

European Crime Prevention Award (ECPA)

Annex I – new version 2014

Please complete the template in English in compliance with the ECPA criteria contained in the RoP (Par.2 §3).

General information

1. Please specify your country.

Estonia

2. Is this your country's ECPA entry or an additional project?

Yes, this is ECPA entry.

3. What is the title of the project?

Human trafficking prevention and victim support through anti-trafficking hotline +3726607320 service

4. Who is responsible for the project? Contact details.

NGO Living for Tomorrow
Fr.R.Kreutzwaldi 24,
10147 Tallinn, Estonia
tel +372 6607320, info@lft.ee

5. Start date of the project (dd/mm/yyyy)? Is the project still running (Yes/No)?
If not, please provide the end date of the project.

Project started on 01.10.2004 and is still running.

6. Where can we find more information about the project? Please provide links to the project's website or online reports or publications (preferably in English).

<http://lft.ee/human-trafficking/hotline-service>

<http://lft.ee/human-trafficking/hotline-service/-hotline-statistics>

7. Please give a **one page** description of the project (**Max. 600 words**)

Since October 2004 NGO Living for Tomorrow offers Human Trafficking prevention and victim assistance Hotline +372 6607320 service.

Project aims to prevent trafficking and exploitation, support victims of human trafficking and trafficking related crimes (e.g. financial fraud). Hotline's goal is to inform people about practical and legal issues that are related to work, study and marriage abroad, and to assist victims.

Provided services cover following aspects:

- free legal consultations on working agreements;
- advice for people going abroad to work or study;
- consequences of illegal employment;
- how to avoid becoming a human trafficking victim;
- contacts of NGOs abroad, that provide the help or consultations for victims;
- contacts of governmental and non-governmental institutions involved in human trafficking fight and prevention in Estonia;
- rules of entrance for Estonian citizens, persons without citizenship and foreigners living in Estonia to European Union member countries and other countries;
- legislation of other countries concerning foreigners, migrants, trafficking in persons.

Target group: Inhabitants of Estonia regardless of their citizenship or legal status.

Needs assessment: Estonia is currently country of origin for human trafficking victims, but to a small extent also transit country, and destination country. Target group for traffickers is rather wide, as many people have strong wish to work abroad, and this is supported by data provided by number of national reports.

Project outcomes:

- Safer environment for everyone in society created through empowering victims of crime into making informed decisions about their rights and educating general population on the topic.
- Knowledge-based decisions made regarding new anti-trafficking policies and strategies.
- Data collected during the project will be gathered and analyzed, so it can be used in process of developing efficient national strategies and policies on human trafficking, especially in labour exploitation and labour trafficking field.
- Improved and sustainable anti-trafficking activities maintained.

NGO Living for Tomorrow provides around 700 consultations yearly; collects monthly statistical data on services provided by the hotline, potential and an actual victim labour trafficking and yearly analysis and overview of assisted cases and performs primary identification and referral of trafficking victims.

I. The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.

8. How does the project contribute to crime prevention and/or to the reduction of crime or the fear of crime? (**Max. 150 words**)

Project provides consultation services and legal advice for people seeking work abroad that help them avoid financial fraud and legal exploitation. Legal assistance helps people to assess their risk of becoming victim of crime and provides knowledge and basic skills for proper reporting of crimes related to human trafficking, financial fraud etc.

9. How is the project contributing to raising citizens' awareness of crime prevention? (**Max. 150 words**)

During last 10 years project was providing hotline services offering over 5000 free anonymous consultations to people looking for a work abroad and their family members. In addition to this every year hotline consultants take part in free educational initiatives for vulnerable groups (unemployed, youth etc.) and service providers (social workers and other specialists). Latest researches have shown a positive shift in public opinion regarding human trafficking (Attitudes of Estonian inhabitants in relation to gender-based violence and human trafficking 2014, TNS Emor
<http://ift.ee/admin/upload/files/Survey%20on%20the%20Attitudes%20of%20Estonian%20inhabitants%20in%20relation%20to%20gender-based%20violence%20and%20human%20trafficking%202014.pdf>)

II. The project shall have been evaluated and have achieved most or all of its objectives.¹

10. What was the reason for setting up the project? What problem(s) did it aim to tackle?

Estonia is currently country of origin for human trafficking victims, but to a small extent also transit country, and destination country. Target group for traffickers is rather wide, as many people have strong wish to work abroad, and this is supported by data provided by number of national reports. During last 10 years project provided ongoing hotline service for general population around Estonia with the purpose of preventing human trafficking and trafficking-related crimes.

11. Was the context analysed **before** the project was initiated? How, and by whom? Which data were used? (**Max. 150 words**)

¹ For more information on evaluation, see Guidelines on the evaluation of crime prevention initiatives (EUCPN Toolbox No.3): <http://www.eucpn.org/library/results.asp?category=32&pubdate>

Prior to the beginning of project, organisation analysed data obtained from similar projects in Estonia (2 year project of trafficking preventive hotline in Human Rights Centre and IOM Estonia initiatives) and other countries (e.g. La Strada Hotline services), as well number of international reports (annual TIP Report). All of that data showed a clear need to such kind of services and also the lack to sustainability in the field.

