

## TRACKS – identification of TRafficked Asylum seeKers' Special needs

### Interview methodology

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#### What is this document?

This document is the interview methodology for activity 6 of the TRACKS project.

This document is designed to provide clear parameters and boundaries for the interviews, to establish rules, layout the pre- and post- interview preparation requirements provide the interview questions, and to determine the roles and responsibilities of all the people involved.

The purpose of this document is primarily to ensure we protect and do no harm to the participants of this study, namely people who have been trafficked and have been through the asylum system. This includes maintaining strict guidance on confidentiality, respect and ensuring the wellbeing of the participant. The secondary aim of this document is to ensure that data collected by all the participating partners (which are from six different EU countries) is collected in a consistent manner enabling Forum Réfugiés-Cosi to use this data for reporting purposes.

This document is to be followed by all partners. It is the responsibility of every partner organisation to ensure that the interviewer is complying to this guidance in its entirety.

#### Why are we conducting these interviews?

Within the context of the TRACKS project on the identification of trafficked asylum seekers' special needs and how to meet these needs, the partnership has insisted on adopting a victim-centered approach. Such an approach cannot only be used while implementing the project and drafting the different deliverables. It also has to be reflected and embedded within the project activities. This is the reason why it has been decided to include interviews with survivors of trafficking currently living in Cyprus, France, Italy, Ireland, Spain and the UK.<sup>1</sup>

The purpose of the interviews is to understand and identify the special needs of trafficked asylum seekers both in relation to the asylum process and reception conditions. The reason for this is that trafficked asylum seekers know best about what they needed and what worked well for them. These interviews are not to understand the persons trafficking experience or reasons for claiming asylum.

These interviews will be used to provide the victims voice throughout the recommendations and findings of the project. Direct quotes will be used to evidence a good or poor practice or a particular experience. Data gathered from other sources will be triangulated against data gathered from these interviews. The experiences of the people interviewed, will also serve as a basis for further activities, in particular the formulation and creation of a tailored tool for practitioners, and final recommendations.

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<sup>1</sup> Depending on resources interviews might also be conducted in Switzerland by OSAR, associate partner to the TRACKS project.

## Who do we want to interview?

While drafting the project proposal, we have extensively discussed the target group for this activity. It was clear to the partnership that persons still under the influence of traffickers or currently in the asylum procedure should not be interviewed. In addition, vulnerable and at risk persons in an insecure environment should not be included. The partnership recognises the risk of re-traumatisation and will put in place actions to mitigate such risks. As outlined below however, we have still chosen to conduct these interviews, so that we may ensure that the project includes the voice of trafficked persons.

In order to meet these different concerns, the partnership has decided on the following when submitting the project proposal:

### Target group:

- ✓ Survivors of THB having been through an asylum procedure which is now terminated, regardless of outcome.
- ✓ Survivors of THB who are not longer still under the control of the trafficker.
- ✓ Although the project will also include the specific needs of trafficked minors in the asylum system, interviews should only be carried out with adults (an adult is anyone above 18 years old). Therefore efforts should be made to include adults who were minors when they first encountered the asylum procedure and/or when they were trafficked, as part of the participant cohort.

### Criteria:

- ✓ The trafficking situation must have finished AND
- ✓ The person interviewed must to be in a psychological state that allows him or her to talk about his or her experience of the asylum system without the risk of re-traumatisation AND
- ✓ The person must currently be an adult (above the age of 18 years old).
- ✓ Diversity in profile of interviewees as far as age, gender, nationality/country of origin and types of exploitation should be ensured. The list of persons to be interviewed by each partner and their demographic details has to be validated by the project coordinator.
- ✓ A minimum of 5 up to 10 interviews should be conducted by each partner.

## What are our ethical guidelines and how to implement them?

The partnership recommends that **interviewers read or are familiar with the principles of existing guidance on interviewing trafficked and/or vulnerable people:**

- GAATW Briefing paper on Principles and Ethics, October 2015
- WHO ethical and safety recommendations for interviewing trafficked women, 2003<sup>2</sup>

### “Do no harm” – “Consent” – “Mutual respect”

#### 1. Protecting privacy and ensuring safety

We need to ensure the safety and privacy of the interviewees through a range of safeguards. Namely:

- ✓ Choice of interview location;
- ✓ Through the partners consistently registering, storing, and publishing the research data.

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<sup>2</sup> [http://www.who.int/mip/2003/other\\_documents/en/Ethical\\_Safety-GWH.pdf](http://www.who.int/mip/2003/other_documents/en/Ethical_Safety-GWH.pdf)

***For the purposes of this project, partners agree to the following:***

**a) Location**

- ✓ Interview sites must be selected **in consultation** with interviewees.
- ✓ **Project partners or partner NGOs offices will be a preferred location for interviews** unless there is the express desire of the person to meet in a public or alternative place.
- ✓ In case the interview is conducted **in a public space, confidentiality constitutes a real challenge** and interviewers should ensure that others are not able to overhear the conversations. If it cannot be guaranteed then the **interview must be postponed** or another location has to be agreed with the interviewee.

**b) Data collection**

- ✓ The **interviewer should be reading back the key points that the interviewee has mentioned before moving on to the next section/or** at the end of the interview giving them the chance to clarify or alter anything they said.
- ✓ If relevant, **notes taken by the interpreter and/or by the support person should be destroyed** after the interview and disposed in secure waste.

**c) Data use and transfer**

- ✓ It has to be **clearly explained** to the interviewee how their data will be used in the context of the TRACKS project.
- ✓ **No personal data** (name, contact details, address, family members personal data) of interviewees shall be **sent in the body of emails, nor appear in transcripts and summary** of interviews sent by project partners to Forum réfugiés-Cosi. Nationality can be shared.
- ✓ While interview transcripts will be provided to Forum réfugiés-Cosi, **project partners take responsibility to ensure that**, names of interviewees, their family members, the traffickers and **any other information that might identify the interviewee is removed in the documents sent to Forum réfugiés-Cosi**. Consequently, partners take responsibility to replace this identifiable information with **pseudonyms** before sending interview transcripts to Forum réfugiés-Cosi that will then be using the data and publishing it. Nationality can be shared.
- ✓ Partners as well as Forum réfugiés-Cosi are both **responsible to avoid 'deductive disclosure'** by not using the unique or contextual traits of the person which combined could lead to identification.

**d) Data safety and protection**

- ✓ Each project partner is responsible to **insert details of the data protection policy and practice onto the consent form**, and explain this to every participant. In particular, each project partner has to clearly define and state how and for how long data will be stored and how the interviewee can ask to consult them and/or can ask for them to be destroyed.

