



*Associazione LULE o.n.l.u.s.*  
*LULE Coop. Soc. Sociale o.n.l.u.s*

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# 2012 activity report: trafficking victims

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## History and activities

LULE ('flower' in Albanian) is an initiative which started-up in 1996 in Abbiategrosso (Milan area) with the specific intention of providing services and support to sex workers and sex trafficking victims. In 1997 a structured project was initiated obtaining local authorities support. In 1998 and 2001 respectively the LULE Volunteer Association (l'Associazione di Volontariato LULE o.n.l.u.s.) and the LULE Social Cooperative (la Cooperativa Sociale LULE) were founded.

Today both organisations actively operate in different social sectors.

The activities that LULE undertakes with regard to human trafficking and sex trafficking are integrated interventions which rely on the cooperation of many subjects in order to create a well-structured and coordinated approach that addresses the causes and the effects of the phenomenon.

These actions can be categorised as:

- cultural activities; informing and raising public awareness, staff and volunteers training;
- contact activities with sex workers (outdoor and indoor); healthcare support, establishing and maintaining contacts and trust-building, promoting ways to autonomy;
- emergency and shelter activities; guidance and support in escaping exploitation;
- shelter activities; targeted to host teenagers escaping from trafficking and exploitation circuits and to tutor them into protection and integration programs;
- local community integration activities; promotion of social and employment integration for individuals escaped from trafficking and exploitation circuits;
- collaboration with national anti-trafficking hotline;
- Networking service; linking relevant parties, integration and coordination of local activities with national initiatives.

These activities are carried out by approx. 35 volunteers and 15 professionals in the sector (1 social worker, 10 support workers, 2 cultural mediators and 2 psychotherapists) as well as 2 coordinators. They are supported by 2 consulting psychotherapists and 1 lawyer.

LULE Association and LULE Cooperative are registered on the National Register for organisations that provides services for migrants, assistance and social integration programs (as in Article 18 of Legislative Decree 286/98) as well as assistance programs for victims of subjugation, slavery and human trafficking, (Article 13 Law no. 228/03)

LULE Association is a member of pertinent local and national coordination committees:

- Interregional Trafficking Coordination (run by CARITAS Ambrosiana), member since 1998
- Regional Monitoring Unit for Integration and Multi-ethnicity (ORIM) (established by the Region of Lombardy), member since 2007
- National Anti-trafficking Platform of public sector and NGO organisations that provide services for trafficking and exploitation victims of, member since 2009
- National Coordination of mobile street units and prostitution monitoring unit (coordinated by the 'On the Road' Association), member since 2008
- Round table discussions about human trafficking with key players in public and private sectors (convened by the Region of Lombardy), member since 2010

# Activities and results

## 1. Cultural and training activities

In order to inform and raise awareness regarding human trafficking within the local community and to train volunteers and staff, LULE has taken the following actions:

- participation at public meetings and debates;
- production of theatre performances;
- provision of information sessions in high schools;
- Provision of training courses.

In particular, in 2012, LULE was involved in the following activities:

- 1 public discussion: 9/5/2012, the conference *Prostit(yo)ution. Men, women and the invisible chains of sexual exploitation (Prostitu(i)te. Uomini, donne e le catene invisibili dello sfruttamento sessuale)*, organised by Caritas Ambrosiana and ABCD (Interdepartmental centre for gender politics) at the University of Milan-Bicocca
- 4 theatre productions: 9/3/2012, *Soul(food)! one euro a kilo (Animelle! un euro al kilo)*; 17, 28, 30/11/2012, "Cold" (*Freddo*), produced by the LULE Association and Rain Italy in Abbiategrosso, Magenta and Inveruno
- 18 information sessions in local high schools

### Training courses and knowledge exchange projects

In 2012, **1** training course was held for new and aspiring volunteers who wished to deepen their understanding of the phenomenon and LULE's procedural methodology. The course covered information regarding the service provided by LULE and the new operative approaches to work more effectively. The **21** people who attended the course then completed a placement within the association working on assigned task under the guidance of a staff member.

On 23/3/2012 LULE held a conference for the members of the **ANIMANOVA** Knowledge Exchange Project which is co-financed by the European Social Fund (ESF) in an Italian-Romanian partnership. The conference, held in Milan, was attended by approximately **30** Italian and Romanian social work professionals from both public and private sectors.

On 13/6/2012, LULE, along with Caritas Ambrosiana and the San Carlo Foundation, held a knowledge exchange conference in Milan for members of the **SaviAV** Project Network which is co-financed by the ESF. The **40** participants represented government and public institutions as well as international NGOs (in particular: German, Swedish, Finnish, Greek, Spanish, Belgian and Icelandic).

### Reprint of operational guide for social work professionals

In accordance with partner organisations LULE has made a reprint of the operational guide with practical information regarding the identification of trafficking victims. This guide contains information regarding the trafficking phenomenon, current legislation, useful "signs" to aid the identification of potential victims and the contact details of the accredited bodies managing protection programs. Interviews to members of potential audience in private and public sectors give this document a technical nature but it also well explains needs and it gives useful information for future actions.

### Development of activities in the period 1999-2012

| Activities          | 99 | 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | Total      |
|---------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|------------|
| Public meetings     | 23 | 13 | 27 | 17 | 16 | 5  | 12 | 11 | 5  | 6  | 5  | 10 | 13 | 1  | <b>164</b> |
| Sessions in schools | 21 | 15 | 20 | 18 | 33 | 37 | 23 | 20 | 12 | 16 | 11 | 13 | 13 | 18 | <b>270</b> |
| Training courses    | 3  | 5  | 4  | 6  | 6  | 4  | 1  | 1  | 1  | 2  | 1  | 3  | 1  | 1  | <b>39</b>  |

## **2. Contact activities**

### **2.1 Mobile street units**

The interactions of mobile street units with sex workers are primarily informative and educational with the aim of:

- preventing and reducing health risks in order to improve the overall health of the individual and the general public;
- preventing and reducing deviant social behaviour to ensure the safety of the individual and the general public;
- building positive and meaningful relationships in order to raise self-esteem and establish self-trust;
- Promoting ways to autonomy, offering guidance, support and alternative opportunities for social integration or protected repatriation.

The activities carried out require territory mapping and data collection, to consistently monitor the evolution of street prostitution the operational approach, involves establishing a relationship of trust with at-risk individuals to subsequently take action aimed at changing their situation.

#### **Action implementation**

The activities are performed by mobile street units (MSU), each one operating in a specific geographic area and periodically meeting the sex workers present. In 2012 were included in the covered territory the south-west of the Province of Milan, the Province of Pavia and the territory around Monza in the province of Brianza. There were 8 MSUs in operation which conducted 15 day visits and 24 night visits per month. The day visits were performed between 11.30am and 5.30pm and the night visits were performed between 10pm and 2.30am.

#### **Resources**

*Human resources:*

- 1 coordinator
- 4 female support workers and 1 male support worker
- 35 trained volunteers
- 1 supervising psychotherapist

*Equipment:*

- 4 cars
- 6 mobile phones
- contact record forms
- hotline and support information fliers
- multilingual health and social information brochures
- healthcare products

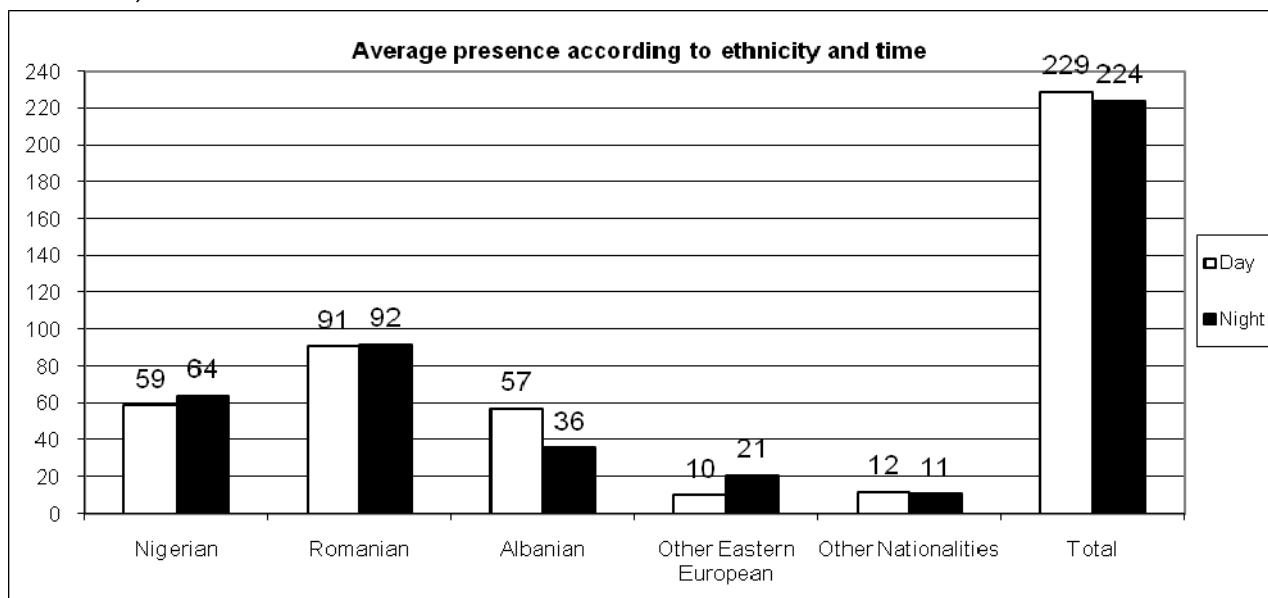
#### **Average presence in the territory**

**Tab.1 – Average presence 2012**

| Day                    |     | Night |                        | Tot. |       |            |       |
|------------------------|-----|-------|------------------------|------|-------|------------|-------|
|                        | no. | %     |                        | no.  | %     |            | %     |
| Nigerian               | 59  | 25.8% | Nigerian               | 64   | 28.6% | 123        | 27.2% |
| Romanian               | 91  | 39.7% | Romanian               | 92   | 41.1% | 183        | 40.4% |
| Albanian               | 57  | 24.9% | Albanian               | 36   | 16.1% | 93         | 20.5% |
| Other Eastern European | 10  | 4.4%  | Other Eastern European | 21   | 9.4%  | 31         | 6.8%  |
| Other Nationalities    | 12  | 5.2%  | Other Nationalities    | 11   | 4.9%  | 23         | 5.1%  |
| Total                  | 229 | 100%  | Total                  | 224  | 100%  | <b>453</b> | 100%  |

As shown in Table 1, the average number of sex workers detected in the covered territory at the end of 2012 was **453**.

