



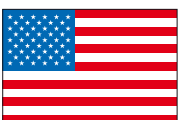
Guidelines

National Referral Mechanism for assisting victims of human trafficking in Kenya



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UNODC

United Nations Office on Drugs and Crime

The Guidelines to a National Referral Mechanism for Kenya are made possible by the generous support of the American people through the United States Department of State. The contents are the responsibility of the Ministry of East African Community (EAC), Labour and Social Protection and do not necessarily reflect the views of the Department of State or the United States Government. The project was funded through the UN Office on Drugs and Crime (UNODC), Regional Office for Eastern Africa (ROEA), and implemented in collaboration with the Government of Kenya and civil society organizations.

FOREWORD

Trafficking in persons is a national, regional and global problem. Kenya has been described as a country of origin, transit and destination for human trafficking by various reports, and more recently by the National Crime Research Centre in 2015. Part of the findings revealed that forms of trafficking prevalent in Kenya were labour and sex related and that trafficking involves children, men and women at 33%, 26% and 41% respectively.

Due to the rampant cases of human trafficking and especially trafficking of women and children, Kenya became a signatory to the Protocol to Prevent, Suppress and Punish trafficking in Persons especially Women and Children (Palermo Protocol) on 5th January 2005. As a State Party to the international obligations created there in, the Kenyan Parliament enacted the Counter Trafficking in Persons (CTIP) Act, 2010 to domesticate the Palermo Protocol. The Act provides the much needed legal framework to prevent trafficking in persons, provide protection and assistance to victims and prosecute perpetrators. In line with the CIP Act, Kenya established a Counter Trafficking in Persons Advisory Committee as provided for by Section 19. A National Plan of Action to Combat Human Trafficking (2013-2017) provided an impetus for the development of these National Referral Mechanism (NRM) Guidelines for assisting Victims of Trafficking (VOTs).

Human trafficking is a crime against individuals and its consequences are most directly felt by the victim. VOTs suffer a wide range of psychological and physical problems, including post-traumatic stress disorder. To facilitate and guide their assistance, the Government together with the Advisory Committee, development partners and civil society organizations developed the NRM guidelines to enhance protection and assistance to victims of trafficking.

I urge all stakeholders to support us in the implementation of the NRM so as to achieve our aspiration to counter human trafficking in the country as well as protect victims of trafficking.



Phyllis Kandie,

Cabinet Secretary

Ministry of East African Community, Labour and Social Protection

PREAMBLE

The National Referral Mechanism (NRM) articulates shared objectives and is a step in the right direction toward the provision of standardized operating procedures for assisting victims of trafficking. It provides a system for identification, referral, holistic support and assistance to the VOT. It also provides the basic guiding principles to identifying and assisting VOTs, the national referral process structures, the coordinating agency, focal persons, principles of return and the re-integration process.

It is envisaged that the NRM guidelines will standardize the process of assisting VOTs, promote cooperation between all relevant stakeholders involved in providing assistance to victims and improve the quality of service to VOTs. In this respect, the NRM will provide first responders with a consistent basis to assist victims in accordance to international and national laws, as well as good practice.

The Establishment of these NRM guidelines for Kenya is founded on the country's constitutional framework in particular Chapter 4 of the Bill of Rights. In addition, it is in tandem with the Kenya blue print for development Vision 2030. By Implementing the NRM the Ministry will spearhead a key activity in achieving the Social Pillar whose goal is "A Just and Cohesive Society in a Clean and Secure Environment." The Ministry will endeavor to constructively engage all key partners.



Susan Mochache,

Principal Secretary

Ministry of East African Community, Labour and Social Protection

ACKNOWLEDGEMENT

These referral guidelines reflect contributions and support from several institutions, organizations and individuals, both governmental and non-governmental and would not have been possible without the generous financial support of the United States, Department of States Office to Monitor and Combat Trafficking in Persons, through the UN Office on Drugs and Crime (UNODC), Regional Office for Eastern Africa (ROEA). The process of developing multi-stakeholder owned National Referral Guidelines and Standard Operating Procedures as comprised in this document, required broad consultations and active participation of both State and Non-State actors. This process was supervised by Noela Barasa (UNODC National Project Manager) and facilitated by Japheth Kasimbu (NRM consultant).

The final document is a product of active participation of law enforcement agents and service providers, especially the Counter Trafficking in Persons Advisory Committee members, the Ministry of East African Community, Labour and Social Protection, Office of the Director of Public Prosecution, the Directorate of Criminal Investigation, the Directorate of Immigration, the Kenya National Commission on Human Rights, Kenya Law Reform Commission, International Organization for Migration, International Labour Organization, The Cradle, ANPPCAN, Child Welfare Society of Kenya, HAART, Refugee Consortium of Kenya, Kituo Cha Sheria, Heshima Kenya, the Salvation Army, Childline Kenya and Trace Kenya to mention a few. The professional commitment and dedication by the aforementioned and other national stakeholders was not only invaluable to the process, but also inculcated a spirit of ownership of the process and commenced the process of strengthening a national collaborative network responsive to the needs of victims of trafficking in Kenya.



Ruth Juliet Nyambura Gachanja, LLM, LLB

**Chairperson,
Counter Trafficking in Persons Advisory Committee**

ACRONYMS

AC	The Counter-Trafficking in Persons Advisory Committee
ADR	Alternative Dispute Resolution
ANNPCAN	African Network for the Prevention and Protection of Child Abuse and Neglect
CA	Competent Authority
CM	Case Manager
CRC	Convention On the Rights of the Child
CSOs	Civil Society Organizations
CTIP Act	Counter Trafficking in Persons Act 2010
DCS	Department of Children's Services
DK	Don't Know
FBOs	Faith Based Organizations
FIDA	Federation of Women Lawyers
GOK	Government of Kenya
HRBA	Human Rights Based Approach
IDPs	Internally Displaced Persons
ILO	International Labour Organization
IOM	International Organization for Migration
IOs	International Organizations
IRP	Initial Reintegration Plan
KRCS	Kenya Red Cross Society
NA	Not Applicable
NGOs	Non-Governmental Organizations
NPA	National Plan of Action
NRM	National Referral Mechanisms
ODPP	Office of the Director of Public Prosecution
PANTHER	Participation, Accountability, Non-discrimination, Transparency, Human dignity, Empowerment and Rule of Law
TIP	Trafficking in Persons
UNICEF	United Nations Children Education Fund
UNODC	United Nations Office on Drugs and Crime
VOT	Victim of Trafficking
WPA	Witness Protection Agency

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1.0 INTRODUCTION

Kenya borders Ethiopia, Somalia, South Sudan, Tanzania and Uganda, which are all classified as countries of origin for victims of trafficking in the Greater Horn of Africa. The United States (US) Trafficking in Persons (TIP) report ranks Kenya under Tier 2¹. Ranking is determined by countries' victim assistance support systems and continuing efforts to address prevention, protection and prosecution. Various studies have assessed the extent of human trafficking in Kenya and have classified the country as a source, transit and destination for men, women, and children trafficked for the purposes of forced labour and sexual exploitation.

Trafficking in Persons (TIP) is a serious crime and a grave violation of human rights. Globally men, women and children are trafficked across international borders or within their domestic jurisdictions for purposes of forced labour, domestic servitude, sexual exploitation, harvesting of body organs, forced military conscription and other unsavoury practices. The crime generally takes place in dangerous and degrading conditions and involves a range of human rights violations and abuses. Inherent in trafficking are such forms of severe exploitation as abduction, incarceration, rape, sexual enslavement, enforced prostitution, forced labour, removal of organs, physical beatings, starvation, and the deprivation of medical treatment. Victims of Trafficking (VOTs) are often dependent upon and intimidated by their traffickers, who frequently confiscate their identity documents and keep them confined and isolated, thus limiting their ability to seek assistance or protection from the authorities. Victims may fear arrest and prosecution for TIP related activities such as prostitution or association with armed groups, while victims who have been trafficked into another country fear arrest for illegal entry and possible deportation. Victims of sexual exploitation might also fear discrimination or punishment by their families and communities.

Kenya enacted the Counter Trafficking in Persons (CTIP) Act in 2010, which establishes an Advisory Committee (AC). The AC is mandated to oversee and propose actions to the Cabinet Secretary responsible for women and children aimed at enhancing prevention of trafficking, protection of victims and prosecution of perpetrators. The AC developed a National Plan of Action (NPA) for combating TIP in Kenya (2013-2017), which includes developing an effective national referral mechanism to assist victims of trafficking. The United Nations Office on Drugs and Crime (UNODC), Regional Office for Eastern Africa (ROEA) in Nairobi provides technical assistance to the Government of Kenya (GoK) to enhance effective investigation, prosecution and adjudication of TIP cases, while promoting a collaborative victim-centred approach. Law enforcement agencies and service providers should adopt a human rights based approach in delivery of assistance and protection services to victims of trafficking. A coherent, coordinated and collaborative approach among state and non-state actors is key to providing assistance and protection to victims of trafficking and pursuing prosecution of perpetrators. Assistance and protection services should not be conditional on a victim's participation in the criminal justice process,

¹ US Department of States, *Trafficking in Persons Report*, 2016.

but should rather ensure a victim's informed consent. This can be achieved through a Government-led multi-stakeholder owned National Referral Mechanism (NRM). A NRM is a co-operative framework through which state actors fulfill their obligations to protect and promote the human rights of trafficked persons, through enhanced coordination supported by strategic partnerships with civil society organizations and relevant stakeholders.

1.1 Rationale

The Counter Trafficking in Persons Advisory Committee (AC) with support from the UNODC, ROEA and participation of national stakeholders, established the NRM guidelines for assisting VOTs in Kenya. The document adopts the definition in Article (3) of the Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children (TIP Protocol), where "trafficking in persons" is defined as the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. The TIP Protocol further explains that "exploitation" shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs. Child-headed and female-headed households, young girls, unaccompanied children and former victims of trafficking are particularly vulnerable to the risks of trafficking in Kenya. Children are often trafficked for illegal adoption, child labour, child prostitution, child pornography, sex tourism (especially along the coastal region) and forced recruitment into militia groups. Other forms of exploitation to which children are often subjected to in Kenya are domestic servitude, agricultural work, forced and early marriage, and street begging. It is important to note that, according to Article 3(c) of the TIP protocol, any recruitment, transfer, harbouring or receipt of children for the purpose of exploitation is considered a form of trafficking regardless of the means used.

The establishment of these NRM guidelines for Kenya is founded on the country's constitutional framework in particular Chapter Four on the Bill of Rights, the Counter Trafficking in Persons (CTIP) Act 2010, the Victim Protection Act 2014, Witness Protection Act 2006, and the National Plan of Action for Combating TIP in Kenya (2013-2017). The CTIP Act 2010 mandates the AC to advise the Cabinet Secretary responsible for women and children on the establishment of mechanisms to ensure timely, coordinated, and effective responses to trafficking in persons together with measures necessary to rehabilitate victims of trafficking in persons.

1.2 Grounds / References Used in Establishing the NRM

The key documents referenced in the development of this document include:

- Government of the Republic of Macedonia: Standard Operating Procedures for Treatment of Victims of Trafficking in Human Beings; 2010
- International Organization for Migration (IOM): The IOM Handbook on Direct Assistance for Victims of Trafficking; 2007

- International Organization for Migration: Guidelines for Assisting Victims of Human Trafficking in the East African Region; 2011
- Kenya Law Reports: Counter Trafficking in Persons Act; 2010
- Kenya Law Reports: Victim Protection Act; 2014
- Kenya Law Reports: Witness Protection Act; 2006
- OSCE: National Referral Mechanisms (A Practical Handbook); 2004
- National Plan of Action for Combating Human Trafficking in Kenya: Strategic Framework; 2013-2017
- Social Technology Bureau, ILO Philippine: Referral System for the Recovery and Reintegration of Trafficked Persons; 2010
- United Nations Convention Against Transnational Organized Crime and its Protocols on trafficking in persons and smuggling of migrants; 2000
- UNODC: Toolkit to Combat Trafficking in Persons; 2006

1.3 Scope of the National Referral Mechanism guidelines

The National Referral Mechanism (NRM) guidelines provide a system of identification, referral, holistic support and assistance based on the gender, age, specific needs and reintegration of victims of trafficking in Kenya. The goal of the NRM is thus to promote co-operation between all relevant government departments and other organizations and agencies involved in providing assistance to victims of trafficking; and to protect the rights of victims through a professional victim identification process, provision of better support and protection services, and establishment of programs for full recovery and rehabilitation as envisioned in the CTIP Act.

