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MARRI

Migration, Asylum, Refugees Regional Initiative



ICMPD

International Centre for
Migration Policy Development



Inclusion of Survivors in the Policy Development Process and Operational Response to Trafficking in Human Beings Practical Guidance

Prepared by the International Centre for Migration Policy Development, Vienna – Austria within the frame of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) Regional project on Preventing and Combatting Trafficking in Human Beings in the Western Balkans – “PaCT”, Commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ)

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List of Abbreviations

ATC	Anti-Trafficking Coordinator
ATP	Anti-Trafficking Programme
CSO	Civil Society Organisation
GIZ	German Corporation for International Cooperation
IAP2	International Association for Public Participation
ICAT	Inter-Agency Coordination Group against Trafficking in Persons
ICMPD	International Centre for Migration Policy Development
ISTAC	International Survivors of Trafficking Advisory Council
MARRI	The Migration, Asylum, Refugees Regional Initiative
NGO	Non-Governmental Organisation
NRM(s)	Referral Mechanism(s)
ODIHR	Office for Democratic Institutions and Human Rights
OHCHR	UN Office of the High Commissioner for Human Rights
OSCE	Organisation for Security Cooperation in Europe
PoA	Plan of Action
SOP	Standard Operating Procedures
THB	Trafficking in Human Beings
ToR	Terms of Reference
UNICEF	United Nations Children's Fund

A. Introduction and Background

Inclusion of Survivors in the Policy Development Process and Operational Response to Trafficking in Human Beings – Practical Guidance has been developed in the framework of the project **“Developing Approaches for Enhancing the Functionality of the Referral Mechanisms (NRMs) in the MARRI Participants¹”**. The project is being implemented by the International Centre for Migration Policy Development (ICMPD) in partnership with the Migration, Asylum, Refugee Regional Initiative (MARRI) and funded by the German Corporation for International Cooperation GmbH (GIZ) under the wider regional project *“Preventing and Combatting Trafficking in Human Beings in the Western Balkans”* (PaCT).

The project’s objectives are to develop and disseminate specific approaches for enhancing the functionality of NRMs for trafficked persons in the MARRI Participants², as well as to pave the way for practical implementation of the approaches on a regional level.

In the Framework of the project, ICMPD has prepared four practical approaches:

- Approach 1: Inclusion of survivors in the policy-development process in response to trafficking in human beings (THB) in the MARRI Participants;
- Approach 2: Inclusion of survivors in the operational response to trafficking in human beings in the MARRI Participants;
- Approach 3: Improving the communication and coordination among the NRM actors in MARRI Participants;
- Approach 4: Improved participation of Civil Society Organisations in the MARRI Participants’ Referral Mechanisms.

The current document contains Approaches 1 and 2. Their **objective** is to strengthen the effectiveness of the anti-trafficking responses and NRM implementation in the MARRI Participants by ensuring the inclusion of survivors of THB in the policy development process and the operational response.

What is it?

The Practical Guidance presents concrete actions and steps to include survivors in the anti-trafficking response, based on existing practices in the MARRI Participants and in territories outside the region. The proposed actions also stem from ICMPD ATP’s expertise in the development and implementation of mechanisms for referral of victims and cooperation on THB cases, from the development of anti-trafficking policy documents to the enhancement of the overall anti-trafficking response.

1 In accordance with the MARRI Communication rules, the term “Participants” is used instead of “national”. The term refers to MARRI Participant(s) (i.e. Participants’ needs, Participants’ level, etc.)

2 Migration, Asylum, Refugees Regional Initiative (MARRI) is a regional structure, consisting of six Participants: Albania, North Macedonia, Bosnia and Herzegovina, Serbia, Montenegro, and Kosovo

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence].

Who is it for?

The document has been developed for NRM professionals from the MARRI Participants to equip them with streamlined methods, instructions and tools aiming at timely and adequate assistance and protection of trafficked persons and development of adequate anti-trafficking policies by involving the survivors.

How to use it?



Guidelines



Tools



Methods



Good practices

This is a guiding document, which professionals may use in their daily work by implementing one or more of the presented tools and good practices, depending on their interest and needs. The document provides information about existing practices related to survivors' inclusion in the anti-trafficking response that could be implemented by the anti-trafficking professionals and practitioners from the MARRI Participants, and offers concrete and practical guidance on how the challenges of survivors' inclusion and participation could be addressed.

In addition to the presented practices, the document offers **a tool** to support the practitioners **to assess whether an identified good practice is adaptable and could be implemented in the Participants' context** – [Annex 1](#).

Why is it important to include survivors of THB?

The principle of participation enables the advancement of all human rights in every society. It is essential for reducing inequalities and social conflicts, for empowering individuals and groups, for eliminating marginalisation and discrimination. It is one of the core elements of human rights-based approaches.³

Survivors of THB could play a crucial role in establishing effective measures to prevent this crime, to identify and rescue victims, and undeniably, to support them towards social and economic recovery.

“As subject matter experts, survivors of trafficking play a critical role in the Anti-Trafficking movement. Their lived experiences are central to developing holistic, comprehensive, survivor-informed and solution-based interventions.”⁴

The process of participation of survivors and protection of their rights becomes powerful by listening to their voices and engaging their experience into the development and implementation of the response to THB. Moreover, a genuine engagement of survivors in the design and implementation of policy and operational responses aimed at protecting their rights is not about merely listening to their voices. It also

³ OHCHR (2018), *Guidelines for States on the Effective Implementation of the Right to Participate in Public Affairs*.

⁴ OSCE/ODHIR (2022), *National Referral Mechanism, Joining Efforts to Protect the Rights of Trafficked Persons – A Practical Handbook, Second Edition*.

requires empowering them to take an active role in the formulation of policy and operational responses, and consider their experience, far away from purely representational or tokenistic roles that have been assigned to them for too long.

In January 2021, the OSCE Office for Democratic Institutions and Human Rights (ODIHR) launched the **International Survivors of Trafficking Advisory Council (ISTAC)**.⁵ The Council is comprised of 21 survivors of human trafficking. Their role is to provide advice, guidance and recommendations to ODIHR and OSCE members on matters related to combating trafficking in human beings (THB), including legislation, policies and practices; educational and capacity-building efforts undertaken by ODIHR, etc. The Council also has the special role to provide guidance on the tools necessary to foster the growth of survivor networks and to promote the standardisation of survivor-related terminology within anti-trafficking frameworks.

A year earlier, the Inter-Agency Coordination Group against Trafficking in Persons (ICAT) in their 2020 Analytical Review highlighted the importance of involving survivors, including children, in anti-trafficking action. Furthermore, ICAT declared its decision to highlight the *“importance of the active participation of victims and survivors in all anti-trafficking interventions”* during the third evaluation of the United Nations Global Plan of Action to Combat Trafficking in Persons.

Recently, Freedom Fund announced the launch of a new trust-based fund **Survivor Leadership Fund**, which aims to get funding directly into the hands of organisations led by survivors of trafficking in human beings.⁶

The six Participants of the Migration, Asylum, Refugees Regional Initiative (MARRI) – Albania, North Macedonia, Bosnia and Herzegovina, Serbia, Montenegro and Kosovo* have introduced legal and policy anti-trafficking frameworks aligned with international standards and principles for victims support and protection of their human rights. In unison with the abovementioned developments, some MARRI Participants demonstrate strong understanding of the importance of survivors’ inclusion and of the value of their inclusion in some decision-making processes in relation to the policy framework – Action Plans, Strategies, Programmes, etc. The Office of the Anti-Trafficking Co-ordinator of Albania has officially established a *Victim Advisory Board*, involving three survivors of human trafficking.⁷ In Serbia, the NGO Atina has established the *Advocacy Group of Women Who Have Experienced THB*.

However, the Baseline Survey on NRM Information and Participation of MARRI Participants conducted in 2020⁸ found that participation of survivors is a rather underdeveloped area. Active participation of survivors in the implementation of NRM

5 OSCE/ODHIR(2020), *ODIHR’s International Survivors of Trafficking Advisory Council (ISTAC). Overview*.

6 Freedom Fund: Survivor Leadership Fund – Freedom Fund https://freedomfund.org/programs/community-building/survivor-leadership-fund/?mc_cid=21612e31cb&mc_eid=80a2e05b00

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

7 US Department of State (2020), *Trafficking in Persons Report*.

8 Different & Equal (2020), *Report of Baseline Survey on NRM Information and Participation of MARRI Participants*.

actions and in the shaping of the anti-trafficking policies would strengthen both responses. The Survey recommends for the participation of survivors' as advisors to be further developed by the authorities in all MARRI Participants. The need to find and support the safe and ethical ways of participation of the victims in the NRMs has become salient.⁹

Moreover, the establishment of a survivors' advisory body to support the work of the NRM is one of the recommended standards of the new edition of the OSCE/ODIHR Guidelines for NRM development.¹⁰

Lastly, the existing survivors' contributions and professional experience in the anti-trafficking field are not systematised and "translated" into a framework for survivors' inclusion. Comprehensive guidelines accessible by the anti-trafficking authorities are vividly missing. The international organisations endorse the need for survivor-participatory approach, but concrete forms and tools are rarely suggested.

The two practical approaches suggested in this document represent an effort to bridge this particular gap.

9 Different & Equal (2020), *Analysis and mapping of National Referral Mechanisms to protect victims of trafficking in human beings in the six MARRI Participants*.

10 OSCE/ODHIR (2022), *National Referral Mechanism, Joining Efforts to Protect the Rights of Trafficked Persons – A Practical Handbook, Second Edition*.

B. Methodology

The ATP utilised a comprehensive methodology to develop all practical approaches.

Desk Research

The desk research comprised collection and analysis of relevant information for the development of the four practical approaches. Various sources have been researched and revised:

- Existing international legal and policy frameworks, related to the topics of the four approaches.
- Relevant publications, reports, academic research reports, guidelines, recommendations, etc.
- Current international initiatives and developments on the four topics of the approaches.
- Existing practices in the MARRI Participants and beyond, related to the four topics of the approaches.

Field research

The team developed a **questionnaire** covering the four thematic areas of the approaches. Its aim was to gather additional information and existing practices in MARRI Participants. The questionnaire was disseminated to nominated governmental and non-governmental authorities (NRM coordinators and other NRM actors). The questionnaire was translated into Serbian/Bosnian/Montenegrin, Macedonian and Albanian languages and sent to 56 identified anti-trafficking stakeholders – professionals in the region, and stakeholders nominated as Focal Points to the project.

After a follow-up process with all contacted stakeholders, the team received a **total of 31** answers to the questionnaire – **three** from Albania, **seven** from North Macedonia, **seven** from Bosnia and Herzegovina, **four** from Serbia, **three** from Montenegro and **seven** from Kosovo*.

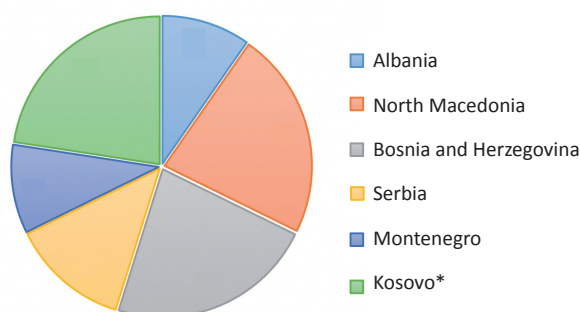


Figure 1: Responses received from MARRI Participants

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

In addition, **consultations** with international partners active on the topics of the approaches were conducted. The aim of the consultations was to provide additional insight into the collection of detailed and specific information, for example in relation to the establishment of survivors' advisory boards and initiatives, platforms and tools for CSO inclusion, establishment and operation of cooperation initiatives and platforms, etc.