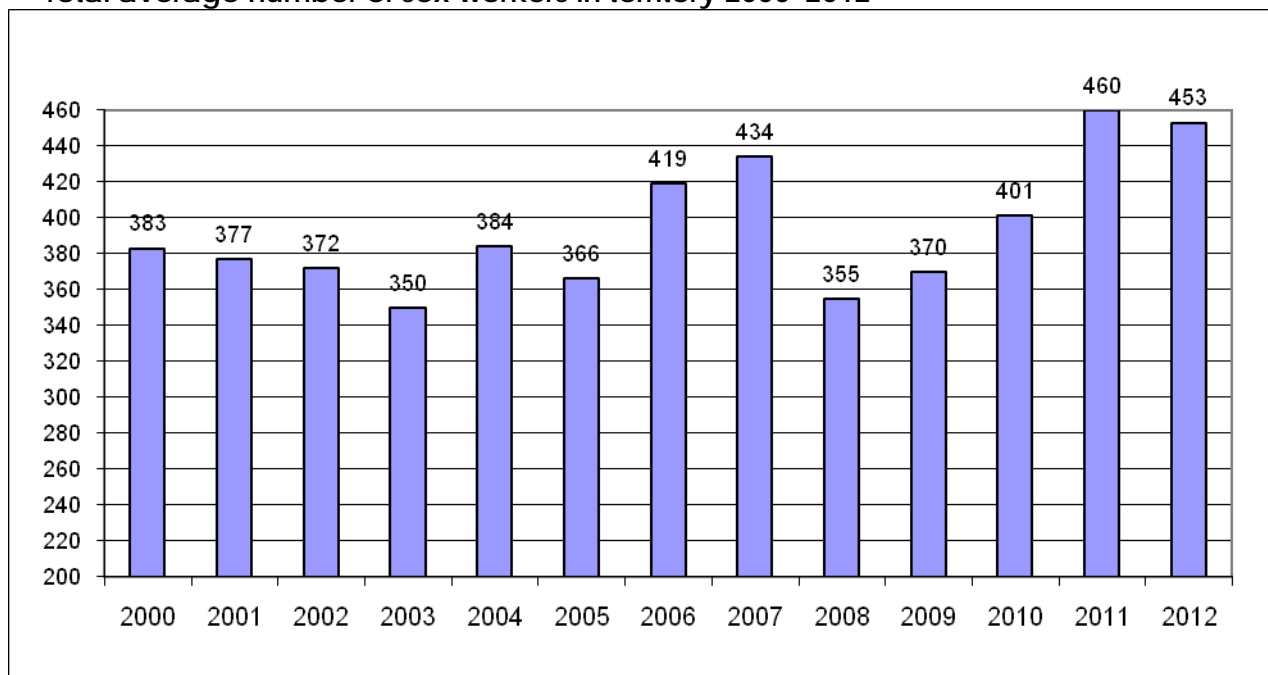
The category "Eastern European" refers to women from Bulgaria, Poland, Hungary, the Czech Republic, Slovakia, Croatia, Serbia, Macedonia and Post-Soviet States (Russia, Lithuania, Latvia, Ukraine and Moldova). The category "Other Nationalities" refers to South American women and transgender (Brazil, Venezuela, Colombia, Ecuador, Argentina, and Peru) and Italian women.



#### Average number of sex workers in territory 2000–2012

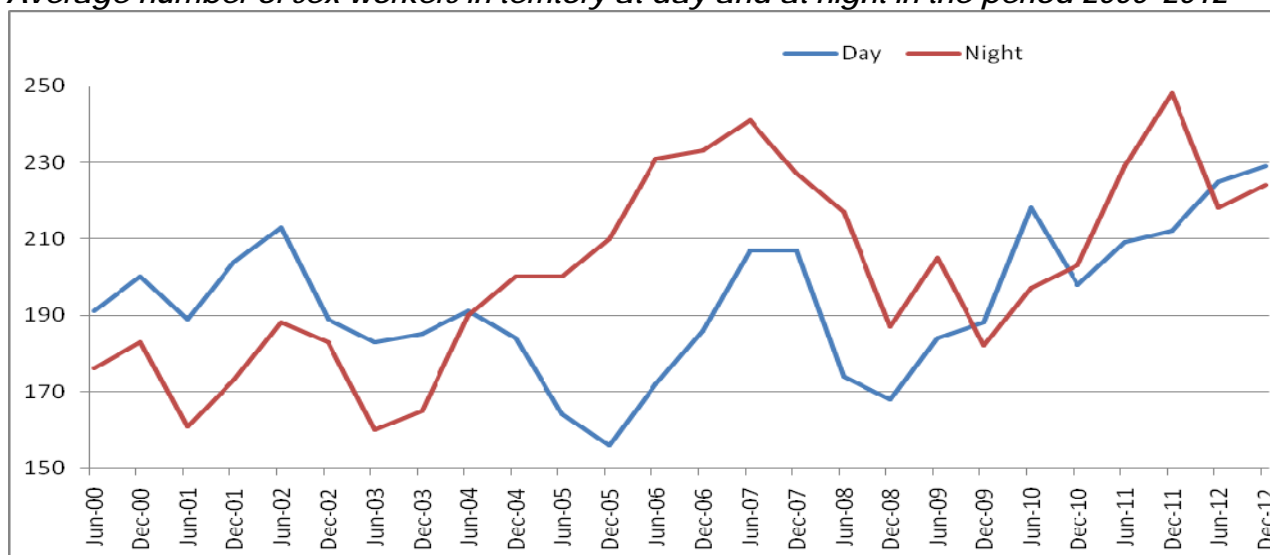
The LULE Association MSUs have been operational since 1997. In some areas of the territory operations began later, between 1999 and 2000. In the last 13 years the constant presence of support workers and volunteers, along with continuous monitoring, has provided a fundamental picture of street prostitution and its evolution.

#### Total average number of sex workers in territory 2000–2012



As shown in the above chart, following a significant decrease in numbers in 2008, the numbers rose to among the highest ever registered.

**Average number of sex workers in territory at day and at night in the period 2000–2012**

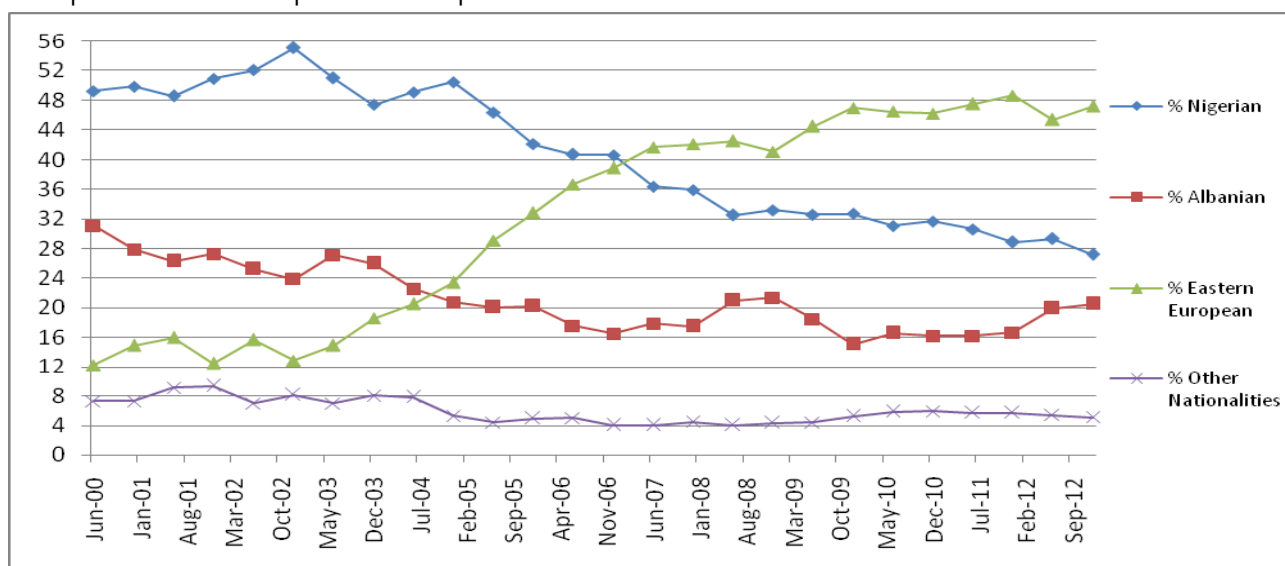


Over the years the percentages of each nationality have changed.