The document contains the following elements for effective referral of TIP cases:

- Guiding principles for providing victim assistance and protection;
- Standard Operating Procedures (SOPs) to be followed by service providers and duty bearers;
- Structure in form of flow charts, of directing or redirecting the victim to appropriate and definitive service provision;
- Screening tools for identification and assessment of the victim at different levels of assistance; and
- Contact list of responsive service providers for definitive services.

By taking cognisance of the Victim Protection Act 2014, the NRM applies to any person in Kenya, irrespective of nationality, country of origin or immigration status, who is a victim of TIP in Kenya; or outside Kenya, where the victim is a citizen of Kenya.

1.4 Definition of Terms

Advisory Committee: The Counter Trafficking in Persons Advisory Committee established under section 19 of the CTIP Act 2010.

Cabinet Secretary: The Cabinet Secretary for the time being responsible for matters relating to women and children and/or CTIP matters.

Child: An individual below the age of 18 years as described by the Children's Act 2001.

Competent Authority: Any institution, organization or person that has legally and professionally delegated or invested authority, capacity and power (including but not limited to the Ministry responsible for children/women and/or CTIP matters, the AC, Police, IOM, The Cradle, HAART, ANPPCAN, KNCHR, TRACE Kenya and Heshima Kenya) to perform identification, protection, assistance and rehabilitation of victims of trafficking.

Exploitation: The act of taking advantage of something or someone, in particular the act of taking unjust advantage of another for one's own benefit. It includes at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

Human Rights: Liberties and benefits that all human beings should be able to claim "as of right" in the society in which they live. These rights are contained in the Universal Declaration of Human Rights and Chapter Four of the Constitution of Kenya.

Identity Document: A piece of documentation designed to prove the identity of the person carrying it, including passports and national identity cards.

Informed Consent: An agreement to do something or to allow something to happen- made with complete knowledge of all relevant facts, such as the risks involved.

Internal Trafficking: Trafficking in persons which takes place within Kenya.

International Trafficking: Trafficking in Persons which takes place across international boundaries.

NRM Coordinator: This is the coordinating agency of the referral network (the Ministry responsible for CTIP matters). The NRM Coordinator serves as the focal point for coordinating referrals to service providers, for directing service provision, convening regular meetings of service providers etc.

NRM Network: A group of agencies/organizations that provide comprehensive services to meet the needs of the people affected by TIP (Referral Network).

Organized Criminal Group: A structured group of three or more persons, existing for a period of time and acting in concert with the aim of committing one or more serious crimes or offences, in order to obtain, directly or indirectly, a financial or other material benefit.

Presumed Victim of Trafficking: A person who is perceived to be a victim of trafficking subject to confirmation through a victim identification and screening process.

Repatriation: The process of returning a person to their place/country of origin or citizenship.

The Ministry: The Ministry responsible for CTIP matters and/or for women and children as provided for in the CTIP Act 2010.

Trafficking in Persons: The recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of

power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation (TIP Protocol).

Travel Documents: All documents, which are acceptable as proof of identity for the purpose of travel and entry into another country. They include passports, visas, identity cards or other relevant documents.

United Nations Convention against Transnational Organized Crime (UNTOC): The treaty that deals with the fight against organized crime in general and some of the major activities in which transnational organized crime is commonly involved, such as money laundering, trafficking, corruption and the obstruction of investigations or prosecution.

Victim of Trafficking (VOT): As per the CTIP Act 2010, implies a person who is the object of human trafficking.

2.0 GUIDING PRINCIPLES

The guidelines uphold the values and principles in the Constitution, which seek to preserve the victim's dignity at all times and to protect him/her against discrimination on the basis of race, colour, gender, age, language, creed, religion, nationality, political or other opinion, cultural belief or practices, property, birth or family status, ethnic or social origin, disability, or any other grounds. Identification, referral, protection and service provision shall be guided by the following principles under the NRM. Special consideration is accorded to child victims of trafficking.

2.1 Basic Guiding Principles in Identifying and Assisting VOTs

1. *Victim until otherwise proven*

Any individual presumed to be a VOT in Kenya should be treated as such until otherwise proven. If found not to be a VOT, the individual should not be criminalized but accorded appropriate support in accordance with the provisions of the Victim Protection Act 2014 and referred to available services capable of meeting their needs.

2. *Non-discrimination*

All service providers (whether first responders or competent authorities) involved in victim assistance should carry out their services with no form of discrimination or bias whatsoever as guided by the provisions of Article 27 of the Constitution.

3. *Respect for and protection of human rights*

Human trafficking constitutes a serious violation of human rights. Victim assistance services should be carried out in a manner that respects the human rights and basic dignity of the VOT. Assistance and protection efforts should seek to prevent further violation of the VOT's rights by employing Human Rights Based Approach (HRBA) principles such as: participation, accountability, non-discrimination, transparency, human dignity and rule of law (PANTHER).

4. *Personalized treatment and care*

Every individual VOT has special personalized needs. Services geared towards victim assistance and protection should be sensitive and focused on the individual needs of the victim. The service providers should therefore be sensitive to the individual experiences of the victim.

5. *Comprehensive approach to assistance*

VOTs often have multiple needs that require assistance through the cooperation of multiple service providers. The Coordinating Agency herein referred to as the “NRM Coordinator” should ensure that different services to various needs of the victim are holistically met by the NRM network members.

6. *Informed Consent*

The victim should give informed consent on the entire process of referral, care and assistance. The service provider should disclose relevant information, actions, policies and procedures to the victim in a language understandable by the victim before seeking his/her consent. Seeking consent should take into consideration aspects of disability of a victim, or presumed victim of trafficking. A consent form (Form A) should be filled and signed by the victim.

7. *Bona fide Participation*

The victim should be encouraged to participate in decision making as much as possible as the decisions made throughout this process will be of direct impact to the victim.

8. *Confidentiality*

All information related to the victim should be treated with due regard for the victim’s right to confidentiality and privacy as guided by the laws governing privacy. Any sharing of information should be on a “need-to-know” basis and with the victim’s informed consent.

9. *Best interest of the victim*

Protection services and assistance provided should be in the best interest of the victim as the health, security and legal safety of the victim are paramount. This principle applies also during the return and reintegration decision-making process. A risk assessment should be conducted prior to the return and reintegration of victims.

2.2 Special Considerations for Interviewing Children

In addition to the above general principles, the NRM upholds child protection policy and ethics when interviewing and/or handling persons under 18 years of age.

1. *Qualified same-sex staff*

Only qualified staff trained in the special needs and rights of children should question child victims. Wherever possible, child victims should be questioned by staff of the same sex, taking into account the best interests of the child.

2. *Prior knowledge*

Find out as much information as possible about the child’s case prior to the interview and make clear and friendly introductions (talking about something the child is familiar with helps to establish a rapport).

3. *Trustworthy guardian*

Interviews of children should take place in the presence of a parent or trusted guardian. If the guardian is suspected of being involved in the trafficking, then the child should be interviewed in the presence of a trusted guardian, psychologist or social worker.

4. *Simple and informal*

Keep the atmosphere simple and informal and do not assume a pose of interrogation or insist on an interview. When the age of the victim is in doubt, the interviewer can use his/her own discretion to structure the interview process in a manner, which the child can understand. The interviewer should also dedicate adequate time for discussions and should not rush.

5. *Open-ended questions*

Begin with open-ended questions, allowing the child to give her/his own account. Avoid leading questions, like “did the person abuse you?” and use more open questions, such as, “what did the person do?”

6. *Monitor movements, facial and behaviour changes*

Do not pursue and press for details when there are signs that the child has told all s/he knows. However, also bear in mind that children will leave information out if the right question is not asked, and will give the answer they believe the interviewer wants to hear.

7. *Self-esteem and final reassurance*

Keep assuring the child that s/he is not a victim because s/he did not commit any wrong; and close the interview in a way that reassures the child that s/he has done well, and that you will be available whenever s/he needs to talk again.

3.0 THE NATIONAL REFERRAL PROCESS

3.1 Structural Elements of Kenya's National Referral Mechanism

The needs of victims of trafficking are often complex and wide and cannot be covered by the first responder or by one organization. The NRM guidelines set up channels of coordination, collaboration and effective communication amongst service providers.

Taking cognizance of the key requirements of an effective national referral mechanism, the following structures should be considered:

- a. A group of agencies/organizations that provide comprehensive services to meet the needs of the people affected by TIP (Referral Network). This network includes the Advisory Committee (AC) as the overall advisory and monitoring body and other State and Non-State actors. The referral network members have roles and responsibilities stipulated in the annexed collaboration memorandum of understanding (Annex 3), to be signed by every member institution and organization.
- b. A Coordinating Agency herein referred to as the "NRM Coordinator" to coordinate the referral network. The NRM Coordinator shall be the Ministry responsible for counter trafficking matters and shall serve as the focal point for coordinating referrals to service providers, for directing service provisions, convening regular meetings of service providers, updating the service network contact list and guaranteeing quality assurance for the referral system. The NRM Coordinator shall be responsible for establishing a feedback process to track referrals and to ensure that VOTs are able to access and utilize the services needed. Though both the referring and receiving organizations shall document their respective roles in the referral processes and outcomes, it shall be the responsibility of the NRM Coordinator to establish and manage a standardized referral registry.
- c. A designated focal person at each member agency/organization represented in the referral network. The focal person is responsible for the efficient processing of referrals, case management and attending network meetings. It is the responsibility of each member agency/organization to appoint his/her designated focal person.
- d. Standardized screening and referral tools (Annex 2) to be used by the network members to ensure that uniform information is provided.
- e. A contact list of service providers and inventory of services (Annex 1). The contact list is to be managed by the NRM Coordinator and member organizations should update their respective information annually. The NRM Coordinator will conduct a comprehensive mapping of national stakeholders, which will include organizational capacity assessment for all service providers.

3.2 Coordinating Agency and Focal Persons

The following criterion was used to select the NRM Coordinator for Kenya:

- The Coordinator should be a government entity, ministry or institution. This ensures government ownership and sustainability of the protection services.
- The Coordinator should have structures at the County and possibly at the Sub-County levels.
- Track record and commitment on counter trafficking issues in the Country.
- Capacity and structure to engage different government institutions such as the judiciary in all spheres of victim assistance.

Based on the above, the Ministry responsible for counter trafficking matters (Ministry that hosts the Department of Children Services) shall coordinate the NRM. The Ministry is the secretariat of the Counter Trafficking in Persons Advisory Committee, which serves as an advisory body and not an implementer of day-to-day CTIP activities. The Ministry shall run day-to-day coordination of the NRM implementation while the AC shall provide advisory functions as stipulated in the CTIP Act 2010.

The overall coordination of services shall be administered from the Nairobi office and there shall be decentralized coordination from the Ministry's eight regional designated offices based in the Counties of the respective regions as below. The Minister shall designate focal person(s) for the coordination of the referral mechanism.

1. Coastal Region – Mombasa office
2. Eastern Region – Garissa office
3. Nairobi Region – Nairobi office
4. Central Region – Embu office
5. Rift Valley Central – Nakuru office
6. North Rift Region – Eldoret office
7. Western Region – Kisumu office
8. Northern Region – Isiolo office

The Coordinator shall share information on a need to know basis and will ensure quarterly stakeholder meetings at national and regional levels. The coordinator shall ensure that collaboration MOUs are signed between the network partners and that cases are effectively managed in adherence to the principles herein.

