

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.

Finland

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

Finland's ECPA entry

3. What is the title of the project?

The development project for the vulnerable asylum seekers' service provision system in Finland 2 (HAPKE 2)

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

Joutseno reception centre, Läkäntie 53, 54190 Konnunsuo, Finland, Adviser Inkeri Mellanen, ihmiskauppa.auttamisjarjestelma@intermin.fi, +358 2954 63177.

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.

No

01/07/2013-30/06/2014

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).

Project did not have a public website. Some of the materials were published on www.ihmiskauppa.fi and on www.migri.fi

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

HAPKE-project focused on one group considered not only relevant and accessible, but a potential target for exploitation in Finland. A victim of trafficking may be Finnish or a foreigner, from any background or age group. However, over 40% of clients accepted into the Finnish National assistance system are currently asylum seekers. The uncertainty, lack of reliable local networks, lack of language skills and opportunity for regular employment, cost of travelling to Europe, false promises of exploiters, lack of knowledge to look for help through Finnish authorities and justice system are all factors that increase potential for trafficking within the target group.

HAPKE-project focused on prevention and identification of trafficking among asylum seekers; and on developing the ability of reception centres and the National assistance system to assist the victims. Particular focus was given to labour trafficking.

The theoretical framework was structured to include promotion, prevention and corrective actions:

- materials for and communications at reception centres and among the general public to increase awareness
- targeted actions for identified risk group
- competent and effective assistance following identification

Activities included developing further the national anti-trafficking website www.ihmiskauppa.fi in co-operation with a multiagency group of experts; and producing printed materials for general communications. Presentation on labour rights and responsibilities and anti-trafficking materials were produced and purchased for the use of reception centres.

Staff competency and the service system were developed in workshops touring the reception centres. The stress was on simple, concrete, and permanent anti-trafficking measures. Major steps in quality management at the National assistance system were taken through the participatory process of producing an electronic quality management handbook. The work included developing vision, opening and describing all the main processes, agreeing on work instructions and standards.

Project work was structured within the theoretical framework and focused in effective and concrete actions. Material was produced in co-operation with other experts and agencies to increase its reach and usability. Communications were targeted and electronic platforms were utilized. This ensured that during a relatively short project period concrete results and reach were achieved with a small budget.

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 increased awareness of trafficking and created materials for anti-trafficking work available for use by government agencies, the public, and NGOs.

- work on the website
- production of materials (on web, print, film, and recordings)
- talks and trainings

Project developed awareness, prevention activities, and ability for identification and assistance at reception centres.

- reception centre trainings and workshops

As more asylum seekers find out about their rights and responsibilities, and where to find help, attempts to abuse their rights will hold higher risks and become more difficult.

- up-to-date information materials for asylum seekers on labour rights and responsibilities

Effective assistance provides a route for victims to leave the exploitative situation. It also improves the feeling of security among victims in the assistance system. Indirectly, this is likely to contribute towards prevention.

- project developed the service system for victims of trafficking in form of quality management handbook.

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

Prevention of trafficking was part of the project's theoretical framework and was integrated into activities.

The website www.ihmiskauppa.fi targets the general public. Project made materials available in different languages through the site. Sections directed to the victims of the site into easy/plain Finnish and into Swedish to reach more people.

Project gave talks/trainings discussing human trafficking. Most presentations included a part on prevention.

Staff at reception centres participated in developing crime prevention at their centre through workshops.

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?

Project was mainly set up to ensure that reception centres had up-to-date materials, knowledge, practices, and ability to counter trafficking and labour exploitation of asylum seekers and to assist the victims.

HAPKE 2 toured the centres with the aim of turning learning from previous trainings into concrete anti-trafficking measures. The workshops discussed what practical, permanent and easy-to-implement practices could be implemented to integrate anti-trafficking into the daily work.

Feedback from different agencies made it clear that there was a need for anti-trafficking materials. Project aimed to meet the need of agencies distributing materials, as well as the target audience. New co-operation and links were developed in field of countering labour trafficking.