Specifically, the draft of *"Inclusion of Survivors in the Policy Development Process and Operational Response to Trafficking in Human Beings – Practical Guidance"* was further discussed with anti-trafficking stakeholders from Albania, Serbia and Kosovo*.

The project team ensured survivors' inclusion in the development of this document by close collaboration with representatives of NGOs that implement practices of survivor inclusion and by consulting representatives of two survivor-led organisations. Their expressed opinions, suggestions and feedback concluded the final version of the document.

Information analysis and drafting of the approaches

The findings of the collected information were analysed and combined with the findings of the desk research. They were used as a foundation to the four practical approaches. The existing international standards and guidelines for survivors' inclusion, CSO engagement and enhanced cooperation and communication between stakeholders were taken into consideration to support the full development of the approaches.

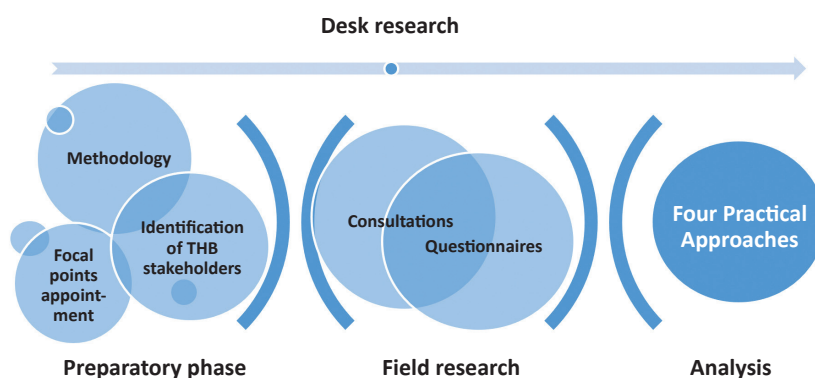


Figure 2: The process of development of the practical approaches.

Structure of the approaches

Based on the analysis of the collected information, four practical approaches and guidelines for their implementation were developed.

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

Inclusion of Survivors in the Policy Development Process and Operational Response to Trafficking in Human Beings – Practical Guidance has the following structure:

- Introduction and background.
- Methodology.
- Guiding principles for inclusion of survivors of trafficking in the anti-trafficking responses of the MARRI Participants.
- Existing practices and procedures of THB survivors' inclusion and participatory approach at international level and in the MARRI Participants.
- Methods, instructions, tools and good practices for the participation of the trafficking survivors as advisors in the **policy development process**.
- Methods, instructions, tools and good practices for participation of the trafficking survivors as advisors in the **operational response**.

C. Guiding Principles

1. Principles of Participation

The practices suggested in the current practical approaches are built on the principle of participation.

Participatory approach is a concept covering vast areas of human activity. At the core of the participatory approach lies the understanding that the process of development (designing, establishment, assessment, evaluation, etc.) of a certain product (service, policy, policy document, etc.) involves people who are directly concerned by the result (are the target group of the service, policy, policy document, etc.).

“Different tools can be used to implement a participatory approach. They all share the same philosophy, which is to facilitate the expression and the participation of different and diverse actors. This includes covering a wide range of forms of expression: oral communication, written communication and schematic representation [...] Engaging actors in such a process of co-construction promotes the ownership of results and the involvement of participants in their implementation.”¹¹

An additional angle to the survivors’ participation is the concept of **public participation**. The International Association for Public Participation (IAP2) has developed *The Spectrum of Public Participation*¹² to help groups define the public’s role in any public engagement process. They identify the stages of involvement of a group by the impact of the decision-making process.



Figure 3: Stages of involvement in the public participation process. Source: IAP2

This approach is largely informed by the typology of eight levels of citizen participation, known as the **Arnstein’s Ladder of Citizen’s Participation**.¹³

Each level corresponds to the extent of citizen’s power in determining the result of the action or the product (see Figure 4). Actions at levels 1 and 2 do not enable people to participate in planning or conducting programs, but enable the power holders to “educate” or “cure” the participants. Actions at levels 3 and 4 allow participants to hear and to have a voice through information sharing and consultations. Two-way information sharing may appear to be a simple method, but the impact of this process once taken seriously means that people involved often feel listened to, heard and therefore valued. Consultation is often favoured by organiza-

11 Laurent Hazard, Elise Audouin (2016), *Participatory approach: Definition*. <https://dicoagroecologie.fr/en/encyclopedia/participatory-approach/>

12 IAP2, *Public Participation Pillars*, Brochure, <https://www.iap2.org/mpage/Home>

13 Arnstein, S. (1969), *A ladder of citizen participation*. *Journal of the American Institute of Planners* and 360° Participation: <https://360participation.com/models-of-participation/>

tions that feel that they have a duty, or sense of obligation, to demonstrate engagement of certain groups. However, at these two levels, the participants do not have the power to ensure follow-up and change of the status quo. Actions at level 5 allow for a more active, advisory role of the participants, but the power remains with the power holders and they hold the right to judge the legitimacy or feasibility of the advice given. Actions at level 6 – Partnership, allow participants to negotiate and engage in trade-offs with the power holders. At the topmost levels, (7) Delegated Power and (8) Citizen Control, the participants obtain the majority of decision-making seats, or full managerial power. A group with no intermediaries between it and the source of funds is the most frequently advocated model.¹⁴

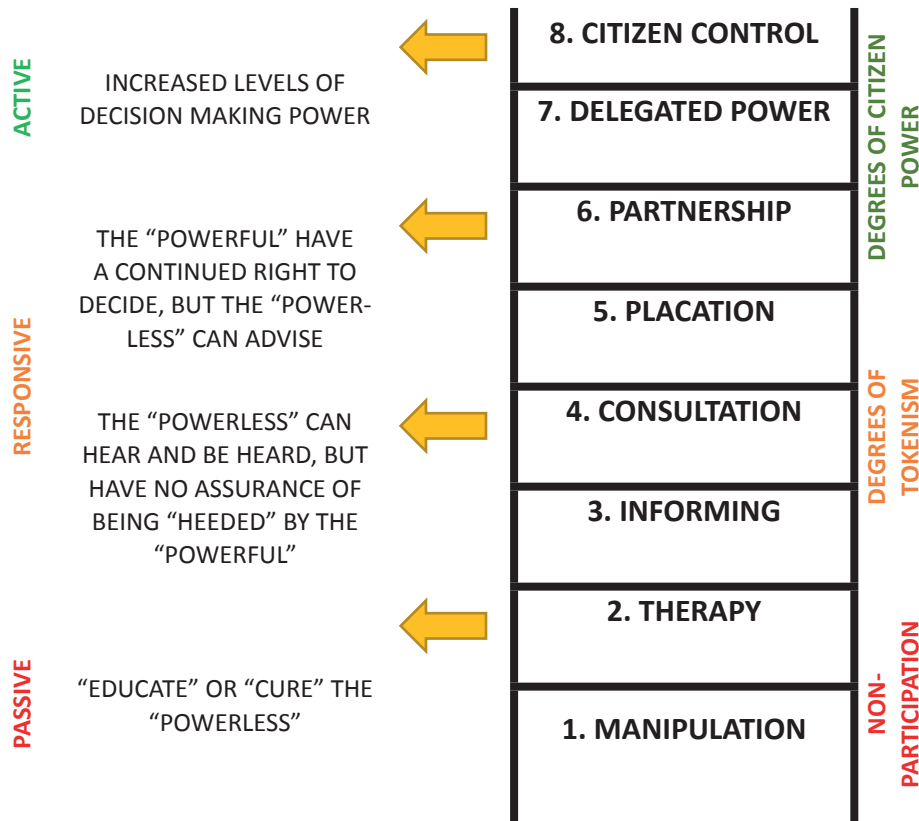


Figure 4: Arnstein's Ladder, Source: Based on 360° Participation

"Obviously, the eight-rung ladder is a simplification, but it helps to illustrate the point that so many have missed – that there are significant gradations of citizen participation.[...] The underlying issues are essentially the same – "nobodies" in several arenas are trying to become "somebodies" with enough power to make the target institutions responsive to their views, aspirations, and needs."¹⁶

¹⁴ Ibid.

¹⁵ Arnstein, S. (1969), A Ladder of Citizen Participation. Journal of the American Institute of Planners.

Another aspect of the participatory approach is the participation of children and youth. The current Practical Guidance does not target children specifically, but because many survivors are young persons, the **principles of youth participation** must also be taken into consideration.

Roger Hart's model presents the possible levels of engagement of young people outside their families.

Level 1: Manipulation – adults use children to support causes and pretend that the causes are inspired by children.

Level 2: Decoration – young people are used to help or “bolster” a cause in a relatively indirect way.

Level 3: Tokenism – young people appear to be given a voice, but in fact have little or no choice about what they do or how they participate.

Level 4: Assigned but informed – young people are assigned a specific role and informed about how and why they are being involved.

Level 5: Consulted and informed – young people give advice on projects or programmes designed and run by adults. Children are informed about how their input will be used and about the outcomes of the decisions made by adults.

Level 6: Adult-initiated, shared decisions with children – projects or programmes are initiated by adults but the decision-making is shared with the young people.

Level 7: Child initiated and directed – young people initiate and direct a project or programme. Adults are involved only in a supportive role.

Level 8: Child initiated, shared decisions with adults – projects or programmes are initiated by children and decision-making is shared among children and adults. **These projects empower children, while at the same time enabling them to access and learn from the life experience and expertise of adults.**¹⁶

Participatory approaches can be used in any policy or operational aspect of anti-trafficking responses. Participatory approaches are not about a ‘single’ method, but about a way of providing services or developing policies that are meaningful to their target groups. Many opportunities exist to use participatory approaches, so it is important to systematically think through at what stage and in what aspect the survivors would be best involved.

“I would tell that person what I know now and what she could do. If it would be necessary, I would go with her to the services that provide assistance. If I am with her, I can speak with her, I could help her. I think a person like me who was lucky can be helpful...”¹⁷

16 Hart, R. (1992), Children's Participation: From Tokenism to Citizenship and 360° Participation: <https://360participation.com/models-of-participation/>

17 Arnstein, S. (1969), A Ladder of Citizen Participation. Journal of the American Institute of Planners.

2. Trauma-informed approach

Trauma-informed approach is a key element of the principles of survivors' inclusion in the effective response to THB. The approach is distinct from trauma-specific interventions or services for victims that are specifically designed to address the consequences of trauma and to facilitate the process of recovery.

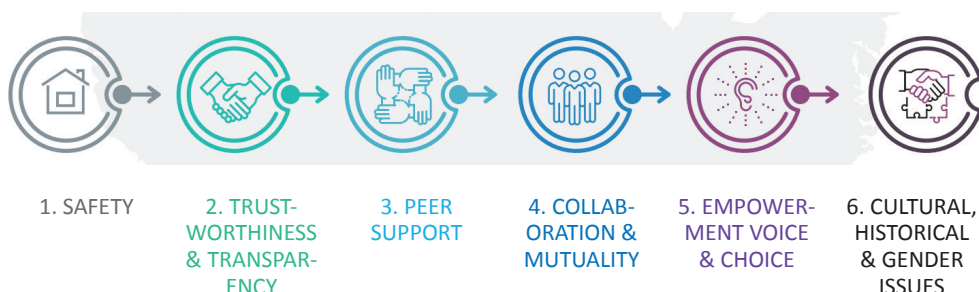


Figure 5: Six principles that guide the trauma-informed approach. (Based on the Office of Public Health Preparedness and Response and National Center for Trauma-Informed Care)¹⁸

In 2018, the Helen Bamber Foundation published “The Trauma-informed Code of Conduct for All Professionals Working with Survivors of Human Trafficking and Slavery (TiCC)”. The document provides simple methods and techniques to support professionals in all areas related to THB how to:

- Establish and maintain a mutual relationship of trust with survivors in any working context or environment;
- Impart a consistent sense of calm, security and safety throughout the course of their work;
- Increase the confidence of survivors and minimize the risks of causing distress and re-traumatisation;
- Remain safe and well in the course of the work, avoiding secondary trauma-tisation and professional ‘burnout’.¹⁹

3. Considerations Regarding Survivors’ Inclusion

3.1. “Survivor” or “victim”?