3.3 National, Regional and County Coordination

The overall national network for the NRM will be coordinated from Nairobi by the Ministry responsible for counter trafficking matters. The network will be decentralized and coordinated in eight regions covering all the 47 Counties as follows:

I. Coastal Region

1. Mombasa County
2. Kwale County
3. Kilifi County
4. Tana River County
5. Lamu County
6. Taita Taveta County



II. Eastern Region

1. Kitui County
2. Garissa County
3. Wajir County
4. Mandera County



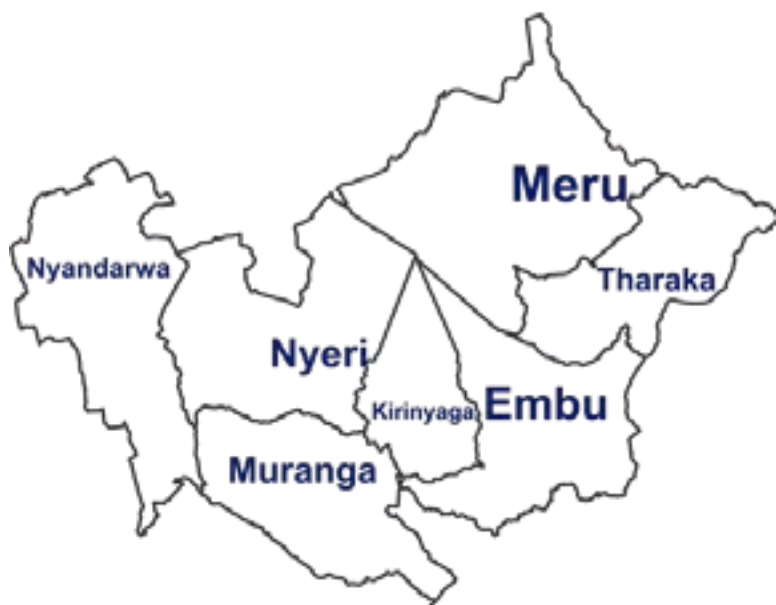
III. Nairobi Region

1. Nairobi County
2. Kiambu County
3. Machakos County
4. Makueni County
5. Kajiado County



IV. Central Region

1. Murang'a County
2. Nyandarua
3. Nyeri County
4. Kirinyaga
5. Embu
6. Tharaka Nithi
7. Meru County



V. Rift Valley Central Region

1. Nakuru County
2. Kericho
3. Bomet
4. Narok



VI. North Rift Region

1. Turkana County
2. West Pokot
3. Trans-Nzoia
4. Elgeyo Marakwet
5. Baringo
6. Uasin Gishu
7. Nandi



VII. Western Region

1. Kisumu County
2. Siaya
3. Homa Bay
4. Kakamega
5. Busia
6. Bungoma
7. Vihiga
8. Nyamira
9. Kisii
10. Migori



VIII. Northern Region

1. Marsabit County
2. Isiolo
3. Samburu
4. Laikipia



3.4 In-Country Referral Process

A trafficked person may come in contact with government agencies or NGOs/FBOs, seeking return assistance, under any of the following circumstances:

- Personally seeks assistance or referred by family/relatives or friends, or any of the government agencies and NGOs/FBOs or identified through rescue operations, hotlines, outreach and case finding;
- Referred by the NRM Coordinator, NGO or other organizations in the country of destination; or
- Independent arrival or arrival facilitated by an NGO without coordination with the NRM Coordinator.

The referral network services shall be at four levels – National, Regional, County and Agency level.

- At the national and regional level, the Ministry and its Field Offices are responsible for counter trafficking matters and act as the coordinating agencies.
- At the county level, the Ministry shall coordinate referrals, deputized by the county department in-charge of social development, gender and children affairs.
- At the agency level, the network members are the social service providers with a designated case manager to ensure timely response to needs of the VOTs in collaboration with other agencies or individuals.

National Level

The Ministry (as the national coordinating agency) shall:

- Designate Focal Person(s) to oversee the NRM and the Network of Service Providers;
- Take immediate action on referrals received based on the tentative assessment of the needs of the client and maintain a contact list of service providers and a Referral Registry;
- Refer cases to competent authorities;
- Conduct quarterly meetings and consultations with Network members and other partners;
- Be the repository of all data on victim assistance, return and reintegration services;
- Render quarterly reports to the AC on victim support services and coordination of the referral network; and
- Convene meetings as the need arises.

The national network of agencies shall be composed of the organizations annexed (Annex 1) to this document.

Regional Level

The Ministry County (DCS) Offices designated to coordinate respective regions shall be the NRM Coordinators for those regions. The Ministry's Director of County Children Services for the designated regional coordination office shall be the regional Focal Person, who will perform the following:

- Take immediate action on referrals received, particularly those referred for temporary shelter in any of its residential facilities in the region;
- Refer cases to the network members, monitor the provision of services by the receiving service providers, maintain a regional contact list of services and a regional referral registry;
- Conduct meetings and consultations, including capacity-building measures with the regional referral network and partner agencies to improve quality of services;
- Maintain a data bank on trafficked persons' cases and assistance provided for recovery and rehabilitation;
- Consult with the National Coordinator when the need arises; and
- Submit quarterly reports to the national NRM Coordinator.

County Level

The Ministry County Offices shall coordinate the referral services at the County level. At this level, the Director of County Children Services shall:

- Coordinate referrals within the County and other activities of the referral network;
- Act on referrals received as a social service provider;
- Conduct screening interviews;
- Refer cases to competent partners as necessary;
- Conduct meetings and case conferences with member agencies on operational issues/concerns between and among agencies;
- Maintain a County data bank on TIP cases and services provided to VOTs, a contact list of service providers and a Referral Registry;
- Submit quarterly reports to the regional coordinator; and
- Consult with the regional coordinator as and when the need arises.

Agency/Organizational Level

The individual institutions and NGOs, which form the referral network, shall receive and manage cases. These agencies shall:

- Assign a competent staff as the case manager (CM) responsible for the management of TIP cases as they arise. The CM shall be the Focal Person of the agency in the referral network;
- The CM shall ensure that the VOT's needs are met by the agency. The CM shall refer the victim to the County coordinator for appropriate referral and service provisions depending on specific needs assessed;
- The CM shall conduct child-friendly and gender-sensitive interviews to identify presumed VOTs and to assess the specific needs of the victims;
- Request for case conferences through the County coordinator with members of the multi-disciplinary team to assess achievement of cases;
- The CM shall be responsible for filing screening forms for proper storage;
- Carry out the screening of VOTs; and
- Consult with the county coordinator as and when the need arises.

3.5 Return and Reintegration Process

This refers to the assisted voluntary return of VOTs to their places of origin for victims of internal trafficking and their countries of origin for victims of external trafficking. The process involves a set of legal issues, logistical and financial support to the VOTs. In the case of international return, the responsibility of repatriation in Kenya lies with the Department of Immigration. It entails international travel preparations for victims of external trafficking, as well as communicating with the family, community and other organizations, the receiving embassy or mission in the country of origin and other related matters, as may be deemed necessary.

The following steps should be observed during both internal and international return and reintegration process:

- Interviews should be conducted to assess the needs of the VOTs to be returned. The processes and procedures should be clearly explained to the VOT in a language s/he can understand.
- Processing of travel documents if needed, in particular if the VOT doesn't have a passport.
- The NRM Coordinator should ensure that the relevant embassy/mission communicates in writing with the receiving agency, requesting a reintegration plan including an assessment of the capacity of the VOT's family to receive him/her upon return. For a trafficked child, the family assessment should determine the family's role, if any, in the trafficking situation and a determination of the child's best interest.
- All communication should be in writing with the receiving embassy and international network members like IOM in the country of origin and copied to the NRM coordinator for arrival assistance (to keep the coordinator in the loop).

- The NRM Coordinator should confirm travel arrangements and communication between the Immigration office and the receiving embassy/agency.
- Temporary shelter and accommodation arrangements should be made in safe and secure housing. The needs of children, women and people with disabilities should be considered in choosing the shelter.
- Medical treatment, care and support should be provided when required. Medical and mental health assessments can be conducted at medical health centres to determine whether there are health problems that may hinder safe travel or if there is need for a medical escort during travel.
- Guide and prepare the trafficked person on the pre-departure/reintegration plan based on the feedback from the receiving agency.
- Inform/confirm the initial reintegration plan (IRP) with the receiving agency. The receiving agency should begin preparing the family and community in the country of origin.
- Prior to the departure of the trafficked person, the case manager must check whether the following conditions have been met. The case manager can use Form F as the checklist for pre-departure conditions:
 - a. Physical and mental health condition allows the trafficked person a safe departure and travel back to country of origin;
 - b. A safe and appropriate place to stay on arrival, at least on a temporary basis, identified in cooperation with the VOT or guardian in case of the child;
 - c. All legal, administrative, identity and travel documents of the VOT secured prior to departure;
 - d. Relevant referral service and suggestions including the name, contact and focal person of the receiving agency and initial reintegration plan (IRP) agreed upon with the VOT;
 - e. Copies of necessary documents and VOT's security information should be forwarded to the receiving agency; and
 - f. Travel documents and other personal documents/items of the VOT, including passport/travel documents, air ticket(s), domestic/local air/bus ticket(s), and personal documents like medical records.
- Documentation on the case should be kept in confidential files and the referral registry maintained by the NRM Coordinator.
- In case of repatriation, all steps and details should be explained to the VOT. Repatriation of victims of trafficking should be voluntary.

4.0 STANDARD OPERATING PROCEDURES [SOPs]

4.1 SOP 1 - Identification and Referral

The identification and referral processes of the NRM are inextricably linked. Identification is the process of verifying, ascertaining and/or proving that a person is a victim of trafficking. This process involves a series of indicators and interviews so as to determine whether an individual is a VOT.

The purpose of identification is two-fold: to establish whether the individual fits within the elements of the definition of trafficking in persons as set out in Article 3 of the CTIP Act 2010 and to support victims of trafficking to access the relevant services within the shortest time possible.

Identification is fundamental to the NRM process and should be carried out by competent governmental and non-governmental authorities. The identifying agency cooperates with other service providers and liaises with the NRM Coordinator to refer the victim to specialized services.

Identification includes the following process:

- The presumed victim is referred to or is identified by the first responders for initial referral to appropriate services;
- Conducting an interview in a language understandable to the presumed VOT, including those living with disability. This includes translation to a language that the presumed victim understands;
- Identifying immediate needs of the presumed VOT and if the victim faces any health and safety risks;
- Conducting interviews so as to ascertain whether the presumed victim is indeed a victim of trafficking;
- Obtaining informed consent from the victim of his willingness to benefit from the victim assistance program. The rules regarding consent apply to minors;
- Subjecting the VOT to a period of reflection and recovery. This is the time, required for the victim to recover from the shock and trauma of his experience and begin to determine their next course of action. It also allows for the obtaining of temporary residence permits for victims who are foreign nationals.

Presumed victims should be an integral part of the overall referral process. This ensures that the referrals are voluntary and accompanied by the informed consent of the victim. Informed consent is not a requirement for the referral of minors. However, the best interest of the child should always be taken into account.

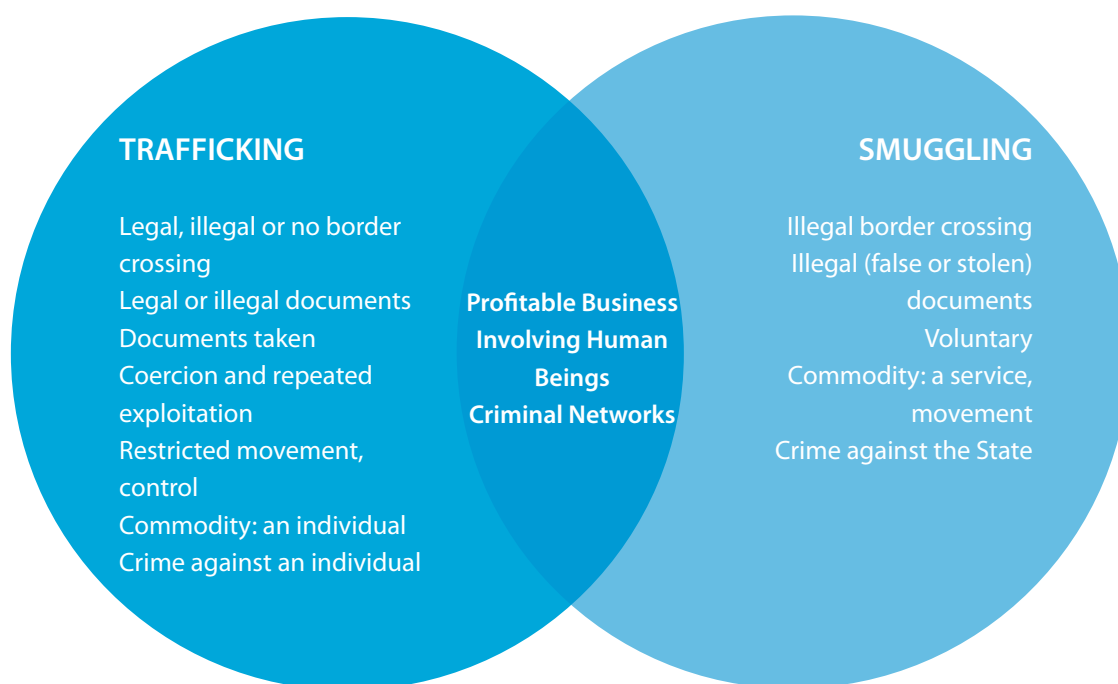
4.1.1 Who is a victim of human trafficking?

The CTIP Act 2010, which implements Kenya's obligation under the United Nations Convention against Transnational Organized Crime and its Protocol to Prevent, Suppress and Punish Trafficking in Persons Especially Women and Children (TIP Protocol) sets out the components that constitute the offence of trafficking in persons.

Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons, by means of threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.