- ✓ **Each partner is responsible to safely hold the full details of the interviewees**, the recording and the full transcripts containing [pseudonyms or assumed names. No true name shall be entered into the consent form nor in any other document produced within the context of this project. Other relevant details such as phone number, address etc. shall only be reported into the consent form and safely stored]. Every partner must subscribe to data protection policies and laws within their country and make sure that **confidentiality and anonymity of this data is guaranteed**. Personal details are not to be shared with any other partners, including Forum réfugiés-Cosi.
- ✓ On each project partners' devices, collected data will be stored in, at the very minimum, **password protected word and excel documents**. Passwords will only be available to people involved in the project.
- ✓ **For transferring data they may be sent via regular email in password protected word documents**. Passwords are to be shared with the project coordinator on the phone, skype or in a separate email.
- ✓ The unused, secured data that Forum réfugiés-Cosi holds – which by definition of the above excludes any personal information, except the consent forms - will only be **stored for the duration of the project and destroyed at the end of the project**. This excludes the data that will have been used in the consolidated report and any other deliverable produced in the context of the TRACKS project for which the interviewee will have consented to.
- ✓ **Anonymised consent forms shall be kept by the partners (original) and by Forum réfugiés-Cosi (copy)**. When sending the copy of the consent forms to Forum réfugiés-Cosi, the partners shall make sure that no personal details other than the pseudonyms or assumed names and signatures are disclosed. For that purpose, they can hide this information. In any case, the consent forms will not be shared in any report, [except in] the narrative report).

## 2. Helping the trafficked person determine if they would like to talk about their experiences for the purposes of this report.

It is ultimately up to the trafficked persons to decide whether or not to discuss their personal data and experience-related information. Service providers may support individuals in the decision making process, by providing information on the possible benefits and risks of disclosing the information, so that informed consent is obtained prior to publishing the data.

WHO guidance highlights the power dynamic – that researchers should be aware of the perceived power researchers hold. Trafficked people may be concerned that by not cooperating with the interview they will not receive the service any longer, or that they have to say good things about the service. This needs to be considered by the researcher when asking people to participate, and the ability to refuse interviews needs to be properly explained. This is why interview prompts have been provided below to ensure that all partners are explaining this clearly.

***For this project, the partners agree to the following:***

- ✓ Every interview will commence with a full explanation of the possible benefits and risks (refer to annex I for details about informed consent) and the participant will be given the option to not continue.

- ✓ All participants will sign the consent form (refer to attached document) and retain a copy of what they have signed.
- ✓ All participants will have the information sheet explained to them, and retain a copy of this.
- ✓ All participants will have the chance to terminate the interview at any point, and may request to have their data recalled from the project and destroyed after the interview and up until 1<sup>st</sup> June 2017 before the report is finalized for publication in the autumn 2017.

### 3. Taking care of psychological and emotional well-being

Participation in research may be (re)traumatizing for trafficked persons in that it may bring back memories of trafficking, and of a part of their life that they wish to put behind them. An interview may also be traumatizing if it is not conducted in a positive and empowering manner.

The objective of these interviews is to collect information on what has been or would have been useful to support the interviewee during the asylum process both in relation to the procedure and reception conditions. Although it is clear to the partnership that the objective of these interviews is not to discuss the trafficking situation in itself or why and how the person has left his or her country and what happened to him or her afterwards, keeping the trafficking situation in a separate box can be difficult. Elements linked to the trafficking situation will necessarily be evoked even though not referred to directly.

Many trafficked persons experience some level of stress or discomfort when discussing certain issues. Researchers in the GAATW project observed that the following topics caused discomfort or sadness in the interviewees: lack of economic opportunities; restrictive shelter practices; not being able to return and reconcile with family; dissatisfaction with the legal process or outcome of the criminal trial; difficult family relations and memories of abuse and exploitation while trafficked. Researchers noted that the interviewees' level of satisfaction with their current situation impacted on the way they looked upon their past.

In addition, it is important to recognise that elements of the asylum procedure itself can be a source of trauma. For example having been held in detention, having been interviewed in a hostile manner, having experienced difficult relationships with the asylum authorities, including at the appeal stage or having suffered abuse whilst in asylum seeker accommodation can constitute topics causing anxiety and distress. There may also be participants who had suicidal thoughts and/or actions triggered by the asylum process.

***The project partners agree to the following to ensure emotional wellbeing of the interviewees:***

#### **a) Making up a solid and coherent interviewing "team" and understanding each other's roles**

**The interviewer:** the interview should be carried out by somebody who has experience in interviewing vulnerable people and who would be able to recognize psychological distress and feel confident in addressing it.

- ➔ Efforts will be made to consider **the preferences of the interviewee in relation to the gender of their interviewer although this cannot always be accommodated**. When this cannot be accommodated, the interviewee will be given notice of this, and they will be advised that they can withdraw from being interviewed as a result of this.

**The interpreter or cultural mediator:** the language issue is very important, therefore budget has been provided for either an interpreter or a cultural mediator to interpret and support the interview. Being accompanied by a cultural mediator or someone who shares a common cultural background can help the interviewee to open up more easily to the interviewer. Interviewers should also be aware of the difficulty some people might have of disclosing their true situation in front of someone of the same nationality or ethnic group. Therefore, as highlighted above, this should be considered, and the person should be asked what they prefer, before the interview takes place. If the participant's preference cannot be met (eg; if it is not possible to find a Somali interpreter who is not Somali, and the participant has specifically said that speaking in front of a Somali will be difficult) then the interview should not take place. The interviewee should be able to have an interpreter or a cultural mediator of the gender of their choosing.

- ➔ The interviewee will have a **choice of interpreter or cultural mediator – including gender and language**. Budget has been allocated to guarantee that interpretation or cultural mediation is made available to the interviewee.
- ➔ The interview will not take place if the person's preferences cannot be met.

**The support person - optional, depends on the expressed needs of the interviewee:** the participation of the support person to the interview is not mandatory. However, the interviewee might prefer that their support worker or psychologist is present during the interview. The support person cannot be a member of the family or a friend. Also, the interviewer has to be aware that the presence of the support person should not prevent the interviewee to express themselves freely. The support person is not supposed to intervene during the interview but rather to provide clarifications on certain elements. Their role is to make the interviewee feel more comfortable, it is not their role to speak on the interviewee's behalf or make them refrain from speaking about for instance negative aspects of the social support they have benefitted from during the asylum procedure. In that respect, the participation of a support person to the interview depends on the interviewee's expressed needs and desire.

- ➔ Interviewers will clarify the support person's role with the support person and the interviewee at the commencement of the interview.
- ➔ It is important that the interviewer considers **what they will do if the support person and/or the interpreter is not acting in line with the interviewee's expressed needs** and desires and their role during the interview.

#### **b) Carefully and thoroughly preparing the interview**

- ✓ **For interviews that are being arranged via a support NGO**, partners will ensure that the NGO will only suggest people it is supporting who they feel would be able to safely participate in the interview as well as helping to identify who would fit the criteria for interview. It would then be up to the NGO to gain the consent of the participant and to discuss any concerns they might have about the interview. To do this, the NGO requires all the details of the interview and enough information about the project to convey this accurately to the interviewee. In any case, the interviewer will always be responsible to gain informed consent at the start of the interview.
- ✓ **For interviews that are being arranged directly by the project partner**, it is preferable that the person identified is currently assisted by an NGO or a psychologist or any other counsellor. The interviewer (project partner) is then responsible for gaining the initial consent of the person to be interviewed. In that case, before getting a final verbal consent and

arranging the interview, it is important that the interviewer speak with the support NGO or psychologist as well as with the interviewee on the interviewee's ability to take part in the interview.

