



**PROGRAM REPORT
and
FINANCIAL REPORT**

on the pilot project

“ANTI-TRAFFICKING HOTLINE SERVICE FOR WOMEN”

*supported by the U.S. State Department
and partly by the Ministry of Foreign Affairs of Finland*

Agreement number: SEN100-04-GR165

**Implementation organization: Living for Tomorrow
Partner organizations: AIDS Prevention Center and
Unioni, The League of Finnish Feminists**

**Tallinn, Estonia
2005**

**Public Affairs Section
U.S. Embassy
Tallinn, Estonia**

**GRANT REPORTING FORM
(Program and Financial report)**

*NOTE: The Report Must Be Submitted in English
Use as much space for each item as you need
Please type or print
Attach any relevant press coverage*

(A) PROGRAM REPORT

“Anti-Trafficking Hotline Service for Women”

This project was funded, in part, through the U.S. State Department, and the opinions, findings and conclusions or recommendations expressed herein are those of the Author and do not necessarily reflect those of the Department of State.

Name of the organization:

Living for Tomorrow (LFT)

Date the grant was received:

September 23, 2004

Amount of the installment and when received:

\$ 50,000 (635 500, 00 EEK) 19.10.2004

If part of the money has not been spent yet, describe how it will be spent, again with a cost breakdown by items:

To cover the expenses for providing of the pilot joint project activity, LFT together with partners has spent **635 500,00** EEK and the balance is 0,25 EEK.

Has the grant been used in a way consistent with the original proposal? If not, please explain:

The grant has been realised in accordance with the description in the project proposal. The project has been carried out according to the terms of the agreement. The LFT took all necessary steps to publicise the fact that the U.S. State Department through U.S. Embassy in Tallinn has finances the project. In any articles or public communications the LFT specified that the activity had received funding form the U.S. Embassy and U.S. State Department. The project activities have been realised in accordance with the description in the project proposal

in cooperation with Estonian partner-NGO AIDS Prevention Centre (APC) and Finnish partner-NGO Unioni. The timetable has been requested.

Please describe the impact the grant has had on your organization and the participants in the program activities, including evidence of change of attitude or knowledge:

In accordance with the project the main planned activities of LFT together with APC are based on a project agreement between organizations-partners and were the following:

- Provide of the legal aid and legal information for individuals by hotline (telephone number 6 607 320), website www.aids.ee and individual consultation at office (Mardi str.3, Tallinn);
- Organize interactive training for hotline volunteers, who could provide consultation on hotline;
- Interactive youth consultations via Internet after creating a user-friendly specialized website. If proven successful, expertise gained in this project as well as materials can be shared with other countries having trafficking problems;
- Round table for Estonian and Finnish legislators, GO's, NGOs and other institutions;
- One seminar for journalists in Estonia;
- Exchanging knowledge with Ukrainian International Women Right Center "La Strada-Ukraine" about hotline service;
- Disseminate and to collect information using various sources such as mass media, contacts and cooperation with public and third sector organization.

The aim of the Finnish part of the project was to support the Estonian project by:

- Creating and strengthening networks between Estonian and Finnish actors dealing with the problems of trafficking;
- Spreading information about the Estonian project and related support services for victims of trafficking in Finland;
- Creating awareness about the trafficking-related problems of prostitution and abuse among the potential customers of those victims of trafficking who end up in prostitution.

The Finnish partner prepared Report concerning their project activity which is additionally attached.

For the realization of the pilot project LFT selected and assigned a consultant for the telephone hotline – Ms Zanna Jozef (*see Annex - 1*) – and a lawyer for providing legal consultations – Mrs Liliya Ivanchenko (*see Annex - 1*). Mrs Liliya Ivanchenko as a project coordinator provided interactive training for hotline volunteers, who could provide consultation on hotline, because the professional skills of the last one were insufficient.

Mrs Ivanchenko and Ms Jozef together with volunteers prepared the materials and information for the web portal www.aids.ee at the section "Human Trafficking". The head of the LFT Ms Sirle Blumberg was responsible for realization of all the project's activities and allocation of the project's funds. The LFT web administrator Ms KatriinVisamaa created the special program on data base of hotline and provided the building of the web-site on human trafficking issues.