12. What were the objective(s) of the project? Please, if applicable, distinguish between main and secondary objectives. (**Max. 150 words**)

Project aimed to prevent trafficking and exploitation, support victims of human trafficking and trafficking related crimes (e.g. financial fraud). Hotline's goal is to inform people about practical and legal issues that are related to work, study and marriage abroad, and to assist victims.

Secondary objectives included collecting data for further analysis, so it can be used in process of developing efficient national strategies and policies on human trafficking, especially in labour exploitation and labour trafficking field; improving sustainability anti-trafficking activities in Estonia and raising awareness on the issue.

13. Did you build in internal goals to measure the performance of the project? If so, please describe at what stage of the project and how you measured whether the project was moving in the planned direction. (**Max. 150 words**)

A special registration system was developed for the project, allowing gather all relevant data received and provided by the project. Annual summary was providing a general overview on both performance of the project and also current trends in society. Annual reports can be found here: <http://ift.ee/human-trafficking/hotline-service/-hotline-statistics>

14. Has there been a process evaluation? Who conducted the evaluation (internally or externally?) and what were the main results? (**max. 300 words**) - for more information on process evaluation, see EUCPN Toolbox No.3, p.9-10 & part 2 - section 2A

Project involves an ongoing informal internal monitoring that is performed by the project leader. Results used for implementing necessary adjustments and helping to achieve established goals.

15. Has there been an outcome or impact evaluation? Who conducted the evaluation (internally or externally?), which data and evaluation method

where used and what were the main results? (**Max. 300 words**) - for more information on outcome or impact evaluation, see EUCPN Toolbox No.3, p.7-9 & part 2 - section 2A

Project was regularly evaluated by the number of donors that provide financial support. Additional information can be found here: <http://ift.ee/human-trafficking/projects-2-1>

III. The project shall, as far as possible, be innovative, involving new methods or new approaches.

16. How is the project innovative in its methods and/or approaches? (**Max. 150 words**)

Project promoted number of innovative methods and approaches in Estonia: incorporating gender issues and interactive learning into human trafficking prevention, offering case management services for potential victims of human trafficking and financial fraud.

IV. The project shall be based on cooperation between partners, where possible.

18. Which partners or stakeholders were involved in the project and what was their involvement? (**Max. 200 words**)

Project strongly promotes networking and cooperation in the field on both national and international level. Long-time cooperation partners include: Ministry of Social Affairs, Ministry of Justice, Ministry of Foreign Affairs, Police and Border Guard Board, Unemployment Board, Social Insurance Board and other NGOs providing services for victims of human trafficking. Project also cooperates with number of help providers abroad in order to refer victims and authorities to the best available help.

V. The project shall be capable of replication in other Member States.

19. How and by whom is the project funded? (**Max. 150 words**)

In 2004 and 2005 the activity was supported by the US Embassy and the Netherlands Embassy in Estonia. During 2006-2013 service support was provided by the Ministry of Social Affairs of Estonia. 2013 – 2015 Hotline 6607 320 is supported by Norway Grants in frame of Norwegian Financial Mechanism 2009-2014 and the Ministry of Social Affairs of Estonia.

20. What were the costs of the project in terms of finances, material and human resources? (**Max. 150 words**)

In 2014 predicted costs of the project are around 61 000€, out of which 84% are designated to cover human resources expenses (project manager, lawyer and 3 consultants) the rest of it cover all the operational costs (advertisement, rent, communications costs etc.).

21. Has a cost-benefit analysis been carried out? If so, describe the analysis, including how and by whom it was carried out and list the main findings of the analysis. (**Max. 150 words**)

Available reports can be found here: <http://www.lft.ee/human-trafficking/projects-2-1>

22. Are there adjustments to be made to the project to ensure a successful replication in another Member State?

General model of the project can be easily implemented in another Member State, however a thorough needs assessment is crucial to establish profile of target group, national legislation and discover potential cooperation partners.

23. How is the project relevant for other Member States? Please explain the European dimension of your project.

Project aims at prevention of cross border trafficking and based on received data, most of the clients are moving inside European Union, with different Member States serving as destination, transit or origin country. Trafficking related crimes are one of the priorities for European Union, which can be seen from growing number of initiatives on European level (e.g. appointing EU Anti-Trafficking Coordinator, supporting EU Anti-Trafficking Network of NGOs etc.)

Please provide a short general description of the project (abstract for inclusion in the conference booklet – **max. 150 words**).

Human trafficking prevention and victim support through anti-trafficking hotline +3726607320 service project aims to prevent trafficking for the purpose of labour exploitation, and to support victims of labour exploitation.

Target group: Inhabitants of Estonia.

Project outcomes:

- Safer environment for everyone in society created through empowering victims into making informed decisions about their rights and educating general population on the topic.
- Knowledge-based decisions made regarding new anti-trafficking policies and strategies.

- Data collected during the project will be gathered and analyzed, so it can be used in process of developing efficient national strategies and policies on human trafficking, especially in labour exploitation and labour trafficking field.
- Improved and sustainable anti-trafficking activities maintained.