There are many definitions of the usage of the terms “survivor” and “victim” in relation to trafficking in human beings. Some suggestions for definitions gravitate towards the factor of power and dimensions like “empowerment” and “powerlessness”. Other distinguish between the two terms by the notion of the presence or

18 Centers for Disease Control and Prevention (CDC), (2020): website: https://www.cdc.gov/cpr/infographics/6_principles_trauma_info.htm

19 Rachel Witkin and Dr. Katy Robjant, Helen Bamber Foundation (2018), The Trauma informed Code of Conduct for All Professionals Working with Survivors of Human Trafficking and Slavery, Trauma Informed Code of Conduct (TiCC) | Helen Bamber <https://www.helenbamber.org/resources/best-practiseguidelines/trauma-informed-code-conduct-ticc>

absence of a perpetrator. “Victim” suggests that there is a direct perpetrator, while “survivor” does not include perpetrator. Furthermore, “survivor” implies overcoming of a certain traumatic event and sometimes could be associated with a sense of “heroism” which might not be appropriate to be applied to a person who is trying to recover from trauma and to regain personal strength. The term “victim” often suggest helplessness and passiveness. Moreover, once the person recovers, association with the crime and the trauma might not be appropriate.²⁰

Therefore, this document uses both terms without any prejudice towards the persons who had experienced trafficking. It utilises both terms as description of different stages in one’s recovery journey.

For the purposes of this document, **victim** of THB is a person who has experienced situation of trafficking and is in process of recovery, still being part of the supporting network of services provided for victims of THB. **Survivor** of THB is a person who has been in situation of trafficking and has concluded the recovery process or is at an advanced stage.

3.2. “Participation” or “inclusion”

For the purpose of the current document, it is also important to clarify the difference between “participation” and “inclusion”. Both terms are sometimes used interchangeably or often, there is no clear understanding among the stakeholders how they differ from each other.

This document uses the definitions suggested by Kathryn S. Quick and Martha S. Feldman.²¹

Participation describes a process of increasing **input for the content** of different programmes. Highly participatory processes include practices such as inviting many people and groups to participate, enlarging the accessibility to the activity, collecting community/group input and using it to influence policy decisions.

Inclusion describes the process of engagement in the **development and management** of certain programmes and initiatives. An inclusive practice connects different sectors and topics, different individual and group opinions and perspectives.

“Participation practices entail efforts to increase public input oriented primarily to the content of programs and policies. Inclusion practices entail continuously creating a community involved in coproducing processes, policies, and programs for defining and addressing public issues.”²²

20 Augustine, K. (2019), The Difference Between “Victim” and “Survivor”, Article in Daily Northwestern, Northwestern University.

21 Kathryn S. Quick and Martha S. Feldman (2011), Distinguishing Participation and Inclusion, Journal of Planning Education and Research 31(3):272-290.

22 Ibid

3.3. Direct involvement vs indirect involvement.

The most common practice of including survivors' voices in the establishment of procedures and services, etc. is via the actions of the organisations providing services for victims. They draw on victims' and survivors' experiences to advocate for changes in the legislative and policy frameworks, to provide evidence for certain trends or needs that require further actions or to give power to their narrative during awareness raising, advocacy and training initiatives. This indirect representation of survivors' voices happens most often in the form of case studies, written testimonies and statistic data.

Initiatives that foresee the direct involvement of survivors are scarce. These allow survivors-led organisations and individuals to participate directly in different aspects of the anti-trafficking response. Usually, such involvement takes the form of consultations, advisory meetings, provision of feedback, training initiatives, etc.

Both direct and indirect forms of involvement of survivors are effective and needed. While it is sometimes preferable not to integrate a direct involvement of survivors (e.g. under some circumstances as a result of personal or privacy reasons) direct involvement of survivors provides survivors with the opportunity to contribute to the overall effort to respond to THB, while ensuring that operational and policy responses are informed by the experiential expertise of survivors.

3.4. Participation in the anti-trafficking response vs participation in the personal support and recovery

In the literature and among some professionals, there seems to be a degree of confusion regarding the concept of survivors' participation and contributions to the anti-trafficking response and the concept of victims' participation in the development and implementation of their personal support and recovery, in the criminal proceedings on their case, in their civil proceedings, etc.

The active participation of the victim in the planning and the implementation of their own recovery plan is the ultimate goal of a victim-centred approach. Building the supporting process on the victim's informed decisions at every step is crucial and represents the main pillar of the victim's inclusion and empowerment.

The role of survivor advocates or survivor leaders is based on a participatory approach and emanates from the understanding that the effective development of services, policies, procedures is based on the inclusion of the target groups in the process.

A person, who survived trafficking in human beings, could be present in both capacities. However, this document focuses and explores only those dimensions linked to survivors' participation in the development and the implementation of anti-trafficking policies and the implementation of the operational response.

3.5. Types of survivors' participation

The most common form of direct survivors' participation is the establishment of survivors counselling or advisory boards. These boards are used to directly participate or to provide feedback and advice in the processes of development, monitoring and/or revision of policy documents, information campaigns, etc.

Survivors also organise themselves in networks or survivors-led platforms and work as active advocates for victims' rights, legislation changes, education campaigns, etc. Some organisations are involved in the direct support of victims and cooperate with the operational level authorities.

Often, survivors are involved as individuals in advocacy and awareness-raising events by providing statements or presenting their story. They could provide feedback on certain services or procedures in order to contribute to the NRM evaluation, etc.

NGOs in some MARRI Participants (Albania, North Macedonia, Serbia, and Kosovo*) report that they use the feedback of survivors to evaluate their services, as well as in peer support, prevention and training activities, project development and monitoring.²³

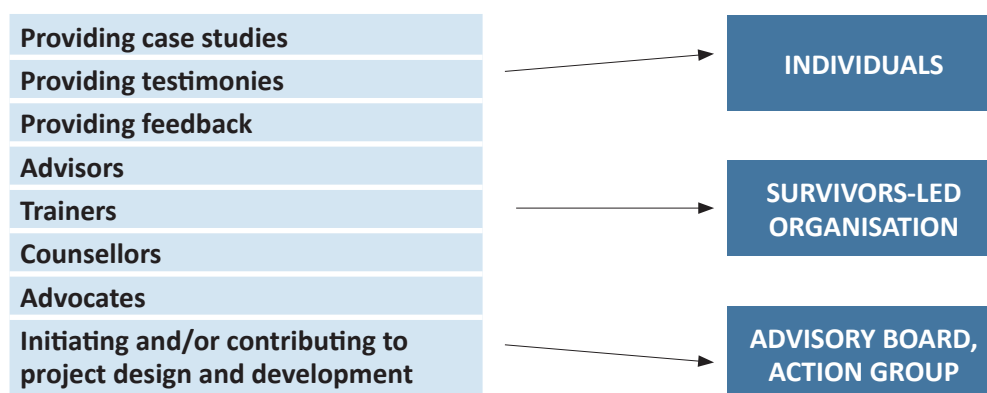


Table 1: How survivors could contribute to the anti-trafficking response.

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

²³ Validation webinars organised by ICMPD on 29, 30 and 31 March 2022 and attended by anti-trafficking stakeholders from MARRI Participants.

D. Inclusion of Survivors in the Policy Development Process in Response to THB

This approach presents possible ways survivors could contribute to the development of the anti-trafficking legislation, as well as anti-trafficking policies – i.e. anti-trafficking strategies, programmes, action plans, the NRM framework, etc. The approach also explores survivors’ participation in advocacy actions. It builds upon the existing initiatives at international level (i.e. OSCE/ODHIR, Freedom Fund, etc.), existing examples in MARRI Participants (Albania and Serbia) and beyond.



Practice P1: Establishment of THB survivors as an anti-trafficking stakeholder.

Goal: To ensure that the expertise and lived experiences of survivors reinforce the quality, adequacy and the effectiveness of anti-trafficking responses.

Involved stakeholders: Office of the Anti-Trafficking Coordinator, Office of the Independent Rapporteur, the main governmental and non-governmental anti-trafficking stakeholders, survivors and survivors’ organisations.

Content: THB survivors are added as a category in the list of anti-trafficking stakeholders. Representatives of survivor-led organisations become part of existing cooperation structures – permanent working groups, multi-disciplinary teams, etc.

Step 1: Identify the legal and/or policy documents that list the anti-trafficking stakeholders. The suggested list below is not exhaustive:

- ☐ Anti-trafficking law,
- ☐ Anti-Trafficking Strategy,
- ☐ Plan of Action,
- ☐ Government decisions establishing anti-trafficking agencies, committees, task forces and their participants,
- ☐ Documents developed by the Office of the Anti-Trafficking Coordinator establishing cooperation with other stakeholders on THB issues (for example: NGO directory, establishment of THB expert groups, permanent working groups, THB monitoring groups, multi-disciplinary teams, etc.),
- ☐ Other

Step 2: Identify the procedure to include THB survivors as a category in the list of anti-trafficking stakeholders. The procedure would depend on the type of document that needs to be amended.

- ☐ Legislative amendment.
- ☐ Amendment of a policy document that requires involvement at ministerial level.
- ☐ Amendment of a policy document that requires work at the Office of the

Anti-Trafficking Coordinator level.

☐ Other

Step 3: Proceed with the amendment.

Step 4: Identify representatives of survivors-led organisations to be potentially included as anti-trafficking stakeholders.

Identify existing individuals or survivors-led organisations willing to act as anti-trafficking stakeholders. Use the facilitation of the NGOs providing support and protection to victims.

Step 5: In case there are no survivors-led organisations, proceed with the establishment of Survivors Advisory Board (see [Practice 2](#)) or any other form of survivors' counsel group.



Documents and templates: [Annex 2](#)

1. Aspects in working with people surviving traumatic events.

When approaching a person living with trauma caused by the trafficking experience, especially when this person is still in the early stages of recovery, several issues must be considered. The possibility for re-traumatisation or re-experiencing traumatic events due to exposure to THB related content could be an emotional trigger and serious challenge for the survivor.



Practice P2: Establishment of survivors' advisory body.

Goal: To promote survivors' contribution to the anti-trafficking response by including survivors in the decision-making process.

Involved stakeholders: Office of the Anti-Trafficking Coordinator, Office of the Independent Rapporteur, the main governmental and non-governmental anti-trafficking stakeholders, survivors and representatives of survivors-led organisations.

Content: The survivors' advisory body could be established as Survivors Advisory Board or Survivors Counsel Group.

The members of the advisory board are survivors of THB who work together with other anti-trafficking stakeholders to build more efficient response to THB in the areas of prevention, support of victims, prosecution, policy development and legislative initiatives.

The functions and the areas of work of the board, the mandates of the members, as well as the internal operation rules must be decided by the establishing institution and by the members of the board.

Step 1: Identify the procedure to establish the board and the rules of its functioning. It would depend on the required level of decision-making.

- ☐ Government decision,
- ☐ Decision/Order of the Office of the Anti-Trafficking Coordinator,
- ☐ Other.

Step 2: Identify and invite survivors to participate in the process of establishment of the advisory body.

Step 3: Define Board's functions and members' mandates in cooperation with the survivors.

