



FINAL REPORT

on the project

“ANTI-TRAFFICKING HOTLINE SERVICE FOR HUMAN BEINGS“

*supported by the Kingdom of the Netherlands Embassy in Tallinn
through MATRA Small Embassy Projects Programme (MATRA/KAP)*

Implementation organization: Living for Tomorrow

**Tallinn, Estonia
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Name of the organization:

Living for Tomorrow (LFT)

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Theme

Human Rights

Location of activity

Estonia

Period covered by this project report:

1 October 2005 – 1 October 2006

Date the grant was received:

December 12, 2005

Amount of the installment and when received:

142,841 EEK, 12.12.2005 (80% of the total grant; total grant is 178,551 EEK)

Project goal(s), incl. the contribution to the social transformation process in Estonia)

The main goal is to prevent trafficking in human beings and to provide support victims of trafficking in Estonia.

The main objectives of this project are to:

- Provide Hotline and website service for Estonian, Russian speaking population and foreigners;
- Raise awareness of the issue of trafficking in persons as well as on the risk and consequences of illegal work abroad;
- Provide legal counselling and social assistance for victims of trafficking;
- Prepare volunteers for hotline consultation, who will be able to work on the problem of trafficking;
- Improve contacts with victims of trafficking and mechanism for protection and support of trafficking victims in Estonia;
- Disseminate information on human trafficking-related issues at the local transport, on the web portal and for mass media: legal aid for trafficking victims;
- Collect statistical data on the issue of trafficking in persons;
- Advertise Anti-Trafficking Hotline Number;
- Develop a network and cooperation between authorities and NGO's in Estonia and abroad;
- Develop further integration between public institutions and NGO's working in the field, foster the exchange of experience between NGOs and police officials, with particular regard to techniques and guidelines for communication with victims of trafficking;
- Analyse the current situation of human rights and trafficking related issues;
- Producing preventive material for people going abroad with all information needed in Estonian and Russian;
- Set up contacts with women who became trafficking victims and provide assistance to them.

Target group

The direct target group are:

- general population
- young people
- journalists
- victims – including potential ones – of trafficking in persons, especially girls and women

For the realization of the pilot project LFT selected and assigned a consultant for the telephone hotline – *Ms Zanna Jozef* and a lawyer for providing legal consultations – *Mrs Liliya Ivanchenko*. Since March 2006

Mrs Ivanchenko, Ms Jozef and Ms Žurba together with volunteers prepared the materials and information for new web portal www.lft.ee at the section „Human Trafficking“ in Estonian, Russian and English.

The results of the activity are the following:

- 396 persons applied to hotline by telephone calls, website www.lft.ee and individual consultations; 303 persons called concerning work abroad, 93 callers were from representatives of different institutions (national and international NGO, GO, Embassies, journalists);
- 123 hotline clients received legal consultations and assistance; there were 22 requests about cases were made to the different institutions: Police in Estonia, Citizenship and Migration Board, Embassy of France in Tallinn, NGO Missing Persons' Families Support Centre from Lithuania, Office of Public Prosecutor of Norway, Embassy of Turkey in Tallinn, Vital Voices Global Partnership from USA;
- 11 interviews were given to international and national press and researchers;
- 8 articles were published at national newspapers;
- LFT's staff took part at 18 national and international seminars, conferences and interactive trainings; 21 working meetings with representatives from different institutions: Embassies, International and national GOs, NGOs, journalists;
- 10000 cards and 5000 posters in Estonian and Russian focusing on prevention of trafficking for people going abroad produced by LFT;
- The LFT's team distributed over 2000 LFT's cards and 300 posters on prevention of human trafficking; 1300 IOM's posters and booklets about the dangers of trafficking among young people; 350 German posters and booklets against trafficking in women focusing on Fifa World Cup 2006 in Germany and 1900 booklets and 164 DVDs of the MTV Europe Foundation;
- Advertisements about hotline were placed at webportals (DELFI, Hyppelaud, CV Keskus, www.hot.ee, CV-online, Soov, Referent), national newspapers (Soov, Linnaleht, Eesti Ekspress, Õhtuleht, Molodes Estonii, Referent), public transport (buss) in Narva, public transport in Tallinn (tramm and troll).
- One interactive training session for hotline volunteers was carried out by trainers of LFT.