- ➔ It is important to note that **this can be disempowering for the interviewee** so efforts should be made to make this a three-way dialogue between interviewer, interviewee and supporting NGO.
- ➔ It is also the opportunity for the interviewer to **learn about the psychological state of the person, how he or she might react to a certain topic and how he or she has learned to cope**. It is also important to ensure that the person will be able to easily and quickly access additional support after the interview. Building up a solid and transparent relationship between the interviewee, the interviewer and the support NGO or psychologist is fundamental as it will also facilitate the interviewer reporting potential difficulties, with the consent of the interviewee.

- ✓ In any of the abovementioned situations, it is important that the interviewer has made first contact with the interviewee ahead of the interview to present the context of the interview, the project and get verbal consent of the person for the interview. If the person is assisted by an NGO or a psychologist or any other counselor, this first contact should be done with this person being present.

### c) Ensuring care during the interview

- ✓ **Apart from the location, the setting of the room has to be appropriate:** the interviewee should be able to face the exit; the room should have a window and closed door (not in an office open space); chairs should be placed in a circle whereby the people in the room are sitting in a triangular manner; tissues and water should be available within reach of the interviewee without them having to ask for them. There should be no additional people other than the ones planned ahead of the interview and agreed on with the interviewee.
- ✓ At the beginning of the interview, **make sure that the interviewee and the interpreter or the cultural mediator understand one another**. If not, the interview should be stopped, the reason why they don't understand each other assessed and consideration made about postponing the interview. In order to check whether the interviewee feels comfortable with the interpreter or the cultural mediator the interviewer need to try and **discuss this away from the interpreter** - so the interviewee is able to express his or her needs and preferences.
- ✓ At the beginning of the interview, **a code word or a code movement** can be agreed between the interviewer and the interviewee for the latter to indicate when they do not feel comfortable anymore.
- ✓ At the beginning of the interview, the interviewer will remind the person **how their data will be stored and used** and that they can ask for this data not to be used if they wish so. Even though it is written in the consent form, it is useful to remind the interviewees that they can ask for their data not to be used and displayed in the project deliverables before 1<sup>st</sup> June 2017.
- ✓ A **rest break** during the interview should be offered to the interviewee when it is noticed that the situation is distressing.

- ✓ You should be ready **to stop the interview at any point** – and be ready with points of how to stop the interview and what to tell the person without them feeling like they have somehow ‘failed’ during the interview.
- ✓ Some researchers with many years of counseling experience felt that it is important to **respond to some questions or even comments of the interviewees**. In doing so however, people should not be encouraged to delve deeper into the details of the painful situation but the idea is rather to make thoughtful suggestions to allow persons to close the subject on their own.
- ✓ **Questions that are unnecessary and irrelevant to the research should be avoided**, in particular questions about the trafficking experience should not be asked and further questions unrelated to TRACKS should not be asked except questions aimed at putting the person at ease. It is also important to allow interviewees to talk about the topics that are important to them, therefore if they are off topic or starting to talk about their trafficking experience, the interviewer should feel capable of allowing them to do so, and then be prepared to gently guide the person back to the interview topic.

#### d) Ensuring care after the interview

- ✓ It is beneficial to **end the interview on a positive and lighter note** to achieve some level of comfort.
- ✓ If the interviewee was not accompanied by a support person but is nevertheless supported by an NGO or psychologist or any other counselor, **the interviewer should ensure that the interviewee has an appointment planned with the counselling NGO or psychologist** and contact the latter to give general feedback on the emotional well-being of the interviewee without disclosing the content of the interview if the interviewee has asked for full confidentiality of their data. This is to be done **with the knowledge and involvement of the interviewee**. If the interviewee has expressed suicidal ideas or dark thoughts, the interviewer should ask the interviewee if they allow him or her to share this information with the NGO or psychologist that supports them, in order not to violate the principle of confidentiality.
- ✓ If the interviewee was not accompanied by a support person, **make sure not to let the interviewee leave the interview place alone if they look anxious or emotionally moved** and make sure that someone can pick them up or wait for them at home.
- ✓ **If the interviewee is not supported by an NGO or psychologist, and this must be avoided as much as possible, you should have knowledge of organisations to refer the interviewee to in order to handle any psychological distress or strong emotional discomfort**, in particular if the interviewee has expressed suicidal ideas or dark thoughts. On the latter, and in order not to violate the principle of confidentiality, the interviewer should ask the interviewee if they allow him or her to share this information with the referral organisation.
- ✓ Offer to provide a follow up call to the interviewee after the interview to check how they are.

#### 4. Enabling equal participation

Ethical participation of trafficked persons includes treating them as equals, that is, as agents with power, rather than helpless victims. Indeed, the project aims to recognise and value the opinion of trafficked persons about their needs during the asylum procedure as well as in relation to reception conditions they experienced at the time. They are the best positioned to know what their needs are/have been. Survivors of trafficking might manifest the effects of their former situation in the way they handle power relations. Therefore, one has to be careful to set the right power balance in the relationship with the interviewee.

To achieve equal participation, the interviewer must seek a way to empower the interviewee, to give him or her a form of control over the process of the interview.

**To that extent, the following above mentioned elements should contribute to guaranteeing equal participation:**

- ✓ Interviewers will obtain **verbal informed consent** from interviewees before organizing the interview.
- ✓ Interviewers will obtain **written informed consent** from interviewees at the beginning of the interview in having them signed the consent form. The **interviewee retains a copy** of it.
- ✓ Interviewees will have the liberty to ask questions, to stop the interview and to change their mind regarding the use of their data for the project research purposes.
- ✓ The interviewee should have the **final say on the location and time of the interview**. The interviewer should have a conversation with the interviewee about this.
- ✓ The interviewer should be reading back the key points that the interviewee has mentioned before moving on to the next section/or at the end of the interview giving them the chance to clarify or alter anything they said.

## The interview in practice

### 1. Contacting people for the interview

In order to identify people to be interviewed you will need to either contact people that your organisation has previously supported or to contact your partner NGOs who might be likely to refer people to you (or for you to contact them yourself). In both situations you are required to present an overview of the project and the activity, in particular why it is crucial to have the victims' voices heard.

In that respect, depending on the level of awareness your interlocutor has about the project you might send the project description and first press release to him or her. **(see annex II and III for this)**

In any case you will need to explain why we are conducting the interview **(see page 1)**.

**To explain the project and the activity to the persons to be interviewed you might say something along these lines:**

*"Hello, I am XX from XX. XX said I can contact you (if contact through a partner NGO for instance) OR you might remember the name of the organisation from XX (name of the person who has been accompanying the potential interviewee in the past). My organisation is supporting asylum seekers and refugees and XX. I am contacting you because we would like to get your opinions/ideas for a project we are currently working on. The project aims to improve the support offered to victims of trafficking who are in the asylum process in Europe. One of the outputs of this project will be a report going to the European institutions and Member States governments. We believe your experience is*

*important and we have to base our suggestions for change on the needs identified directly by the people who have experienced the asylum system. As you have been in this situation of seeking asylum while also being a victim of trafficking your voice should be heard. I would like to meet you to discuss what would have helped you or what has helped you when you have applied for asylum and during the procedure. If you agree to meet me, I'll make sure there is an interpreter or a cultural mediator to ensure there is no language issue. Of course, there is no obligation to participate so if you believe it is not appropriate and you don't feel like talking about these things you don't have to and you can say no. Even if you say yes now you can change your mind afterwards, it is not a problem"*

→ **THIS IS JUST A SUGGESTION, IT IS TO BE ADAPTED TO YOUR INTERLOCUTOR**

On that basis, try to clarify all concerns that the person has.