1. Functions of the Board.

- ☐ Providing regular input and feedback to the anti-trafficking developments led by the Office of the Anti-Trafficking Coordinator.
- ☐ Adopting advisory role in the process of revision of anti-trafficking policy documents (strategies, Plans of Action (PoA) and setting new strategic priorities, etc.
- ☐ Adopting advisory role in the process of revision of anti-trafficking or THB-related legislation.

2. Areas of work (the suggested list is not exhaustive).

- ☐ Implementation of the referral mechanism for victims – monitoring and evaluation.
- ☐ Revision of the referral mechanism for victims and the specific standard operating procedures (SOPs).
- ☐ Delivery of services and the procedures related to the victims' support and recovery. The need for new or additional services.
- ☐ Implementation and revision of the anti-trafficking policies and policy documents (anti-trafficking strategies, programmes, PoA, etc.).
- ☐ Implementation and revision of the anti-trafficking legislation.
- ☐ Conducting public awareness raising actions.
- ☐ Educational prevention activities, targeting vulnerable groups.
- ☐ Capacity building of professionals – provision of education and training ensuring better understanding of victim's perspective and victim-cantered approach in the professionals' actions.

3. Members. Define members' mandates – their role/tasks, the length of their appointment, etc.

4. Develop internal rules for the operation of the advisory body.

- Define the appointment of the Board Chair and their functions.
- Establish the forms of work (meetings, individual work, etc.) and define rules if necessary (for example – regularity of the meetings and their place).

- Define reporting mechanism of the work of the Board.

Step 3: Conclude the establishment procedure.

Step 4: Invite potential members to apply.

1. Develop ToR for Board members.
2. Develop criteria for the selection process.



Documents and templates: [Annex 3](#)

1. List with potential functions of the advisory body.
2. Selection criteria for members of the advisory body.
3. Application Form for members of the advisory body.

Example: Albania, Advisory Board for Potential Victims/Victims of Trafficking

In 2019, The Coordinator for Combating THB and the Coalition of Anti-Trafficking Shelters signed an *Agreement on the Establishment and Functioning of the Advisory Board for Potential Victims/Victims of Trafficking* (Protocol no. 2931, from 08.04.2019). The purpose of the Agreement is: 1) Establishment and functioning of the Advisory Board. 2) Enhancement of the anti-trafficking partnership between the state institutions and the civil society. 3) Establishment of sustainable coordination mechanisms among the anti-trafficking actors, incl. civil society. 4) Increased representation of victims of trafficking in all stages of decision-making and drafting of policies and programmes for prevention of THB and protection of victims.

The Advisory Board of victims of trafficking is a comprehensive advisory mechanism with an active role of survivors of trafficking who are reintegrated or in the process of reintegration. The mechanism aims at enhancing the partnership between governmental institutions and civil society organisations in awareness raising, prevention and combating THB. It supports the sustainable coordination mechanisms among anti-trafficking stakeholders and increases the representation of victims of trafficking at all stages of decision-making and policy developments in the areas of prevention and victim protection.

The Board has drafted its *Internal Regulations* document. The document lists the duties and responsibilities of the Board, the organisational structure, the functioning of a Technical Secretariat, defines the organisation of the Board's meetings, addresses confidentiality and ethical issues, and sets rules for personal data management.

On 30 May 2019, the Advisory Board for Victims/Potential Victims of Trafficking was officially established. Members of the Board are empowered survivors of THB, who volunteer to contribute to the actions of the Advisory Board. Currently, it is composed of three members, beneficiaries of the programmes of member centres. By 2020, the Board has provided recommendations to four meetings related to the Albanian Referral Mechanism for victims of THB.²⁴

The Board advises four shelters in Albania on addressing the specific needs of victims in relation to identification, protection and support and consistently improving the shelters' policies and practices. This includes recommendations on police liaison, communications with shelter residents, appropriate interviewing conditions, efficacy of trafficking criminal investigations and trial procedures, and access to longer term, independent move-on accommodation.

The *Internal Regulations* of the Board are presented as an example in [Annex 3](#).

24 Different & Equal (2020), Analysis and mapping of National Referral Mechanisms to protect victims of trafficking in human beings in the six MARRI Participants.

Find other examples of survivors' advisory boards and networks in Chapter F. **Examples of Survivors-led Initiatives.**



Practice P3: Survivors' advocacy initiatives.

The participation of survivors as advisors in the policy development process could also take the shape of advocacy actions that are strong and effective.

Goal: The advocacy actions are shaped and executed more effectively. Victims and their needs are more visible to the targeted audience due to survivors' engagement.

Involved stakeholders: Survivors and representatives of survivors-led organisations, advisory bodies, Office of the Anti-Trafficking Coordinator, non-governmental anti-trafficking stakeholders, etc.

Content: Designing and implementing effective advocacy action with the active participation of survivors.

Step1: Define the areas where advocacy actions are needed.

- ☐ Legislative changes – THB or THB-related laws and by-laws.
- ☐ Development of Anti-trafficking Plans of Action, Anti-trafficking Strategies, Anti-Trafficking Programmes – inclusion of certain topics, groups, practices, etc.
- ☐ Revision of the NRM/SOPs, similar practices.
- ☐ Funding of services for victims.
- ☐ Awareness raising initiatives.
- ☐ Education and training initiatives.
- ☐ Other

Step 2: Define the role of the survivor leader/survivor-led organisation.

Direct participation:

- Developing or participating in the development of the advocacy action.
- Active participation in meetings, working groups, other platforms.
- Providing feedback and advice.
- Providing testimonies.

Indirect participation:

- Presenting survivor's story as a case study.
- Provision of statistical data based on survivors' experiences.

Step 3: Define the mode(s) of the advocacy action.

- ☐ Petition, open letter.

- ☐ Submission of comments/ opinions.
- ☐ Development of specific tools, guidelines, etc.
- ☐ Individual meetings.
- ☐ Advocacy platforms – working groups, coalitions/networks, etc.
- ☐ Testimonies.
- ☐ Mobilisation of survivors groups and individuals.
- ☐ Media collaboration.
- ☐ Training/workshop.

Documents and templates: none

Example: Serbia, Advocacy Group of women who have experienced human trafficking

The Advocacy group was established by the NGO Atina. The Group participates in consultation processes with NRM actors, incl. the Anti-Trafficking Coordinator and supports the ongoing activities of NGO Atina.

In the first year of its existence, the Advocacy Group was involved in developing and conducting awareness raising campaigns reaching out to 1,500 citizens in several local communities across Serbia. The Group is also involved in delivering public lectures.

The Group works successfully and despite the fact that some anti-trafficking stakeholders struggle to recognise its importance and relevance²⁵ the Group has become a recognised element of the anti-trafficking policy framework of Serbia²⁶.

Example: The United States of America, Survivors' Advisory Council on Human Trafficking

The Survivors' Advisory Council on Human Trafficking was established by the [Justice for Victims of Trafficking Act](#), enacted on May 29, 2015, providing a formal platform for trafficking survivors to advise and make recommendations on federal anti-trafficking policies to the President's Interagency Task Force to Monitor and Combat Trafficking in Persons. Each member is a survivor of human trafficking, and together they represent a diverse range of backgrounds and experiences. The Council is appointed by the President for a two-year term.

25 Different & Equal (2020), Report of Baseline Survey on NRM Information and Participation of MARRI Participants.

26 Questionnaire submitted by NGO Atina, Serbia

It comprises 11 survivor leaders who advise the President's Interagency Task Force to Monitor and Combat Trafficking in Persons and the Senior Policy Operating Group. It has two committees: the **Under-served Populations Committee** and the **Survivor-Informed Leadership Committee**.

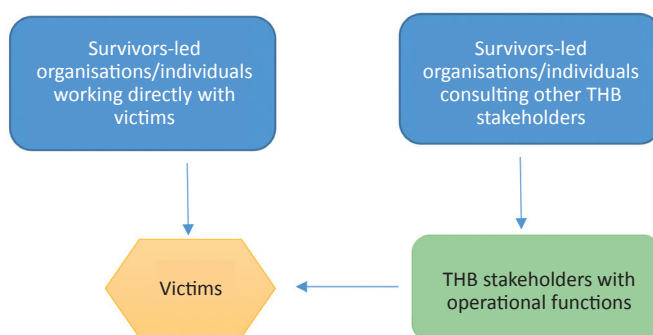
The Survivors' Advisory Council reviews US federal policy and programmes to combat human trafficking, including those relating to victim service provision, and provides recommendations to improve and strengthen federal anti-trafficking responses. It serves as a focal point of contact for federal agencies, reaching out to human trafficking survivors for input on anti-trafficking programming and policies in the US. It gathers information from US government agencies, states, and the community, and publishes its Annual Report of the U.S. Advisory Council on Human Trafficking.²⁷

27 U.S.Department of State: U.S. Advisory Council on Human Trafficking – United States Department of State and OSCE/ODIHR (2022) National Referral Mechanism, Joining Efforts to Protect the Rights of Trafficked Persons – A Practical Handbook, Second Edition.

E. Inclusion of Survivors in the Operational Response to THB

This approach presents the way the operational response to trafficking, covered by the NRM, could become more efficient with the involvement of survivors' expertise. It closely examines the processes of identification of victims, immediate support, return and long-term support. It elaborates guidelines for survivors' inclusion, based on the available international (The Netherlands and East Africa, Spain, etc.) and MARRI Participants experience (Kosovo*) and principles of victims' rights, victim-centred and participatory approaches. It also provides suggestions for survivors' participation in prevention and awarenessraising actions.

The participation of survivors in the operational response could be generally presented in two dimensions – survivors-led organisations or individuals working directly with victims and survivors-led organisations or individuals consulting NGOs and other stakeholders in the aspects of their operational work with victims. In addition, the operational stakeholders receive information about the effectiveness of their procedures and work based on the trafficking cases they are working on.



To enable the participation of survivors in the operational response and to facilitate the cooperation with law-enforcement authorities, judiciary, service providers, NGOs, etc., it is crucial that the survivors are officially recognised as an anti-trafficking stakeholder.

“The consistent presence of survivor leaders in the anti-trafficking field as key NRM stakeholders supports all other stakeholders to better understand trafficking crime and how to meet the needs of victims and survivors. It also helps to de-stigmatize experiences of trafficking, to raise awareness of trafficking crime and develop effective trafficking prevention and response strategies.”²⁸

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

28 OSCE/ODHIR (2022), *National Referral Mechanism, Joining Efforts to Protect the Rights of Trafficked Persons – A Practical Handbook, Second Edition*.



Practice O1: Establishing consultation mechanism with survivors-led organisations or individuals.

As the main practice for inclusion of survivors in the operational response appears to be the provision of consultations and feedback, this practice proposes a set of steps that THB stakeholders should ensure in order to establish cooperation with survivors. This will lead to increased effectiveness of their work and to adequate and victim-centred response.

Goal: To make the operational work more effective and aligned with the victims and their rights.

Involved stakeholders: Survivors-led organisations or individuals, anti-trafficking stakeholders with operational functions.

Content: Conceptualises the establishment of consultation mechanism by elaboration of its main elements.

Step 1: Define the purpose of the consultation.

Step 2: Decide on the type of consultation.

Step 3: Decide on the frequency of the consultation.

PURPOSE	<input type="checkbox"/> Relevance of certain procedures, practices, SOPs. <input type="checkbox"/> Improvement of services and procedures. <input type="checkbox"/> Adequate messages and targeting of prevention actions and awareness campaigns.
TYPE	<input type="checkbox"/> Working meeting (for discussion and feedback). <input type="checkbox"/> Written input (on procedure, document, etc.). <input type="checkbox"/> Questionnaire (on delivery of certain services, assessment of the level of satisfaction of the individuals who have received support, etc.)
FREQUENCY	<input type="checkbox"/> Annually, during the reporting period. <input type="checkbox"/> Fixed number of pre-agreed consultations (quarterly, bi-annually, etc.). <input type="checkbox"/> Ad hoc consultations related to urgent issues and situations.