Hotline/side consultation

The aims of hotline and hotline webpage (www.lft.ee) are dissemination information on the issue of trafficking in persons among Estonian women who are potential victims of smuggling; promotion people 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 operates on every workday (except days off) from 10 a.m. till 6 p.m. under the main principles of anonymity, an individual approach and confidentiality. In the scope of the project LFT provides 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 provides an access to information sources and judiciary aids in Estonian, Russian and English free of charge. The hotline operation provides the most significant and confidential contacts with persons and registration of the human rights abuse. The LFT's team is extremely well trained and experienced in the work with victims. Therefore, information received through hotline and webpage is a good source of information for research of the situation and for studying the cases. The main reasons calling to Hotline are followed: particular offer job abroad, general opportunities of employment abroad, legal status of employment agency, getting residence permission abroad, private visits abroad, studying abroad, questions concerning human rights, requests about fraud cases.

Since 01.10.2005- 30.09.2006 LFT received and provided the relevant and useful information for 303 persons who were going abroad or came back to Estonia and 93 phone calls were from from representatives of different institutions as national and international NGO, GO, Embassies and mass media.

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

Provision of direct assistance for trafficked persons by LFT:

- Assistance in return to Estonia;
- Airport reception upon arrival to Estonia from the country of destination;
- Legal counseling with civil issues (divorce, retrieval of property, civil liability and etc.);
- Other required assistance determined on a case-by-case basis.

The LFT's staff made design of a separate user-friendly webpage 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.lft.ee. Our organisation made the logo of hotline and put it on our website and documents.

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

Providing legal counselling and ensuring legal aid for individuals

The aims of legal counselling are 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.

Within the project activity LFT provided legal consultation and assistance to 123 hotline clients. Most of them were people who are going abroad to work, study and get married. Each person applies to LFT for legal aid and information needed to solve his/her problems in respect for human rights. The hotline clients have get 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, useful recommendations for persons who were abroad and were in trouble and etc. LFT has uphold the principle that the person himself decides at all times what has to be done and what kind of assistance he requires. LFT advises person concerned about the possibilities in his specific situation. Persons applies to LFT both personally, by phone or through Internet.

As a result of appeals a lawyer prepared and sent 22 requests to Police in Estonia, Citizenship and Migration Board, Embassy of France in Tallinn, NGO Missing Persons' Families Support Centre from Lithuania, NGO Resource Centre for Women "Marta" from Latvia, International Women's Centre for Human Rights "La Strada-Ukraine", NGO Angel Coalition from Russia, Office of Public Prosecutor in Oslo, Norway, Vital Voices Global Partnership from USA.

Through hotline/ webpage 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: 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 World Coalition "Stop the Traffik", the MTV Europe Foundation, SOLWODI from Germany, Estonian EURES, International Organisation for Migration, the La Strada International and its network, Vital Voices Global Partnership from USA, United Nations Office on Drugs and Crime (UN UNODC) from Vienna.

Organization of interactive training for hotline volunteers

The Living for Tomorrow organized and implemented two days interactive training for hotline volunteers. The aim was to train people who would provide qualified 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. The training was held on April 28-29, 2006 at office of NGO AIDS Prevention Centre. The *aim* was to extend operating hours. Mrs Liliya Ivanchenko, an expert and Ms Zanna Jozef an expert from NGO Living for Tomorrow carried out educational process for 9 volunteers on an agenda "*Hotline: prevention on trafficking and social assistance for trafficked persons*". The program of interactive training included following subjects:

- Trafficking in human beings as human rights violation;
- International and national documents about trafficking in persons;
- Main reasons of human trafficking in Estonia;
- 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.

Dissemination of anti-trafficking information

The next component is dissemination of information on issue of human trafficking. The NGO's team provides information to journalists and international organizations concerning cases and policy recommendations. Information also is disseminated on owner webpage www.lft.ee and NGO AIDS Prevention Centre (www.aids.ee) in Estonian and Russian languages.

The main ways of getting information about hotline are:

- Interview: channel 2 (Sweden), International Amnesty, UN Office on Drugs and Crime „Update“, Nr 1, 2006, Radio 2 (Estonia), Radio 4 (Estonia), newspapers: „Molodez Estonii“, „Den za Dnjem“, „MK Estonia“, „Postimees“, „Krengolmskii prospekt“;
- MTV EXIT (www.mtvexit.org);
- IOM International Organization for Migration, Office in Tallinn (www.toovalismaal.ee);
- Estonian Red Cross (www.redcross.ee).
- World Coalition “Stop the Traffik” (www.stophetraffik.org);
- Vital Voices Global Partnership from USA (http://www.vitalvoices.org/DesktopDefault.aspx?page_id=145)

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 January 2006 these spots were showed in public transport (buss) in Narva.

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. 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 (2000 booklets and 180 DVDs) free of charge for dissemination among youth and students at the secondary schools, trainings and seminars.

Living for Tomorrow collaborated and continue to cooperate with Youth Centre in Narva. LFT took part at an exhibition „Orientiir“ and seminar for young people in Narva organised by Youth Centre of Narva.