**Tab. 2 – Nationality of sex workers 2000–2012**

| Date    | Nigerian     | Albanian     | Eastern European | Other Nationalities | Total |
|---------|--------------|--------------|------------------|---------------------|-------|
| Dec-00  | 49.9%        | <b>27.9%</b> | 14.9%            | 7.3%                | 100%  |
| Dec-01  | 50.9%        | 27.3%        | 12.5%            | <b>9.3%</b>         | 100%  |
| Dec-02  | <b>55.1%</b> | 23.9%        | 12.9%            | 8.1%                | 100%  |
| Dec-03  | 47.4%        | 26%          | 18.6%            | 8%                  | 100%  |
| Dec-04  | 50.5%        | 20.8%        | 23.4%            | 5.3%                | 100%  |
| Dec-05  | 42.1%        | 20.2%        | 32.8%            | 4.9%                | 100%  |
| Dec-06  | 40.6%        | 16.5%        | 38.9%            | 4%                  | 100%  |
| Dec -07 | 35.9%        | 17.5%        | 42.1%            | 4.5%                | 100%  |
| Dec-08  | 33.2%        | 21.4%        | 41.1%            | 4.3%                | 100%  |
| Dec-09  | 32.7%        | 15.1%        | 47%              | 5.2%                | 100%  |
| Dec-10  | 31.7%        | 16.2%        | 46.2%            | 5.9%                | 100%  |
| Dec-11  | 28.9%        | 16.7%        | <b>48.7%</b>     | 5.7%                | 100%  |
| Dec 12  | 27.2%        | 20.5%        | 47.2%            | 5.1%                | 100%  |

On further analysis the data indicates significant differences between the trends of each ethnic group. Such trends are linked to idiosyncratic factors and are thus in part independent of the prostitution phenomenon.



In 2012 women and minors from Eastern Europe (especially Romania) formed the majority of the sex workers present in the territory, there was also an increase in the presence of Albanians and a continuing decrease in Africans (almost all Nigerian).

It is important to note that it was not possible to detect with precision any fluctuations in the presence of Romanians, in fact, since 2005 the pertinent data collected has been incorporated into the figures for Eastern European in general. It is possible, however, to highlight the increase in percentage of Romanians within the Eastern European category in the last 7 years:

**Tab.3 – No. of Romanians within Eastern European category**

| Year | Total Eastern European | Total Romanian |
|------|------------------------|----------------|
| 2006 | 38.9%                  | 22.0%          |
| 2007 | 42.1%                  | 28.3%          |
| 2008 | 41.1%                  | 31.0%          |
| 2009 | 47.0%                  | 37.3%          |
| 2010 | 46.2%                  | 36.7%          |
| 2011 | 48.7%                  | 38.9%          |
| 2012 | 47.2%                  | 40.4%          |

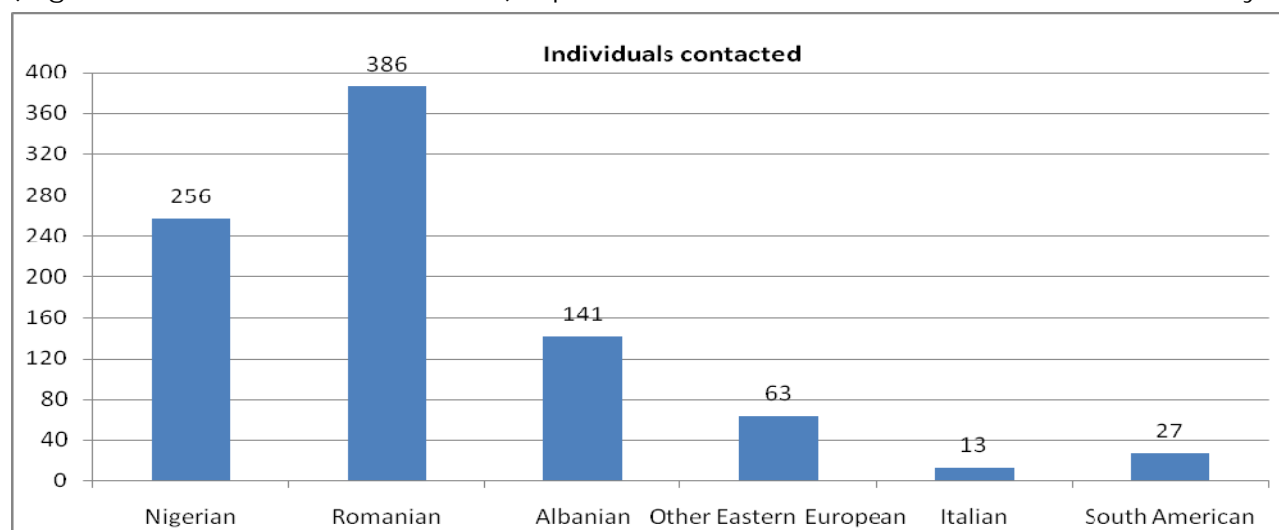
**MSU visit data 2012**

|                                       |             |
|---------------------------------------|-------------|
| Day visits                            | 195 (41.8%) |
| Night visits                          | 272 (58.2%) |
| Total visits                          | <b>467</b>  |
| Total number of individuals contacted | <b>886</b>  |

**Tab. 4 – Individuals met in 2012**

| Day visits             |     |       | Night visits           |     |       | Tot.       |       |
|------------------------|-----|-------|------------------------|-----|-------|------------|-------|
|                        | no. | %     |                        | no. | %     |            | %     |
| Nigerian               | 80  | 21.4% | Nigerian               | 176 | 34.4% | 256        | 28.9% |
| Romanian               | 209 | 55.9% | Romanian               | 177 | 34.6% | 386        | 43.6% |
| Albanian               | 62  | 16.6% | Albanian               | 79  | 15.4% | 141        | 15.9% |
| Other Eastern European | 14  | 3.7%  | Other Eastern European | 49  | 9.6%  | 63         | 7.1%  |
| Italian                | 7   | 1.9%  | Italian                | 6   | 1.2%  | 13         | 1.5%  |
| South American         | 2   | 0.5%  | South American         | 25  | 4.9%  | 27         | 3.0%  |
| Total                  | 374 | 100%  | Total                  | 512 | 100%  | <b>886</b> | 100%  |

In total, the MSUs met women and transgender of 25 different nationalities (based on self-disclosure). It is important to note that the 3 nationalities most frequently encountered (Nigerian, Romanian and Albanian) represent **88.4%** of all sex workers met in the territory.





The ethnic category "Other Eastern European" refers to women and minors from Moldova, Russia, Bulgaria, Ukraine, Lithuania, Poland, Latvia, Serbia, Macedonia, the Czech Republic, Slovakia, Hungary and Croatia. The ethnic category "South American" is made up of women (10) and transgenders (17) from: Brazil, Peru, Ecuador, Venezuela, the Dominican Republic and Colombia. The category "Nigerian" also accounts for individuals who claim to have arrived from Ghana. The exact definition of the place of origin for these few women and girls (9) is somewhat suspect and often appears to be Nigeria.

*Total number of individuals contacted: 4044*

The figures regarding individuals contacted refer to the total number of times that all the people met throughout 2012 were seen during territory visits.

**Analysis of data and turnover estimate**

*Total number of individuals contacted: 4044*

Average number of individuals contacted per visit: 8.7

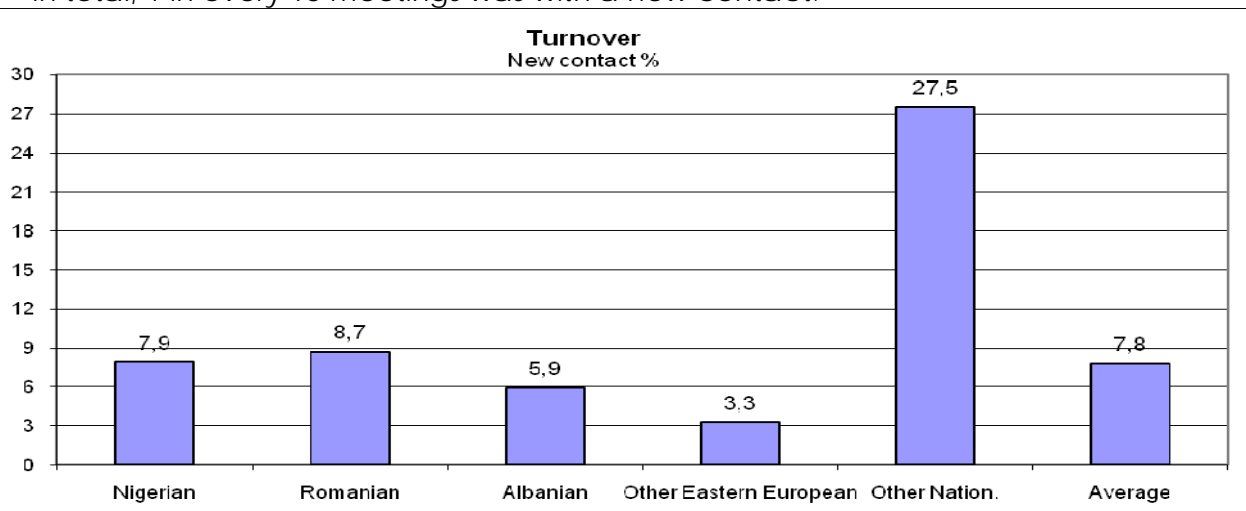
Average number of meetings per person: 4.6

To get more precise data it is common practice to differentiate between contact with known individuals (i.e. that the MSU has met in the past) and new contact (i.e. with individuals the MSU has not met before). This difference allows a calculation of the Mobility Index (MI) which is derived from the percentage of new contacts against the total number of people met. The relevant data can be seen in table 5 and the following bar chart.