TIP is distinguished from smuggling of migrants since the constituent elements of the respective offences differ and so do the responses. Smuggling of migrants is defined in Article 3 of the Smuggling Protocol as the procurement in order to obtain, directly or indirectly, a financial or material benefit, of the illegal entry of a person into a State Party of which the person is not a national or a permanent resident.

TRAFFICKING AND SMUGGLING: SIMILARITIES AND DIFFERENCES



An adult VOT must have gone through at least one element from each of the three categories in the table below. For children, only the activity and the purpose have to be proved.

Fig. 1 Trafficking in Adults

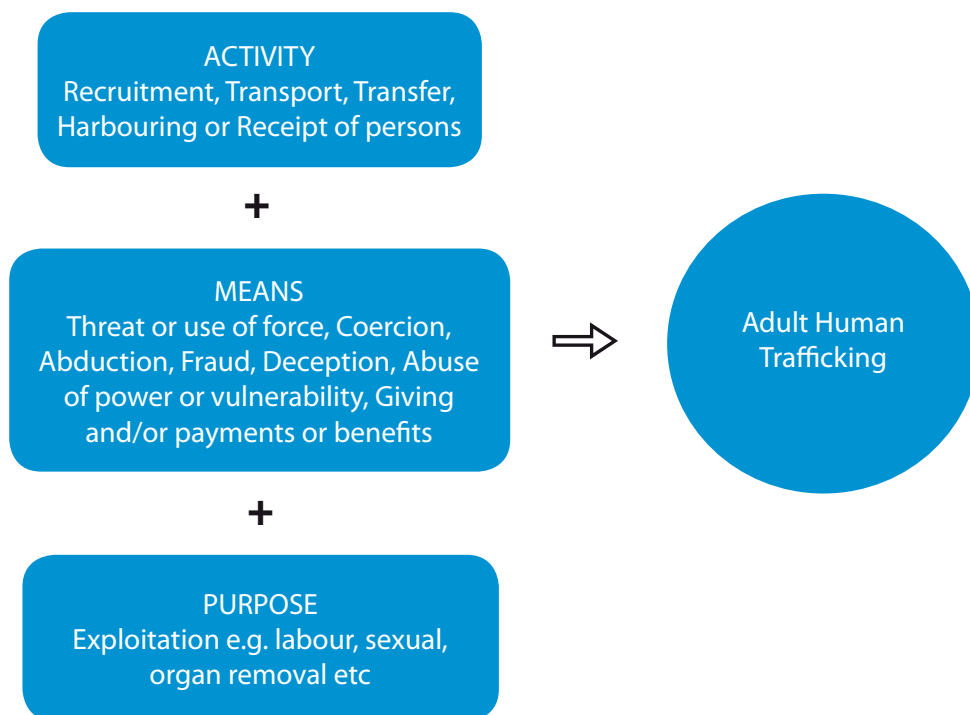
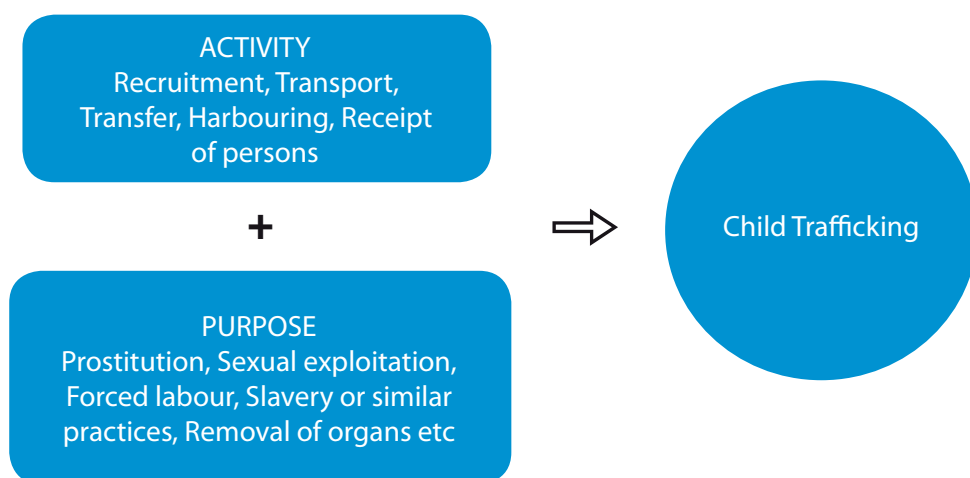


Fig. 2 Trafficking in Children



The above illustrations form the basis of victim identification. The identification process shall seek to confirm whether the above elements in fig. 1 are present to qualify the case as trafficking in persons and if the elements in fig. 2 are present for a case to qualify as child trafficking. A screening form (Form D) has been provided in Annex 2 to ensure that these elements are cross-checked in a presumed case of trafficking.

4.1.2 Who can identify a victim of trafficking?

A victim of trafficking can be identified by anyone within the community. This includes: law enforcement agencies (police, prosecution, immigration, children officers), judicial officers, social workers, local leaders such as chiefs, labour officers, recruitment agents, medical staff, embassy and consulate workers, civil society organizations, religious leaders, international organizations (IOs), community members, friends, and relatives. The presumed VOT should be subjected to an initial assessment. The initial assessment should involve

observing the indicators delineated below or a set of questions, where possible, by the first responder. Thereafter the case should be reported to a competent authority.

4.1.3 Indicators of presumed victims of trafficking

Identifying a VOT may include a preliminary assessment of indicators prior to subjecting the presumed victim to a set of questions to determine whether the elements of the offence have been fulfilled. An example of those indicators include an assessment of the activity, means and purpose (for adults) or the activity and purpose (for children). Competent authorities may consider the following indicators to determine whether an adult or child is a victim of trafficking: Is/Does/Has the adult-

- a. Believe that they must work against his/her will?
- b. Unable to freely leave his/her work environment?
- c. Unfamiliar with the local language/culture where he/she is working?
- d. Showing signs that his/her movements are being controlled?
- e. Feeling that they cannot leave?
- f. Showing fear and anxiety?
- g. Subjected to violence or threats of violence against themselves or against family members and loved ones?
- h. Suffering from injuries that appear to be a result of assault?
- i. Suffering from injuries or impairments from the application of control measures?
- j. Distrustful of the authorities?
- k. Threatened of being handed over to the authorities?
- l. Afraid of revealing their migration status?
- m. Not in possession of their travel/identity documents?
- n. In possession of false identity or travel documents?
- o. Found in or connected to a type of location likely to be used for exploiting people?
- p. Not aware of his/her home or work address?
- q. Allowing others to speak for them even when being addressed directly?
- r. Acting as if under instruction of somebody else?
- s. Being forced to work under certain conditions?
- t. Disciplined through punishment?

- u. Unable to negotiate working conditions?
- v. Receiving little or no payment?
- w. Having no access to his/her earnings?
- x. Not having any off days?
- y. Working excessively long hours over long periods without compensation and time off?
- z. Forced to live in crowded or substandard accommodation to accomplish tasks for the employer?
- aa. Tried to escape from a situation of work or family and been returned?
- ab. Accepted or is about to accept an unclear job offer away from home?
- ac. Had the costs for transport to the destination paid for by facilitators, whom he/she must pay back by working or providing services?
- ad. Social interaction limited to their immediate environment?
- ae. Sick and has had no access to medical attention for a prolonged period of time?
- af. Acting as if someone else instructed him/her?
- ag. Under the control of an individual?
- ah. Under the perception that he/she is bonded by debt or cultural bondage (e.g. witchcraft bond)?

In the case of children, possible indicators that should raise suspicion of child trafficking include when a child:

- a. Has no or limited access to his/her parents or guardians.
- b. Travels unaccompanied.
- c. Travels in groups with persons who are not relatives.
- d. Travels accompanied by suspicious individuals.
- e. Is unable to speak/understand the local language.
- f. Has no friends of his/her own age, except in his/her area of work.
- g. Is engaged in work that is not suitable for children.
- h. Performs work of a certain nature (e.g. begging on the streets).
- i. Has no access to education.
- j. Has no time for play.
- k. Lives apart from other children in an unhealthy environment, with substandard accommodation inappropriate to the local setting.

- l. Looks intimidated and behaves in a way that does not correspond with behaviour typical of children his/her age.
- m. Eats apart from other members of the “family”.
- n. Is given only leftovers to eat.
- o. Has scars or injuries on his/her body suggestive of abuse.
- p. Is suspected to be in a child marriage or involved in child prostitution.

Please note that the indicators stated above are in no way exhaustive and may not necessarily depict the cultural nuances of various communities. The key consideration in employing indicators to determine whether an individual is a victim of trafficking is to look out for unusual behavior or activities whose circumstances may fit into the elements (activity, means or purpose) of the definition. Indicators, where available, are a preliminary step in establishing the circumstances of a presumed victim without necessarily asking them questions that may lead to reprisals from the trafficker.

4.1.4 Initial Risk Assessment and Protection

Once a person has been identified as a presumed victim of trafficking, the first responder shall carry out an initial needs assessment of the victim using the annexed Form B. Most victims often need medical assistance due to the nature of the exploitation that they underwent in the hands of the traffickers. The referral thus must not further endanger the health and life of the victim. In case of an emergency, a person should receive appropriate assistance regardless of whether or not his/her status has been ascertained.

For the above reasons, a person's emergency needs should be identified and addressed before an interview can be arranged and conducted. The first responders should refer victims with emergency needs to appropriate protection, shelters and medical health facilities.

Initial Risk Assessment Form		
	Observations / Interview	Note
1.	Physical condition and signs of violence Previous and present injuries	
2.	Psychological condition Insomnia Stressful condition - anxiety Depression Mental disorders Mental illness (supporting documentation)	
3.	Health condition identified Present health condition High Risk conditions Hereditary factors Hazardous lifestyle	
4.	Security Risk Assessment a). Current safety concerns b). Previous safety threats c). Specific persons who may cause problems d). Concern for the safety of family members or friends e). Risky locations for the Person f). Other...	

4.1.5 Interviews with presumed victims of trafficking

The interviewer asks the victim questions aimed at establishing whether their experience fits within the elements of trafficking. The interview should be conducted only after emergency assistance is provided. Once identified (regardless of whether the person is determined a victim of trafficking or not), the individual should be given additional information about their rights and access to service providers that may be of assistance.

Consideration Prior to the Interview:

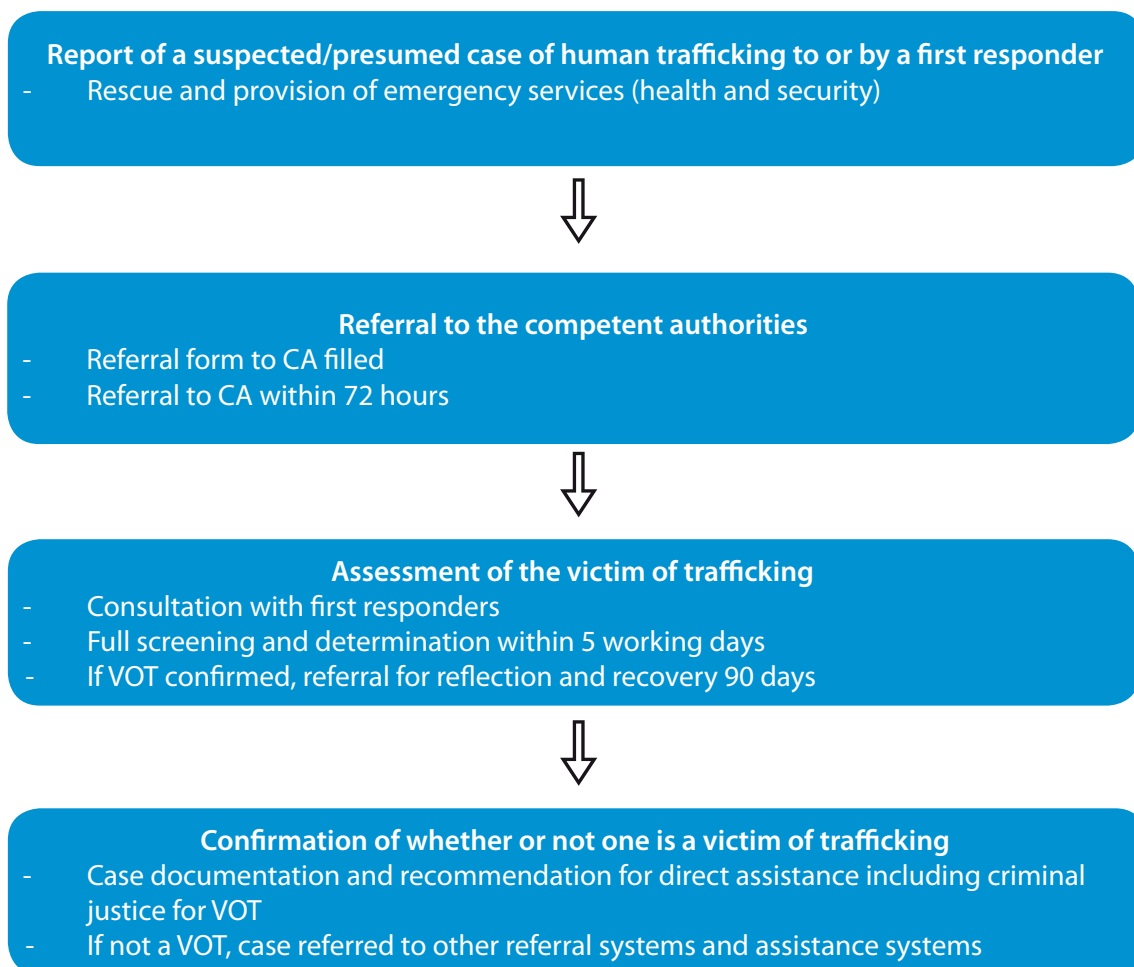
- Consult and obtain the victim's informed consent.
- Consult with the VOT on a convenient date and time for the interview before the interview is scheduled, and seek to build rapport with the victim.
- Ensure the safety of both the interviewer and the VOT.
- Explain to the VOT his/her rights and obligations, especially the right to confidentiality and the right not to answer questions that make them uncomfortable.
- Interviews should be in a language easily understood by the VOT.
- Ensure that interviews are conducted privately and in a victim-friendly environment, with no interruptions from mobile phones, pictures/filming, or third parties.

- g. Begin by explaining the purpose of the interview to the victim, and allow them to ask questions for clarification.
- h. Explain to the VOT that he/she can ask questions, request a break or seek clarification throughout the interview.
- i. Ensure that the interviewer does not infringe upon the cultural/religious values of the VOT.
- j. Provide basic necessities like food, water, clothing, medicine, and shelter as may be required.
- k. The service provider should explain possible options available to the individual and avoid making false promises.

4.1.6 Step-by-Step Guide to Identification and Referral Process

Step 1⇒	The presumed victim of trafficking is first reported to first responders. First responders include police, immigration officers, local authorities or non-governmental entities and individuals who come across trafficking cases.
Step 2⇒	The first responders then submit the referrals to the competent authority (CA) within 72 hours after receipt of the complaint. At this point, the emergency needs of the victim are assessed and addressed using the annexed initial risk assessment form. Usually victims of trafficking are subjected to mistreatment that may cause health problems and security threats either to their lives or their loved ones. The initial risk assessment is conducted to identify any immediate health or safety risk of the presumed victim that may require immediate attention. If the victim requires medical services or some form of protection, then s/he should be referred to the nearest facility.
Step 3⇒	The initial risk assessment needs should be indicated in the referral form to CA. Within 5 working days from the day of the referral, case managers in the competent authorities should come up with a determination on whether the individual is a victim of trafficking. The determination should be based on whether the elements of trafficking in persons can be established in relation to a particular case. The competent authority should seek additional information on the presumed VOT from the first responders in making this decision, where necessary. The decision should be disclosed in confidence to the VOT.
Step 4⇒	The interview should not start or should be discontinued if the presumed victim: <ul style="list-style-type: none"> • is upset or suffers anxiety • is hostile and aggressive • needs medical attention and protection • asks for legal representation • does not understand the language used by the interviewer • asks for the interview to be postponed or refuses to speak • is a minor and a guardian has not been provided
Step 5⇒	Irrespective of whether the presumed victim has been identified as a victim of trafficking or not, s/he shall be provided with detailed information about his/her rights and obligations; and shall be given an opportunity to share any concerns or questions regarding the process. Different protection and assistance options shall be discussed with the victim and consent for assistance sought. If the presumed VOT has no right to live in Kenya, s/he shall be offered support to voluntarily return to their country of origin by putting them in touch with their countries consular services.
Step 6⇒	Depending on his/her condition, the victim shall be allowed a recovery, rehabilitation and stabilization period before deciding on what form of assistance especially legal and re-socialization support to be given. The victim shall be allocated a safe house and granted a reflective and recovery period of ninety days from the first day of accommodation. This period may be extended on a case-by-case basis.
Step 7⇒	During this reflection and recovery period, the competent authorities can gather further information relating to the referral from the first responder and other agencies. This information contributes to the determination of whether the referred person is a victim of trafficking. At this stage, it is presumed that the individual is a victim of human trafficking. The CA should notify in writing the referred person and the referral agency once a decision has been reached.
Step 8⇒	On establishing the status of the victim, the individual should be provided with information about relevant services. Each case shall be managed for a maximum period of 6 months. If the victim is not a Kenyan national and wants to contact the embassy of his/her country of origin, the case manager shall contact the embassy and notify them of the victim's request.

4.1.7 Flow chart on identification of victims



4.1.8 Tools /checklist for identification

Screening Interview Form (Adopted from IOM Format)

Case no: _____

Region: _____

Confidentiality Statement

INFORMED CONSENT

Has the individual's full and informed consent been obtained to conduct the screening interview based on information given regarding the role of the organization, the voluntary nature of the interview and the use of the information provided by the individual as outlined above?

Note: Informed consent is necessary for all services, such as medical examination and procedure, health assessments, assisted voluntary returns and reintegration assistance. (Yes/ No)

If the individual is a minor, has the consent of the parent(s)/ guardian(s) been obtained? (Yes/ No)

Signature of interviewer: _____

Date: _____

Registration Data

First Name(s): Country of Birth:

Family Name(s):

Place of Birth: Sex: (M/F)

Last Place of residence in Country of origin: Date of birth:

Is date of birth an estimate? (Yes/ No) Identity document and number:

Age (In number of years): Contact information: Citizenship:

Ethnicity: Next of Kin (name):

Relation (family, friend, etc.) and Contact information: Highest education:

Latest Job/activity:

Case and Interview Data.....

Type of referring organization / individual (NGO / International Organization / Law enforcement / Immigration / Government / Embassy / Hotline or Helpline / Self-referral-walk-in / Family / Other):

Name of referring Organization / Individual:

Location of referring Organization / Individual:

Interview Date:

Interview Location:

Name of Interviewer:

Name of Organization / Institution:

Contact Details of Interviewer:

Interviewee's Language:

Interpreter? (Yes / No):

First name and Surname of interpreter:

If Minor, first name and family name(s), address(es) and telephone contact of parent(s) or guardian(s):

Recruitment

1.0. How did the individual enter the process (Indicate multiple options if necessary)?

(Kidnapping/ Sold by member of family/ Sold by non-family member/ Adoption/ Educational opportunity/ Family visit/ Friend visit/ Labor migration/Marriage/ Tourism/ Other/ NA/ DK)

1.1. If OTHER, please specify:

2.0. Did entry into the process involve recruitment? (Yes/ No)

2.1. If YES, how was contact initiated between the individual and her/his recruiter?

(Personal contact/ Employment agency/ Travel agency/ Internet advertisement/ Newspaper advertisement/ Radio advertisement/ Television advertisement/ Other/ NA/ DK)

2.1.1. If OTHER, please specify:

3.0. If labour migration, what activity did the individual believe s/he was going to be engaged in following arrival at the final destination (indicate multiple options if necessary)?

(Agricultural work/ Begging/ Child care/ Construction/ Domestic work/ Factory work/ Fishing/ Low-level criminal activities/ Military service/Mining/Prostitution/ Restaurants and hotel work/ Study/ Small street commerce/ Trade/ Transport sector/ Other/ NA/ DK)

3.1. If OTHER, please specify:

3.2. If FACTORY WORK, please specify manufacturing sector:

4.0. What was the individual told would be their benefits following arrival at final destination? Did the individual pay the recruiter any money in advance?

4.1. Salary (Equivalent in Ksh per month)

4.2. Other benefits:

5.0. In which month/year did the individual enter into the process?

6.0. Minor at time of entry into the process: (Yes / No)

7.0. From which place/country did the individual enter into the process?

8.0. What place/country is the last (or intended) destination?

Transportation

9.0. What was the means of transportation used?

(On Foot/Vehicle/Ferry/Train/Aircraft/Other/NA)

9.1. Who paid the travel costs?

10.0. Did the individual travel alone? (Yes/ No)

10.1. If NO, who did the individual travel with (indicate multiple options if necessary)?

(Husband/ Wife/ Partner/ Relative/ Friend/ Recruiter/ Transporter/ Unknown persons/ Other/ NA/ DK)

10.1.1. If OTHER, please specify:

11.0. Did the individual cross any border while in transit?

11.1. Did the individual cross the border at an official point of entry? (Yes/No)

11.2. If no, where and how was the border crossed?

11.3. Did the individual use his or her own documents or were the documents forged? (Own/False/N/A)

12.0. Did the individual spend any time in transit place(s)/ country(ies)? (Yes/ No)

12.1. If YES, please specify in chronological order:

12.2. Did s/he engage in any activity in this place(s) country(ies)? (Yes/ No)

12.3. If YES, which activity in first/only transit place/ country:

(Agricultural work/ Begging/ Child care/ Construction/ Domestic work/ Factory work/ Fishing/ Low-level criminal activities/ Marriage/ Military service/ Mining/Prostitution/Restaurants and hotel work/ Study/ Small street commerce/ Trade/ Transport sector/ Unemployed/ Other/ NA/ DK)

12.3.1. If OTHER, please specify:

The Exploitation Phase

13.0. What activity has the individual undertaken since her/his arrival in the last destination (Indicate multiple answers if necessary)?

(Agricultural work/ Begging/ Child care/ Construction/ Domestic work/ Factory work/ Fishing/ Low-level criminal activities/ Marriage/ Military service/ Mining/ Prostitution/ Restaurants and hotel work/ Study/ Small street commerce/ Trade/ Transport sector/ Unemployed/ Other/ NA/ DK)

13.1. If OTHER, please specify:

14.0. How soon after arrival at the final destination did this activity begin?

14.1. How old was the individual when the activity began?

14.2. Was the individual coerced to engage in any activity against his/her will?

14.3. How long did the most significant activity occur? (Years/ Months/ Weeks/ Days and/or hours)

14.4. Were any of the following means used to control the individual during the activity?

15.0. Did the individual experience exploitation? (If NO, proceed to 16.0) (Yes/ No/ NA/ NK)

16.0. If NO exploitation took place, was there any indication of a real and substantial threat of exploitation? (Yes/ No/ NA/ DK)

16.1. If YES, what were the reasons that exploitation never took place? (Rescue/ Escape/ Other/ NA/ DK)

16.1.1. If OTHER, please specify:

17.0. What degree of freedom did the individual have? (Totally denied/Only accompanied/No restrictions imposed/NA)

18.0. What were the conditions of exploitation? (Excessive working hours/Limited/No freedom of movement)

CORROBORATIVE MATERIALS

19.0. Additional corroborative materials

Police or other official reports

(Yes/ No/ NA)

Identity documents

(Yes/ No/ NA/ DK)

Travel documents

(Yes/ No/ NA/ DK)

Medical reports

(Yes/ No/ NA/ DK)

Copies of employment contract or recruitment offer

(Yes/ No/NA)

Personal writings by the individual

(Yes/ No/ NA/ DK)

Hotline reports

(Yes/ No/ NA/ DK)

Other

(Yes/ No/ NA/ DK)

If OTHER, please specify:

DECISION

20.0. Is the individual a VICTIM of TRAFFICKING? (Yes/ No)

20.1. Please justify the decision made in 18.0:

21.0. Decision made by whom (Specify name(s)):

22.0. If the individual is a victim of trafficking, was the type of trafficking in-country or transnational?
(In-country/ Transnational/ Both)

23.0. If the individual is a victim of trafficking, is s/he eligible for the country's VOT assistance Programme?
(Yes/ No)

23.1. If NO, why? (Does not meet project criteria/ Has deportation order/ Suspected infiltrator/ Other)

23.1.1. If OTHER, please specify:

24.0. If the individual is NOT a victim of trafficking, is s/he in need of assistance? (Yes/ No)

24.1. If YES, what is the individual's situation? (Please specify all that apply)

(In need of emergency medical assistance/ Irregular status/ Victim of sexual or gender-based violence/
Other)

25.0. Additional Remarks:

4.2 SOP 2 - Protection and Assistance

4.2.1 *Objective of Protection and Victim Assistance*

The objective of direct assistance to victims of human trafficking is to facilitate their recovery and empowerment by satisfying their immediate and mid-term needs. Assistance should be provided to all victims of human trafficking in adherence to the principles of victim assistance. Victim assistance is important because of the different forms of exploitation and consequences suffered by the victims during the trafficking process. Protection, care and assistance should be based on the victim's needs assessment.

Victims of trafficking often go through traumatizing experiences and may suffer harmful consequences including:

- Bodily harm such as bruises and injuries;
- Infectious diseases, including sexually transmitted diseases and HIV/AIDS;
- Low self-esteem;
- Depression;
- Trauma;
- Malnourishment;
- Lack of adequate clothing;
- Fear, shame, insecurity and anxiety;
- Mistrust of both self and others;
- Lack of shelter or appropriate accommodation;
- Alcohol, drugs and substance abuse;
- Persecution and intimidation; and
- Post-traumatic stress disorder.

Identified victims of trafficking shall be referred to relevant service providers for protection and assistance.

4.2.2 *Victim needs assessment*

The case manager shall carry out a victim needs assessment to establish the appropriate and adequate measures to help the VOT. The needs assessment seeks to establish the basic needs, present concerns about personal safety, potential security threats to the individual, concerns about family members or close acquaintances, areas that may not be safe for the person to go to or visit and the health needs

of the VOT. Once the needs assessment is carried out, the VOT is provided with information about the available services, requirements and obligations for their provision. The following guidelines should be used in assessing the VOT's needs:

- a. Case bio data
- b. Access to shelter and related services
- c. Concerns for personal safety, the victim's dependants if any, whether the victim was being followed or not
- d. Food and special diet requirements
- e. Clothing needs and other personal effects
- f. Any special medication
- g. Communication with the family
- h. Health needs like medical examination, high risk conditions
- i. Disability challenges and support needs
- j. Locations which may not be safe for the VOT to visit
- k. Any other important needs

4.2.3 Assistance provided to victims of trafficking

Victim assistance in these guidelines is classified into five categories:

1. Physical care – Clothing, food, shelter, protection
2. Psychosocial support - Trauma therapy and general counselling
3. Health care - Medical examination, diagnostic testing, surgery, medication and reviews
4. Legal assistance – Prosecution, investigation, victim-witness protection and legal representation
5. Empowerment – Capacity building skills, economic empowerment and education.

It is recommended that the victim's expectations should be managed throughout the assistance process. The process of empowerment should be followed up to ensure sustainability of victim's recovery and rehabilitation.

Physical care:

This includes clothing, food and shelter. It should be standard practice among service providers to provide or make referral to a temporary shelter/safe accommodation facility for the VOT who cannot or does not wish to immediately return to their families, or is unable to support themselves, and/or has no place of residence.

The NRM Coordinator should work with the network CSOs, to identify and designate appropriate shelters or safe houses for temporal accommodation, reflection and recovery.

Psychosocial support

Most victims of trafficking are exposed to traumatic or abusive experiences which have an effect on the victim's mental wellbeing and therefore psychosocial support is necessary. This includes trauma, therapy and general counselling of the child or adult victim of trafficking, which should be provided by personnel particularly trained to work with victims of trafficking in the CAs list of psychosocial support that has been vetted and approved. If the trafficked person is emotionally disturbed, he/she must be provided stress debriefing or crisis counseling by a trained professional social worker.

Health care

Victims of trafficking may be experiencing health problems due to the ill treatment and exploitation experienced during the trafficking period. Thus the victims' physical and mental wellbeing should be considered a priority. An initial check-up will determine the need and length of preventive, curative, rehabilitative and therapeutic treatment. This includes, medical examinations, diagnosis testing, surgery, medication and reviews.

Legal assistance

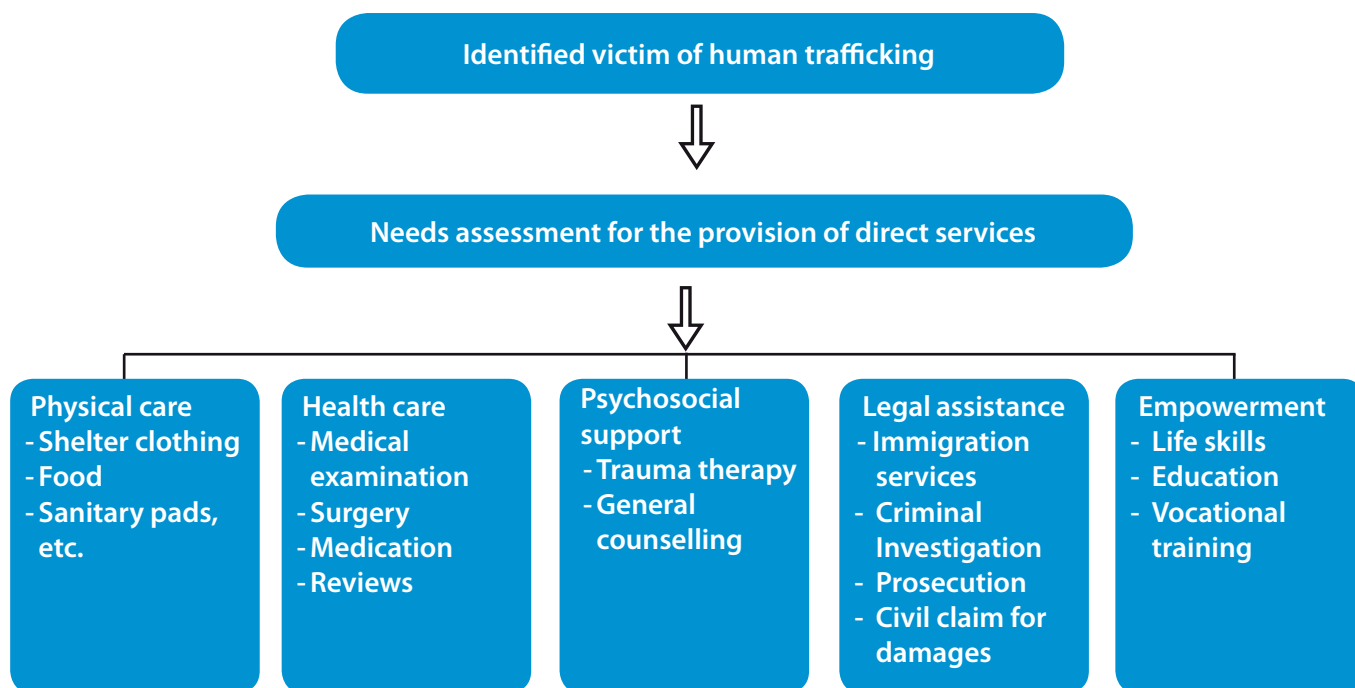
Victims of trafficking have a right to access justice. Legal assistance shall be offered to the VOT during the investigation and prosecution of the perpetrator. Legal assistance includes victim-witness protection, actual legal representation in court, legal counseling (keeping the trafficked person informed of the processes, procedures, potential consequences, the risks involved and the available assistance if he/she cooperates in the prosecution of the trafficker). The VOT's decision must be respected and they should be made to understand that provision of any assistance, protection and reintegration services does not depend on his/her willingness to cooperate with law enforcement regarding prosecution of the case.

The safety of the victims and their families is of paramount consideration and the direct responsibility of law enforcement agencies during the investigation and prosecution phase.

Empowerment

VOTs need to be empowered economically to decrease vulnerability. Empowerment services range from education for child victims to vocational skills training so as to prevent re-trafficking.

4.2.4 Flow chart on direct assistance to victims of trafficking



4.3 SOP 3 – Return and Reintegration

4.3.1 Purpose and Principles of Return and re-integration process

This involves taking the VOT back to his/her community/society. Return and re-integration can be both in-country for victims of internal trafficking and out of country for victims of international trafficking. The purpose of this process is to foster, nurture and strengthen the rehabilitation process of the victim into his/her community or host community so as to live a normal life. Family tracing, verification and reunification should only take place after the victim has undergone the reflection and recovery period.

The following factors should be considered:

- The best interest of the victim, taking into account his/her age, sex, security and disability
- Start-up kit for empowerment
- Respect for the victim's human rights and dignity throughout the process
- The victim's informed consent before reintegration
- Confidentiality and disclosure of information on a need to know basis only
- The cultural/religious values of the victim
- Different re-integration plans for the victim
- The medical condition of the victim
- Family and community preparedness to receive the victim
- Availability of other service providers in the area that can assist the returning victim

For security reasons, the location of the VOT should be kept confidential until the family relationship has been verified and those involved have agreed to be reunited. In some cases, reunification may be neither feasible nor desired; for instance if the VOT suffered neglect or abuse at the hands of other family members prior to separation or if reunification would place the VOT at risk.

Tracing, verification and reunification is usually coordinated and undertaken by specialized actors (Annex 1). The actors provide services including information sharing, facilitating access and/or transportation, and providing temporary care and support during the process.

Reunification services should include facilitating transfer or transport for the VOT, provision of temporary meeting space, accommodation and other necessary assistance. Efforts should be made to re-establish family bonds prior to or pending reunification of separated family members. Child victims and family members may need to be provided with information about the process and in some cases may require short familiarization visits before formal reunification can take place.

4.3.2 *Phases of re-integration process*

The service provider should ensure the victim's involvement in decision-making throughout the various phases of the reintegration process. The service provider should explain relevant actions, policies, and procedures to the victim in a way that he/she understands before seeking consent to any action or proposal.

- I. Preparatory phase:** This phase begins immediately after a VOT is identified. At this stage, service providers should carry out individual and situational reintegration assessments for each and every victim, then develop a reintegration plan for each victim accordingly.
- II. Return phase:** This is an important phase in the reintegration process. After the assessment has been conducted and it is established that the victim can return to his/her community or country, service providers will then share this information with the VOT and commence the logistical arrangements for the victim to travel safely back to his/her community. Service providers should make adequate preparations for the return of the victim by ensuring that the informed consent of the victim/guardian is obtained.
- III. Post-return phase:** The final phase of the reintegration process is as vital and important as the previous ones. It is difficult to specify the exact time and intensity of monitoring, but it is recommended that periodic monitoring of the victim's wellbeing after reintegration be done through service providers on the ground before closing the case.

4.3.3 Guidelines for return and re-integration

Reintegration should ensure that the reunited family receives needed assistance and services. Where children have been reunited with their families, additional measures may need to be taken, for instance, to ensure that the child is enrolled in and has access to schools and other education or vocational training programs. Where possible, community structures should be supported to facilitate reintegration and assistance to families with children, including those that have experienced previous separation, and minimize the likelihood of separation recurring.

For minors, the return to the country of origin/place of habitual residence should only be arranged if such return is in the best interests of the child. A trafficked minor may express the wish or may agree freely with the recommendation of a legal guardian to be assisted to return home/place of habitual residence. A comprehensive risk assessment should be carried out to confirm that it is safe for the child to return.

For unaccompanied minors, the following must be ensured:

- The best interest of the child: this is the paramount consideration for all parties during the whole process (pursuant to the Convention on the Rights of the Child and the Children's Act 2001);
- Participation and the right of the child to express his or her views freely;
- The consent of the parent or legal guardian or the case managers for unaccompanied minors;
- Tracing of the family so long as it does not jeopardize the best interests of the child or the rights of the family members being traced;
- Sufficient information and counselling of the child and/or the guardian;
- Family assessment to determine the availability of family support;
- The child should come under the protection of the Department of Children Services and permission be sought from the Department before the minor is removed from the country or is moved to any part of the Country or County; and
- Where it is suspected that a family member was involved in the trafficking, it is important that all due consideration be given to such an eventuality, and that a family assessment is made to clarify if family involvement was a factor in the trafficking process.

For adult victims of trafficking, the conditions to be fulfilled include:

- That his/her physical and mental condition allow for a safe and voluntary departure from the temporary and current accommodation;
- That the victim has been made to understand and consented to all departure procedures;
- That in cooperation with the victim, a safe and appropriate place to stay on arrival, at least on a temporary basis, has been determined;

- That all necessary legal, administrative, identity and travel documents of the victim have been secured prior to departure;
- That all relevant service referrals and suggestions for follow-up care have been explained and provided to the victim;
- That when referring a victim to a service delivery organization in the receiving country, all necessary documentation and available security information have been forwarded to the receiving organization;
- That when referring a victim to a partner, NGO, or other service provider in a transit country, or the receiving country/place of habitual residence, all travel and service arrangements have been secured and confirmed in advance and recommendations have been sent to, and received by, the partner, NGO, or any other service provider;
- That the victim has been given a copy of all relevant personal documentation, including documentation of medical care, case progress and other data, as necessary;
- That the victim has been fully informed of all the steps regarding departure, transportation and follow-up assistance; and
- Local reintegration for the VOT to capture victims of domestic trafficking.

4.3.4 *Individual assessment plan*

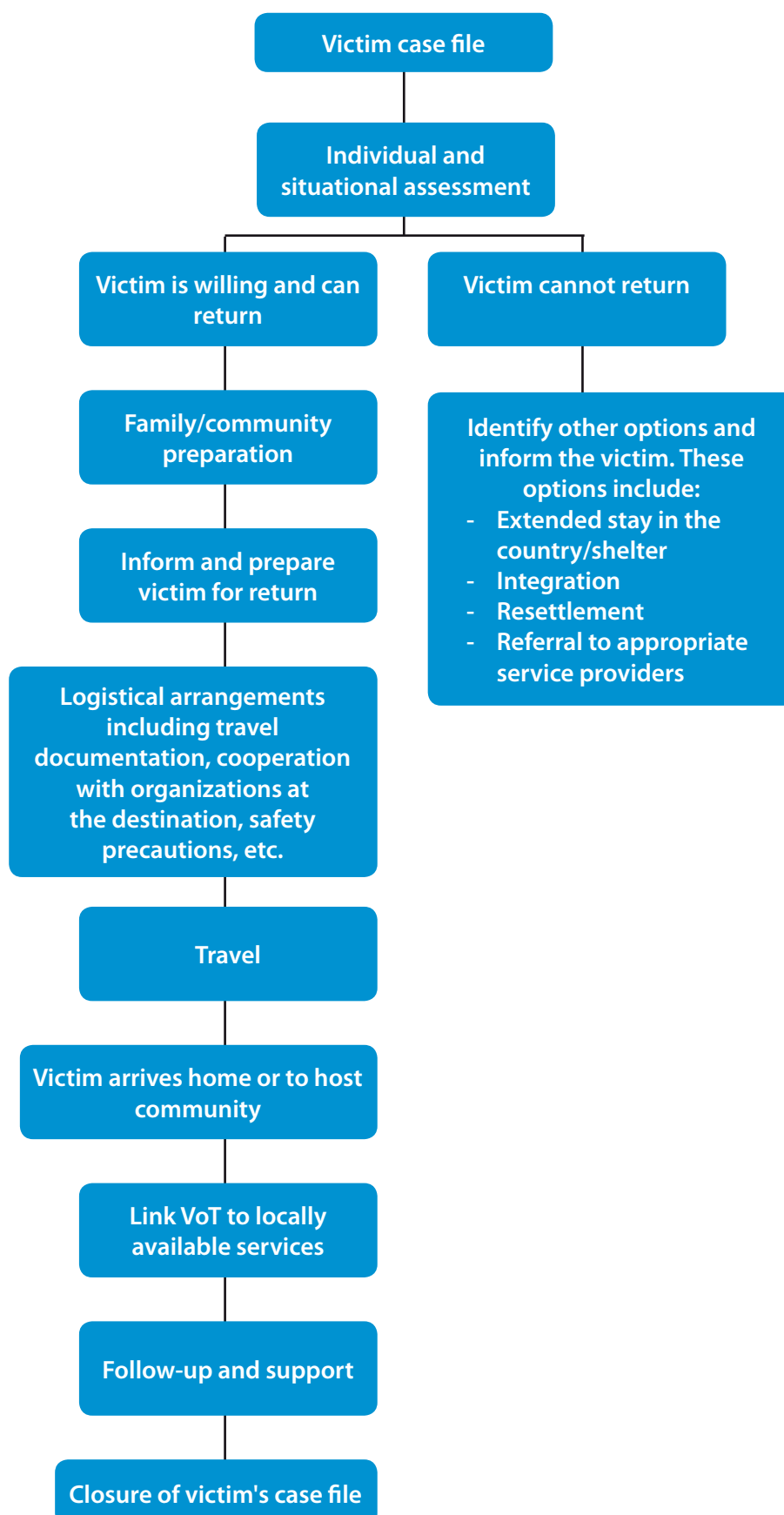
The individual reintegration assessment involves establishing the needs and concerns of the victim, his/her wants and desires for particular reintegration options, and the support services and opportunities available that may affect reintegration. The situational reintegration assessment should also be conducted and it involves family tracing and home visits, all done with the aim of assessing the suitability of reintegration and/or finding other possible options for the victims.

The assessments should be carried out with the person most familiar with the case, who then assesses the reintegration options, aiming for the successful reintegration and reinsertion into society of every victim based on the following:

- The needs of the victim, which may include physical, psychological, psychiatric, legal, social and economic needs;
- The particular wants of the victim, his or her individual desires for particular reintegration options or services that may or may not be available;
- The possibilities available to a particular victim that may be affected by his or her particular circumstances, for example, age, gender, level of education or work experience;
- Victim motivation; and

- In the case of an international referral, the personal assessment should be initiated by the referring organization, but finalized by the receiving organization in the country of origin.

4.3.5 Flow chart on Return, Reintegration and Repatriation



5.0 MEMORANDA OF UNDERSTANDING (MOUs)

Memoranda of Understanding (MOUs) address communication procedures between the network members. The MOUs address the procedures of amendment, expansion and termination of membership. This helps in coordination of the work to avoid service gaps in victim assistance. The referral network institutions and organizations should sign the attached general MOU (Annex 3) as a commitment to adherence and abidance by the referral guidelines. It is recommended that bilateral cooperation agreements be signed between network members for implementation of these guidelines. The roles and functions embodied in such bilateral agreements should be communicated to the NRM Coordinator.

ANNEXTURE

An updated list of service providers is available on The National Gender Based Violence and Child Protection Service Providers in Kenya map. Please see www.gbvkenya.org

Annex 1: Contact List of Service Providers

IDENTIFICATION AND REFERRAL

ANPPCAN Regional Office
Physical Address: Komo Lane, Wood Avenue
Postal Address: P.O. Box 1768 Code 00200, Nairobi
Tel: +254 20 2140010, 2140011, 2140013
Mobile: +254 738410690
Email: regional@anppcan.org
Website: www.anppcan.org
Focal Person: Aggrey Willis Otieno
FP email: aggreywillis@anppcan.org
Client type: Vulnerable children (0-18yrs)

Centre for Domestic Training and Development
Physical Address: Nairobi West, Niamey rd
Postal Address: P.O. Box 16141, 00100 – Nairobi
Phone: +254 722722871
Email: info@cdtd.org
Website: <http://www.cdtd.org>
Focal Person: Edith Murogo
FP email: edithmurogo@cdtd.org
FP telephone: +254 723562556
Client type: Unprivileged people

Child Aid Organization Kenya
Physical Address: Spine Road, Zentrim Plaza - Komarock Estate, Nairobi
Postal Address: P.O. Box 483 - 00518 Nairobi
Telephone: +254 (20) 2321156/ +254 (770) 666-376
Email: childaidke@gmail.com
Website: www.childaidkenya.org
Focal Person: Tom Omwenga
FP Telephone: +254-721614009/+254770666376
FP email: omwengatom@yahoo.com

Child Line Kenya
Physical Address: Lower Kabete Road, Kabete Rehabilitation School
Postal Address: P.O. Box 10003 – 00100, Nairobi
Helpline: 116
Email: info@childlinekenya.co.ke

Website: <http://www.childlinekenya.co.ke>
Focal Person: Martha Sunda
FP tel: +254 720705869
Client type: Children

Department of Children Services (DCS)
Physical Address: NSSF Building, Bruce hse 5th Flr, Std Street
Postal Address: P.O. Box 50397 – 00200, Nairobi
Tel: +254 722763179
Focal Person: Jacinta Murgor
Client type: Children (0-18yrs), youth up to 24 in special circumstances

HAART
Physical Address: Our Lady Queen of Peace Catholic Church, South B
Postal Address: P.O. Box 26893, 00504 Nairobi
Tel: +254 205 228 041
Mobile: +254 738 506 264
Email: info@haartkenya.org
Website: www.haartkenya.org
Focal Person: Jacob Christensen
FP Tel: +254 788504137
FP email: jc@haartkenya.org
Client type: Trafficked Persons (all)

Heshima Kenya
Postal Address: P.O. Box 63192-00619, Nairobi, Kenya
Tel: +254 731769094
Email: info@heshimakenya.org
Website: <http://www.heshimakenya.org>
Focal Person: Caroline Sakwa
FP Telephone: +254 731769100
FP Email: caroline@heshimakenya.org
Client type: Refugee girls and women

International Organization for Migration (IOM)
Physical Address: Rhaptha Road, Westlands
Postal Address: P.O. Box 55040 – 00200, Nairobi
Tel: +254 0204221000; +254 722206898; +254 733333021; +254 0709889000
Email: piunairobi@iom.int
Website: <http://kenya.iom.int>

Focal Person: Paul Khaoya
FP email: pkhaoya@iom.int
Client type: Trafficked Persons (all)

National Police Service (NPS)
Physical Address: Jogoo House A, Taifa Road
Postal Address: P.O. Box 44249 – 00100, Nairobi
Tel: +254 0202221969
Email: nps@nationalpolice.go.ke
Website:
Focal Person: James Mwaniki
FP email: jwamwaniki@yahoo.com
Client type: Any vulnerable person

OKOA SASA
Email: okoa.sasa@gmail.com
Focal Person: Grace Achieng Onyangoo
FP telephone: +254 724173188

Refugee Consortium of Kenya (RCK)
Physical Address: Haki House, Ndemi Road, Kilimani
Postal Address: P.O. Box 00603 – 00603, Nairobi
Tel: +254 733860669; +254 720943164
Website: www.rckkenya.org
Focal Person: Andrew Maina
FP email: maina@rckkenya.org
Client type: Trafficked Persons (all)

SOLWODI
Physical Address: arch Bishop Makarios Road, Ganjoni
Postal Address: P.O. Box 17038 – 80100
Telephone: +254 41222327; +254 41216488
Email: info@solwodi.co.ke
Website: www.solwodi.co.ke
Focal Person: Hanna C. Rotich
FP tel: +254 726457990
FP email: htadayo@gmail.com
Client type: Victims of sex exploitation and human trafficking

The CRADLE
Physical Address: Swiss Cottages, Ringroad
Postal Address: P.O. Box 10101 – 00200, Nairobi
Email: info@thecradle.or.ke
Website:
Focal Person: Juliet Gachanja
FP tel: +254 722201875
FP email: juliet@thecradle.or.ke
Client type: Children and Women

ASSISTANCE FOR PHYSICAL NEEDS

ANPPCAN Regional Office
Physical Address: Komo Lane, Wood Avenue

Postal Address: P.O. Box 1768 Code 00200, Nairobi
Tel: +254 20 2140010, 2140011, 2140013
Mobile: +254 738410690
Email: regional@anppcan.org
Website: www.anppcan.org
Focal Person: Aggrey Willis Otieno
FP email: aggreywillis@anppcan.org
Client type: Vulnerable children (0-18yrs)

Centre for Victims of Torture
Physical Address: PARKSUITES TOWER, 1st Floor, Unit 3, Parklands Road, Nairobi
Postal Address: P.O. Box 573-00606 Sarit Centre, Nairobi
Telephone: +254 0205202114
FP Person: Joanne Jepkemoi Kibet (CVT-Kenya Physiotherapist Trainer)
FP Telephone: +254 722151551
FP email: jkibet@cvt.org
Focal Person: Carlos Aceves (CVT-Nairobi Psychotherapist Trainer)
FP Telephone: +254 706479073
FP email: caceves@cvt.org
Client type: all victims of torture

Child Welfare Society of Kenya
Physical Address: Child Welfare Building, Madaraka Estate, Langata Road
Postal Address: P.O. Box 43982-00100 Nairobi
Telephone: +254 0206003301, 6006391
Email: cwsktoto@childwelfaremail.co.ke
Website: www.childwelfaresocietykenya.org
Focal Person: Ms. Irene Mureithi
FP Telephone: +254 722817014
Client type: Vulnerable children

Department of Children Services (DCS)
Physical Address: NSSF Building, Bruce hse 5th Flr, Std Street
Postal Address: P.O. Box 50397 – 00200, Nairobi
Focal Person: Karen Ogoti
FP Telephone: +254 722319186
Client type: Children (0-18yrs), youth up to 24 in special circumstances

HAART
Physical Address: Our Lady Queen of Peace Catholic Church, South B
Postal Address: P.O. Box 26893, 00504 Nairobi
Tel: +254 205 228 041
Mobile: +254 738 506 264
Email: info@haartkenya.org
Website: www.haartkenya.org
Focal Person: Jacob Christensen
FP Tel: +254 788504137

FP email: jc@haartkenya.org
Client type: Trafficked Persons (all)