Since May 2006 our organisation is a member of the World Coalition “Stop the Traffik”. This membership helps us to be informed about organisations and actions against trafficking all over the world, also we are sharing information on trafficking problem in Estonia. Together with the Coalition we are preparing a webpage in Estonian.

Advertisement of the Anti-Trafficking Hotline Number

The organisation advertised the Anti-Trafficking Hotline Number among Estonian population and prepared a series of publications and articles for mass media and webpage.

The anti-trafficking hotline service advertises at the national mass media, public transport, booklets and posters and websites www.aids.ee and www.lft.ee as well as at international mass media and websites of international organisations. Within the project period Estonian newspapers (Soov, Linnaleht, Eesti Ekspress, Õhtuleht, Molodes Estonii, Referent) located advertisements about hotline service free of charge.

LFT produced 10000 cards and 5000 posters in Estonian and Russian focusing on prevention of trafficking for people going abroad (see Annex). We distributed about 3000 cards and 500 posters in Tallinn University and national NGOs dealing with trafficking problem in Estonia. We are planning to distribute those cards and posters at the harbour, bus station, railway station and airport.

Within the project LFT put advertisements of the Anti-Trafficking Hotline Service at public transport in Tallinn (tram and trolley), public transport in Narva (bus) and on following webpages:

- *Hyppelaud (1 month);*
- *CVKeskus (2 weeks);*
- *www.hot.ee (5 days);*
- *CVonline (2 weeks);*
- *Delfi (2 weeks).*

Developing cooperation and network

LFT has established some markable contacts with Members of Parliament (Riigikogu), Ministries (Ministry of Social Affairs – Kristiina Luht, Ministry of Foreign Affairs – Karen Tikenberg) and other authorities on the governmental level; policy (Central Policy Department – Olavi Kavald and Enrik Luts) and different networks of NGO's (International Organization for Migration, Office IOM in Tallinn – Lucy Laitinen, Tartu Child Support Center – Malle Roomeldi, Red Cross, ENUT, Shelters for Women in Estonia) who are dealing with problem of human trafficking. Living for Tomorrow arranges and strengthens the cooperation between NGOs and GOs in the Baltic Region who are working with problems of prevention in human trafficking.

LFT exchanged information and ideas on human trafficking regularly with the main national network partners; continue the cooperation on concrete victims support cases. Applicant supports the follow-up activities in all regions of Estonia by providing consultation on implementing local activities and through practical cooperation on info exchange and victims support.

LFT closely collaborates with International Organisation for Migration, Office IOM in Tallinn on topic of prevention among minors in the schools: to carry out discussions/ workshops, to disseminate IOM's booklets and posters with our Hotline number. Together with IOM we translated a version of the booklets from Estonian into Russian.

The staff of Living for Tomorrow also takes part in the international conference, seminar-training, studying meeting and establishes and develops network and cooperation between governmental institutions and non-governmental organisations on international level as well as countries of Baltic Region.

During the project period:

- Participation in the Regional Crime Prevention Forum for NGOs, Austria.
- Participation in the seminar for Nordic Journalists, organized by NIKK, Tallinn.
- Carrying out the seminar "Young People against Human Trafficking" Red Cross, Tallinn
- Participation at the exhibition „Orientiir", Narva
- Participation as a lecturer in seminar for young people in Narva, organised by Youth Centre of Narva.
- Participation in the training for Hotline Operators, organized by British Embassy, Tallinn.
- Participation in Advanced Counter Trafficking Training Course, organized by British Embassy in Tallinn

- Carrying out seminar-training “Hotline: prevention on trafficking and social assistance for trafficked persons” for Resource centre for women Marta, Latvia.
- Participation in Conference of the Demand for Prostitution
- Carrying out two two-days seminars “Be aware – trafficking on human beings in Latvian”, Latvia
- Participating in two-days seminar-training „Trafficking in children”, Tartu
- Participation in conference „Gender issue”
- Participation in the event „Kodanikutramm”
- Participating in Roundtable Digital Video Conference (DVC) for Estonian anti-trafficking NGOs to meet with anti-trafficking NGOs in Washington, DC.
- Participation in NGO Platform meeting „Anti- trafficking activity towards safe migration perspectives. Role NGO as watchdogs and service providers”, Ukraine
- Participation in conference „How to help person who wants to go abroad?”, Estonia

Our project partners:

1. MTV Europe Foundation, United Kingdom – producing preventive materials;
2. International Organisation for Migration, IOM Office in Tallinn – preventive materials;
3. NGO AIDS Prevention Centre, Estonia – webportal (www.aids.ee)
4. OÜ Vitaadvert, Estonia (<http://www.dypos.info>) – a partly sponsor of our hotline;
5. SOLWODI from München, Germany – preventive material.