**Tab.5 –No. of meetings per nationality in 2012**

| Nationality            | Total no. of meetings | %           | New contact | %           |
|------------------------|-----------------------|-------------|-------------|-------------|
| African                | 1113                  | 100%        | 88          | 7.9%        |
| Romanian               | 1778                  | 100%        | 155         | 8.7%        |
| Albanian               | 717                   | 100%        | 42          | 5.9%        |
| Other Eastern European | 367                   | 100%        | 12          | 3.3%        |
| Other Nationalities    | 69                    | 100         | 19          | 2.5%        |
| <b>Total</b>           | <b>4044</b>           | <b>100%</b> | <b>316</b>  | <b>7.8%</b> |

In total, 1 in every 13 meetings was with a new contact.



It is difficult to state for certain the nationality of some of the women and girls. While they declare to be of a particular nationality at the beginning of the relationship with MSU members, over time and as trust deepens, they disclose their true nationality.

As shown in the charts above, in line with the trend of the past few years, in 2012 there was a lower turnover of Nigerian women and girls.

Furthermore, the Nigerians considered new to the territory most of the times have already been in Italy for a while and therefore are constantly in search of streets to work in a stable manner. The number of women and girls just arrived in Italy is thus particularly low. Compared to 2011, the figures for Albanian and Romanian women and girls are quite stable, while the category "Other Eastern European" shows a decrease. The figure for "Other Nationalities", which is very low, does not adequately represent the reality of the situation. Overall the MI for 2012 is 7.8% which is similar to the figure for 2011 (8%).

With the data collected, it is also possible to estimate the turnover of each nationality:

|   |            |
|---|------------|
| <u>Total number of individuals contacted:</u> | <b>886</b> |
| New contacts in 2012:                         | 316        |
| Known individuals:                            | 570        |

**Tab. 6 – Turnover per nationality 2012**

| Nationality            | total      | %           | new contact | %            |
|------------------------|------------|-------------|-------------|--------------|
| African                | 256        | 100%        | 88          | 34.4%        |
| Romanian               | 386        | 100%        | 155         | 40.2%        |
| Albanian               | 141        | 100%        | 42          | 29.8%        |
| Other Eastern European | 63         | 100%        | 12          | 19.0%        |
| Other Nationalities    | 40         | 100%        | 19          | 47.5%        |
| <b>Total</b>           | <b>886</b> | <b>100%</b> | <b>316</b>  | <b>35.7%</b> |

As mentioned earlier, the figure for the turnover of individuals working in the territory is not just an indication of new arrivals to Italy. For some ethnic groups an arrival in the territory simply means a change of working address as they have already worked on the street in other parts of Italy. Furthermore, it is quite common to meet the same women and girls in different zones of the territory. If not accurately recognised as new contacts by MSU workers, they will not be calculated in the MI figure.

MSU contact data indicates that at least 30% of the women and girls met by Lule workers and volunteers had already started working as prostitutes in a different location (other areas of Italy or other European states, on the street, in strip clubs or apartments). The true figure is most certainly higher considering that this type of information rarely emerges during the first few meetings.

Nevertheless, particularly among Romanians, there is a high frequency of very young inexperienced and naive girls who are constantly under the surveillance of their pimp.

There is less and less variation in the conditions and in the type of people the MSU meet regardless of the time of day. In fact it is increasing number of women and minors present for many hours of the day, even in different zones (on one street by day and on another perhaps quite distant from the first by night. The difficult conditions and exploitation of individuals who work during daylight hours are thus becoming more similar to those suffered by individuals who work at night, when there are more women and girls present due to "the market request".

In general, the "demand" created by prostitution clients orients each racket in its choice of the type of woman or girl to "offer" and to position on the street. The two primary criteria considered for this selection by exploiters seem to be clients' preferences (thus the potential earnings), and the "manageability/controllability" of the woman or girl). In terms of the first criteria, young, "new", Caucasian, inexperienced-looking women or girls are more profitable. In the terms of the second criteria, the night attracts a higher number of clients and offers better conditions for directly controlling the women and girls.

Nevertheless it is common to position experienced women and girls that don't require constant surveillance. In fact, often these individuals are subjugated by sufficiently binding blackmails, or they already depend so much on the deviant environment which controls them that they feel they belong to it and no longer perceive any aspect of exploitation in their involvement.

For some, working during the day-hours instead of at night e may be experienced as an improvement in working conditions.

In the world of prostitution, the street appears to remain the place where there is most “demand” for African women and girls. One must consider the fact that the clients who frequent them usually have a lower income. In spite of this, the increase in Romanians on the street seems to correspond to a decrease in the fees they charge. This results in a strong threat of competition to the African women and girls, who furthermore are becoming less likely to practice without the use of a condom, as opposed to a growing number of young exploited Romanians.

## 2.2 Indoor contact unit

This branch of activity arose out of the necessity to expand the possibility of uncovering sex trafficking victims. In fact it has been commonly known for years that prostitution, even forced, is practiced within the walls of private apartments or commercial enterprises (such as massage parlours, strip clubs etc.).

The activities carried out by this unit (ICU) are designed to reach the same objectives as those of the MSU however with careful consideration for the different practical context and the needs observed.

### Action implementation

Social work to assist individuals in indoor prostitution is in many ways different from the work undertaken by the MSUs; contact with sex workers cannot take place immediately or directly but rather it must follow a complex and lengthy mapping process and the telephone becomes indispensable even before any contact is made. Contact with sex workers usually occurs in a private space rather than in public.

The first step involves identifying sources of information, i.e. the channels through which paid sexual services are offered. Paper sources include newspapers and some magazines, while websites tend to be the preferred source of informative material.

Next, the data considered useful for identifying individuals who “hide” behind the published advertisements are filed in a database. It is necessary to continuously monitor all sources given the quantity and frequency of advertisement ‘turnover’. Through this mapping of the locations where indoor prostitution is practised the ICU prepares for the next step involving telephone and face-to-face contact.

The process of establishing contact with sex workers is carried out by trained social support workers. The first contact made by phone serves to present the services the team offers, leave a contact number the sex worker can call if they require assistance and possibly make an appointment to meet in their home. This first phone call also provides the opportunity to make arrangements should the sex worker wish to be accompanied to any appointments of a medical or bureaucratic nature.

In 2012 the ICU operated within the territory of the Province of Milan (excluding the city of Milan) and the Province of Pavia.

### Resources

#### *Human resources:*

- 1 coordinator
- 2 social support workers
- 1 cultural mediator
- 2 volunteers

#### *Equipment:*

- 1 car
- 1 mobile phone and 1 landline
- workspace in the office
- contact record forms and multilingual health and social information brochures

### Information source and advertisement mapping

The mapping process recorded advertisements (implicit and explicit) for paid sexual services from over 50 sources. These sources were selected according to relevant criteria (for example, cited location, number of advertisements, turnover of advertisements, parallel advertising in more than one source etc.). On the internet, advertisement pages frequently change domain name or extension, providing more or less information as they mutate and thus becoming more or less relevant in the mapping process.

This research involved the analysis of several advertisements, many of which were published more than once throughout the period or in more than one source. In these cases the advertisement in question was only counted once. A final analysis identified **448 new** advertisements compared to 2011, each with a telephone number. Almost half of the advertisements did not disclose the nationality of the person mentioned.

### Phone call data

Two social support workers and a cultural mediator (for the women of Chinese origin) divided the numbers to call based on location and disclosed nationality as per the compiled database.

As mentioned earlier, the social support workers called their allocated list of phone numbers through “social” calls to introduce themselves, explain the services provided by LULE and make themselves available for visits them in the apartments where the sex workers practiced.

In total **1739** phone calls were made, 457 in the Province of Milan and 1282 in the Province of Pavia. However the number of people contacted is lower than the total figure as often the number called was inactive or unavailable, or in case of answer, either the person did not speak or ended the call prematurely. In some cases many numbers belonged to the same individual. Nevertheless, it was also possible to contact more than one individual from a single phone call as it is quite common to discover different individuals working in the same apartment. The number of successfully “social” calls was **547**.

### Home visits

While visits to sex workers who practice outdoor don't need to be arranged in advance, to visit those who practice in apartments, or in “neutral” places it is essential to fix an appointment by phone in advance.

In 2012 **34** visits were made and on these occasions contact was made with **55** individuals. To increase the possibility of making contact with more individuals the team decided to dedicate **4** visits exclusively to making contact in **13** Chinese-operated massage parlours which resulted in meeting **14** women.