Documents and templates: [Annex 4](#)

1. Self-Guided Assessment Tool for Survivor-informed Practice.



Practice O2: Identifying areas of involvement of survivors in the operational response to THB.

Goal: More effective approaches to address potential and actual victims and to enhance the capacities for their support (procedures, services, professionals, etc.).

Involved stakeholders: Survivors-led organisations or individuals, anti-trafficking stakeholders with operational functions.

Content: The practice provides a list (non-exhaustive) of potential areas of the operational response where the survivors could be included as counsellors or as separate stakeholders.

Step 1: Identify the area of interest, the form of involvement and how to involve survivors in its implementation.

Function	Survivors' Participation	Involvement
Ensuring the implementation of victim-centred and trauma informed approach to address adequately the needs of victims.	Survivors-led organisations. Survivors.	Consultations.
Provision of services to victims: <ul style="list-style-type: none">• The reception of the victims.• Support in the shelter.• Reintegration process.• Outreach activities.	Survivors-led organisations. Survivors who have received additional training.	Consultations. Direct involvement.
Support of victims before, during and after the trial process.	Survivors-led organisations. Survivors.	Consultations. Direct involvement.

<p>Capacity building:</p> <ul style="list-style-type: none"> • Training of professionals on working with victims of THB. • Ensuring high standards of the frontline support for victims. 	<p>Survivors-led organisations.</p> <p>Survivors who have received additional training or have experience in educational activities.</p>	<p>Consultations.</p> <p>Case studies.</p> <p>Direct involvement.</p>
<p>Awareness-rising and educational activities:</p> <ul style="list-style-type: none"> • Delivering training sessions, • Educational talks and discussions with children and groups at risk. 	<p>Theatre performances by survivors groups.</p> <p>Survivors-led organisations.</p> <p>Survivors.</p>	<p>Consultations.</p> <p>Case studies.</p> <p>Direct involvement.</p>

Step 2: Discuss with survivors and together design the action (procedure, service, training, campaign, etc.).

Examples for potential actions:

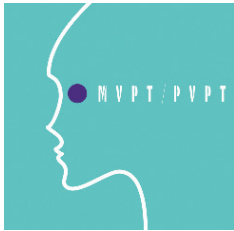
Area of action	Action	Survivors Involvement
<p>IDENTIFICATION:</p> <p>Effective ways to approach potential victims.</p> <p>Effective approach to respond to a call for help.</p> <p>Effective approach to increase self-identification of victims.</p> <p>Effective entry and initial referral procedures.</p>	<ol style="list-style-type: none"> 1. Updating the procedures for first contact with potential victim and initial referral. 2. Implementing outreach activities: providing information about THB and possible way out. 	<p>Providing consultations and feedback on existing procedures, approaches, practices, etc.</p> <p>Participate in or conduct outreach activities.</p>

<p>VICTIM SUPPORT:</p> <p>The set of services that are available in the NRM are reflecting the needs of the victims.</p> <p>Adequately developed services for immediate and long-term support, responding to victims' needs.</p> <p>Adequate access to services.</p>	<ol style="list-style-type: none"> 1. Collecting regular feedback on the quality and the effectiveness of services provided within the NRM from the services' users. 2. Adding survivors as members of the working groups dedicated to the development, monitoring and evaluation of the services. 3. Survivors are in direct contact/ support the victims: <ul style="list-style-type: none"> - During the accommodation period (in crisis/ emergency centre, in shelter). - During the criminal proceedings. - During the preparations for the court proceedings, etc. 	<p>Providing consultations and feedback on existing procedures, approaches, practices, etc.</p> <p>Written or oral feedback (answering a questionnaire).</p> <p>Providing direct support to victims.</p>
<p>RETURN:</p> <p>Safe return coordinated with the victim and with the receiving party.</p> <p>Elaborated and closely followed return plan.</p>	<ol style="list-style-type: none"> 1. Collecting feedback from victims about their experience returning to their place of origin. 2. Involving survivors in the development or the modification of the return procedure by providing feedback for its effectiveness. 	<p>Providing consultations and feedback.</p> <p>Written or oral feedback (answering a questionnaire).</p>
<p>REINTEGRATION:</p> <p>Adequate services covering victim's long-term needs.</p> <p>Realistic individual reintegration plan responding to the needs of the victim.</p>	<ol style="list-style-type: none"> 1. Collecting regularly feedback from victims about their reintegration experience. 2. Initiating advocacy and fundraising actions for long-term support services and livelihood opportunities for victims. 3. Initiating long-term support for victims (groups, clubs, individual meetings, etc.). 	<p>Providing consultations and feedback.</p> <p>Survivors' testimonies.</p> <p>Case studies.</p> <p>Providing direct support to victims.</p>

Documents and templates: [Annex 5](#)



1. Examples of involvement of survivors in different stages of the NRM.
2. Questionnaire for collecting feedback from victims (see [Annex 6](#)).



Example: Kosovo*, Peer-to-peer support for survivors.

The *Centre for Protecting Victims and Preventing Trafficking in Human Beings (PVPT)* in Pristina has established a peer-to-peer training and support programme for survivors of THB. Survivors, who have completed the rehabilitation programme of the organisation, provide basic training for other survivors accommodated in the Centre. They also support other

survivors in developing new skills such as basic English language skills, basic computer skills, ongoing help with school lessons, etc. Such activities greatly contribute to raising the self-confidence and the development of personal skills of the participants.

<http://www.pvptcenter.net/>

<https://womensnetwork.org/members/center-for-protecting-victims-and-preventing-trafficking-in-human-beings-pvpt/>



Practice O3: Collecting feedback from of services' users and from survivors.

Collecting data on the implementation of the services for victims of THB is a crucial step towards ensuring adequate and victim-centred care. This is also a method of including survivors in the evaluation, design and delivery of the services. The Serbian NGO ASTRA “*advocates for the introduction of satisfaction surveys or other tools to consult clients on the services provided through the NRM*”.²⁹

Goal: To ensure the delivery of adequate, victim-centred services and support, as well as the development of survivors-informed policy documents and studies.

Involved stakeholders: Office of the Anti-Trafficking Coordinator, non-governmental anti-trafficking stakeholders – service providers, users of NRM services.

Content: Requesting feedback from survivors. The purpose of this request might include:

- ☐ Revision of the NR.
- ☐ Development of NAP.

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

²⁹ Liliana Sorrentino (2019), *Assessment of the National Referral Mechanism for Victims of Trafficking in the Republic of Serbia*, published by ASTRA.

- ☐ Development of new Anti-trafficking strategy.
- ☐ Reporting purposes.
- ☐ Studies and researches.
- ☐ Other.

Step 1: Define the purpose for requesting feedback from survivors. Based on it, identify the most effective mode:

- ☐ In person interview.
- ☐ Group consultation (focus group).
- ☐ Written feedback.

Step 2: Accordingly, develop a set of questions for obtaining information from the survivors.

Step 3: Store the data according to the applicable legislation and internal rules of your institution/ organisation. If not crucial to the purpose, avoid collecting personal information. Code the interviews/ written feedbacks.



Documents and templates: [Annex 6](#)

1. Template for collecting feedback from service users.

Example: Bulgaria, Assessment of the implementation of the NRM.

In 2016-2017, the Anti-Trafficking Programme of ICMPD conducted an assessment of the implementation of the Bulgarian NRM.

The assessment was facilitated by Animus Association Foundation/La Strada Bulgaria and the Bulgarian Commission for Combating Trafficking in Human Beings. The assessment methodology had foreseen **interviews** with the anti-trafficking stakeholders, part of the NRM and **with survivors** who have used the services provided by the NRM. ICMPD contacted the main providers of services for THB victims with request to facilitate meetings with survivors of THB who have used the services and have agreed to be interviewed for the purpose of the assessment. The team got in contact with 10 persons who were users of long-term reintegration services or had already exited the NRM support system.

Some interviews were conducted by ICMPD local researcher with extensive experience in social work and counselling of victims of violence, while other were conducted by the personnel of one of the government-funded shelters and one crisis accommodation unit. The questions followed the main stages of the referral of victims aiming to obtain information on several aspects:

1) If all procedures formulated within the NRM and adequate to the victim were followed, as well as all necessary services were offered. 2) The level of usefulness of the procedures and services according to the victim. 3) The most useful experience for the victim and the most inadequate one. 4) Recommendations for improvement.

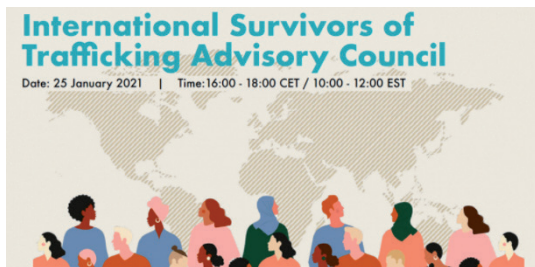
In addition, the ATP team collected eight **case studies** from several NGOs presenting different aspects of the referral of victims and challenges with particular vulnerabilities.

The inclusion of the victims' feedback (direct and indirect) on their journey through the NRM added significant value to the understanding of the challenges of the operational response. It also confirmed the well working elements which should be further supported and nourished.

F. Examples for Survivors-led initiatives

This chapter presents several established and fully operational organisations of survivors and survivors-led initiatives. Their work was an inspiration in the process of development of the current document.

1. Survivors' Advisory body – **International Survivors of Trafficking Advisory Board (ISTAC).**

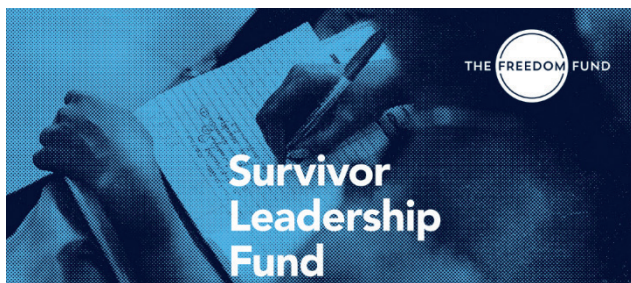


In January 2021, The OSCE Office for Democratic Institutions and Human Rights (ODIHR) launched the **International Survivors of Trafficking Advisory Board (ISTAC)**, consisting of 21 survivors of human trafficking from across the OSCE region. ISTAC aims at assisting ODIHR's work in combatting THB. It was set up with

due attention to diversity in terms of expertise, gender and geographical location. The role of ISTAC is to:

- Provide advice, guidance and recommendations to ODIHR, and through ODIHR to the OSCE members, on matters pertaining to combating trafficking in human beings, including but not limited to:
 - (Draft) legislation, policies and practices;
 - The implementation of relevant OSCE commitments;
 - Research, drafting and/or reviewing of material related to the international normative framework in the area of combating THB;
 - Educational and capacity-building efforts undertaken by ODIHR in the implementation of its efforts to CTHB in the OSCE region;
- Provide guidance to survivor leaders on the tools necessary to foster the growth of survivors networks;
- Promote the standardization of survivor-related terminology within anti-trafficking frameworks.

2. Funding of survivors-led initiatives – **Survivor Leadership Fund – Freedom Fund**



The Survivor Leadership Fund was established by the Freedom Fund. It aims to uplift and support survivor-led organisations by providing unrestricted grants to organisations led by survivors with lived experience of exploitation

(including human trafficking, forced labour, bonded labour or forced marriage). This

is a new, innovative, trust-based approach to funding for survivor-led organisations.