***If the person agrees to be interviewed you have to ensure that:***

- ✓ You agree on a location and a date and you confirm the meeting with the person the day before.
- ✓ You discuss the suitable location with the interviewee, and then book a room for the interview.
- ✓ You plan their journey to and from the meeting, with them.
- ✓ If relevant, you contact the NGO or psychologist that supports the interviewee after having informed the interviewee that you would do so. You may also have a preparatory phone call with the NGO or psychologist and the interviewee.
- ✓ If agreed on with the interviewee, you arrange the presence of a support person for the interview
- ✓ You arrange the presence of an interpreter or a cultural mediator. In that respect, make sure you have agreed with the interviewee on whether they prefer an interpreter or a cultural mediator, the gender of the interpreter or the cultural mediator, the language spoken and the nationality (see section on How to ensure emotional well-being of the interviewees p.4).
- ✓ You may wish to meet the person or have a phone call meeting for the purposes of explaining the project to them, before they agree to carry out the interview.

## **2. Before the interview**

***Make sure to:***

- ✓ **Prepare the room:** make sure that the person can see the exit and is able to leave in case they feel they need to. The person should also have full sight of the room, and the people in the room. The chair for the interpreter or the cultural mediator and, if relevant, for the support person, are set up so that you are all sitting in a triangle or circle (the interviewee sitting in between the interpreter or the cultural mediator and the support person).
- ✓ Have tissues, water, etc
- ✓ Let reception know that the person is coming and that they have your contact number to avoid any unnecessary scrutiny or stress at the reception
- ✓ Print 2 originals of the consent form so that the interviewee retains one
- ✓ Prepare the dictaphone/recording device and have it visible on the table (not concealed)
- ✓ Prepare your questions, with pen and paper for you to write on.
- ✓ Provide pen and paper for the interviewee in case they would like to take notes. Also provide pen and paper for the interpreter (their notes must be retained by the partner organisation at the end of the interview, and stored or destroyed according to the policy of the organisation).

### 3. Starting the interview

- For the purposes of this project, **semi-structured/semi-prescriptive interviews are preferred**. This means that the **discussion is free to be guided by the interviewee but is still based on a pre-agreed common interview framework and follow-up questions**. This is so that interview results can be compared to each other, and between all partner countries.
- **Interviews are expected to last 1 hour, 1 hour and a half maximum**. It should be noted that interviews are tiring; therefore they should not carry on for too long. If need be, they could be carried over to another day. As reflected throughout this methodology it is **important to adapt to the interviewee** and give them the time they need, not more, not less.

#### In order to commence the interview, the script could be:

*“Thank you very much for agreeing to meet me. I am XX and this is XX (introducing the interpreter or cultural mediator) and you already know XX (support person if relevant). I am working for XX which is a non-governmental organisation. It is a real pleasure to meet you. As I explained already on the phone/ by email, I am working on a European project on the needs of asylum seekers who are also victims of trafficking. The objective is to identify the needs of victims of trafficking who are applying for asylum. We would like to know about needs in relation to the asylum procedure and reception conditions so that we can make recommendations about how to improve this. You are the best placed person to know what these needs are and what has helped you or would have helped you during the asylum process. This is why I wanted to meet you. Your contribution could help us to propose improvements in the asylum procedures and reception conditions for victims of trafficking. What interests me is to know how it has been for you in the asylum procedure, what has been helpful and what could have helped you but was missing.”*

#### → **THIS IS JUST A SUGGESTION, IT IS TO BE ADAPTED TO YOUR INTERLOCUTOR**

#### Checklist of what to tell everyone before starting the interview:

- ✓ Introduce interpreter – his/her role is to help you and me communicate – s/he will interpret everything that you say and everything that I say, without changing or adding anything. If you are not confident that this is happening, you can ask for a break and you can tell me during the break.
- ✓ I would like to record this meeting – is that ok?
- ✓ Please do not feel like you have to answer everything I ask – it is ok to tell me you don't know.
- ✓ We can stop the interview whenever you like, for a break or a complete stop
- ✓ This interview will have no impact on your immigration case, past or future, this is an independent research project conducted by NGOs
- ✓ Your data will be used in the following way ....
- ✓ We will use quotes but your name will not be shown
- ✓ We will only use your information if you agree to it, even at a later stage you will have the chance to tell me you do not want me to use your information.
- ✓ The toilets are out there...
- ✓ Please help yourself to water, and anything on the table (paper, pen, tissues)
- ✓ The offices we are in now are used for (in case they need to make an excuse why they were in the offices in the first place)

#### Possible kick-off questions:

- ✓ How do you feel about being interviewed?
- ✓ Are you comfortable where we are?
- ✓ Do you have any questions before we start?
- ✓ Do you feel ready to talk to me?

**These preliminary questions are followed by a guided discussion** during which the interviewer encourages the interviewee to speak about their experiences, along the topics listed below.

#### **4. Guiding the interview**

**The interviewer needs to keep in mind the key topics that need to be tackled for the project:**

- ✓ lodging of the asylum claim (why, how, where, etc)
- ✓ perception/opinion of the person regarding the procedure (in particular with regards to the timeframe)
- ✓ conditions for the asylum interview
- ✓ reception conditions (where, with whom, what, etc.)
- ✓ support received from NGOs / authorities and perception/opinion with regards to the interaction/cooperation with the different actors
- ✓ anything that has helped the person in relation to his or her asylum procedure
- ✓ anything that has helped the person to feel more comfortable / safe during or after the procedure
- ✓ anything that could have helped the person to be more comfortable and safe during the procedure, but was missing.

**Useful guiding questions, but not exclusively, are:**

##### **Lodging the claim**

- ✓ When and where did you lodge your asylum application?
- ✓ Did you do this alone, or with support?
- ✓ How was the experience for you? Do you think anything could have been improved at that part of the process?
- ✓ Did the person you lodged your claim with know you had been trafficked? If so, how did they handle this?
- ✓ What was helpful when you were seeking asylum?

##### **General support through process**

- ✓ Were you supported by any organisation during your asylum procedure? If yes, which organisation? What were they doing/what kind of support/services were you offered?
- ✓ Was this support enough? Could it have been improved? What was missing? What has been the most helpful service/support received according to you?
- ✓ Among all institutions and organisations you have met during the asylum procedure which has been the most helpful to you? Why? Were you expecting something different from an institution or an organisation?

##### **Accommodation/Reception conditions**

- ✓ Did you feel safe in your accommodation? Can you tell me more about why you felt like this?
- ✓ Where were you accommodated? Were you accommodated with family members or friends or people you knew? Have you changed accommodation during the asylum procedure? If yes,

where was it (description of the location, the kind of accommodation etc.) and why did you change?

- ✓ Do you think it would be good to be accommodated with people you know? Or with strangers? Why? Why not?
- ✓ Do you think it would be good to be accommodated in the same town where you had already been living? (and potentially the same town where you were trafficked)? Why? Why not?
- ✓ If you were accommodated in a centre (not a private apartment) did anyone already try to visit you? How was this? What for? (clarify - whether the visitors were friends, were support workers/professionals or were people who posed a risk to the person)
- ✓ What was provided in the accommodation?
- ✓ Did you have any workers working with you in the house?
- ✓ Did you need something special that was provided? If yes by whom and how? Do you think you needed something special that was not provided? If yes, what was it and why do you think you did not get it?
- ✓ Did you spend any time in detention? If so, at which point of the asylum process? How are you now, out of detention?