**Tab. 7 –Self-disclosed nationality and location of contacts**

| Nationality                  | Province of Milan | Province of Pavia | Total     |
|------------------------------|-------------------|-------------------|-----------|
| South American and Caribbean | 17                | 28                | 45        |
| Other European Union         | -                 | 3                 | 3         |
| Eastern European             | 2                 | 1                 | 3         |
| Asian                        | 8                 | 10                | 18        |
| Total                        | <b>27</b>         | <b>42</b>         | <b>69</b> |

Despite the great number of advertisements analysed and phone calls made, it was only possible to make contact with a limited number of individuals, in sharp contrast with the results obtained in street work where the contact levels are high.

In the world of indoor prostitution South American and Asian (particularly Chinese) women form the majority. Very few Eastern European women can be found and no African women whatsoever.

Most contact with Chinese women was established in person through visits to massage centres rather than telephone (14 out of 18).

Eastern European women were the most difficult to encounter (3), probably due to the fact that they were often simultaneously linked to the street prostitution circuit and strip clubs (proximity and/or high involvement in sexual exploitation).

The other European women are Spanish (naturalised South Americans), while South Americans in general are often friendly, sociable and interested in having access to healthcare services (especially Brazilians, Dominicans, Colombians and Venezuelans).

It is possible that alternative and probably informal sources of information regarding paid sexual services offered by individuals of other nationalities are accessible by regular clients, however these sources may have eluded the mapping process.

### 2.3 Guidance and access to healthcare services

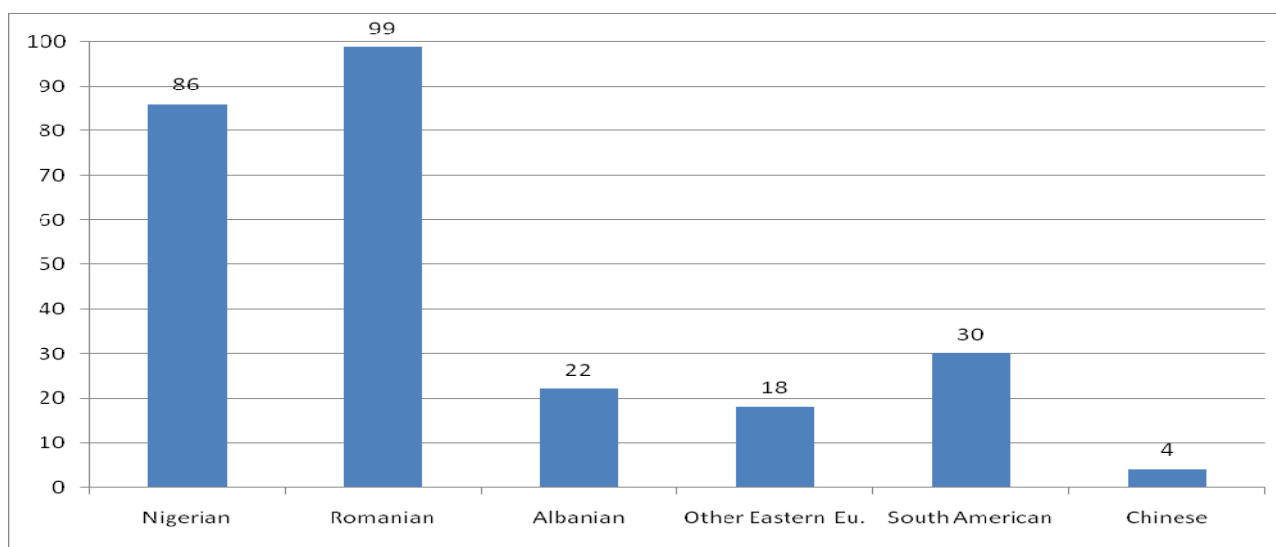
One of the goals of contact activities is to facilitate access to healthcare services. Throughout 2012, the teams guaranteed their availability to accompany individuals to medical appointments when the need arose.

LULE support workers personally accompany the woman or girl to their medical appointment and many are the benefits resulting from this action. The presence of the support worker facilitates communication with healthcare professionals, creates the opportunity to deepen the relationship between the support worker and the assisted individual who meanwhile can receive information about prevention of future health risks. Furthermore, women and girls in the prostitution circuit are usually so marginalised that they are unaware that they are entitled to various healthcare services.

In 2012 LULE support workers accompanied **259** women and girls (an increase compared to 246 in 2011), which means **27.5%** of the total number of individuals contacted (compared to 24.9% in 2011). 33 practice in apartments and 226 on the street.

**Tab. 8 Women and girls accompanied to medical appointments**

| Nationality            | no.        | %     | % of Nationality |
|------------------------|------------|-------|------------------|
| Romanian               | <b>99</b>  | 39.2% | 25.5%            |
| Nigerian               | <b>86</b>  | 33.2% | 33.6%            |
| Albanian               | <b>22</b>  | 8.5%  | 15.7%            |
| Other Eastern European | <b>18</b>  | 6.9%  | 28.1%            |
| South American         | <b>30</b>  | 1.6%  | 40.0%            |
| Chinese                | <b>4</b>   | 1.5%  | 100%             |
| Total                  | <b>259</b> | 100%  | <b>29.2%</b>     |



The number of requests to be accompanied remained high among Romanian and Nigerian women and girls (respectively 99 and 86 in 2012 as opposed to 93 and 87 in 2011). The figure for Albanians and other Eastern Europeans remained stable.

Compared to 2011, the increase in number of accompanied women can be attributed to the activities carried out by the ICU with indoor sex workers.

Of the 21 healthcare facilities which guaranteed and provided services in 2012, 17 were public and 4 were private institutions cooperating with the national healthcare program.

In general, health reports of assisted individuals related to:

- current living conditions, for example, the climate, working hours, possible aggression and violence, place where they rest and diet (changes in living conditions are more and more common however, so are the cases of extreme neglect);
- health risks related to prostitution (STDs, frequent pregnancies and unsafe abortions);
- psychological issues originating from past experiences or difficult living conditions in their country of origin;
- congenital or acquired psycho-physical conditions not treated in their country of origin (and thus have become chronic), treated incorrectly or most commonly, never diagnosed;
- Psychological issues originating from traumatic experiences during the migration process and the entry into prostitution, violence suffered while practising prostitution or trauma suffered in their country of origin (abuse, loss, family problems, etc.).

A high degree of vulnerability, in part due to the above problems, is extremely common in the women and girls LULE meets, both on the streets and in indoor prostitution.

LULE's collaboration with some healthcare facilities is stable and positive, not only in terms of functionality and efficiency, but also in terms of treatment of the assisted individuals and cooperation between the healthcare professionals and LULE staff. On the other hand, some healthcare facilities present obstacles which make difficult or impossible to accompany women and girls asking for medical assistance. These difficulties seem to arise primarily as a result of:

- frequent lack of internal transparency regarding the competence in provision of preventative and other healthcare services;
- a lack of well-organised STD prevention and treatment services;
- excessive bureaucracy or procedural rigidity in obtaining urgent or essential healthcare for foreign patients, particularly if without any kind of documentation;
- insufficient spread of official regional newsletters and lack of knowledge regarding the official criteria for recognising and providing "essential" and "urgent" services to citizens of new-EU countries (Romanians in particular).

All of these issues constantly undermine access to basic healthcare services which are the legal right of the individuals LULE aims to assist informing sex workers about health risk prevention, locally-offered services and to promote their way to autonomy

In 2012, at least **70** women and girls accompanied by a LULE support worker for an initial appointment used these services.

The LULE teams also distribute health and social information brochures which are read and discussed during visits with sex workers. The material is available in: Italian, English, Spanish, Portuguese, Albanian, Russian, Romanian, Bulgarian and Hungarian.

The informative material distributed includes a brief introduction flier and brochures regarding HIV & AIDS, Hepatitis B, how to use a condom, contraception methods, sexually transmitted diseases, how to use female hygiene products, pregnancy and abortion, what to expect at a gynaecologist appointment, and the importance of the Pap test.

Over the course of the year the LULE team identified the need for (and subsequently compiled) informative material on two other subjects: the STP code (a healthcare code for temporary residents) and the menstrual cycle.

### General local service guidance

In the past two years the number of requests made to LULE support workers for access to non-healthcare services (legal advice, employment, new mother support and shelter etc.) has risen. Generally each MSU and ICU was able to recommend reliable and appropriate local public and private institutions .

In cases where the support workers realized the individual could not autonomously seek such services, they accompanied the individual for the first appointment. This type of support has gradually become more significant and LULE team has expanded its local service contact network and has consequently been able to offer increasingly more assistance and help

In 2012, the team:

- Supported **5** women and girls (4 Nigerian, 1 Albanian) throughout their pregnancy and helped 2 of them temporarily enter a shelter for single mothers. All of them gave birth (or are about to) and abandoned prostitution without entering the social protection program as provided for by Art. 18 Legislative Decrees 286/98. Two of these individuals now live with Italian men and have obtained, or are about to obtain, a pregnancy residency visa;
- Accompanied **9** women and girls (4 Nigerians, 3 Romanians, 1 Albanian and 1 transgender Peruvian) to an employment office. Some chose not to continue their job search after the first meeting, others however continued down this path which involved a skill assessment, CV writing, job advertisement search, employment contract consultancy, etc.). Of these individuals, 3 found employment, 1 attended a professional training course and 1 completed an Italian language course. Following their initial visit to the employment office some individuals appeared to require further assistance for example: psychological support, enrolment in leisure activities;
- accompanied **4** Romanian women and girls to the foreigner assistance office (primarily in order to register their residential status, obtain an identity or healthcare document, or contest a fine);
- Co-assisted and referred **2** Nigerians to private social service organisations in region Piemonte. 1 was pregnant and wished to follow through with the pregnancy, the other entered a social protection program;
- Inserted **4** individuals (3 Nigerians and 1 Romanian) into personalised social protection programs as provided for by Article 18 of Legislative Decree 286/98.