The results of the activity are the following:

Quantitative aspects:

- About 430 persons applied to hotline by telephone calls, website www.aids.ee and individual consultations;
- 87 hotline clients have received legal consultations and assistance;
- there were 12 applications about the cases were and about 14 requests were made to the different institutions: Ministry of Foreign Affairs, Ministry of Social Affairs includes of the Unit on Supporting for Victims of Violence, Police, Interpol, Estonian Consumer Protection Board, IOM, the U.S. Embassy and Embassy of China in Estonia and Estonian Embassies Abroad, Ukrainian International Women Right Center “La Strada-Ukraine, “La Strada-Bulgaria” and "Animus Association" Foundation in Bulgaria etc;
- 5 cases on domestic violence and 2 cases on real victims of trafficking with purpose of sexual exploitation and forced labour were registered. The staff of the organisation in cooperation with Bulgarian NGO Animus assisted 1 trafficked girl to return to Estonia;
- 20 interviews were given to international and national press;
- 9 articles were published in local and national and international newspapers (*see – Annex 6*);
- 19 national and international radio-/ telecasts were made;
- 21 presentations at the international and national trainings, seminars and conferences were made;
- 31 participations were at the working meetings, seminars, trainings, conferences on national and international levels;
- Two interactive trainings for 10 hotline volunteers was organized;
- First seminar for national journalists in Tallinn was organized in Russian and second seminar for Nordic and Estonian journalists was carried out together with Department of Journalism and Mass Communication and Magazine NIKK from Sweden in English;
- One roundtable with approximately 36 participants in total was organized, among them were representatives of the Estonian Parliament, the European Institute for Crime Prevention and Control, affiliated with the United Nations (HEUNI), the Finnish and Estonian Ministry of Foreign Affairs, the Finnish National Bureau of Investigation, the Estonian Ministry of Justice, the Estonian Ministry of Social Affairs, the Estonian Office of Public Prosecutor, the American and Finnish Embassies in Estonia, other structures, NGOs of both countries, etc. (*see Annex 3*);
- The statistical breakdown of Hotline Service was prepared (*see Annex - 2*);
- Program of data base for hotline was created;
- Anti-trafficking preventive materials for booklets and DVDs in Estonian for the MTV Europe Foundation were prepared. LFT took part at the R.E.M’s 2005 Tour which brings concerts across Europe to distribute vital awareness and prevention material and recruit volunteers to the anti trafficking cause www.mtvexit.org;
- Materials for three video spots focusing on sexual exploitation and forced labour in Estonian and Russian for the United Nations Office on Drugs and Crime (UNODC) were prepared;

- Comments and adds to Draft of National Action Plan (NAP) against Trafficking were prepared together with other national organizations;
- Different Estonian institutions were involved in different activities as partners;
- Was established the pattern of co-operation with institutions and organizations in Estonia and on the international level in order to provide more professional approach towards provision of legal aid and protection of trafficking victims;
- Ms Jozef was on a study visit to the International Women Rights Centre “La Strada-Ukraine working in the field of combating and prevention of trafficking in person and providing hotline service and participated at an *International Training-Seminar “The Role of Hotlines in the Fight against Trafficking in Human Beings – Best Practices and Recommendations”* for hotline operators, in Kiev, Ukraine;
- Ms Jozef participated at the Validation Seminar in the frame of the project *Awareness Training on Trafficking in Human Beings for Police, Border Guards and Customs Officials* in Budapest;
- The LFT’s staff distributed over 920 IOM’s posters and booklets (Estonian and Russian) about the dangers of trafficking among young people.

Qualitative aspects:

The organization of Estonian-Finnish roundtable was important step in drawing governmental attention on improvement of Estonian legislation on the issue of trafficking in accordance with international legislation and European standards and by taking into consideration changes in the trafficking situation, social assistance and rehabilitation of victims as well as experience of Finnish authorities and organizations.

This project has provided an opportunity to ensure effective implementation of anti-trafficking activity in Estonia and Finland. The LFT has worked out current activity in co-operation with Estonian partner NGO AIDS Prevention Centre and Finnish partner NGO Unioni for creating and strengthening networks between Estonian and Finnish actors dealing with the problem of trafficking; spreading information about the applicant’s project and about related support services for victims of trafficking in Finland; creating awareness focusing on trafficking-related problems of prostitution and abuse among the potential customers of those victims of trafficking who end up in prostitution.