### **Asylum procedure**

- ✓ How long did the asylum procedure last all in all? How long did the first instance determination process last? Do you think it was too short, too long, good length? Why?
- ✓ How did you feel during the time of the asylum procedure? Were you optimistic, hopeful, worried, anxious, sad etc.?
- ✓ During the asylum procedure did you lodge a complaint to the police? If yes why?
- ✓ What has been the outcome of your asylum procedure? How did you feel about it?
- ✓ How do you feel today?

### **Interview**

- ✓ Did you find the interview a difficult part of the process? If yes, why? Was the protection officer/interviewer and interpreter male or female? Did you ask for them to be of a specific gender? Were you accompanied during the interview? How do you assess these different elements?
- ✓ How long did the interview last approximately?
- ✓ Did you have to prove to the protection officer/interviewer that you were not under the influence of the traffickers at the time of the asylum procedure? If yes, how did you prove that? Was it difficult to prove? How did you feel about that?
- ✓ Was trafficking discussed during your interview?
- ✓ Do you think you needed something special that was provided for? If yes by whom and how? Do you think you needed something special that was not provided? If yes, what was it and why do you think you did not get it? **[If the interviewee does not know how to answer the question, you can be more specific and give examples of special needs: time; presence of a support person/psychologist/cultural mediator; break; information on procedures; contact of support organisations; etc.)**

### **Interactions with others in asylum system**

- ✓ Did you have relations/rapport/contact with any other asylum seekers? How was it? Was it difficult or did you enjoy the time with them? Why? Were they from your community? If not, why? Did you specifically avoid contacts with asylum seekers from your community?
- ✓ How do you assess contacts you had with the asylum authorities? With support organisations? With others? Why? Was the information you were provided with clear? Was it sufficient?

- ✓ Have any contacts/relations helped you in the asylum process? Do you think any other contacts/relation could have helped you?

### Summary questions

- ✓ If you had to apply for asylum in (country) again would you do it? Why/why not?
- ✓ What would you like to see different in the procedure?
- ✓ What would you like to see different in the reception conditions (accommodation, health care and psychosocial support etc.)

If the person does freely start talking about his or her trafficking situation then the interviewer should not immediately shut this down, but instead gently guide the person back to the interview topic. The intention is for the interviewer to lead the person in areas where they feel the interviewee has something to share.

**If the person only answers with closed answers and does not detail any of his or her answers even though you ask questions for clarification, then it might be relevant to:**

- ✓ Make sure the person feels ok, does not need a break or to go to the bathroom
- ✓ Make sure the person understands the interpreter or the cultural mediator and is not prevented from talking freely by his or her presence and/or by the presence (if this is the case) of a support person
- ✓ Use questions to bring them back into the present- eg; what are they doing for the rest of the day/ how are they travelling etc.

**Questions NOT to ask because they are not relevant to the research and could cause re-traumatisation**

- ✓ What was the situation in your country of origin?
- ✓ How did you come to Europe?
- ✓ How much did you owe to the traffickers? Have you paid back your debt?
- ✓ What did you have to do when you were being exploited? Were you exploited in other countries?
- ✓ Have you been beaten? Raped? Locked up? Starved?
- ✓ Has your family been threatened? Physically or morally assaulted?
- ✓ How did you escape from the influence of the traffickers?
- ✓ Do you know people still being trafficked?
- ✓ Etc.

**Ways to bring people back to the interview topic**

- ✓ I see that this is important, we've made a note of this, can I ask you about ...(something related, similar, leading on from what they've said but closer to the focus of the interview)
- ✓ That must have been really difficult for you at the time, how do you think the asylum process supported you through that experience? how could the asylum process/your interviewer/the accommodation etc... have better helped you deal with that challenging part of your life?

## 5. Ending the interview

## Scripted ideas of what to say

- ✓ Thank you for your honesty and all the input you've given us.
- ✓ We will now be writing up the transcript of this interview and will be using the things you have highlighted in a report, and in some media work (without your name)
- ✓ We will be recommending that the government improves certain things ,like \*\* and \*\* as you mentioned.
- ✓ We will also be sharing with other countries the positive things you mentioned like \*\* and \*\*.
- ✓ Here are my contact details OR some contact details. If you have any other thoughts that you want to add, then let me know. If you decide you don't want us to use your information, please also inform me.
- ✓ We would like to send you the final report –is that ok? Are you interested in being kept informed about the project development?

## How shall the interview be reported to the project coordinator?

**AS STATED IN SECTION ON DATA USE AND TRANSFER, ENCRYPTED METHOD OF DATA TRANSFER WILL BE USED SO DO NOT SHARE ANY DATA BEFORE THIS HAS BEEN DEFINED WITH THE PROJECT COORDINATOR**

- ✓ Full transcription of the interview in the language that the interview took place in<sup>3</sup> (in English or French), without personal data being disclosed.
- ✓ Proof that the interview has been conducted, including maximum 2 pages summary of each interview, without personal data being disclosed (in English) (see attached template)
- ✓ Copy of the signed consent form (see attached document)



<sup>3</sup> It is recognised that it is preferable to have the interview transcribed into the exact languages that were spoken in the room (ie: the language used by the interviewee, the languages used by the interpreter and the language used by the interviewer). However, we also recognise that this is extremely difficult given the limited budget for this activity. Therefore partners shall aim to do this where possible, and when not possible the interview shall be transcribed instead in the language of the interviewer. This will then be translated into either French or English for the purposes of Forum réfugiés-Cosi. The recordings of the interviews will be retained (secured) by the partner organisations (not Forum réfugiés-Cosi) in case there is the need to delve again into what was actually said by the interviewee, and to get a second opinion of the translation. For this purpose, it is important that the interviewee can be heard on the recording, and not only the interpreter.

## Annex I – Informed Consent and Pros and Cons of participating in the interview

### Guidelines on informed consent

Informed consent is understood as **consent gained after the interviewer has ensured that the interviewee has clearly understood:**

*the content and the purpose of the interview, the intended use of the information, their right to terminate the interview at any time and their right to put restrictions on how the information is used.*

It also includes talking through any potential risks for the interviewee.

**For consent to be valid** the person must:

- ✓ be over 18 years-old;
- ✓ be able to make that specific decision at that point in time;
- ✓ have received sufficient information to make it;
- ✓ not be acting under pressure from others;
- ✓ sign the interview and use of data consent form.

To meet these criteria, in particular as regards to provision of sufficient information, the below section on pros and cons, as well as the participation information sheet attached to the consent form might be particularly helpful to the interviewer.

A person is seen as lacking capacity to make the decision if they **cannot do one or more** of the following things:

- ✓ understand (with the use of communication aids if appropriate) the information given to them that is relevant to the decision;
- ✓ understand the pros and cons for participating in this interview;
- ✓ understand the consequences of participating in the interview;
- ✓ retain that information long enough to be able to make the decision;
- ✓ use the information as part of the decision-making process;
- ✓ communicate their decision by signing the consent form.