Among the above mentioned services the following ones deserve particular attention: ALA Association employment office in Milan, the foreigner assistance office in Magenta, NAGA Association in Milan, Caritas Ambrosiana legal advice office, and some pro-life centres in the area.

Finally, the team was also involved in managing events following the deaths of **2 women** in 2012. One case required the team cooperation in organising the funeral of a Nigerian woman died in unclear circumstances, in the second case the team gathered thoughts and anecdotes written by street "colleagues" and LULE volunteers to honour a Romanian woman tragically murdered.

## 2.4 Characteristics of the phenomenon and the people contacted

The data collected seems to confirm that, generally speaking, a large group of contacted women and girls is controlled by different clans running human trafficking and prostitution circuits. The stories of abuse, violence and extreme poverty, even beginning in the country of origin, are numerous.

These women and girls usually endure the conditions of prostitution considering it as a necessary but transitory phase of their life due to their current situation and lack of alternatives. Between the poles of self-determination and exploitation there are many nuances regarding personal reasons, situations and experiences lived by those who stay in the “world” of prostitution. These are justifications that allow the individual to accept being the source of illegal earnings for other people because the prospect of being able to count on an income, though minimal, outweighs the drawbacks of being exploited. As a consequence, even their awareness of what work they will be doing when they arrive in Italy varies; many suspect or know that they will have to work as prostitutes, but few expect the control, blackmail and exploitation that will often become a part of their living conditions. In fact these individuals generally live in Italy in situations of material and psychological dependence, without any protection, subject to continual blackmail by their exploiters and repression by the police, socially isolated in a daily routine which is harmful and dire in all its aspects.

By maintaining a constant presence in the territory and through numerous meetings with sex workers of the area, LULE support workers have been able to collect data and anecdotes resulting in the following observations.

### Hours and working methods on the street

In almost all parts of the monitored territory, there are two “working shifts” operated by sex workers, however the number of those who work during the day and the night (even in different areas) is increasing.

The street is frequently used as a type of shop window where “client packages” are agreed upon then performed in an apartment, motel or car. It is also very common for sex workers to take a new role within the racket becoming them responsible for recruiting and supervising new women and girls.

### Age and nationality

80% of the contacted foreign women and girls claimed to be aged between the ranges of adolescence to 30 years. 56% of Albanians claim to be older than 25, while 18% claim to be younger than 22 (the overall average age is 28). Romanians make up the cultural group with by far the youngest average age: 41% claim to be younger than 22 (67% younger than 25) and it is presumed that at least 5–10% of those encountered are minors (average age 24).

**Tab. 9 – Nationality and age distribution**

| Nationality            | <22 years old | 22–25 years old | 26–30 years old | 30> years old |
|------------------------|---------------|-----------------|-----------------|---------------|
| Nigerian               | 18%           | <b>33%</b>      | <b>32%</b>      | 17%           |
| Romanian               | <b>41%</b>    | 26%             | 24%             | 8%            |
| Albanian               | 18%           | 25%             | 24%             | <b>32%</b>    |
| Other Eastern European | 12%           | 21%             | 23%             | <b>44%</b>    |
| South American         | 4%            | 17%             | 29%             | <b>50%</b>    |
| Italian                | –             | 27%             | –               | <b>73%</b>    |

Just as is the case with Albanians, the age of other Eastern Europeans seems to be higher in general, in fact only 12% claim to be younger than 22, while 67% declare to be older than 25 (average age 29).

As the table above indicates, Romanians (who tend to be new arrivals) are the youngest of the ethnic groups and most frequently minors, though minors rarely disclose



their true age. It is important to consider not only nationality but in the case of Romanians, also ethnic background; LULE has encountered Romanian women and girls who are also of Roma origin (this ethnic minority makes up 10% of the Romanian population).

Most Nigerians declare an "intermediary" age between 23 and 30 (65%). The statistics for the few Italians contacted and South Americans tend to show a higher average age (respectively 41 and 33 years).

### Health and self-care

Interest in seeking out medical services and in general healthcare knowledge is low and inadequate. Prevention in terms of healthcare, is an issue of secondary importance compared to other problems considered more significant. Self-care in general tends to be neglected, except in very few cases. Unfortunately this is quite common in their exploitative situation (e.g. many exploiters convince their victims to work throughout pregnancies and during their menstrual period). All claim to regularly use a condom when they have relations with a client, nevertheless the demand for unprotected sexual intercourse is high. It is reasonable to presume that in certain situations, even to prevent losing a client, some women and girls would accept to practise unprotected sex. In any case, hardly any of the individuals encountered use protection in their private life during intercourse with their partner, which causes frequent unwanted pregnancies. Pregnancy and abortion are an extremely common occurrence among sex workers, regardless of nationality and the place of work (indoor and outdoor). This experience usually leads to physical and psychological discomfort but the expecting mother is rarely in a position to decide freely whether or how to follow through with the pregnancy.

There is a growing number of women and girls who have abnormal behaviours and physical handicaps. The cause is generally psychological/psychiatric (e.g. cognitive impairments of varying gravity, emotional blocks due to living conditions). In reality it is often difficult to determine the causes of such issues, unless the individual is able to see a mental healthcare specialist (a rare occurrence as these disorders are not necessarily detectable in the average medical examination that is available for people who do not have a temporary resident healthcare code). For the very few who had regular access to specialised public healthcare services, their problems derive from traumatic experiences related to entering the world of prostitution, violence while working or episodes occurred in the country of origin, perhaps even within the family unit. Very often, these women and girls have experienced deep abandonment in a family context, which facilitates the establishment of pathologically dependent relationships with the men exploiting them.

There appears to be an increase in alcohol consumption and drug usage. Among some women and girls who are usually young and newly arrived in Italy, drug usage has been induced by their pimp to make it more bearable and sustainable their entry into prostitution. In some cases it is "offered" to them by their clients. The exploiters of many women and girls (Nigerian, Albanian and Eastern European) traffic in drugs and unfortunately it is suspected that some women and girls are involved too.

### Anti-prostitution laws

As in previous years, several ordinances aimed at preventing or reducing street prostitution have resulted in inspections, fines or expulsion of sex workers and clients

While sex workers don't usually pay the fines they receive since they are not officially residents and have no declared income, the sanctions enforced by the police serve to increase mobility, continuous change of working hours, contact and negotiation with clients and causing a higher level of insecurity and a constant sense of persecution.

The debate fuelled by cries for public order, decorum and for the supposed social danger caused by sex workers confuse the involved parties (prostitutes, clients, local officials, law enforcement officers, etc.) deviating their attention from the true problems related to the phenomenon.

### Previous experience in the world of prostitution

Many women and girls of all nationalities who are newly contacted by the LULE team have already worked on the street in other territories, perhaps encountering support workers from other NGOs. These women and girls have already been in Italy for a considerable period. Nigerians tend to have previously worked on the street, usually in areas near large urban centres situated between Turin and Venice or Naples and Rome, or (though more rarely) abroad. Romanians mostly report to have begun to work as prostitutes on the street but also in strip clubs and apartments in other cities or provinces. Some report past experiences abroad too (particularly in Spain). Many Albanians and other Eastern Europeans have worked as prostitutes in other European Union countries. They speak of experiences following their entry into street prostitution, mostly in other European countries and covering both indoor and outdoor prostitution.

Entry into prostitution occurred in different places, depending on the characteristics of prostitution in that particular state. The method of entry and the working conditions are often similar and are those typical of sex trafficking. Sometimes individuals report that they were sold to a brothel in that country and that they were “discarded with” or freed after a certain period had passed. In these cases the single stories and the prostitution channels can be very complex, apparently irreversible, so that these individuals think there is no way out.

It is often noted that the initial vulnerability of the sex trafficking victims tends to facilitate situations of blackmail, violence and dependence with consequent loss of self-determination when unscrupulous people can exert power over vulnerable individuals, the place in which prostitution is practised has very little relevance in creating the situation of exploitation.

African women and girls are not only financially indebted to their exploiter (approximately 60 000 euros) but they are also blackmailed through traditional religious rituals (Voodoo or Juju) which are performed by individuals within the criminal organisation. There are a growing number of groups and churches apparently and legally operating in Italy that are connected to churches in Nigeria. Their presumed pastors foster the exploitation cycle by reinforcing to the women and girls the importance of the debt they have contracted, thus supporting the “work” of the madams who push the newly arrived into the world of prostitution. These churches survive on donations, even from the madams themselves who through this mutually beneficial system are able to obtain loans to finance the recruitment of women and girls in Nigeria.

