

# Service users' and care providers' experiences of post-trafficking shelter and care services for adult victims of cross-border human trafficking to the Netherlands

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Aim: To explore how service users and care providers experience the services that are provided to victims of trafficking by the Dutch post-trafficking shelter and care COSM-programme. Objective 1. To explore service users\* and care providers\*...

<b>Ethical review</b>	Approved WMO
<b>Status</b>	Recruiting
<b>Health condition type</b>	Other condition
<b>Study type</b>	Observational non invasive

## Summary

### ID

NL-OMON37788

### Source

ToetsingOnline

### Brief title

Shelter and care after human trafficking

### Condition

- Other condition

### Synonym

and social health problems following from being a victim of human trafficking., Mental, physical

### Health condition

Victims have survived traumatic experiences, resulting in a range of health problems.

## Research involving

Human

## Sponsors and support

**Primary sponsor:** London School of Hygiene and Tropical Medicine

**Source(s) of monetary or material Support:** Funds have come from six individual scholarships for the principal investigator. All have been provided by foundations aiming to help students financially and none have played a part in the establishment of the study design.

## Intervention

**Keyword:** forced labour, Human trafficking, migration, sex work

## Outcome measures

### Primary outcome

Factors, events, behaviours, or experiences are perceived by service users and/or care providers as positively or negatively affecting their experience of provided services as part of the Dutch COSM-programme.

### Secondary outcome

- Service users\* and care providers\* perceptions of need for different post-trafficking shelter and care services.
- Potential differences in perceived care needs and experiences of provided services between and within the groups of care providers and service users

## Study description

### Background summary

The consequences of human trafficking for the mental, physical and social health of victims are grave, complex, and long-lasting. Despite the immense scale of human trafficking globally, research on how care should be provided for victims after they have been able to exit a trafficking situation (\*post-trafficking care\*) remains a neglected topic of study.

Recently a new post-trafficking shelter and care programme was initiated for trafficking victims in the Netherlands: the Categorical Care for Victims of Trafficking (Dutch acronym: COSM) programme. The COSM-programme consists of three shelters in Amsterdam, Rotterdam, and Emmen, that provide a range of post-trafficking social and medical care services for victims of trafficking.

## **Study objective**

**Aim:** To explore how service users and care providers experience the services that are provided to victims of trafficking by the Dutch post-trafficking shelter and care COSM-programme.

**Objective 1.** To explore service users\* and care providers\* perceptions of need for different post-trafficking shelter and care services.

**Objective 2.** To investigate which factors, events, behaviours, or experiences are perceived by service users as positively or negatively affecting their experience of provided services as part of the Dutch COSM-programme.

**Objective 3.** To investigate which factors, events, behaviours, or experiences are perceived by care providers as positively or negatively affecting service provision as part of the Dutch COSM-programme.

**Objective 4.** To explore potential differences in perceived care needs and experiences of provided services between and within the groups of care providers and service users.

## **Study design**

A qualitative method of inquiry will be used. Data will be collected mainly via interviews.

With care providers, one interview will be conducted. With service users, two interviews will be conducted. With both populations, short follow-up interviews may be conducted to acquire more information on specific areas of interest, in addition to the main interview sessions described above. During the interviews with both care providers and service users, information will be mainly collected on:

1. the participant\*s view on what kind of services are needed;
2. a description of what kinds of services are provided and how they are provided; and
3. how that service provision is experienced by the participant.

The proposed research project will make use of three additional data sources. First, on the request of the shelters, the principal researcher will participate in several activities of the shelters. During these visits, the principal researcher will make field notes that will be used as auxiliary information for data analysis. Field notes will also be made when visiting the shelter to conduct interviews or on other occasions. Second, CoMensha and the

COSM-shelters keep a detailed record of each service user, including which care was provided and what problems were encountered, for the purposes of case management and future research. As part of the informed consent procedure, service users will be asked whether these data can be used to aid in the interpretation of the research findings. Third, Dutch and international experts on care provision for victims of human trafficking might be interviewed at the end of the research project (in person, via phone, or via email) to solicit their views on how care should be provided for this population or to comment on the results of the proposed research.

## **Study burden and risks**

The proposed research is mainly concerned with exploring how service users and care providers experience the services that are provided to victims of trafficking by a Dutch post-trafficking shelter and care programme. The proposed research is limited to investigating experiences with shelter and care and is not aimed at investigating trafficking experiences. However, given that the trafficking experiences are likely to have influenced needs and service experiences, these experiences may come up in conversations with service users tangentially. Such conversations could be emotionally and psychologically challenging for service users. For this reason, all interviews will be conducted in the shelters, where service providers (social care workers) are present 24 hours a day 7 days per week.

There is no direct benefit of participation, but previous services studies among this population have shown positive responses about participation in research aimed at improving service delivery (even when interviews were emotionally charged). These same studies have shown that a reason for victims to participate is to make care provision better for future service users.

Source: Brunovskis A, Surtees R: Untold Stories: Biases and Selection Effects in Research with Victims of Trafficking for Sexual Exploitation. International Migration 2010, 48:1-37.

## **Contacts**

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## **Trial sites**

### **Listed location countries**

Netherlands

## **Eligibility criteria**

### **Age**

Adults (18-64 years)

Elderly (65 years and older)

### **Inclusion criteria**

Service users: Inclusion is limited to foreign victims of trafficking (excluding Dutch victims of domestic trafficking), who have been a victim of trafficking for the purpose of sexual exploitation (excluding victims of labour exploitation), and who are currently using services at one of the three COSM-shelters that participate in the research. ;Only service users that have resided in the shelter for at least six weeks will be eligible for inclusion. This interval was chosen mainly because interviewing service users in the first month was considered undesirable (because of the recent rescue from a traumatic situation). ;Care providers: All care providers and care managers affiliated with one of the COSM-shelters will be eligible for inclusion in the study.

### **Exclusion criteria**

- Dutch victims of domestic trafficking
- Victims of labour exploitation

## **Study design**

## Design

**Study type:** Observational non invasive

Masking: Open (masking not used)

Control: Uncontrolled

Primary purpose: Health services research

## Recruitment

NL

Recruitment status: Recruiting

Start date (anticipated): 14-02-2012

Enrollment: 30

Type: Actual

## Ethics review

Approved WMO

Date: 30-01-2012

Application type: First submission

Review commission: METC Slotervaartziekenhuis en Reade (Amsterdam)

Approved WMO

Date: 26-04-2012

Application type: Amendment

Review commission: METC Slotervaartziekenhuis en Reade (Amsterdam)

## Study registrations

### Followed up by the following (possibly more current) registration

No registrations found.

### Other (possibly less up-to-date) registrations in this register

No registrations found.

**In other registers**

Register	ID
CCMO	NL39367.048.12