The Freedom Fund supports the leadership of those individuals who have experienced exploitation and oppression and recognises that initiatives led by those with lived experience play a vital role in meeting the needs of victims and survivors of exploitation.

Survivor-led organisations are also ideally placed to provide expertise and leadership in tackling the systems and practices that allow modern slavery to persist. Yet organisations with survivors of modern slavery in key leadership positions are rare. Those organisations that do exist often struggle to access the core funding that enables them to become sustainable and impactful organisations. Too often, they are locked out by the demands of traditional donors and denied the space to build and grow as an organisation.

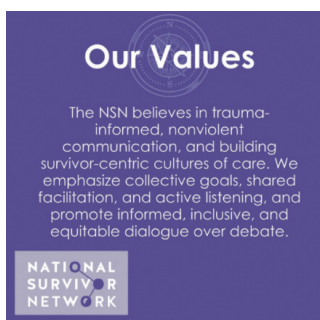
Organisations can use the grant to build their capacity and improve their impact. An unrestricted grant from the Survivor Leadership Fund is a step toward shifting the power back to those most impacted – and enabling them to make a real difference in the fight against modern slavery.

Who can apply: Organisations that have one or more person in a leadership position who has lived experience of exploitation are eligible to apply. Leadership positions can include directors, deputy directors, senior management and heads of department.

The first round of applications was concluded in October 2021. Survivor-led organisations located in Ethiopia, Kenya or Uganda could apply for grants of 15,000 USD.³⁰

3. Survivors' policy actions – **National Survivor Network and the LA Survivor Network Resilient Voices.**

National Survivor Network and the LA Survivor Network Resilient Voices are both initiatives of the **Coalition to Abolish Slavery and Trafficking**.³¹



The Network is a membership, empowerment, and professional development network for survivors of human trafficking engaging in leadership. It is comprised of over 300 survivors of human trafficking from all over the USA, as well as other countries. The Network's work is based on public health, human rights and harm reduction approaches. Members are individuals who are aligned with the Network's values. The areas of action are policy, advocacy and education.

30 Freedom Fund (2021), *Survivor Leadership Fund*, Brochure and Leaflet. Survivor-Leadership-Fund-Brochure.pdf (freedomfund.org), Survivor-Leadership-Fund-Leaflet.pdf (freedomfund.org)

31 Cast LA: <https://www.castla.org/>, <https://nationalsurvivornetwork.org/> and <https://nationalsurvivornetwork.org/la-survivor-network/>

The **NSN policy team** works on important intersectional issues within human trafficking and weighs in on federal legislation that they identify as most important in the response to human trafficking and the support and protection of human trafficking victims and survivors.

The Network operates **Consultant/Speaker’s Bureau**. The Bureau provides THB-related and survivors-centred information and advice to programmes and organisations. The consultants at the Bureau engage through speeches, consultation meetings, programme review, curriculum development and training, keynotes.

LA Survivors Network Resilient Voices was established in 2004. This is a networking and opportunity group for survivors engaged in or preparing for leadership within the anti-human trafficking movement in California. It does not provide case management, shelter, therapy, or other crisis services. This is a regional leadership development programme that trains and organises survivors in Los Angeles to use the power of their personal stories and experiences to put a face to an otherwise unseen human rights issue.

Members of Resilient Voices participate in a training curriculum that includes advocacy, coalition building and grassroots community organising, public speaking, navigation of justice and legislative systems and media advocacy in order to inform the public about the existence of this crime and effect legislative change.

The members became powerful advocates for change. The impact of their voices has led to the development of stronger protection for victims in both California and federal anti-trafficking laws. Some of the Network advocacy successes are:

Areas of advocacy success:

Legislation	California Assembly Bill 22, California Trafficking Victims Protection Act – model legislation on trafficking. Passing SB 657, the California Transparency in Supply Chains Act in 2010, which requires large manufacturers and retailers in the state of California to disclose their efforts to ensure that their products throughout their supply chains are not manufactured using slave labour.
Victim protection	Green Card Campaign – Permanent legal stay in the United States through a successful expedited process of securing Green Cards that had been promised to victims since 2000, but that the immigration department had withheld. Caucus members collected over 2,500 signatures and testified before members of the United States Congress. After nearly a decade of waiting, trafficking survivors began to receive Green Cards in 2009.

Education and awareness raising – The above is a major policy victory, which now entitles survivors to seek higher pay, better jobs, full integration into society, and the freedom to travel. Due to these freedoms, the members plan their actions to reach to and to organise other survivors, educating women in their home countries about trafficking, and using their powerful experiences and advocacy skills to influence anti-trafficking policies beyond U.S. borders.

4. Survivors-led International Networks – **Footprint to Freedom**



Footprint to Freedom is a survivors-led organisation with strategic aim 1) to ensure that care providers are aware of gaps in current care provision; 2) to facilitate quality development of victim/ survivor care services; 3) to develop survivor-led training for caregivers; 4) to stand up for human rights. The organisation's mission

is to break the cycle of human trafficking by creating opportunities for survivors to thrive and promote survivor engagement and survivor leadership to take a lead in the fight against human trafficking and empowerment to self-sufficiency.

The organisation has created a strong network of survivor leaders to act as change-makers and a trusted source of information to influence services, policies and laws.

Footprint to Freedom has set-up several survivors' networks:

East-African Survivors Network – regional coordinated network of survivors of human trafficking with an advisory board consisting trained survivors of human trafficking. They mediate and advise on the situation of trafficking of East African girls and women to the Middle East. Large number of activities are being implemented in Uganda, Rwanda and Kenya, among them:

- **Survivors 4 Solutions Empowerment Centre in Uganda (Reintegration support)** is a drop-in centre where survivors can learn, influence and empower each other with job training, trauma-informed care-focused groups, peer-to-peer mentorships, and leadership. It supports the long-term reintegration by training in professional and life-skills, supporting the employment, creating self-employment pathways, promoting education, personal development, etc.
- **Online survivor leadership to become an effective survivor leader.** Survivors participate in a series of workshops, where they learn leadership skills while focusing on human prevention. The classes consist of workshops on different topics: Basics of human trafficking, moving from victim to a leader, self-care, project management, trauma, secondary trauma, public speaking, advocacy, anti-trafficking legislation and policies, ethical storytelling, empowerment, and peer-to-peer mentorship.

Survivor-led Network in The Netherlands – works to promote empowerment, inclusion and engagement.

- **Survivor safe space** is a survivor-led group for non-documented African survivors of sex trafficking in The Netherlands and existing since 2019. The aim is to provide stability, emotional and physical security, and respect for non-documented survivors who belong to marginalized groups. By providing mentorship, spiritual encouragement, relational network, and psychosocial rehabilitation in a culturally oriented approach, the group fosters connections between survivors of diverse forms of human trafficking to build an anti-trafficking movement in which survivors are at the forefront.
- **Survivors for change** is a project implemented by the Network in the Netherlands. Survivors leaders are working alongside anti-trafficking professionals to build survivor-informed organisations to better serve victim and survivors, championing survivor involvement to co-create survivor-sensitive, trauma-competent practices and promote human trafficking survivor leadership and input. <https://footprinttofreedom.org/>

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Annex 1



1.1. Tool for assessment of the potential for implementation of good practices.

This tool navigates the assessment if a certain practice could be replicated in a new context.

Short description of the practice:

	Questions to be asked	Answer
Relevance of the practice		
Problem	What problem the practice is set to solve?	
Target groups	Who are the recipients of this practice? Please, provide detailed information on the groups.	
Reach	What is the reach of the practice?	
Results	What results could be achieved with the implementation of the practice?	
Applicability of the practice		
Organisational expertise and capacity	Please, specify which institution/organisation should implement the practise – governmental (which sector), NGO, international? Is the practice in line with the organisational strategy, vision? What thematic knowledge is required?	
Financial, administrative, human technical prerequisites	Please, describe what are the requirement that the implementing agency must have: (a) Budget /source of budget; (b) Personnel – are additional specialists needed or the tasks can be assigned to the personnel that is already employed; (c) Technical equipment (what kind)?	
Specific legislatives provisions	Does the practice require specific legislatives provisions for its implementation? On what level (central, local)?	

Context		
Potential risks and possible solutions	Are there any potential risks to be taken into account with implementation of the practice? Please, elaborate.	
	What measures need to be taken to prevent the potential risks?	
Political support	Do any political decisions need to be made in order to establish and implement the practice? What kind?	
	Are there any political circumstances that could enhance the implementation of the practice? Please, elaborate.	
Context and adjustability	Is the practice related to your specific context?	
	Are there any factors that could makes it successful? Please elaborate. For example: (a) Administrative context (type of administration); (b) Social context (social norms, regulations, etc.); (c) Political context (current political agenda on central/ local level) etc.	

Annex 2



2.1. Aspects in working with people survivors of traumatic events.

This table was created based on the Trauma-informed Code of Conduct for All Professionals Working with Survivors of Human Trafficking and Slavery, developed by Rachel Witkin and Dr. Katy Robjant.

“Trauma informed methods of working are based upon an understanding of the harmful effects of traumatic experiences, together with fundamental principles of compassion and respect.”³²

Although the Code of Conduct is focused on the work with victims, most of the principles could be applied to the interaction with survivors of traumatic events, incl. THB.

Trust	Establish and maintain a mutual relationship of trust with survivors in any working context or environment.
Safety	Remain a consistent sense of calm, security and safety throughout the course of the work. ‘Here and now’ technique Be aware that discussion of traumatic histories and of repeating their own story can be distressing and overwhelming for survivors, and this can exacerbate existing psychological problems. If survivors become distressed or overwhelmed at any time in the course of a meeting, a helpful technique is to quickly return their focus to the ‘here and now’. This can have the effect of instilling calm.
Awareness	Be aware of potential situations that might cause distress and re-traumatisation. Minimise the risks of getting exposed to them.
Respect	Display respectful attitude towards the experiences of the survivor.

32 Rachel Witkin and Dr. Katy Robjant, Helen Bamber Foundation (2022), The TraumaInformed Code of Conduct for all Professionals Working with Survivors of Human Trafficking and Slavery, Second Edition: Trauma Informed Code of Conduct (TICC) | Helen Bamber <https://www.helenbamber.org/resources/best-practiseguidelines/trauma-informed-code-conduct-ticc>

Annex 3



3.1. List with potential functions of the advisory body.

This list is suggestion for potential areas of work and functions of the advisory body. Based on the identified needs, the advisory body might focus on one area and/or one function, or could cover several areas of action and/or exercise multiple functions.

The functions of the advisory body must be identified before the body is officially set up. Upon evaluation, the functions could be revised. The list is not exhaustive.

Area of work	Functions
Anti-trafficking legal and policy response	<ol style="list-style-type: none"> 1. Advice, feedback, recommendations for: <ul style="list-style-type: none"> • Process of evaluation of NRM, SOPs, Anti-trafficking strategies, PoA, THB-related policies, etc. • Process of development of new Anti-trafficking strategies, PoA, etc. and the process of revision of NRM, SOPs, etc. 2. Advocacy and recommendations for policy and legislative changes.
Support for victims of THB	<ol style="list-style-type: none"> 1. Provide direct support in the ongoing work with victims – work with victims in shelters and crisis units, supporting victims in the preparation for court trials, for testifying, supporting the social work and adaptation of the victims after they are out from the supporting network, etc. 2. Support of victims' reintegration – fundraising for support packages, reintegration grants for victims, etc.
Prevention and awareness raising	<ol style="list-style-type: none"> 1. Participate in awareness raising and educational actions for: <ul style="list-style-type: none"> • General public. • Vulnerable groups. 2. Work with media.
Capacity building of professionals	<ol style="list-style-type: none"> 1. Providing advice in shaping the training content for professionals working with THB victims. 2. Participating as lecturer in training activities.



