it to the OIM, which carries out an interview with the educator and the woman to define how and when the return to her country of origin will take place.

In most cases coordination with the Embassies or with the police delegations that the country itself has in Spain is necessary to renew her travelling documents since in many cases, the woman is undocumented.

Once these procedures are over and the authorization has been received from the OIM, the appropriate negotiations are carried out in order to allow the return of the woman. Once in the country, the appropriate follow-up is implemented to prevent the woman being trafficked again.

To check that the person has arrived safely in her country of origin, the OIM and ACCEM have set up follow-up measures.

The woman decides to stay. On the one hand, there is the regularization process of her administrative situation, supporting and accompanying her in the authorization process of temporary residence for extraordinary reasons, in coordination with the police. On the other hand, it is necessary, when appropriate, to continue with the judicial lawsuit in which she carries the status of protected witness.

Whatever may be the decision of the woman victim of trafficking, the coordination with all the mechanisms that APRAMP is working with and coordinating, that is to say the work in network, is fundamental to support each woman all along the process.

Empowerment and integration

From the CA the following programs of intervention are developed:

- a) Social care:** Where the initial contact is carried out with the person victim of trafficking and her file is opened.
- b) Counselling:** The victim has the right to receive counselling directed to her personal recovery and to her social and labour insertion. Hence, a psychological support is proposed that helps her tackle and get over the situation in which she stands for the violence received, sexual exploitation, physical abuse, drug addictions, etc.

Through this service the needs are valued on an individual basis channeling the problems she could present to therapeutic groups that help overcoming the conflicts, as well as the acquisition of social basic skills and the levels of self-esteem. Individual meetings, meetings in groups, workshops of self-esteem, workshops of skills and groups of mutual support are organized.

- c) Legal assistance:** By means of individualized consultations, the idea is to give a response to the need that the victims have to be informed about their rights, in such a way that they are able to take the most suitable decisions.

The legal assistance seeks to guarantee the rights of the victims and support them in the processes of regularization of administrative documents. According to the needs of the victim or prostituted woman, APRAMP can coordinate its legal assistance with a specialized organism for example when it deals with asylum and shelter.

It also deals with all those individual persons who are demanding information about cases of violence, evictions, thefts, etc.

d) Orientation and health information: Due to the ignorance many prostituted women have on health issues and on the conditions in which they have lived, sensitizing actions and acquisition of hygienic habits are carried out. From this service shower and washer are also put at their disposal to do their personal hygiene and eventually that of their children.

They also take part in workshops on the health system in Spain, education on health and other aspects that could provide them with tools to improve their quality of life. To help detecting whether the victim suffers some disease, a process of medical checkup and general care is initiated.

e) Specialized training or training workshops: The program is developed through the training – professional, social skills and social and labour orientation areas.

To increase the employability of the persons through the acquisition of habits of recovery by them and to increase their possibilities of incorporation to the labour market, APRAMP works on the elaboration of individualized itineraries of insertion, to strengthen the personal processes and to achieve the normalization and integration of these persons, by giving support through training workshops.

f) Accompaniment: It is carried out in the case in which the women who lives in the shelter have to be oriented to some other external resource (health, others, etc.)

Reception and housing

After the first reception and after the woman has expressed her desire to be assisted, APRAMP has two types of shelters, which are considered as specific resources that allow a transition from the reality of trafficking or prostitution, towards the protection and assistance that the women are in the right to receive. These resources are the following ones:

1. The **Shelter for Short Stays (PEB)** is a resource that basically attends three realities from the prostituted women group :
 - ↳ Women who are in a situation of social emergency, mostly immigrant without papers, and who usually are victims of physical abuses, assaults, pressure towards prostitution, etc. This is the group, which mostly has access to the shelters for short stays;
 - ↳ Women consuming drugs in process of detoxification; and
 - ↳ Women who have recently left the prison.
2. The **Care Shelters for Women Victims of Trafficking and Sexual Exploitation (PAVT)**, were created in the year 1994 to care and give assistance to those women who have been victims of trafficking. These shelters provided them:
 - ↳ The access to a safe housing adapted to their needs;
 - ↳ The possibility of receiving additional information about their rights and the available resources in a language they understand;

- ✧ A tool that prepares the woman to report her situation; and
- ✧ A device of information, care and assistance facing the most immediate consequences that imply having suffered this situation.

Training and workshops for employment and self-employment

The place Infantas is a Center of Integral Training that allows real alternatives for the employment and self-employment of the women who initiate an individualized itinerary of Insertion.

The participation of the women in the labour market is one of the essential central points on which it is necessary to lay down the construction of a just, fair and egalitarian society. The participation in the labour market is not only important for the personal development from a psychological, social and economic point of view, but given the way our democratic system works, it means an indispensable way to guarantee and reach a series of citizenship rights.

For the women who are in a situation of vulnerability, the training is the first step to find a job and therefore, to rehabilitate, to re-socialize and to support exiting the prostitution scope.

From APRAMP the following formative actions are articulated:

Literacy in Spanish: From the training area the itinerary begins with courses of literacy directed to those women who do not speak Hispanic language and ends with the incorporation of the women in processes of professional specialization.

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Three levels of hispanization are performed: literacy in Castilian as a foreign language, literacy in Castilian at an initial level, and literacy in Castilian at an advanced level.

Pre-labour training: it is considered when the woman has reached an adequate level that favours the insertion in the labour world and can be professionally qualified. The aim is to try that each of the persons acquires a few basic and specific knowledge on topics related to their capacity and skill to enter the labour market. These courses are always accompanied by a complementary training, tangling up in parallel the self-esteem, strategies to seek employment and basic skills.

The formative modules started are: knowledge of the labour market, initiation in employment searching techniques and digital literacy.

Job training: this type of training means reaching the final process of rehabilitation in order to make a future line of insertion easier. The courses being developed by the entity are: course of textile specialization and geriatrics. In addition, other type of courses are developed in which they work on aspects in a trasversal way like: workshop of image and hygiene, workshop of nourishment and nutrition, workshop of social skills, workshop of use of new technologies.

As an end to the itinerary, a system of employment search, derivation to other resources and follow-up of the cases is developed. And the device of integral follow-up that includes all the social, legal, psychological aspects, etc... tackled with each of the assisted women is started.