Within the project activities the LFT achieved the following qualitative results:

- An awareness in order to influence the public opinion on trafficking issue in women high on the political agenda at the European level was increased and kept;
- Legal culture of population was increased;
- Immediate contacts with women who became victims of trafficking in persons and domestic violence were set up and direct and indirect support was provided to them;
- Authorities were informed about human rights violations include human trafficking beings;
- The interactive trainings were provided for volunteers of hotline consulting by themselves;
- The seminar for national journalists on trafficking issue was carried out for purpose providing news and information very fast to a great number of population;

- Estonian-Finnish roundtable was carried out for authorities both countries and representatives of NGOs dealing with trafficking issues;
- Statistical data on the violation of human rights and human trafficking was collected;
- Estonian authorities and communities were informed about the problem of trafficking in human rights framework;
- The establishment of contacts and network between international and local NGOs were promoted as well as international organizations;
- Direct contacts with local authorities, media and public were established and the awareness of the population about the LFT's activities was increase;
- The confidence in the rule of law and administration of law in Estonia was increased;
- The institutional capacity of legal protection on human rights and human trafficking related issues was increased.
- Potential victims especially women and girls were educated and informed about the risk involving to trafficking;
- Cooperation with Finnish partner Unioni for preventing trafficking of Estonians to Finland was built. Our project partner has put our hotline at the their website www.naisunioni.fi and posters;
- National Government was stimulated to take action on the issue based on a human rights approach and to contribute to these actions;
- The La Strada-Ukraine's model and good practice on support to trafficked persons and program of rehabilitation were transferred;
- International cooperation between the United Nations Office on Drugs and Crime (UNODC), MTV Europe Foundation, Department of Journalism and Mass Communication from Sweden, International La Strada and its network successfully was embed for struggle against trafficking.

Project's efficiency could be illustrated by feedback of the project participants. More than 70 %¹ of women applied found the solutions to their problems with the assistance of the LFT legal adviser. LFT registered 5 appeals from real victims of domestic violence and 2 appeals of trafficking. The staff of the organisation in cooperation with Bulgarian NGOs Animus and La Strada-Bulgaria had assisted one Estonian trafficked girl for staying in shelter in Sofia and come back to home country. In other cases LFT's staff provided direct contacts with Office of Public Prosecutor, Police and National Children Institution for Protection, Estonian Social Programme Centre and other organisations which are dealing with problem of domestic violence.

The project activities gave positive contribution to the process of transformation of the law and practice in Estonia regarding women's rights and trafficking related issues. The promotion of simplified access to legal means and justice has influenced positively the further development of Estonian democracy and the rule of law. The implementation of the project improved legal practice in women's rights related areas in Estonia as well as increased institutional capacity for legal counseling. The functioning of the counseling desks at the LFT increased the possibilities of Estonian residents to get legal assistance and have access to justice.

¹ Unfortunately, the LFT doesn't have the whole information about the results of all the cases - it is very normal situation that people do not inform the LFT about their results.

LFT assesses highly overall effect from the pilot project. This project allowed systemizing and analysing data concerning situation in Estonia. It was the first effort to provide anti-trafficking hotline service for potential and real victims of trafficking. It could be explained by the lack of organizations that deal consecutively with trafficking issues, collect information regarding this issue and analyze the situation in Estonia.

Project activity details:

A. Hotline/ side consultation

The aims of hotline and hot site were dissemination information on the issue of trafficking in persons among Estonian women who are potential victims of smuggling; promotion women's understanding of their human rights; providing effective support to victims; collection database on the violation of human rights; informing Estonian authority and community about the problem of trafficking in human rights framework.