Any person with capacity **can withdraw consent at any time**, including during the interview:

- ✓ **Where the interviewee objects during the interview**, it is good practice, to stop the interview, establish their concerns and provide relevant information again if necessary. If the interviewee still wants to withdraw their consent, then the interview shall stop and data collected up to that point shall be destroyed. The consent form, if already signed, has to be destroyed in the presence of the interviewee.
- ✓ The same procedure is to be conducted **if the interviewee wants to withdraw their consent after the interview and before 1<sup>st</sup> June 2017** where the deliverables will be finalised for publication in the autumn. However, in that situation, the signed consent form has to be kept until the publication of the deliverables but crossed in red with the following reference: "CONSENT WITHDRAWN ON [DATE] / DATA NOT USED" with the stamp of the organisation. Indeed, the interviewee has to be informed that they can come to the organisation to claim for an official proof of the consent withdrawal to be delivered.

As project coordinator, Forum réfugiés-Cosi, can't be held responsible for any negligence or failure from one project partner as regards to interviewees' consent.

**Guidelines on positive and negative aspects to be interviewed and how we mitigate negative ones**

When introducing the project and the interview to the potential interviewee and before having them sign the consent form you have to make sure they are aware of the possible benefits and risks of participating. On possible risks, we have tried as much as possible to mitigate them. You also have to share that with them.

The below table summarizes key elements to be discussed with them and how you could refer to each of these possible benefits and risks:

<b>Possible benefits</b>	
Your participation will help us portray the realities for people who have been trafficked and who have been through an asylum procedure.	
It will inform our advocacy – we will be speaking to the government to encourage them to make changes in how they treat trafficked people as regards to the asylum procedure and reception conditions.	
You might find it empowering or helpful to talk about your experiences, knowing that it is contributing to a bigger objective.	
<b>Possible risks</b>	<b>What we propose to mitigate these risks</b>
Participating in the interview might bring up/remind you of difficult/challenging experiences that you have dealt with.	We propose to support you if this happens, by referring you to support organisations and making sure you get appropriate support.
People whom you don't want to know that you have been trafficked might know about the research results and recognise your story.	We ensure that the interview is confidential and that all data and information that you share are rendered anonymous before being used for the purpose of the TRACKS project. No one other than the interviewer (or partner organisation) will know about your name and specific information related to your experience that might lead to your identification by another person.
People whom you don't want to know that you have been trafficked might see you coming to the interview place.	We take care to choose the venue appropriately, together with you.

**If you identify possible other risks and benefits please share them with the partnership as well.**

## Annex II - Project description

See template n°3 in the dropbox file titled “Templates” and below for your information:

### TRACKS - identification of TRafficked Asylum seeKers’ Special needs

*From 1 January 2016 to 31 December 2017, Forum réfugiés-Cosi is implementing an EU funded transnational project on identification of specific needs of asylum seekers victim of trafficking in human beings (THB) in relation to asylum procedures and reception conditions: TRACKS.*

The project TRACKS - identification of TRafficked Asylum seeKers’ Special needs – is co-funded by the European Commission and implemented by Forum réfugiés-Cosi, project coordinator, and its European partners British Red Cross (BRC), Churches Commission for Migrants in Europe (CCME), Spanish Commission for Refugees (CEAR), Immigrant Council of Ireland (ICI), Italian Red Cross (ItRC) and Action for Equality, Support, Antiracism (KISA), in association with UNHCR Europe office, the French Office for the Protection of Refugees and Stateless persons (OFPRA), Amicale du Nid Rhône, Swiss Organisation for Refugees (OSAR), UK Institute for Migration Research and the Human Trafficking Foundation.

### Background

At EU, national and local level the asylum-THB nexus is raising growing interest and questions but so far, it remains an emerging concern, not much tackled.

At EU-level, victims of THB have been included as a category of vulnerable persons in the revised Reception Directive of June 2013 that came into force on 21 July 2015. Therefore, a first connection has been introduced between asylum and THB regarding both reception and procedural conditions since specific procedures are provided for vulnerable persons. As a result of the implementation of the Reception and Procedures Directives in EU Member States' legislation, victims of THB are to be considered vulnerable asylum seekers to whom shall apply specific procedural arrangements and reception conditions. Ireland and the United Kingdom are not bound to these two recast Directives. They are however still bound by other EU legislation (such as the Charter of Fundamental Rights) and by the CJEU judgments. So, while the new standards of the directives do not apply to them, they still need to have practices in line with EU human rights standards, and it makes it even more important for them to have good practices in place (in the absence of mandatory EU standards set by the recast).

### Main issues

The main issue is to allow victims of trafficking to benefit from an appropriate protection. Indeed, international protection of these asylum seekers might be challenged by their very specific vulnerability. Very few victims of THB applying for asylum are granted refugee status or subsidiary protection as they have enormous difficulties to express their individual story because they are most of the time under influence, are not always aware of their rights in relation to their specific situation and went through traumatic experiences. How shall the asylum procedure be adapted and what kind of accompaniment shall be provided to these persons for them to be protected as early as possible? Among specific issues identified are housing, social and health support, legal and procedural support as well as cross-cutting issues such as security, trust building, stability and training of stakeholders. All in all, the project is about tackling a key issue with is to formalise tailored and comprehensive accompaniment and support of victims of THB throughout the asylum procedure.

## Objectives and expected results

To strengthen and further fill the existing gap on the asylum-THB nexus, this project aims **to better identify and address specific needs of victims of THB in relation to asylum procedures and reception conditions through a practical, victim centred and comparative approach.**

In terms of expected results, TRACKS foreseen that:

- Special needs of asylum seekers victims of trafficking are identified as well as how to adapt asylum procedures and reception conditions at national level.
- Awareness of good practices at national and EU level is increased.
- New set of innovative and tailored approaches, tools and methodologies are put at the disposal of THB practitioners and other relevant actors. Awareness-raising, capacity-building and networking of stakeholders at national and EU level are strengthened.

## Activities

To reach defined objectives and achieve expected results, a range of activities will be implemented by project partners in Belgium, Cyprus, France, Ireland, Italy, Spain, Switzerland and the UK.

- Research phase to identify national regulations, practices and gaps in relation to the assessment of special needs of victims of THB in the asylum procedure, as well as specific procedural arrangements and reception conditions necessary to meet these needs.
- Networking of national stakeholders thanks to the constitution of a focus group (8 to 10 representatives of national and/or local authorities and civil society organisations concerned with the issue of asylum seekers victim of trafficking. Focus group shall meet three times over the two-year project implementation, including to benefitting from a training session. Ad-hoc meetings with practitioners will also be organized throughout the project implementation to feed the research and the production of deliverables.
- TRACKS bears a victim centred-approach: it intends to give a voice to victims of THB who applied for asylum while respecting their privacy and not revictimising them. Interviews will be conducted with the support of cultural mediators and psychologists to facilitate identification of their special needs and the way they could be better addressed.
- TRACKS aims to provide national and local authorities, as well as civil society organisations throughout the EU, with a practical tool foreseen to facilitate the assessment of trafficked asylum seekers' special needs and the implementation of appropriate procedural and reception arrangements. A handbook for practitioners will be produced, tailored to the EU asylum system and then adapted to each national context.
- A final conference gathering around 100 people is to be organized at the end of the project.

## Annex III – First press release

### Ensuring better protection to asylum seekers victim of trafficking: EU project TRACKS has started!



**TRACKS**  
IDENTIFICATION OF  
TRAFFICKED ASYLUM SEEKERS'  
SPECIAL NEEDS

Forum réfugiés-Cosi (FR-C) and its European partners, British Red Cross (BRC), Churches' Commission for Migrants in Europe (CCME), Spanish Commission for Refugees (CEAR), Immigrant Council of Ireland (ICI), Italian Red Cross (ItRC) and Action for Equality, Support, Antiracism (KISA) are pleased to announce that the European Commission co-funded project *TRACKS – identification of TRafficked Asylum seeKers' Special needs*, has been officially launched.

The project *TRACKS - identification of TRafficked Asylum seeKers' Special needs* is a two-year project aiming to identify and better address specific needs of asylum seekers victim of trafficking in human beings (THB) in relation to asylum procedures and reception conditions, both at European Union (EU) and national levels. It will be implemented in Belgium, Cyprus, France, Ireland, Italy, Spain, Switzerland and the UK. The project is based on a common observation from the partnership that the asylum-THB nexus is raising growing concerns at EU, national and local levels, in particular in relation to identification of victims of trafficking in the asylum procedure, but much remains to be done to ensure appropriate protection to these persons.

Victims of THB have been included as a category of vulnerable persons in the revised Reception Directive of June 2013 that came into force on 21 July 2015. Ireland and the United Kingdom are not bounded to the latest but still need to have practices in line with EU human rights standards. However, in most countries, once victims of THB are identified in the asylum procedure there is no coordinated approach to their accompaniment and their specific needs are generally poorly addressed. Therefore, the main issue is to allow victims of trafficking to benefit from an appropriate protection taking into account their very specific vulnerability. Considering the scale of the phenomenon, few victims of THB applying for asylum are granted refugee status or subsidiary protection at first instance as they have enormous difficulties expressing their protection needs: they are often under influence and threatened in the country they seek asylum in, lack awareness on their rights both as asylum seekers and victims of THB and have been through traumatic experiences. How shall the asylum procedure be adapted and what kind of accompaniment shall be provided to these persons to better protect them as early as possible? All in all, the project is about formalising tailored and comprehensive accompaniment and support of victims of THB throughout the asylum procedure through a victim-centred approach.

TRACKS is implemented in association with UNHCR Europe office, Office français de protection des réfugiés et des apatrides (OFPRA), Amicale du Nid Rhône, the Swiss Organisation for Refugees (OSAR), the UK Institute for Migration Research and the Human Trafficking Foundation.

For any question related to the project you can contact Barbara Joannon: [bjoannon@forumrefugies.org](mailto:bjoannon@forumrefugies.org)



## Informed Consent Form to be interviewed

[NAME OF THE ORGANISATION] research for the EU-project

TRACKS – identification of TRafficked Asylum seeKers' Special needs

Interviewer:  
NAME AND FUNCTION if relevant  
ADDRESS

Interviewee:  
NAME  
ADDRESS

EMAIL

EMAIL

PHONE

PHONE

Dear Sir / Madam,

Please indicate with a mark in the box, whether you agree with the following statements:

<input type="checkbox"/>	I confirm that I have <b>read and understand the participation information sheet</b> and have had the opportunity to ask questions on the interview and on the project.
<input type="checkbox"/>	I understand that my <b>participation to the interview is voluntary and that I am free to withdraw</b> at any time, without giving reason, including during the interview and up until 1 <sup>st</sup> June 2017.
<input type="checkbox"/>	I understand that data from this study will be used by <b>[NAME OF THE ORGANISATION]</b> and Forum réfugiés-Cosi, which is the project coordinator, for the purposes of the TRACKS project.
<input type="checkbox"/>	I confirm that I have been explained and that I understand <b>how my data will be kept confidential and stored.</b>
<input type="checkbox"/>	I agree to the interview being <b>audio recorded.</b>
<input type="checkbox"/>	I agree to the use of anonymised quotes in reports and publications.
<input type="checkbox"/>	I would like to be <b>contacted when the results</b> of this research are published (if so, please provide e-mail address): <i>Email</i> .....

.....  
Your signature

Your name

Date

.....  
Researcher signature

Researcher's name

Date



## Participation information sheet

### TRACKS – identification of TRafficked Asylum seeKers' Special needs

*You are being invited to be interviewed as part of a research study. Before you decide whether or not to accept being interviewed and therefore contribute to this research, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully.*

#### > What is the purpose of the TRACKS project?

The project TRACKS – identification of TRafficked Asylum seeKers' Special needs aims to improve the support offered to victims of trafficking who are in the asylum process in Europe.

In particular, the project aims to identify the needs of victims of trafficking who are applying for asylum and to assess whether these needs are sufficiently addressed in the asylum procedure and in the provision of reception conditions. If not, this project intends to recommend improvements and to produce practical tools to support practitioners who, at some point of the asylum process, are in contact with victims of trafficking.

The project is implemented in Cyprus, France, Ireland, Italy, Spain and the UK and the results of the project will be distributed beyond these countries

#### > Why is this interview being conducted?

Within the context of the TRACKS project, the TRACKS project partnership, believe that the trafficked asylum seekers we want to support are the best placed people to know what these needs are and what has helped them or would have helped them as victims of trafficking during the asylum process.

#### > Why have you been invited to participate?

We believe your experience is important and we have to base our recommendations and suggestions for change on the needs identified directly by the people who have experienced the asylum system. As you have been in the asylum system while also being a victim of trafficking your voice should be heard.

In total, around 35 people like you will be interviewed throughout the countries participating in the project (between 5 to 10 persons per country).

#### > Do you have to take part?

It is up to you to decide whether or not to take part and be interviewed. It is voluntary, meaning that there is no obligation to participate. If you believe it is not appropriate and you do not feel like talking about the above mentioned issues you don't have to and you can say no.

If you do decide to take part you will be given this information sheet to keep and be asked to sign a consent form. If you decide to take part you are still free to withdraw at any time during the interview and up until 1<sup>st</sup> June 2017 without giving a reason.

#### > What will happen to you if you decide to take part?

If you decide to take part, you will be interviewed by an interviewer from [NAME OF THE ORGANISATION].

You will have the possibility to ask for an interpreter or a cultural mediator speaking the language of your choice. If you wish, you can be accompanied by a support person such as your social aid worker or psychologist but this is not mandatory.

The interview will be organised with you and together with the interviewer, you will decide where and when the interview will take place.

Again, and throughout the interview process you will be free to halt or stop the interview and leave the interview place. The interviewer has to make sure you have everything you need to feel comfortable during the interview.

After the interview, you will have an appointment with the NGO or the social aid worker or psychologist that supports you to talk about your experience. You will have the possibility to contact the interviewer at any time during the following weeks and months up until 1<sup>st</sup> June 2017 to ask for what you have said to be modified or deleted. You will have the possibility to be informed about the results of the project and to get a printed copy of the consolidated report when it will be published in the fall 2017.

### > Will what you say during the interview be kept confidential?

The TRACKS partnership has agreed on several rules that aim to keep your data confidential. The following rules have been agreed on:

- ✓ Collected data will be, as a minimum, stored in password protected word and excel documents. Passwords will only be available to people involved in the project.
- ✓ No personal data (name, contact details, address, family members) of interviewees shall be sent in the body of emails, nor appear in transcripts and summary of interviews sent by project partners to Forum réfugiés-Cosi.
- ✓ Encrypted modes will be used for partners to transfer the transcripts and copy of the consent forms to them.
- ✓ Project partners are responsible to use pseudonyms when reporting on the interview (summary report and transcripts of the interviews). Unique or contextual traits of the person should not be used either in the transcripts of the interviews nor in the summary reports on the interview.
- ✓ The personal data will only be stored by each project partners having conducted the interviews. It is then up to each project partner, depending on their privacy policy to make sure that confidentiality and anonymity of these data is guaranteed.
- ✓ The unused, secured data – which by definition of the above excludes personal data, except consent forms - will only be stored by Forum réfugiés-Cosi for the duration of the project and destroyed at the end of the project. This excludes the data that will have been used in the consolidated report and any other deliverable produced in the context of the TRACKS project for which the interviewee will have consented to.
- ✓ Consent forms shall be kept by the partners (original) and by Forum réfugiés-Cosi (copy). As they contain the interviewees' personal and identifiable information, they will not be shared in any report (not even the narrative report).

### > What should you do if I want to take part?

If you agree to be interviewed we will arrange for an interview place and date together with you. You should then indicate us your preferred location and date to do so.

At the beginning of the interview you will be asked to sign the consent form and you will keep one original for yourself. In signing the consent form it means, among others, that you have understood all the above mentioned information and that you agree with them.

> **What will happen to this interview and how will the results be shared?**

The interview conducted with you will help feed the TRACKS project. The information you will provide us will be analysed and inserted in a consolidated report produced at the end of the TRACKS project in the fall 2017. It might also lead to the production of other deliverables such as a booklet of testimonies.

> **Who is organising and funding the project?**

The TRACKS project is co-funded by the European Commission. It is coordinated by Forum réfugiés-Cosi, a French non-for-profit organisation that supports asylum seekers and refugees, including asylum seekers who are victim of trafficking. The project is implemented by non-for profit organisations in Cyprus, France, Ireland, Italy, Spain and United-Kingdom.

> **For further information or if you want to have access to your data or ask for them to be destroyed you can contact:**

**[INSERT CONTACT FROM YOUR ORGANISATION]**

Barbara Joannon, TRACKS project coordinator:  
[bjannon@forumrefugies.org](mailto:bjannon@forumrefugies.org) // + 33 6 10 81 06 26 or + 33 4 78 03 74 45

> **If you feel you need support after the interview you can contact:**

**[INSERT CONTACT FROM A SUPPORT ORGANISATION]**

**[INSERT CONTACT FROM YOUR ORGANISATION]**

**Thank you very much for having taking the time to read this!**

**[INSERT DATE WHEN THIS FORM HAS BEEN SHARED WITH THE INTERVIEWEE]**

## REPORTING ON INTERVIEWS WITH SURVIVORS OF THB

### Project TRACKS – identification of TRafficked Asylum seeKers' Special needs

<b>Date of the interview</b>	
<b>Duration of the interview</b>	
<b>Location of the interview</b>	

#### Interviewer contact details:

[first name, last name]	
[email address]	

#### Interviewee demographic data:

[Nickname – DO NOT PROVIDE THE PERSON'S NAME]	
[age – indicate if the person is : Minor, aged [18-24]; [25-30]; [31-40] [41-50] or above 50]	
[Nationality]	
[Gender]	
[Type of exploitation experienced]	

*You need to know how to contact the person but this does not have to be mentioned here, nor where the person is currently living or what he or she is doing.*

#### Interpreter or cultural mediator: Yes / No

- ❖ *If yes, provide the following information:*
  - ✓ Contact details : first name, last name and email address
  - ✓ Characteristics: Language spoken? Nationality? Interpreter or cultural mediator?
  - ✓ Was it a preference from the interviewee?
  - ✓ Has the interviewee expressed any preference on the gender of the interpreter or cultural mediator?
- ❖ *If no, answer the following questions:*
  - ✓ Has the interviewee been informed ahead of the interview about his or her right to be provided with an interpreter or a cultural mediator?
  - ✓ Has the interview been conducted without any issues in language or understanding from both sides?
  - ✓ Did the interviewee provide information as to why an interpreter was not desired?

#### Presence of a support person: Yes / No

- ❖ *If yes, provide the following information:*
  - ✓ Contact details : first name, last name and email address
  - ✓ Characteristics: Organisation? Nationality?
  - ✓ Was it a preference from the interviewee?
  - ✓ Has the interviewee been able to express all needs and concerns?

- ✓ Has the support person intervened in the interview? If yes, provide details on the intervention (frequency, reason for intervening, etc.)
- ❖ *If no, answer the following questions:*
  - ✓ Has the interviewee been informed ahead of the interview about his or her right to be accompanied by a support person if he or she wishes so?
  - ✓ Has the interviewee chosen not to be accompanied by a support person?
  - ✓ In your opinion, and considering the current interview, would the presence of a support person have helped the interviewee to feel more comfortable?

### Checklist

- ✓ Is the interviewee supported by an NGO, a psychologist or any other counselor? Yes / No
  - If yes, has the support organisation/person been contacted after the interviewee? Have any difficulties been reported to the support organisation/person?
  - If no, has the interviewee been referred to any organisation and provided with the necessary contact details?

*Provide short details on the above*

- ✓ Has the interviewee signed the consent form? Yes / No (if no, explain why)
- ✓ Is the consent form attached? Yes / No (if no, explain why)
- ✓ Have you attached the full transcription as well as a short summary of the interview (In English)? Yes / No (if no, explain why)

### Assessment of the interview

	On a scale from 1 (lowest) to 10 (highest) how do you assess...	Provide Comments
the interview in general?		
your performance as interviewer?		
the quality of the information collected?		
the well-being of the interviewee?		
the quality of the interpretation or cultural mediation provided?		
the relevance of the presence of the support person (if relevant)?		
the added-value of this interview to the research and the project in general?		
Did you have to provide the interviewee with any additional information about support services? Did you have to refer or signpost the person to other services?		
Lessons learnt - going forward I will do		

XXX again		
Lessons learnt - going forward I will not do XXX again		
Lessons learnt - next time I will try to do XXX differently		

## Summary of the interview

### 1. Behaviour of the interviewee

Did they openly talk, were they guarded, was it difficult for them to answer some questions in particular, to evoke a certain topic etc.

### 2. Key points mentioned by the interviewee on these topics:

- a) lodging of the asylum claim (why, how, where, etc)
- b) perception/opinion of the person regarding the procedure (in particular with regards to the timeframe)
- c) conditions for the asylum interview
- d) reception conditions (where, with whom, what, etc.)
- e) support received from NGOs / authorities and perception/opinion with regards to the interaction/cooperation with the different actors
- f) anything that has helped the person in relation to his or her asylum procedure
- g) anything that has helped the person to feel more comfortable / safe during or after the procedure
- h) anything that could have helped the person to be more comfortable and safe during the procedure, but was missing.



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