3.2. Selection criteria for members of the advisory body³³.

The table suggests possible criteria for selection of members of the advisory body. The selection criteria should be chosen and adapted according to the scope and functions of the advisory body.

Experience	The candidates should be survivors of THB. The appointment of the candidates should be processed with understanding of the candidate's motivation to apply and with the necessary sensitivity towards candidate's trauma recovery.
Expertise	<p>Depending of the focus and scope of the advisory body, candidates should be able to demonstrate experience in:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Anti-trafficking advocacy work, provision of support to victims, awareness raising initiatives, etc. <input type="checkbox"/> THB-related areas – law, criminal justice, social work, health, education, etc. <p>Where these have not been developed, candidates should demonstrate a genuine interest in doing so.</p>
Active participation	<p>Candidates should be able to demonstrate their active participation in survivor networks, survivors-led initiatives, etc.</p> <p>Where these have not been developed, candidates should demonstrate a genuine interest in doing so.</p>
Balanced representation	<p>Selection of candidates must ensure gender balance.</p> <p>Depending of the focus of the advisory board, the selection of candidates might need to ensure also geographical representation (of countries, or provinces/areas, etc.) and diversity of expertise.</p>

33 Based on OSCE/ODIHR, ISTAC Call for Members.



3.3. Application form for members of advisory board/group.

Application Form for Members of Advisory Body

(Template)³⁴

General Information about the Candidate		
First Name	Surname	Age
Date of birth (dd.mm.yyyy)	Place of birth	Nationality
Telephone number		E-mail address

Questions
1. In case you have been active in the anti-trafficking field (or other related field), please provide information about your work:
2. Please, describe why you think you are suitable to serve as a member of [.....]:
3. Please, explain how your personal story impacts your motivation to work in anti-trafficking field and to become member of [.....]:
4. Additional information that would be helpful for your application to [.....]:

Please, note that [.....] is not equipped to act as a primary emotional support group, nor does it offer support services. In cases of need, you should be able to refer to your personal support system. If you do not have one, please consider establishing such.

If not selected as a member of [.....], I am interested to stay informed about the anti-trafficking events and activities implemented by [.....] via the e-mail address provided in this Application form.

Date: _____ Signature: _____

³⁴ The template is based on ISTAC Application form.



3.4. Internal Regulations of the Advisory Board for Victims/ Potential Victims of Trafficking

The Albanian authorities kindly provided this document to be used as example of good practice in the MARRI Participants.

(Unofficial translation)

DRAFT REGULATION

ON THE ORGANISATION AND FUNCTIONING OF THE ADVISORY BOARD FOR VICTIMS /POTENTIAL VICTIMS OF TRAFFICKING

Pursuant to point 2, of Agreement no. 2931 Protocol, dated 08.04.2019, of the National Coordinator for Combating Trafficking in Persons “On the Establishment and Functioning of the Advisory Board for Victims / Potential Victims of Trafficking”, approved the Regulation on the functioning and organisation of the Advisory Board for Victims / Victims Possible Trafficking.

CHAPTER I

GENERAL PROVISIONS

Article 1

Purpose of the regulation

The purpose of this regulation is to define the rules and detailed duties of the organisation, the functioning, and relations of the Advisory Board for Victims / Potential Victims of Trafficking (BKVT), engaged in the prevention and reintegration of Victims / Potential Victims of Trafficking.

Article 2

Objectives of the regulation

The purpose of drafting and approving this regulation is to:

- a. Create the necessary regulatory framework to implement more coordinated and effective functioning of BKVT;
- b. Establish a comprehensive counselling mechanism with an active role of trafficking victims themselves who have been reintegrated and / or are in the process of reintegration;
- c. Bring to the attention of BKVT the increase of the partnership of the state institutions with the civil society in awareness, prevention and anti-trafficking activities;
- d. Enable professionalism and consistency;
- e. Enable increased representation of victims of trafficking at all stages of decision-making, policy-making, anti-trafficking policies, programs and activities.

Article 3

Cooperation

- a. BKVT members are guided by the principle of building positive relations, cooperation and understanding between them, as well as other actors involved in the fight against trafficking;
- b. BKVT members exercise their activity in full partnership with civil society and state institutions.

CHAPTER II

ORGANISATIONAL STRUCTURE OF BKVT

Article 4

Establishment of the Board

- a. BKVT was established by order no. 2931prot, dated 08.04.2019, of the National Coordinator for Combating Trafficking in Persons “On the Establishment and Functioning of the Advisory Board for Victims / Potential Victims of Trafficking”.
- b. BKVT was set up to oversee and coordinate all actors (state and non-state) and anti-trafficking actions, as well as the scope of the protection, prevention and reintegration work of Victims / Potential Victims of Trafficking.

Article 5

Composition of the Board

- a. BKVT consists minimum of 3 persons;
- b. The number of BKVT members will always be at (3, 5 or 7 members maximum) in order to facilitate the decision making process;
- c. The National Referral Mechanism for Victims / Potential Victims of Trafficking (NRM) will be a support point for BKVT. NRM members or other non-profit supporting and contributing organizations in this field may attend BKVT meetings as guests;
- d. BKVT members must be Albanian citizens or foreigners legally residing in Albania;
- e. BKVT members will remain in office for a term of 2 years with the right of re-election;
- f. Members of BKVT to be over the age of 16 with the approval of the legal guardian.

Article 6

Election of members

- a. Candidate Board members may be self-nominated or nominated by organisations active in the field of combating trafficking in persons;
- b. NRM members vote for members of the Board. The Board will be selected for a two-year term. The Coordinator of anti-trafficking actions will administer the selection process. To facilitate the discussion of potential candidates, organisations providing victim support services should make a selection of successful cases to be part of the Board’s selection process;

- c. The list of candidates is submitted to the Directorate that coordinates the national anti-trafficking response at least 10 working days before the meeting of the NRM;
- d. BKVT will select a chairman (s) from among its members, who has the right to remain in office for one year with the right to be re-elected a second time;
- a. The Chairman of the BKVT is elected by a simple majority of the members of the BKVT and by secret ballot;
- b. The board may also elect persons to other positions (Secretary (s)) if it deems appropriate.

Article 7

Status of Board members

- a. BKVT members will not be considered as government employees in any case and will not receive any compensation other than reimbursement of travel or accommodation expenses;
- b. Engagement in BKVT will be voluntary.

Article 8

Selection criteria for members of the Board

- a. BKTv members must be detached from the reintegration programme and or be in process of sustainable reintegration, as assessed by service providers, be reintegrated into society and be able to become an active part of BKVT (We must ensure that their involvement is voluntary and does not affect their lives or their new post-trafficking social status);
- b. They must voluntarily agree to be members of BKVT, demonstrate motivation to engage in BKVT in accordance with the mission and job description of the Board;
- c. They must agree to apply the established norms related to the confidentiality and ethics of the operation of BKVT;
- d. They must possess sufficient knowledge in the fields of justice, social protection, child protection, etc.;
- e. They must have good communication skills and could be able to contribute by proposing changes required to improve the VT / VMT situation;
- f. They are independent and impartial in the exercise of their functions as members of BKVT;

CHAPTER III

DUTIES AND RESPONSIBILITIES OF BKVT

Article 9

Duties and responsibilities of BKVT

During the exercise of its activity BKVT has the following duties and responsibilities:

- a. BKVT will function as an advisory structure on issues of prevention and fight

against trafficking in persons, from victim to victim, to the Office of the National Anti-Trafficking Coordinator;

b. BKVT members will make proposals in drafting policies and programmes for victims of trafficking. This is the only way, policies and programmes for protection and reintegration of victims will be provided in accordance with their needs;

c. BKVT members will be part of awareness campaigns on preventing trafficking in human beings;

d. BKVT will responsibly implement all tasks and instructions of the Board;

e. BKVT members will support persons who may be a vulnerable group for trafficking

f. BKVT will provide recommendations for improving legislation and services provided by government/NGOs in support of victims and potential victims of trafficking.

Article 10

Technical Secretariat

a. The Directorate that coordinates the national anti-trafficking response will be the supporting structure for the functioning and smooth running of the work of the board and in cooperation with the Coalition of Anti-Trafficking Shelters (KKSAT) will assist the Board in exercising its activity;

b. In order to provide administrative and logistical support to BKVT, the Technical Secretariat of BKVT is established at the Directorate that coordinates the national anti-trafficking response;

c. The Director who coordinates the national anti-trafficking response appoints a person, who should be responsible for the entire activity of BKVT;

d. The Technical Secretariat of BKVT has the duty to organise the meetings of BKVT, to keep the minutes of the meetings, and to compile the reports of BKVT.

CHAPTER IV

ORGANISATION OF BKVT MEETINGS

Article 11

BKVT Collection

a. Pursuant to, of Agreement no. 2931 protocol, dated 08.04.2019, BKVT holds meetings 2 (two) times a year, or more often, depending on the needs and problems encountered, as well as at members' request;

b. The BKVT meeting is organised and chaired by the Chairman of the BKVT;

c. The administrative and logistical side of the meetings is organised by the Technical Secretariat of BKVT, which takes all measures for timely notification of the members;

d. Notice for a meeting is sent at least 5 working days before the date of the meeting, by email or in writing, one of the formats that BKVT members have agreed in advance. The letter is accompanied by the agenda with a summary of issues to be addressed at the meeting. The announcement for the next meeting is followed by the confirmation of participation by the invited member. In case of non-participation, the invited member must notify, in writing, stating the reason for non-participation

in the meeting;

e. Prior to each meeting, the technical secretariat prepares information on the work done, as well as brings to the attention of the BKVT specific issues, which have been agreed in advance by the BKVT.

Article 12

Structure of the meeting

a. The meeting is opened and moderated by the Chairman of BKVT, who also presents the agenda and a summary of recent developments in the work of BKVT.

b. According to the agenda, all members of BKVT take the floor;

c. Minutes are kept by the technical secretariat during the meeting;

d. Before being published, the minutes of the meeting are exchanged for comments with all members of the BKVT and finally serve as a basis for preparing the relevant reporting between the meetings of the BKVT;

e. At the end of the meeting, the Chairman leaves specific tasks to be followed by BKVT and its members.

CHAPTER IV

CONFIDENTIALITY AND ETHICAL ISSUES

Article 13

Confidentiality

a. All members of BKVT, during the exercise of their activity, show special care in data administration by respecting the principle of confidentiality, as well as by building a secure data exchange system, in accordance with the legislation in force for the protection of data;

b. Taking into account the importance and sensitive nature of the issues to be addressed, the members of BKVT will exercise their activity while maintaining confidentiality according to the legislation in force;

c. The Board will function without being publicly promoted, unless the members of BKVT, by unanimous decision, decide otherwise, but always maintaining confidentiality according to the legislation in force;

d. BKVT members must complete the confidentiality form, the format attached to the regulation;

e. BKVT meetings will take place at the premises of the Ministry of Interior.

Article 14

Personal data management

a. Any personal information that may be shared by members of the Advisory Board (the primary focus is Victims of Trafficking) should be used in a state of total confidentiality and may not be shared with third parties without the consent of the victims;

- b. BKVT members may be required to share personal information only on the basis of a real need to obtain such information and respecting legal standards for the sharing of confidential information;
- c. Each member of BKVT must sign a statement of confidentiality stating that the use and disclosure of personal data about individuals who are part of the board (in primary focus are victims of trafficking), addressed by law no. 9987, dated 10.03.2008 for “Personal Data Protection” amended;
- d. The Head of BKVT and the Technical Secretariat keep an updated list of members and their contacts.