Anti-Trafficking Hotline Service operated on every work day (except days of) from 10 AM till 6 PM under the main principles of anonymity, an individual approach and confidentiality. In the scope of the project LFT together with partner AIDS Prevention Centre provided information for employment in the EU and non-EU countries as well as legal aid to victims or those who are planning to go abroad including consultations to their relatives. Also LFT provided an access to information sources and judiciary through free legal aids in Estonian, Russian and English languages. The hotline operation



Involving volunteers into hotline work

provided the most significant and confidential contacts with women and registration of the human rights abuse. Through hotline/-site the staff spoke to persons who have returned from countries of destination. LFT protected the women's confidentiality and provided legal support as well as human rights in general. The LFT's staffs are extremely well trained and experienced in the work with victims. The grave human rights violations committed against trafficked women are rarely documented because of restricted access to victims. Therefore information received through hotline and web site was a good source of information for research of the situation and for studying the cases. The main reasons of calling to Hotline are following: particular offer job abroad, general opportunities of employment abroad, does LFT employ abroad, missing persons and trafficking/ fraud cases.

Since October 2004 to October 2005 LFT has received and provided the relevant and useful information for 430 persons who were going abroad or came back to Estonia, 40% of them were men (*see Annex 2*).

LFT registered 5 cases of domestic violation and 2 cases of human trafficking for purpose of sexual exploitation and forced labour. One of them, LFT received trafficking case through hotline in August where 20-year old girl from Estonia was sold to Bulgaria for the purpose of

prostitution. Estonian pimp promised her a well-paid job that was supposed to involve taking care of an invalid. In Bulgaria she spent two weeks, before our organization in collaboration with Bulgarian NGO Animus helped her to return to Estonia. Our staff met her at the airport in Tallinn and took an interview with her.

The main topics of hotline and web site consultations were providing advice for the persons who are going to work, study or married abroad. Also LFT's staff provided useful information about free movement of workers to and from Estonia.

All the project activities linked to the great development of LFT's image and to popularization of the international contacts. LFT together with NGO AIDS Prevention Centre has become more known and popular among the population in the targeted region.



Anti-Trafficking Hotline Service at work

Webmaster created and developed special program for hotline data based in which LFT registries all coming calls from hotline clients consisting from following main sections: date, name, gender, age, education, place of inhabitation of staying, source of getting information about hotline, country of destination, professions looked for, character of incoming calls, consultation giving, citizenship, other. The programme gives possibilities for preparing statistical breakdown of Hotline Service for each separately section (*see Annex 2*).

The organisation was in direct contact with Finnish partner Unioni and Pro-tukipiste which passed the Estonian hotline phone number to their clients (prostitutes). LFT together with APC carried out training for volunteers to operate the hotline and web site. The LFT's staff made design of a separate user-friendly web-site for interactive consultations on topics of trafficking, moving to countries of European Union and other countries for purposes to find a job, study or marriage abroad www.aids.ee. Our organisation made the logo of hotline and put it on our website and documents.

The LFT together with APC trained 5 volunteers to operate the hotline and web site themselves where Mrs Ivanchenko provided educational process under interactive training as a trainer.

Work under this project gave the opportunity to prepare the hotline's newsletters on topic of human trafficking beings and researching trafficking situation in countries of the Baltic Region. At present LFT continues to develop the Anti-Trafficking Hotline Service for person and study situation of children's and women's abuse and human trafficking in Estonia. Thus, only with the financial support from the U.S. State Department and Ministry of Foreign Affairs of Finland realization of such activities became real.

Cooperation of local authorities and national NGOs, willingness of people to receive new knowledge and exchange own experiences were the main factors contributing to the success of the project.

For providing effective hotline service the organization bought phone with digital answering machine that LFT's staff is able to receive call from clients at late evenings, nights and Saturdays and Sundays.

B. Providing legal counselling and ensuring legal aid for individuals and organisations

The aims of legal counselling were strengthening the professional skills and provision of legal aid for prevention and protection of potential and real trafficked persons and organisations; raising awareness and increasing prevention of trafficking.

The main principles of legal counseling are signification, confidential and free legal aid.