**Tab. 10 – Development of activities in period 1999–2012 (outdoor)**

|                       | 99   | 00   | 01   | 02   | 03   | 04   | 05   | 06   | 07   | 08   | 09   | 10   | 11   | 12   | Total         |
|-----------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|---------------|
| Street visits         | 594  | 718  | 671  | 594  | 499  | 493  | 495  | 514  | 510  | 482  | 530  | 524  | 512  | 467  | <b>7,136</b>  |
| Individuals contacted | 861  | 1080 | 1023 | 1026 | 883  | 930  | 1111 | 1074 | 1060 | 863  | 1037 | 1076 | 955  | 884  | <b>7,520*</b> |
| No.of times contacted | 5219 | 7313 | 6660 | 5930 | 4600 | 5094 | 4869 | 5202 | 4836 | 3891 | 4791 | 5110 | 4756 | 4044 | <b>72,315</b> |
| Individuals assisted  | 110  | 169  | 160  | 166  | 184  | 161  | 153  | 206  | 196  | 159  | 165  | 210  | 246  | 259  | <b>1,620*</b> |

\* The figure represents the total number of people met and accompanied but doesn't correspond to the sum of the figures for each year as some of the individuals met and accompanied were the same in consecutive years.

### **3. Emergency activities**

The aim of Emergency activities is to support and guide women and minors who wish to leave the trafficking circuit and to enter into social integration programs provided for in Article 13 of Law no. 228/03 and Article 18 of Legislative Decree 286/98.

This assistance is carried out first by guidance meetings to ascertain/screen the reasons the individual wishes to take such a step, and then providing accommodation in a protected emergency women's shelter (either run by LULE or by another organisation in the community services network).

Staying in one of these facilities the individuals have the necessary time and space to think about their own motivations and to make a well-informed decision regarding their future.

#### **Resources**

##### *Human resources:*

- 1 support worker coordinator
- 6 support workers
- 1 cultural mediator
- 1 supervising psychotherapist
- 1 psychotherapist for the assisted individuals
- 2 legal consultants

##### *Equipment:*

- office for holding meetings
- emergency shelters

#### **Guidance meetings**

The guidance meetings are personalised for each individual that requires information regarding assistance, protection and available social integration programs. Interviews usually take place in LULE Association office and are held by the service coordinators, guaranteeing a suitable setting and adequate time.

Over the course of the year, a total of 48 meetings with interested individuals (**42** with females, **6** with males) were held. There were also **4** meetings with Italian citizens who contacted the association regarding suspected cases of trafficking taking the total number of guidance meetings to **52**.

**37** meetings were regarding entry into a protection program or shelter, **15** were informative and provided guidance regarding the programs provided for in Article 18 of Legislative Decree 286/98.

##### *Nationality*

Nigerians and Romanians remain among the largest groups percentage-wise however numerically show a decrease compared to previous years.

**Tab. 11**

| <b>Nationality</b>   | <b>No.</b> | <b>%</b>   |
|----------------------|------------|------------|
| Nigerian             | 21         | 40.4%      |
| Romanian             | 11         | 21.2%      |
| Italian (4 males)    | 6          | 11.5%      |
| Egyptian (all males) | 6          | 11.5%      |
| Chinese              | 2          | 3.8%       |
| Bosnian              | 1          | 1.9%       |
| Malian               | 1          | 1.9%       |
| Ukrainian            | 1          | 1.9%       |
| Ivorian              | 1          | 1.9%       |
| Albanian             | 1          | 1.9%       |
| Dominican            | 1          | 1.9%       |
| <b>Total</b>         | <b>52</b>  | <b>100</b> |

During meetings with women and girls who wished to enter a protection program, the coordinator screened requests, found the most suitable program and organised the transfer of the individual to a shelter. For safety and to allow the individual time to evaluate their decision, it is procedure for them to stay initially in a women's emergency shelter.

### Entries into shelter

In 2012, **30** women and minors turned to LULE for assistance and then entered into programs to leave the trafficking and exploitation racket (as opposed to 36 in 2011).

#### Nationality

The percentage of assisted individuals that were Nigerian remained relatively stable since 2011 (44%), while the percentage that were Romanian has decreased (39%). The number of sheltered women who have children in their country of origin and those who were pregnant at the time was similar to the previous year.

#### Type of exploitation

The sheltered individuals were mostly victims of human trafficking and sexual exploitation (as in previous years). The other types of exploitation they escaped from were serious housekeeping exploitation, a begging racket and a theft criminal ring.

**Tab. 12**

| Nationality  | no.       | %           |
|--------------|-----------|-------------|
| Nigerian     | 12        | 40%         |
| Romanian     | 10        | 33%         |
| Italian      | 2         | 6.7%        |
| Bulgarian    | 1         | 3.3%        |
| Ukrainian    | 1         | 3.3%        |
| Malian       | 1         | 3.3%        |
| Bosnian      | 1         | 3.3%        |
| Ivorian      | 1         | 3.3%        |
| Albanian     | 1         | 3.3%        |
| <b>Total</b> | <b>30</b> | <b>100%</b> |

**Tab.13**

| Type of exploitation | no.       | %           |
|----------------------|-----------|-------------|
| Sexual               | 23        | 76.7%       |
| Begging              | 2         | 6.7%        |
| Micro-crime (theft)  | 3         | 10%         |
| Housekeeping         | 2         | 6.7%        |
| <b>Total</b>         | <b>30</b> | <b>100%</b> |

To provide this service LULE collaborated with public institutions such as: the Centre for Juvenile Justice in Milan and local council social services (some of which are not in the Lombardy region). LULE also worked with other NGOs that operate within the regional territory or nationally to provide shelter to adult and minor victims of trafficking.

#### Minors

**7** of the sheltered individuals were female minors (as opposed to 10 in 2011), 2 of them, did not follow the protection program and left the shelter facility without the permission of the support workers, and up to 31/12/2012 1 was still staying in the emergency women's shelter. The LULE team consults with a psychotherapist in the care of minors.

#### Accompaniment to press charges

Of the 30 women and minors sheltered, **16** (53% as oppose to 58% in 2011) pressed charges against their exploiters

- 15 obtained, or are waiting on, a social protection residency permit;
- 1 was still in shelter as of 31/12/2012.

Of the 14 women and minors who didn't press charges:

- 7 didn't follow the protection program and spontaneously left the women's emergency shelter (4 Romanians, 1 Albanian, 1 Bosnian, 1 Nigerian);
- 2 minors were inserted into personalised programs;
- 3 entered into a no-charges-pressed social protection program;
- 2 were still in the women's emergency shelter on 31/12/2012.

The no-charges-pressed social protection program continues to be very infrequently considered a viable option. While **2** women stayed in a shelter, support workers accompanied them to make a formal statement regarding their respective exploiters and/or traffickers. The support workers worked with the individuals to evaluate the opportunity of pressing charges, explaining advantages and consequences, considering fears and motivating factors.

Later, with the assistance of cultural mediators, they pieced together the story and contacted the relevant police authority and then the women were accompanied to formalise the proceeding.

7 women had already pressed charges when they entered protection, the remaining 7 were guided by support workers to disclose their stories which were then used to press charges once the individuals were transferred into a temporary women's shelter.

Healthcare appointments

During their stay in a shelter, all women and minors were accompanied to a healthcare facility to carry out medical tests: STD blood tests, generic examinations to attest suitability for living in a sheltered community, gynaecological and other specialist examination (including the Ser.t addiction clinic and the CPS psychosocial centre for psychiatric and addiction issues).

Protection program outcomes

The number of individuals who abandoned a protection program in 2012 was higher compared to 2011 (11.1%). There were no requests for repatriation (7 in 2011), however it was necessary to place some individuals in therapeutic communities as their physical and psychological needs went beyond the usual ones provided for in a trafficking victims shelter.

**Tab. 14**

| <b>Outcomes of emergency shelter programs</b>                       | <b>no.</b> | <b>%</b>    |
|---|------------|-------------|
| Followed social integration program, Article 18                     | 16         | 53.3%       |
| Followed protection program in a shelter run by another association | 3          | 10%         |
| Family reunion  | 1          | 3.3%        |
| Left protection program and shelter                                 | 7          | 23.3%       |
| In emergency women's shelter on 31/12/2012                          | 3          | 10%         |
| <b>Total</b>  | <b>30</b>  | <b>100%</b> |

**Tab 15. - Development of activities in period 1999-2012**

|                       | <b>99</b> | <b>00</b> | <b>01</b> | <b>02</b> | <b>03</b> | <b>04</b> | <b>05</b> | <b>06</b> | <b>07</b> | <b>08</b> | <b>09</b> | <b>10</b> | <b>11</b> | <b>12</b> | <b>Total</b> |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| Guidance meetings     | 101       | 155       | 173       | 152       | 168       | 99        | 71        | 82        | 121       | 124       | 109       | 75        | 70        | 52        | <b>1,552</b> |
| Emergency shelter     | 27        | 55        | 57        | 89        | 108       | 68        | 57        | 69        | 66        | 57        | 64        | 47        | 36        | 30        | <b>800</b>   |
| Social program start  | 18        | 43        | 51        | 73        | 78        | 47        | 40        | 25        | 45        | 44        | 30        | 20        | 22        | 16        | <b>556</b>   |
| Assisted repatriation | 3         | 5         | 3         | 5         | 11        | 5         | 6         | 15        | 4         | 3         | 14        | 3         | 7         | -         | <b>84</b>    |
| Average days of stay  | 8.2       | 18.5      | 21        | 14.8      | 16        | 18.5      | 19.8      | 16.9      | 23.2      | 33        | 23.6      | 25.4      | 34.2      | 25.6      | <b>21.3</b>  |

## **4. Integration activities**

This branch of activity aims to promote the social and employment integration of individuals who have entered programs to escape the trafficking circuit (Article 18 of Legislative Decree 286/98). It is characterised by a second-phase accommodation service for those who require semi-autonomous accommodation in an apartment and by support to those who already lived autonomously in stable and suitable conditions when they entered a program (local integration programs).