National assistance system had grown in recent years and a need had risen to improve its transparency, and develop its processes. Work on the quality management handbook was considered important to complete, share and develop with stake holders.

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

The project management from the Finnish Immigration Service and reception centres had expertise in the area. Both agencies analyse the context as part of their regular work.

The statistics of the National assistance system supported the need for a project among asylum seekers. Reception centres and other stake holders had discussed the worry about informal work arrangements among asylum seekers and potential for abuse.

During HAPKE 1 the need to look at prevention within reception centres in more detail became apparent. Part of earlier trainings arranged for staff had looked at preventive measures but there was not sufficient time to discuss this in enough detail.

Requests for materials arose from reception centres, work of assistance system, and network of anti-trafficking NGOs.

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>

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

With the focus on trafficking, improve the ability of service system to assist vulnerable asylum seekers, and to prevent trafficking.

- 1) Document the working of the assistance system into a quality management handbook in a way that is useful for the activities of the assistance system itself, reception centres and other authorities and partners.
- 2) Improve the ability of reception centre staff and multidisciplinary evaluation group to identify and assist vulnerable asylum seekers
- 3) Develop ihmiskauppa.fi into a working and up-to-date information bank that is useful for the victim of trafficking, for the person assisting a victim and for anyone interested in the topic.

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**)

Internal goals were part of the project plan including qualitative and quantitative goals. There was also a clear and structured timetable. The project reports included self-assessment of progress against these.

The project was funded by the European Refugee Fund and funding rules applied: There was a report of the progress halfway through the project and a final report with an audit of the accounts at the end.

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

Despite the short project period, some evaluation was included. Self-evaluation of the process was part of mid-term and final reports. As a whole, the project process succeeded well and feedback was positive. Project activities were realised largely as planned.

Workshops and trainings for the NGO Victim support included participant evaluation: Workshops and related trainings had 202 participants and were evaluated as excellent (4/5). To increase the effect of the workshops, reports on the discussions and recommendations were sent to the management of each reception centre.

74 Victim support volunteers participated in the training and considered their understanding of trafficking to have risen from satisfactory (2/5) to excellent (4/5).

Asylum seeker materials were tested at Joutseno and Oulu reception centres. Group co-ordinators gave positive feedback on their practicality.

The assistance system's handbook was launched at an event for stake holders where processes were discussed and developed further. General informal feedback from partners was very positive.

European Refugee Fund will conduct a review visit in October 2014.

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

It would have been impossible to conduct a comprehensive evaluation on the impact of the activities during the short project period.

The project had self-evaluation on outcomes as part of the final reporting. Anti-trafficking communications in Finland have clearly seen progress and project work has created new co-operation. Handbook as a tool brought quality management in the assistance system to a new level. The set qualitative and quantitative goals were estimated to have been achieved.

Workshop participant evaluated that the workshops for the reception centres will have some affect (3/5) on the ability of the centres to prevent and identify trafficking and help the victims. The main worry was that the planned measures would not be implemented. National assistance system will continue to promote these after the project.

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 used participatory methods. The basis for the materials for asylum seekers was developed with a focus group of asylum seekers and victims of trafficking. Talks were arranged for larger asylum seeker audiences with employers, and conversations used as basis for developing the texts. The presentation was tested and developed with target audiences at the two reception centres. At the same time, the participants gained information on their labour rights and responsibilities and focus group members references supporting their

job search.

The anti-trafficking materials for the website were created in multiagency expert group workshop that continued its work through emails. Similarly video meeting was utilised to develop anti-trafficking business cards with inspectors across the country. Labour inspectors and Unions were now included in anti-trafficking efforts.

Research and recommendations on quality management were implemented in the development of the handbook, and again staff participation was the key.

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**)

Joutseno and Oulu reception centres developed, funded, and implemented the project. European Refugee Fund participated in funding the project. The Finnish Immigration Service participated in development and implementation.

The project coordination group also included Regional State Administrative Agency and Ombudsman for Minorities.