Within project activity LFT together with APC has provided legal consultation and assistance to 87 hotline clients. Most of them were women and girls who are going abroad to work, study and get married, especially as participants of International Youth Program AU-PAIR and Summer Work&Travel. The lawyer of organization registered the applications in the data. Each person applied to LFT for legal aid and information needed to solve his/her problems in respect for human rights. The hotline clients have got consultations on legality of particular job offer in countries of European Union and others, consultations on opportunities of employment abroad in general, consultations about assistance available abroad, useful recommendations for persons who are going abroad and etc. LFT had uphold the principle that the women herself decides at all times what has to be done and what kind of assistance she requires. LFT advised women concerned about the possibilities in her specific situation. Persons applied to LFT both personally, by phone or through Internet. If necessary the applicant assisted with the preparation of communication to governmental bodies or a suitcase. The staff was actively involved in preparing the "precedent" suitcase which could influence the practices of the governmental bodies and judiciary.

As a result of appeals a lawyer has assisted hotline clients to check 36 wrong draw up the contracts to job abroad, to prepare 12 applications to a number of administrative executive institutions (Ministry of Foreign Affairs, Ministry of Social Affairs includes of the Unit on Supporting for Victims of Violence, Police, Interpol, Consumer Protection Board and International Organization for Migration, Office in Tallinn). Concerning to hotline clients instances the lawyer prepared and sent 14 requests to USA Embassy in Tallinn, Finnish Embassy in Tallinn and Chinese Embassy in Tallinn, Ukrainian International Women Right Center "La Strada-Ukraine, "La Strada-Bulgaria" and "Animus Association" Foundation in Bulgaria and etc.

Also our organization together with national NGOs made written comments to Draft of the National Action Plan (NAP) 2006-2009 against Trafficking in Estonia on June 2, 2005 and submitted to Ministry of Justice, Ministry of Social Affairs, Ministry of Education and Research, Ministry of Foreign Affairs and Ministry of Interior. The NAP will be an important document to increase the awareness of the complexity of these problems as a whole.

Through hotline/web site the organization established contacts with various institutions (governmental bodies, local administration, police, NGO's and international organizations) in order to decide real case, to study their experience and for information exchange. Within project activity LFT contacted with national governmental bodies: Parliament (Riigikogu),

the State Chancellery, Ministry of Foreign Affairs, Ministry of Education and Research, Ministry of Justice, Ministry of Social Affairs, Ministry of Interior, Ministry of Finance, National Board of Boarder Guard, National Police Board, Consumer Protection Board, Labour Market Board, the Law Institute of Tartu University. The organization established contacts and cooperation with international organizations such as: the United Nations Office on Drugs and Crime (UN UNODC) from Vienna, the MTV Europe Foundation, Nordic Council of Ministers office in Tallinn, Estonian EURES, International Organisation for Migration, International La Strada Association and its network

C. Web-page

Living for Tomorrow prepared a separate counter user-friendly a section «Human Trafficking» on its web-page www.aids.ee for interactive consultations in Estonian and Russian. The section «*Human Trafficking*» consist of definition “Human Trafficking”, useful recommendations for those who are going abroad, human rights, national legislation, list of national GOs and NGOs dealing with human trafficking; anonymous requests from hotline clients, current anti-trafficking projects and news, etc. A lot of hotline clients applied to hotline service through webpage and got complete requested information. Consultations were provided in Estonian, Russian and English.

Our webmaster created a hotline logo which is put on our website and documents of our organisation. LFT made the ads banner “*Work and Study abroad? Check it. 6607320*” in Estonian and Russian and put it on our website.

At present the website got about 3 500 visitors per month with an average of 110 visitors per day.

D. Organization of interactive training for hotline volunteers

The Living for Tomorrow and AIDS Prevention Center organized and implemented two one-day interactive trainings for hotline volunteers. The aim was to train people who could start step by step provide competent consultations for hotline clients (first 6 month with help of professionals) in case the need for hotline services increases in Estonian and Russian languages. According to the project the organisation planned to provide training for hotline volunteers, but many LFT volunteers wished to get educational awareness and methods providing an anti-trafficking hotline/website service for persons. First training was held on November 17, 2004 and second training was held on September 20, 2005 at APC’s office. The *aim* was to extend operating hours. Mrs Liliya Ivanchenko, an expert from APC and Ms Zanna Jozef an expert from NGO Living for Tomorrow carried out educational process for 10 volunteers on an agenda “*Hotline is effective resource for prevention and support*”. The program of training-seminar included following subjects:



Organization of interactive training for hotline volunteers

- Trafficking in human beings as human rights violation;

- International and national documents about trafficking in persons;
- Advertising campaign: main forms and methods;
- How to organize social assistance for trafficked persons?
- How to identify needs of trafficked persons?
- How to organize hotline operation on prevention human trafficking?
- Providing a hotline-/ website service for (potential) victims of trafficking.