Article 15

Voluntary participation

- a. Each BKVT member must complete the voluntary participation form before joining the BKVT;
- b. The participation of each member of the BKVT should be built on a voluntary basis, giving the opportunity to each member to resign from the function he has taken over at any time;
- c. In cases where one of the members withdraws, he / she must notify the Chairman of the Board in writing and the Centre that monitors/assists the Board.

Article 16

Support for victims of trafficking

- a. BKVT members need support to prepare in advance;
- b. Support will be provided by the Directorate coordinating the national anti-trafficking response and the Albanian National Anti-Trafficking Coalition, assisting victims of trafficking;
- c. This support should focus on: managing members’ expectations, clarifying the role they will have, identifying the skills they need to have to better fulfil their responsibilities as board members, as well as any other support that may be required of time;
- d. BKVT members should be given the opportunity to ask questions and reflect on the impact of their involvement.

Article 17

Entry into force

- a. This regulation enters into force on (date)

Approved by Board members:

Annex 4



4.1. Self-Guided Assessment Tool for Survivor-informed Practice.

This Tool was developed by 2017 Human Trafficking Leadership Academy organised through the National Human Trafficking Training and Technical Assistance Center and Coro Northern Carolina. A team of NGOs and six survivor leaders developed recommendations on how the provision of services to victims and potential victims of THB could be done through trauma-informed practices and survivor-informed principles.

A survivor-informed practice includes meaningful input from a diverse community of survivors at all stages of the programme or project, incl. development, implementation and evaluation. The Tool has been developed to assist organisations in assessing the degree to which their actions/project/programme are survivor-informed and in identifying areas for improvement. The Tool includes three areas of assessing survivor-informed practice.³⁵

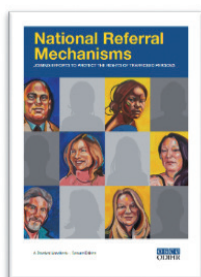
³⁵ National Human Trafficking Training and Technical Assistance Center (2018), *Toolkit for Building Survivor-Informed Organizations. Trauma-informed resources and survivor-informed practices to support and collaborate with survivors of human trafficking as professionals.*

Instructions: For each line, circle one answer, indicating the degree to which the practice is adhered to (Never-0, Occasionally-1 or Always-2). Section scores identify areas of strength and weakness, total score indicates the degree to which a programme or project is survivor informed.			
Meaningful input	Never	Occasionally	Always
Programme/project provides employment opportunities for survivors.	0	1	2
Survivors serve in leadership position to the programme/project (management, advisory board, etc.)	0	1	2
In the absence of the survivor staff, survivor consultants are hired to provide input.	0	1	2
If direct support input is unavailable, survivor-developed guidance and resources are utilized.	0	1	2
Section score: out of 8		
From a diverse community of survivors			
Survivor input represents both sex and labour trafficking perspective.	0	1	2
Survivor input represents both domestic and foreign-nationals perspective.	0	1	2
Survivor input represents other diverse survivors perspective (adult, minors LGBTQ survivors, etc.).	0	1	2
Programme/project incorporates best practices from other survivor-informed fields (domestic violence, etc.).	0	1	2
A strength-based process is in place for determining appropriate areas and levels of survivor engagement.	0	1	2
Section score:	... out of 10		
At all stages of a programme or project			
Survivor expertise is accessed in the development of initial programme/project.	0	1	2
Survivor input is incorporated into development of policies and procedures.	0	1	2
Survivor input is incorporated into the creation of programme/project materials.	0	1	2
Survivor expertise is accessed throughout programme/project implementation.	0	1	2
Survivor expertise is accessed in evaluation of programme/project.	0	1	2
A process is established and utilized for obtaining feedback from survivor participants.	0	1	2
Section score:	.. out of 12		
TOTAL SCORE:	... out of 30		

Annex 5

5.1. Examples of involvement of survivors in different areas related to NRM.

Revision of OSCE/ODIHR “National Referral Mechanism, Joining Efforts to Protect the Rights of Trafficked Persons – A Practical Handbook”



OSCE/ODIHR NRM Guidelines went under their second revision. The update of the initial guidelines which became ground-breaking approach for functioning of the anti-trafficking responses across OSCE region and beyond and a model for the effective cooperation among stakeholders and referral of victim was an endeavour heavily supported by survivors leaders and representatives of survivors-led organisations. The inclusion of survivor leaders’ lived experiences, witness and guidance is essential to a multi-disciplinary and comprehensive approach to combatting trafficking in human beings and the development of promising practices.

The revised version of the NRM Guidelines include testimonials and messages from survivors, members of [ISTAC](#), related to each thematic area covered by the handbook.

Identification of victims – Mobile Unit, APRAMP, Spain

APRAMP has a mobile unit comprised of survivors of trafficking from diverse backgrounds.



It searches and assesses possible trafficking sites at various times of the day in order to identify trafficking activity and assist women and girls who are entrapped in situations of sexual exploitation. APRAMP has developed its own **methodology of approach** with the objectives of locating trafficking sites where women and girls trapped in exploitation can be identified, delivering frontline work from survivors with lived experience.

APRAMP has survivors from different backgrounds because they can identify exploitation better than anyone. Survivors of sexual exploitation and human trafficking who are employed at APRAMP have themselves received support from APRAMP’s programmes and have freely chosen as their profession to help other individuals in the same situation. Social agents are people who have previously experienced sexual exploitation and trafficking and have overcome the situation through APRAMP programmes. They are fully recovered and freely choose to be able to help other people in the same situation as a professional option. APRAMP’s methodology has contributed to the recovery of more than 500 trafficked and exploited individuals every year in partnership with Spain’s State Security Forces and the Public Prosecutor for Foreigners. <https://apramp.org/unidad-movil/>

Survivors-led Walk to raise awareness on trafficking, The Netherlands

Survivors of human trafficking Edith-Bernadette Solution, in partnership with Footprint initiated the survivors walk initiative to Freedom, a survivor-led organisation. The survivor walk project rotates in different cities of The Netherlands to show the commitment of survivors to end human trafficking by taking the front-line in raising awareness about human trafficking in all provinces across The Netherlands.



Source: Footprint to Freedom

The goal of the Survivors Walk is to raise awareness, about human trafficking, but also encourage victims and survivors who are still stuck in the invisible chains of human trafficking to step out knowing that they are not alone.
<https://footprinttofreedom.org/our-partners/>

Toolkit for Building Survivor-Informed Organizations. Trauma-informed resources and survivor-informed practices to support and collaborate with survivors of human trafficking as professionals.

The Toolkit has been developed by the National Human Trafficking Training and Technical Assistance Center, The Sanar Wellness Institute with the support of the U.S. Department of Health and Human Services and the Office on Trafficking in Persons. Six survivor leaders are part of the development team.



The Toolkit is a collection of new and existing resources that build organizational capacity to collaborate with and support staff, volunteers, and consultants who identify as survivor leaders. It is appropriate for use by anti-trafficking organizations, coalitions, task forces, volunteer programs, and other organizations who wish to improve collaboration with those impacted by human trafficking.

Many successful leaders did not have formal education when they began their careers. Survivor leaders often use their knowledge and lived experience to improve program performance, and many gain success through professional experience and/or supplementary education as their careers evolve. This Toolkit helps organisations to create opportunities for survivors to be recognised as subject matter experts, opening doors where no other entry point may otherwise exist.

https://www.acf.hhs.gov/sites/default/files/documents/otip/toolkit_for_building_survivor_informed_organizations.pdf



5.2. Questionnaire for collecting feedback from victims.

The Template suggested in [Annex 6](#) can be adapted for the purposes of exploring specific services and programmes. If needed, it can be transformed into a questionnaire or be used as a guideline for conducting interviews or group consultations.

Annex 6



6.1. Template for collecting feedback from service users.

This Template is designed to collect feedback from adult service users and not from children.

Depending on the mode of collecting feedback (in written form or via meeting/interview) the introduction can be adapted. The suggested topics and questions are optional and general.

The Template must be adapted according to the purpose for collecting feedback (evaluation of the implementation of services, NRM monitoring and evaluation, reporting, targeted collection of information related to a certain THB trend, concrete procedure or policy). It may include less, more or other thematic areas and less, more or other questions.

Please, note that in order to avoid situation uncomfortable for the user, the interviewer or the organisation requesting the feedback should not be the organisation providing the supporting services.

Introduction

My name is [...] and I am [position/profession] at [name of the institution/organisation]. Thank you for agreeing to meet and talk with me.

The purpose of our conversation [of this Form] is to find out what was your journey after you escaped the situation of trafficking. The information will be used only for [purpose of the feedback]. Your name will not be shared. No personal data will be collected.

You do not have to reply to all questions. If you feel uncomfortable, you can choose not to reply or we can stop the conversation immediately.

IDENTIFICATION	<ul style="list-style-type: none"> • What were you told when you first contacted a helping organisation? • Were your rights explained to you? • Were you informed of your right for a reflection period? • Was it easy to talk to the person from the organisation? • Did they understand you well and quickly? • Were you quickly referred to a suitable place? • How did you find the first conversation? • Did you contact the police?
SECURITY AND SUPPORT PLAN	<ul style="list-style-type: none"> • Have you discussed what specifically you need at this moment? • Were you able to say everything that worries you and that you need? • Thinking back, what else would have helped you at this point? • Was there anything else that was important to you that you couldn't say?
REFERRAL	<ul style="list-style-type: none"> • What information was provided to you before you were referred to another organisation? • Have you signed a document that you agree to this? • Did the people working at the organisation that you were referred to already know about you or did you have to tell them everything from the beginning? • Did their representative accompany you during the travel?
ACCOMMODATION, PSYCHOLOGICAL AND SOCIAL ASSISTANCE	<ul style="list-style-type: none"> • Were you accommodated in a shelter? • While you were in the shelter, did you see a doctor? • Did you receive humanitarian aid – money, clothes, anything else? • How many times did you meet with a psychologist? • Did you meet other people from the team? Could you remember what their positions were? • How long do you think you will need support? • What kind of support is most valuable to you right now and in the coming months?
REFLECTION PERIOD	<ul style="list-style-type: none"> • Did you receive an explanation what Reflection period is? • Have you spoken to a lawyer? Did you feel relaxed while you were talking to the lawyer? Did you understand everything he/she told you? • Was there anything left unclear in your conversation? • Did you have special protection arranged? • Did you talk to a psychologist?

REINTEGRATION	<ul style="list-style-type: none"> • Once you return to where you live, what specialists did you talk to? • Did you meet a psychologist? For how long? • Have people from your family consulted with a psychologist as well? • Did you have a reintegration plan in place? • Are you employed at the moment? (Have you worked anything since you came back – for how long)? • Have you reimbursed your health and social security? • Did the helping organisation contact you after you finished working with them? When was the last contact? • How long would you like to be in touch with the people at the organization that helps you? • Is there something that you wish were different – what would have helped/facilitated you better in your search for employment?
PARTICIPATION IN THE CRIMINAL PROCESS	<ul style="list-style-type: none"> • Was there a case filed against the trafficker? • What were you told about your involvement in this case? • Did you keep in touch with anyone from the organisation – a psychologist, a lawyer – during the criminal process? • Was the trafficker convicted? • Did you feel safe in the court? • Did you understand everything that was going on? • Did you have anyone whom you could ask questions? • Is there anything that you would like to change about your presence in the court?
COMPENSATION	<ul style="list-style-type: none"> • Did you receive information and explanation how you can seek compensation through the courts or through civil suit? • Do you intend to ask for such compensation? • Is anyone helping you with this? • Did you receive any financial compensation?

Would you like to add something else?

.....

Date: Name:

