

## **INSigHT - Building Capacity to Deal with Human Trafficking and Transit Routes in Nigeria, Italy, Sweden**

### **Awareness Raising activities at the NWA Help Desk in Lagos**

#### **Guidelines for the sustainability of the Helpdesk**

The Helpdesk is an integral part of the INSigHT Action established in Lagos, Nigeria to carry out preventive awareness raising programmes to discourage irregular migration and its twin of human trafficking on one hand and on the other hand to create a platform for effective rehabilitation and reintegration programmes for returnees, mostly victims of human trafficking.

Since 2019, I have been participating and observing the activities of the Helpdesk, to gain insights on how the activities were being planned and executed and to help facilitate collaboration with stakeholders.

The establishment of the Helpdesk is in the right direction, it gave a face to the INSigHT Action as the main office of the project in Nigeria. I consistently directed all my networks to the Helpdesk and this was evident with the visitation of NAPTIP officials.

Based on my working experience with the Helpdesk, I would propose the following for the future in order to harness on the efforts made so far:

#### **Awareness Raising**

The Helpdesk awareness activities should be directed to the local government councils and collaboration with council legislatures. This is because the local government is the best platform to reach the people at the grassroots communities. An awareness raising programme was organized for the World's day against Human Trafficking on the 30th of July 2019 at [Kosefe-Kosofe](#) Local government and I strongly suggest the Helpdesk should continue to do so regularly, through meetings organised in local town halls, to ensure local communities are reached out effectively. The World Day Against Human Trafficking programme was a success because key influencers and stakeholders (parliamentarians, community leaders, law enforcement agencies and CSO) had an opportunity to learn more about trafficking and it was important to do it in the local town hall. There were opportunities for questions and answers by these stakeholders and community leaders as well as legislatures vowed to support the course report and punish traffickers. Hall campaigning is more effective as immediate





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feedback can be dished to participants rather, compared to street campaigns that can gather more dispersed attention.

The Helpdesk need to build on the success recorded at [Kosefe-Kosofe](#) Local Government and push for future partnerships with other council legislatures.

Similarly, the Helpdesk should continue working with student outreach programmes and further increase the number of students reached. The work done in two schools was precious and yet more efforts need making in quantitative terms. As advised by the NAPTIP officers during the student outreach programme organized on the 11th of March 2020, at the Helpdesk office, future outreach programmes should be done in a larger hall or at the Assembly ground which promises the active participations of more NAPTIP officials.

The helpdesk should take its awareness raising activities to key areas less covered by other stakeholders. Awareness activities should be directed to the malls, for example (Ikeja City Mall, ShopRite, airports and other locations identified as significant).

The Helpdesk should also work more to improve awareness raising efforts through social media channels, print media and other media house, with concise and clear information for targeted audiences.

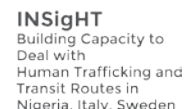
## Teachers Training

The Helpdesk two-days teachers training organized on the 7th of November, 2019 was a success. It is a workshop that scored the project high. It was very informative and surprising that most teachers had never been trained nor educated on the dynamics of human trafficking, as NWA had anticipated when contributing to writing the funding application for INSigHT Action. It must be stressed and put to value that the Helpdesk has enjoyed the support of the State Primary Education Board. This board mandated the leaderships of some invited schools to select teachers, most guidance and counselling teachers. The involvement of the latter is a plus because students facing intimidations of any sort to illicit acts are in most cases in contact with these teachers. Educating this group of teachers ahead, in the identification of human trafficking indicators, is a guarantee to effective prevention and protection of victims and potential victims. Efforts in this direction must be strengthened considerably to improve the number of teachers reached and ensure a much larger coverage for future teachers training programmes. Similarly, the use of video as shown during the training sessions should be encouraged more as it gave a clearer picture of what human trafficking involves that complemented the presentations by NAPTIP officials.

## Clubs, Debates and Quiz

I suggest the Helpdesk should establish anti-human trafficking clubs in schools. This is a very good way to get students attention beyond having a one-time outreach in each school. The





trained guidance and counselling teachers should be the core people championing the club and NWA should provide the necessary materials for students. To keep the club running and effective, games and competitions should be organized for the students with special prizes. These games should come in form of debates and quiz on the narratives of human trafficking. It could be extended from intra-school to inter schools-debates.

## Helpdesk Opening Days

The office should be opened for four days rather than twice a week. Clients should be able to visit the Helpdesk more often. The office should be opened for different activities per days, for instance, a day should be for consultation, one for counselling, one for awareness, monitoring, etc. The services of the Helpdesk must be readily available on a regular basis.

## Collaborations and visibility

The Helpdesk should continue working to improve its visibility by collaborating and engaging in the activities of other stakeholders. Its needs to maximize its network by collaborating with stakeholders as it has been the case with the Institute of Social Workers of Nigeria (ISWON), NAPTIP during organized programmes such as the walk to end human trafficking organized by NAPTIP. I strongly suggest the Helpdesk should engage closely with the Migrant Resource Center, the Nigerian German Center, the International Organization of Migration and the National Commission for Refugees, Migrants and Internally Displaced Persons. The visibility of the Helpdesk will give other stakeholders reasons to send referrals whenever their services is required.

## Welcome Pack, Medical test, Rehabilitation and Reintegration Support

From the observation it emerged that it would be useful for the Helpdesk to prepare and offer a welcome pack to present to victims upon visiting the shelters. Where possible, the Helpdesk Assistants should also facilitate access to medical check-up, for example by providing support to understand how to access the service and by providing orientation information in general. This will attract more clients to the Helpdesk as it demonstrates the provision of concrete basic services – similarly to what is done by outreach units in European countries, such as Italy. In the same direction, the Helpdesk should have been in the position to provide information on rehabilitation and define a specific procedure with rehabilitation stakeholders, also in collaboration with other CSO, to refer clients.

## Extension of the Helpdesk Activities to other state





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There is an evident need to establish a Helpdesk in other states, notably Edo, Enugu, Akwa Ibom, Ondo. The activities of the Helpdesk could be replicated and adapting to the local contexts.

### **Helpdesk Officer Training**

Initial and continuous training should be organised for the Helpdesk Assistant to maximise team work and to strengthen listening skills, also with the sharing of strategies to cope with vulnerable targets. Most importantly, volunteers should be further involved but only upon participation to a dedicated training and the provision of procedural guidelines.

### **Budgeting and Funding**

The Helpdesk budget was sufficient for launching and experimenting the activities proposed but in order to ensure the sustainability of the project increased budget is needed to take into further account the complex context of Nigeria and to favour the mobility of the Helpdesk over the territory.



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