The prepared hotline volunteers provided consultation on hotline by themselves in the case of urgency, for example, absence of hotline consultant in conjunction with her illness or participation in seminars/ conferences. One person of the prepared volunteer's group was involved to anti-trafficking activities under other projects as a worker.

These activities were covered by the AIDS Prevention Center in a part of *expenses on room and equipment rental* for training.

E. Dissemination of anti-trafficking information

The next component was dissemination of information on issue of human trafficking among Estonian people particularly women and girls who are potential victims of trafficking. The anti-trafficking hotline service advertised at the national mass media, public transport (spots in tram and trolley), booklets and posters and website www.aids.ee as well as at international mass media and websites of international organisations. Within the project period Estonian newspapers (Soov, Linnaleht, Postimees, Eesti Ekspress, Õhtuleht, Molodes Estonii, Referent the Baltic Times, magazines "JANA" and "Image" (Finnish) located advertisements about hotline service free of charge. Also ways of getting information about hotline were:

- Interview : channel 2 (Sweden), First Baltic Channel, channel 2 (Finland), Radio 4, Radio Ring,
- MTV EXIT (www.mtvexit.org)
- IOM International Organization for Migration, Office in Tallinn (www.toovalismaal.ee)
- Ministry of Justice (www.kuriteoennetus.ee)



Prevention campaign at REM concert in Tallinn, 2005

LFT's staff prepared a series of publications and articles on topic of human trafficking for national and international mass media and owner web page (*see Annex 6*). The NGO's staff provided information to journalists and international organizations concerning cases and policy recommendations. Information will also be disseminated on the web page in Estonian and Russian languages.

Living for Tomorrow collaborated and continue to cooperate with the *United National Office on Drugs and Crime (UNODC)* in Vienna. Together with UNODC the organisation developed and created three video spots focusing on sexual exploitation and forced labour for the Estonian audience with LFT's contacts in the end of the spots. Within May-July 2005 these spots were showed in public transport (tram and trolley) in Tallinn and Narva. Ministry

of Foreign Affairs of Finland partly supported this campaign through project and private company OÜ Vitaadvert sponsored the campaign.

The organisation took part in the new joint international project *MTV Europe Foundation* which has embarked on the *Europewide End Exploitation & Trafficking (EXIT Campaign)* to combat and prevent human trafficking. From initiative MTV Europe Foundation we were asked to participate in REM concert in Tallinn (December 2004) and we were carrying out prevention campaign against trafficking. A major part of this campaign is to use music events to spread important prevention information in areas of risks. As part of the campaign MTV Europe Foundation produced a Prevention and Awareness booklets, posters and DVDs which distributed at summer festivals and music events across Europe and available to our organisation as a partner. LFT prepared anti-trafficking information in Estonian and put it with hotline number into these booklets and DVDs. At present LFT received all MVT's preventive materials for dissemination among youth and students at the secondary schools, trainings and seminars.



Cooperation between the Ministry of Social Affairs and LFT

LFT established contacts with members of Parliament (Riigikogu), Ministries and other governmental officials, different international and national NGO networks which are dealing with human trafficking beings. Within the project period were built networks and spread information about the project to relevant organisations and officials in Estonia and Finland.

F. Seminars for journalists

Media has a huge power to provide news and information very fast to a great number of populations. It was important to work together with media and organized one-day seminar for them on agenda “*Reflection problem of human trafficking in media*” on December 3, 2004 in Tallinn in Russian. The aim of the seminar was to create at participants of understanding trafficking problem as a violation of human rights as an international crime; to introduce with main international and national legislation against human trafficking; to determinate of methods cooperation between NGOs and media. Mrs Ivanchenko and Ms Jozef as trainers carried out the event. And as a result of this event a newspaper “*Molodez Estonii*” and a magazine “*Jaana*” published 2 articles focusing on human trafficking.