Ombudsman for Minorities, National Bureau of Investigation, Finnish Immigration Service (Communications and Reception Depts.), The Central Organisation of Finnish Trade Unions SAK, The Occupational Safety & Health experts, NGO Victim support Finland, NGO Unchosen UK, and asylum seekers and victims of trafficking staying at Joutseno and Oulu reception centres participated in developing the anti-trafficking materials and/or the website.

19 Finnish reception centres participated in organising training or workshops. Other organisation taken part in, developing, or organising training included the police, National Bureau of Investigation, the Finnish Border Guard, Northern Ostrobothnia, Oulu and Vaasa counties, NGO Victim support, The Centre for Torture Survivors, Helsinki Deaconess Institute, and Theatre Academy Helsinki.

Representatives from the police, Border Guard, National Bureau of Investigation, National Institute for Health & Welfare, IOM Helsinki, Palmenia Centre for Continuing Education, Forensic Child and Adolescent Psychiatry Center, NGOs, and Social Services participated in the event developing the assistance system's handbook.

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

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

The project was funded by Joutseno and Oulu reception centres (12,5% each)

from government budget, and by the European Refugee Fund (75%).

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

The project cost was just over € 91 000 out of which over € 54 000 was personnel costs. The project had one full time Project Coordinator. Project Manager was part-time 15% and Finance Officer 10%. In addition, max. 20 hours was budgeted for the Director of Oulu reception centre. Project was based at the National assistance system for victims of trafficking at Joutseno reception centre. € 22 500 was spent on purchased services, such as translations, design & graphics, printing, film licenses and programme licence for the electronic quality management handbook.

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**)

A formal cost-benefit analysis was not carried out but Finnish Immigration Service and Joutseno reception centre did carefully consider the need for the project activities in the planning state, based on information received, and responding to requests for materials arising from the reception centres, NGOs, and the assistance system.

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

Most of the project activities can easily be replicated in other member states.

Most of the anti-trafficking materials are available in English, and examples can be shared. Some changes are likely to be needed due to differences in legislation and labour rights. In terms of the target group, asylum seekers are likely to be a risk group in most EU countries.

Project has already passes information on the development of the anti-trafficking website and experience of developing it to another member state. National assistance system can be contacted through www.ihmiskauppa.fi to find out about the site and the process.

Training aspects are easily transferrable as they have been developed in a flexible format and are mostly available in English.

Few countries have as comprehensive assistance system as Finland. Often, there are several assisting agencies or NGOs. However, the idea of a quality management handbook which opens up the legislation, regulation, and processes

may be even more valuable where the assistance of victims of trafficking lands to several agencies.

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

Human trafficking as a phenomenon is global. Individuals assisted in Finland may have been trafficked through Europe or recruited and exploited in another member state. The challenges of awareness raising and identification are cross-European. Such are also challenges of access to services and ability to assist the victims effectively.

The focus of the project was on asylum seekers, a group that is mobile and similar across Europe. The uncertain status, debts, and other factors increasing vulnerability to trafficking exist irrespective of the country.

The quality management handbook built as part of the project is based on a European EFQM model and framework.

As part of the project, film licenses were purchased from a UK based NGO for anti-trafficking short films that were part of a UK competition and featured real cases of trafficking identified in Ireland and Britain. These cases could have taken place in any EU country.

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

The development project for the vulnerable asylum seekers' service provision system in Finland (HAPKE 2) had a broad approach to anti-trafficking. Joutseno and Oulu reception centres' project integrated promotion, prevention and corrective actions. European Refugee Fund participated in funding the project.

The main focus was on preventing and identifying labour trafficking among asylum seekers. The issue was tackled through developing services at reception centres and the National assistance system for victims of trafficking.

New anti-trafficking materials were created with the support of experts for use by reception centres, but also NGOs, the public, and other agencies. The national website www.ihmiskauppa.fi was developed further and new materials and languages added.

Reception centre staff developed their own working methods in workshops. Further trainings were provided for a variety of stakeholders.

Furthermore, the National assistance system for victims of trafficking built a web-based quality management handbook to develop its services for clients.