The individuals supported in this phase of activity are women and men who have a residency permit or can obtain one, demonstrate that they have consciously chosen to integrate socially and employment-wise, and show they are able to act independently.

### **Resources**

*Human resources:*

- 3 social worker
- 1 psychotherapist
- 1 supervising psychotherapist
- 1 legal consultant

*Equipment:*

- 2 houses in Abbiategrasso

### **Second phase semi-autonomous accommodation**

The aim of this project is to help the individual reach their full potential, therefore their stay in an apartment. The activities carried out are aimed to promote a good level of autonomy in various aspects of daily life, permitting them to safely gain experience in becoming more independent and part of a social context. The targets are discussed and decided jointly by the LULE team and the individual in question.

The transition to living in an apartment occurs when the individual proves readiness to take this next step and a personalised program is decided upon. The length of stay is flexible and variable, depending on the personalised program.

The services offered within the program are:

*Psychological and emotional support:* support team presence, one-on-one time with support workers, private sessions with a psychologist.

*Healthcare support:* health awareness training, healthcare document preparation, accompaniment to healthcare facilities.

*Legal support:* private consultations, accompaniment to relevant public and private offices, initiate and follow through with judiciary and residency procedures.

*Daily living support:* gaining experience and acquiring autonomy in maintaining a household, money management support.

*Education and employment guidance:*

- *Education:* private consultation with relevant support worker; competence assessment; identification of suitable study path; enrolment.
- *Employment:* private consultation with relevant support worker; competence assessment; curriculum vitae preparation; job search training, information regarding contracts and the rights and responsibilities of the employee; job interview practice; accompaniment to employment agencies and the workplace; support in reading and understanding job advertisements.

*Employment integration support:* assistance provided by support workers aim to provide gradual entry into the working world through training placements in an established business. This experience permits the individual to gain skills and learn how to operate in a normal working context, thus facilitating their entry into stable employment.

A personalised training process takes place under the supervision of a tutor who follows, evaluates progress consults with the trainee and the employer to best meet the needs of both parties.

The targets are: matching the individual's skills/aspirations and the local resources and demand; document preparation; insertion of individual into training placement; mediation between employer and trainee; monitoring and evaluation of performance; support through to moment of hiring.

Autonomous living support: this service includes: accompanying the individual to real estate agencies, mediating and acting as guarantor with property owners, guidance and consultancy for managing a household.

A structured training program is provided for the individual in order to reach the following targets:

- learning to: meet deadline, respect condominium regulations, actively perform ordinary home maintenance tasks, adequately manage daily housekeeping tasks;
- maintaining positive relationships with neighbours and the landlord;
- Good money management skills.

Living autonomously means full acquisition of personal autonomy and thus formally concludes the program of support services.

In 2012, **6** women (5 Nigerian and 1 Albanian) availed themselves of semi-autonomous integration programs. 4 of these women had entered the programs in 2011 while 2 entered in 2012. 4 stayed in a community shelter while 2 stayed in a state-run facility.

. After informative meetings about service and opportunities, these women entered the programs and general information about each infidel (e.g. legal documentation in their possession, study qualifications, previous work experience, Italian language skills and type of job desired) allowed the creation of a personalized plan

In any case, to foster their autonomy, only some basic services were presented, allowing for the individuals to seek solutions for themselves.

In 2012, **4** individuals were assisted in finding employment (3 as chambermaids and 1 in the hospitality industry).

On 31/12/2012, 3 individuals were still staying in a semi-autonomous living facility. Of these 3 individuals **1** is employed, **1** is taking part in a training placement, and **1** is looking for stable employment.

Of the 3 individuals no longer staying in a semi-autonomous living facility **1** has completed the program (currently renting an apartment, stable employment), **2** have transferred to other local integration programs.

### Local integration programs

In 2012, **15** individuals followed local integration programs (as opposed to 21 in 2011).

**10** of them were already in LULE-run accommodation programs at the end of 2011, while **5** were new cases (4 women and 1 man). **8** stayed in a community facility while **7** stayed in a state-run facility.

All of these individuals now live autonomously.

**Tab.16**

| <b>Nationality</b> | <b>no.</b> |
|--------------------|------------|
| Nigerian           | 6          |
| Chinese            | 5          |
| Egyptian (male)    | 3          |
| Albanian           | 1          |
| <b>Total</b>       | <b>15</b>  |

Entry into an integration support program occurs either after a phase of observation and evaluation in the initial accommodation facility, or after private meetings necessary to evaluate the motivation of the individual and stipulate a contract between them and the support provider. Once created the personalised project, the individuals follow the program attending guidance meetings, professional training sessions and work placement just like individuals who stay in a community facility.

These individuals were assisted to obtain or renew residency permits, and also throughout judiciary proceedings where necessary. Domiciliary visits of support workers evaluated the individual's living environment

An important step in fostering autonomy in the assisted individuals was to tutor and encourage them to make use of local resources, contacting different service providers and establishing work team support cooperation. Just like persons housed in second-phase semi-autonomous accommodation, these subjects were supported throughout the entire job search process.

Over the course of the year, **11** entered the working world, while **4** who were staying in a second-phase accommodation facility were already employed when they entered the project. In particular, **7** converted their residency permits to working permits concluding the program, **2** individuals left the program before finishing, **and 6** are still in progress under the supervision of LULE.

**Tab.17**

| <b>Occupation</b>    | <b>no.</b> |
|----------------------|------------|
| Hospitality industry | 3          |
| Chambermaid          | 3          |
| Domestic worker      | 2          |
| Barman               | 2          |
| Sales assistant      | 1          |
| Manual labourer      | 1          |
| Babysitter           | 1          |
| <b>Total</b>         | <b>13</b>  |

### Final comments

The employment integration of the individuals assisted by LULE in 2012 was heavily influenced by the widespread economic crisis. The decrease in job opportunities had a strong impact on the length of time required for integration and to complete the program, therefore also to reach full autonomy.

The job market crisis had a detrimental effect on the possibility of find work for individuals who often have limited training and professional experience. In fact the assisted individuals often had no previous work experience and though motivated, willing and open to all opportunities, they had little chance of being hired for the very few positions of lawful employment advertised. This meant that the possibility of initiating work placements in "protected" contexts, where monitoring and necessary support could be given, was significantly reduced.

It has been noted that the service provided to job seekers by employment agencies is becoming less and less adequate and there is an increasing need to use informal channels of communication to find temporary work. This increases the risk of working in inadequate conditions.

An effective solution has shown to be enrolling in a professional training course which includes a work placement thus facilitating possible hiring at the end of the training period; this was the case for some individuals. This nevertheless requires a lengthy period of time and not all individuals have access to this solution due to the time taken to convert residency documents.

In the last few years the period of time required for social integration has become longer, thus reducing the possibility of assisting new individuals into programs and compromising the individual's chances of converting their residency documents in order to legally stay in Italy (this must be done within 18 months).

In 2012, even the employment integration of male individuals was difficult. This resulted in a long period of unemployment for more than one individual, and increased the risk of their leaving the integration project due to the constant disappointment and the lure of jobs providing easy cash. Overall, **8** social integration programs were concluded in 2012.



### Activity development in the period 2000–2012

|  | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | Total |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| Individuals in 2 <sup>nd</sup> phase accommodation | 10   | 10   | 13   | 9    | 9    | 11   | 8    | 8    | 8    | 9    | 8    | 11   | 6    | –*    |
| Local integration programs                         | 2    | 9    | 15   | 15   | 16   | 21   | 18   | 16   | 21   | 19   | 16   | 21   | 15   | –*    |
| Employment integration                             | 11   | 11   | 20   | 15   | 21   | 24   | 24   | 21   | 18   | 15   | 14   | 18   | 11   | –*    |
| Concluded programs                                 | 5    | 7    | 11   | 15   | 16   | 16   | 13   | 10   | 10   | 8    | 5    | 6    | 8    | 130   |

\*This figure cannot be calculated. The simple addition of these figures would not be accurate as some individuals are counted in more than one year.

## **5. National anti-trafficking hotline**

With the cooperation of two support workers, LULE collaborated with the national anti-trafficking hotline and with other regional partners both communicating and reporting cases, and giving first-phase shelter to victims in Lombardy.

Throughout 2012, **3** cases were assisted (emergency and first-phase shelter) and **84** cases in other regions were reported to other regional partners. Therefore for each case, LULE involved or connected the relevant parties (e.g. the person who reported case, the victim, the organisation responsible for managing the case).

## 2012 in figures

### *Cultural and training activities*

- 1 public meeting, 4 theatre performances and 18 information sessions in schools
- 1 volunteer training course

### *Contact activities*

- 886 women and girls contacted
- 55 women and girls met in an apartment
- 259 women and girls accompanied to medical appointments

### *Emergency activities*

- 52 guidance meetings
- 30 individuals taken into emergency shelter
- 19 social integration programs initiated

### *Local integration activities*

- 6 individuals housed in second-phase accommodation and 15 individuals in local integration programs
- 8 integration programs completed

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This report was compiled by: Emanuel Omodeo Zorini, Monica Piacentini, Barbara Zampaglione and Amy Panetta.

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