Seminar for Nordic and Estonian journalists, 2005, Tallinn

Second seminar for Nordic and Estonian journalists in gender research LFT was carried out in cooperation with Magazine NIKK www.njc.dk and Department of Journalism and Mass

Communication from Gothenburg, Sweden in English on November 21-23, 2005 in Tallinn, responsible person was Ms Maria Edström, journalist, Ph D-student and project manager NIKK. The topic was prostitution, trafficking and the sexualization of the public sphere. Mrs Ivanchenko and Ms Jozef were involved into the seminar as speakers.

G. Estonian and Finnish Roundtable

Project team of LFT, AIDS Prevention Centre and Unioni carried out the Estonian-Finnish Roundtable on agenda of “*Improvement of Estonian legislation on Trafficking Issue and Protection of Victims*” which was held on September 9, 2005 in Tallinn. The aim of the round table was to improve Estonian legislation on the issue of trafficking in accordance with international legislation and European standards and by taking into consideration changes in the trafficking situation, social assistance and rehabilitation of victims as well as experience of Finnish authorities and organizations. Participants from the Estonian Parliament, the European Institute for Crime Prevention and Control, affiliated with the United Nations (HEUNI), Ministries of Foreign Affairs of Estonia and Finland, the Ministry of Justice of Estonia, Ministry of Social Affairs of Estonia, the Office of Public Prosecutor of Estonia, the American and Finnish Embassies and non-governmental organizations took part in this event (see Annex 3). The total number of participants at the roundtable was 36 persons. It was very important to meet with people who are working in the area and exchange information. The participants of the roundtable recommended strengthening and developing cooperation between governmental institutions and non-governmental organisations in the fight against trafficking.



Roundtable with Estonian and Finnish authorities, 2005, Tallinn

H. Knowledge exchange with Ukraine partner “La Strada-Ukraine” on hotline service

Ms Jozef as a project’s assistant and Hotline consultant made study visit to International Women Rights Center “La Strada-Ukraine” in Kiev for exchanging knowledge with Ukrainian hotline specialists on November 22 – 24, 2004. Ukraine has a huge problem with trafficking issues. La Strada has a lot of knowledge in providing hotline service and helping victims. It was important to work together with Eastern and Western partners and it helped to provide more professional service for population. Also Ms Jozef took part in an international training – seminar “The Role of Hotlines in the Fight against Trafficking in Human Beings – Best Practices and Recommendations” which was held on November 25-27, 2004 in Kiev (see Annex 4).

I. Participation at the Validation Seminar * Awareness Training on Trafficking in Human Beings* in Budapest

Ms Jozef took part at First Validation Seminar in the frame of the project Awareness Training on Trafficking in Human Beings for Police, Border Guards and Customs Officials in EU Member States, Accession and Candidate Countries – Development of a European Curriculum which took place on June 21-23, 2005 in Budapest, Hungary with the

participation of representatives from Austria, (Belgium – apologized), Bulgaria, the Czech Republic, Estonia, Hungary, Italy, Luxemburg, the Netherlands, Slovenia and with the special participation of a representative from Switzerland.

The purpose of the validation seminar involving national multi-agency delegations was twofold: A. To review and validate a draft-training module for police, border guards and customs officials. The draft was elaborated by the project team in accordance with European standards and is to be tested by a subsequent pilot training at national level in the participating countries. B. To exchange experiences, good practices and case studies to be further integrated in the training module (*see Annex 5*).

The trip to Budapest for participation at the seminar was carried out with permission of the Office of Public Affairs, Embassy of the United States of America in Estonia.

J. Meeting between representatives of Unioni and Living for Tomorrow

Two persons of partner organisation Unioni, Finland visited LFT's representatives in Estonia in December 2004. The purpose of the visit was to get to know the project partners and to elaborate knowledge on the circumstances. Finnish partner together with LFT's representatives visited the Ministry of Social Affairs, NGO Estonian Social Programme Centre and NGO AIDS Information and Support Centre. As a result of the meeting LFT and Unioni signed a project agreement on project cooperation.

The target region of the project was Estonia and Finland.

Evaluation of overall outcome and problems of the project

Evaluation

- A. The project activities were successful in the implementation. LFT implemented all planned project activities and achieved more effective results;
- B. Hotline is an effective means of conducting address preventive work and also a possibility to give consultations and help to the people who need them. Anti-Trafficking Hotline Service is needed. Our work shows that during this one year project time LFT has gave consultations to 430 persons, it means 36 persons per month. LFT sees that consultations number can be much bigger (at least 1000 consultations per one year) because there was no very large advertisement of hotline;
- C. Hotline advertising was one of the leading activities in the work of the helpline. There was direct dependence between advertising and number of calls on hotline. The LFT's staff used opportunity for advertisings the hotline telephone number during the interview for mass media and participating in TV programs;
- D. LFT received 2 cases of human trafficking through Hotline. Estonia is primarily a source and transit country for a small number of women and children trafficked to surrounding Nordic and EU countries as well as Japan and the US for the purpose of sexual exploitation and forced labor. There also are indications of internal trafficking for the purpose of prostitution typically from the northeast region to the capital city;
- E. Hotline gave possibility for researching and analyzing real situation with human trafficking beings in Estonia and Baltic Region, especially women and children.
- F. The organization built successful cooperation with governmental authorities (Ms Kristiina Luht and Ms Katri Eespere from Ministry of Social Affairs, Ms Karen

Tikenberg from Ministry of Foreign Affairs, officials from Department of Police, etc) as well as international organisations such as the United Nations Office on Drugs and Crime (UNODC), MTV Europe Foundation, Department of Journalism and Mass Communication from Sweden, International La Strada and its network for combating with human trafficking.

- G. LFT has good staff of educated volunteers who can help out in hotline and prevention activities (organizing roundtable, training-seminars for adults etc).

Problems

The LFT encountered some difficulties.

Firstly, the pilot project was supported by the U.S. State Department except for the hotline's advertisement; a coordinator of the project had to look for the donor for the additional financial support for these expenses. The LFT applied to the Netherlands Fund Mama Cash for support the part of this project, namely costs of the advertisement, however the Centre was refused. The Finnish Ministry of Foreign Affairs through Finnish Embassy in Estonia has agreed to support the part of expenses on hotline advertisement. Anti-Trafficking Hotline Service advertised at media and public transport through spots. The most of advertisements were carried out free of charge as a sponsor's service.

Secondly, it was impossible to provide second seminar on topic "*Reflection problem of human trafficking in media*" for journalist in Estonian language. Only one journalist wished to participate in the seminar. We have very good contact with the newspapers and with the other mass media but somehow journalists like more real cases and interviews with the victims than any kind of educational training on trafficking issue. Because of that we change our plan to organize training and we had personal so called tet-a-tet interviews with radio, TV and newspapers journalists. With this method we had possibility to educate journalists and also give information for a bigger audience about human rights, meaning of trafficking and also our hotline service.

New plans

The Hotline Service is aimed providing advice and help to Estonian people who are going abroad to look for a job and a study, to have a holiday, etc. and also providing social assistance for trafficked persons. Hotline gives possibility for researching and analyzing real situation with human trafficking beings in Estonia and Baltic Region, especially women and children. The LFT continues to operate the Anti-Trafficking Hotline Service and train additional volunteers to work on the phone in the scope of project activities funding by the British Embassy and the Royal Netherlands Embassy in Estonia. LFT hopes to be involved into National Action Plan (NAP) 2006-2009 against Trafficking in Estonia as a partner for providing Anti-Trafficking Hotline Service as well as to develop and create a national system of providing social assistance to trafficked persons.

Also LFT intends to strengthen the human rights awareness and to promote cooperation and networking between different organization both on the national and international levels, particularly in the Baltic Region, in order to prevent human trafficking. The organisation carries out discussions on topic of trafficking in human beings among adolescence and spreads IOM's and MTV's booklets, posters and other preventive materials where put hotline number is. The organisation is planning to carry out some disco-shows for young people in

Estonia which will be focusing on presentation MTV EXIT Programme and distribution of the booklets.

The organisation will research and analyze real situation with human trafficking beings in Estonia and Baltic Region, especially women and children which will be based on our hotline service data-base and publications in mass media. LFT will be submitting some project proposals focusing on the topic to international funds.

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