Heshima Kenya
Postal Address: P.O. Box 63192-00619, Nairobi, Kenya
Tel: +254 731769094
Email: info@heshimakenya.org
Website: <http://www.heshimakenya.org>
Focal Person: Caroline Sakwa
FP Telephone: +254 731769100
FP Email: caroline@heshimakenya.org
Client type: Refugee girls and women

Mewa Community Centre
Physical Address: Majengo Musa, Shariff Nassir Road, Mombasa
Postal Address: P.O.BOX 89427 - 80100
Telephone: +254 722819795
Email: secretariat@mewa.or.ke
Website: www.mewa.or.ke
Focal Person: Abdalla Ahmed Badhrus
FP Telephone: +254 (0) 722 677481/0732677481
FP Email: abdallabadrus@gmail.com
Client type: Youth, Drug addicts

TRACE Kenya
Physical Address: Soko Mjinga kwa Kalume, Mtwapa
Postal Address: P.O. Box 34287 80118
Telephone: +254 700700924, +254 788 801 133
Email: info@tracekenya.org
Website: <http://www.tracekenya.org>
Focal Person: Paul Adhoch
FP Telephone: +254 722499302
Client type: Trafficked Persons (all)

Youth mothers and children family health Programme (YOMAC)
Physical Address: Opposite St. Johns Pastoral Centre
Postal Address: P.O.Box 7108- 030100 Eldoret
Email: yomachealth@hotmail.com
Focal Person: Mr. Harrison Aluda
FP Telephone: +254 733298239
Client type: Teenage mothers, youth, children

SHELTER AND PLACE OF SAFETY

Centre for Domestic Training and Development
Physical Address: Nairobi West, Niamey rd
Postal Address: P.O. Box 16141, 00100 – Nairobi
Phone: +254 722722871
Email: info@cdtd.org
Website: <http://www.cdtd.org>
Focal Person: Edith Murogo
FP email: edithmurogo@cdtd.org
FP telephone: +254 723562556
Client type: Unprivileged people

Centre for Victims of Torture
Physical Address: PARKSUITES TOWER,
1st Floor, Unit 3, Parklands Road, Nairobi
Postal Address: P.O. Box 573-00606 Sarit Centre,
Nairobi
Telephone: +254 0205202114
Focal Person: Joanne Jepkemoi Kibet (CVT-Kenya
Physiotherapist Trainer)
FP Telephone: +254 722151551
FP email: jkibet@cvt.org
Focal Person: Carlos Aceves
(CVT-Nairobi Psychotherapist Trainer)
FP Telephone: +254 706479073
FP email: caceves@cvt.org
Client type: all victims of torture

Child Welfare Society of Kenya
Physical Address: Child Welfare Building, Madaraka
Estate, Langata Road
Postal Address: P.O. Box 43982-00100 Nairobi
Telephone: +254 0206003301, 6006391
Email: cwsktoto@childwelfaremail.co.ke
Website: www.childwelfaresocietykenya.org
Focal Person: Ms. Irene Mureithi
FP Telephone: +254 722817014
Client type: Vulnerable children

Department of Children Services (DCS)
Physical Address: NSSF Building,
Bruce hse 5th Flr, Std Street
Postal Address: P.O. Box 50397 – 00200, Nairobi
Tel: +254 722319186
Focal Person: Karen Ogoti
Client type: Children (0-18yrs), youth up to 24 in
special circumstances

HAART
Physical Address: Our Lady Queen of Peace Catholic
Church, South B
Postal Address: P.O. Box 26893, 00504 Nairobi
Tel: +254 205 228 041
Mobile: +254 738 506 264
Email: info@haartkenya.org
Website: www.haartkenya.org
Focal Person: Jacob Christensen
FP Tel: +254 788504137
FP email: jc@haartkenya.org
Client type: All victims of human trafficking

Heshima Kenya
Postal Address: P.O. Box 63192-00619, Nairobi, Kenya
Tel: +254 731769094
Email: info@heshimakenya.org
Website: <http://www.heshimakenya.org>
Focal Person: Caroline Sakwa
FP Telephone: +254 731769100

FP Email: caroline@heshimakenya.org
Client type: Refugee girls and women

Mahali pa Usalama
Physical Address: Tudor, Mombasa
Tel: +254 202435405
Focal Person: Venacious Katunge
FP Telephone: +254 703516766
FP Email: mpu@mombasacatholic.org
Client type: Vulnerable children

Witness Protection Agency (WPA)
Physical Address: Milimani Law Courts, 4th Floor,
Room 413, Nairobi, Kenya
Tel (Hotlines): +254 412 013 747 / 7121337/8; +254
706211203, 711222441, 725222442.
Tel (Toll Free): 800 720 460
Email: info@wpa.go.ke; wpakenya@gmail.com
Focal Person: Joel Omasi
FP Telephone: +254 722617666
FP Email: omenyaomari@yahoo.com
Client type: All vulnerable persons

Women Rights Awareness Programme (WRAP)
Physical Address: Thika Super Highway, at Cool
Breeze Gardens Opp. Oil Libya Plaza, Muthaiga
Postal Address: P.O Box 3006 - 00200, Nairobi
Telephone: +254 722 252 939,
Email: info@wrapkenya.or.ke
FP Person: Anne M.K Ngugi
FP email: wrapkenya@hotmail.com
FP Telephone: +254 721367677
Client type: Vulnerable women

LEGAL SUPPORT AND CRIMINAL PROCEEDINGS

Child Line Kenya
Physical Address: Lower Kabete Road, Kabete Reha-
bilitation School
Postal Address: P.O. Box 10003 – 00100, Nairobi
Helpline: 116
Email: info@childlinekenya.co.ke
Website: <http://www.childlinekenya.co.ke>
Focal Person: Mercy Chenge
FP tel: +254 720705869
FP email: mercy.chege@childlinekenya.co.ke
Client type: Vulnerable children

CLAN - Children Legal Aid Network
Physical Address: 5th Floor, Topcel Center opposite
City Inspectorate Training College Adjacent to the
Tankard, Along Ngong Road Dagoretti Corner.
Postal Address: P.O.Box, 7979-00200 Nairobi
Email: info@clan.or.ke
Phone: +254 0203869610
Additional Location: Busia +254 775111577

Website: <http://www.clan.or.ke>
Focal Person: David Ngira
Client type: Vulnerable children

Department of Children Services (DCS)
Physical Address: NSSF Building, Bruce hse 5th Flr,
Std Street
Postal Address: P.O. Box 50397 – 00200, Nairobi
Tel: +254 722319186
Focal Person: Karen Ogoti
Client type: Children (0-18yrs), youth up to 24 in
special circumstances

Federation of Women Lawyers (FIDA-Kenya)
Physical Address: Amboseli Road, Off Gitanga Road,
Nairobi
Postal Address: P.O Box 46324-00100, Nairobi
Tel: +254 2022604043/4
Website: www.fidakenya.org
Focal Person: Mrs. Teresa Omondi - Adeitan
FP Telephone : +254-722509760/ 254710607241
FP Email: teresa@fidakenya.org
Client type: All vulnerable persons

Goal Kenya - Marsabit
Postal Address: P.O. Box 66424 00800, Nairobi
Email: gwambua@ke.goal.ie
Focal Person: Gabriel Wambua
FP Tel: +254 723747676
FP email: gwambua@ke.goal.ie
Client type: Vulnerable children

HAART
Physical Address: Our Lady Queen of Peace Catholic
Church, South B
Postal Address: P.O. Box 26893, 00504 Nairobi
Tel: +254 205 228 041
Mobile: +254 738 506 264
Email: info@haartkenya.org
Website: www.haartkenya.org
Focal Person: Jacob Christensen
FP Tel: +254 788504137
FP email: jc@haartkenya.org
Client type: Trafficked Persons (all)

Heshima Kenya
Postal Address: P.O. Box 63192-00619, Nairobi, Kenya
Tel: +254 731769094
Email: info@heshimakenya.org
Website: <http://www.heshimakenya.org>
Focal Person: Caroline Sakwa
FP Telephone: +254 731769100
FP Email: caroline@heshimakenya.org
Client type: Refugee girls and women
Kenya National Human Rights Commission (KNHRC)

Physical Address: CVS Plaza, 1st Floor Off Lenana Road/Kasuku Road
Postal Address: P.O Box 74359-00200 Nairobi
Email: haki@knchr.org
Website: www.knchr.org
Additional Locations: Mombasa, Wajir, Kisumu and Kitale
Focal Person: Veronica W. Mwangi
FP Tel: +254 726610159
FP email: vmwangi@knchr.org
Client type: Trafficked Persons (all)

Kituo Cha Sheria
Postal Address: P.O. Box 7483 003300
Physical Address: Ole Dume Road, Kilimani
Tel: +254 020-3874220 /0727773991
Email: info@kituochasheria.or.ke
Website: www.kituochasheria.or.ke
Focal Person: Clara Barasa
FP Telephone: +254 720 854595
FP Email: clara@kituochasheria.or.ke
Client type: Trafficked Persons (all)

Office of Director of Public Prosecutions (ODPP)
Physical Address: NSSF Building, Block 'A' 19th Floor
Postal Address: P.O. Box 30701-00100 Nairobi, Kenya
Telephone: +254 2732090/2732240; 0723202880; 0787880580
Email: info@odpp.go.ke
Focal Person: Jacinta Nyamosi
FP Telephone: +254 729398848
FP email: jnyamosi@yahoo.com
Refugee Consortium of Kenya (RCK)
Physical Address: Haki House, Ndemi Road, Kilimani
Postal Address: P.O. Box 00603 – 00603, Nairobi
Tel: +254 733860669; +254 720943164
Email: www.rckkenya.org
Focal Person: Andrew Maina
FP email: maina@rckkenya.org
Client type: Trafficked Persons (all)

The CRADLE
Physical Address: Swiss Cottages, Ringroad
Postal Address: P.O. Box 10101 – 00200, Nairobi
Email: info@thecradle.or.ke
Website:
Focal Person: Juliet Gachanja
FP tel: +254 722201875
FP email: juliet@thecradle.or.ke
Client type: Children and Women

PSYCHOSOCIAL COUNSELLING AND SUPPORT

Amani Counselling Centre and Training Institute
Physical Address: Mbagathi Way, off Langata Road.
Opposite Jonathan Gloag Academy.
Telephone: +254 020 6002672/3/4
Email: info@amanicentre.org
Website: www.amanicentre.org
Focal Person: Florence Busiega
FP Telephone: 0722626590 & 0733263870
Client type: Trafficked persons (all)

ANPPCAN Regional Office
Physical Address: Komo Lane, Wood Avenue
Postal Address: P.O. Box 1768 Code 00200, Nairobi
Tel: +254 20 2140010, 2140011, 2140013
Mobile: +254 738410690
Email: regional@anppcan.org
Website: www.anppcan.org
Focal Person: Aggrey Willis Otieno
FP email: aggreywillis@anppcan.org
Client type: Vulnerable children (0-18yrs)

Centre for Victims of Torture
Physical Address: PARKSUITES TOWER, 1st Floor, Unit 3, Parklands Road, Nairobi
Postal Address: P.O. Box 573-00606 Sarit Centre, Nairobi
Telephone: +254 0205202114
FP Person: Joanne Jepkemoi Kibet (CVT-Kenya Physiotherapist Trainer)
FP Telephone: +254 722151551
FP email: jkibet@cvt.org
FP Person: Carlos Aceves (CVT-Nairobi Psychotherapist Trainer)
FP Telephone: +254 706479073
FP email: caceves@cvt.org
Client type: all victims of torture

Child Line Kenya
Physical Address: Lower Kabete Road, Kabete Rehabilitation School
Postal Address: P.O. Box 10003 – 00100, Nairobi
Helpline: 116
Email: info@childlinekenya.co.ke
Website: <http://www.childlinekenya.co.ke>
Focal Person: Mercy Chege
FP Telephone: +254 720705869
FP email: mercy.chege@childlinekenya.co.ke
Client type: Vulnerable children

Child Welfare Society of Kenya
Physical Address: Child Welfare Building, Madaraka Estate, Langata Road
Postal Address: P.O. Box 43982-00100 Nairobi

Telephone: +254 0206003301, 6006391
Email: cwsktoto@childwelfaremail.co.ke
Website: www.childwelfaresocietykenya.org
Focal Person: Ms. Irene Mureithi
FP Telephone: +254 722817014
Client type: Vulnerable children

Coast Inter faith Counsel of Clerics
Physical Address: Kongoni Road off Beach Road off
Links Road – Nyali, Mombasa
Postal Address: P.O. Box 40446-80100 Mombasa
Telephone: +254 020-2684192 / 0726752633
Email: Cicc@swiftmombasa.com
Focal Person: Rev. Stephen Anyenda
FP Telephone: 0722 345762
FP Email: sanyenda@yahoo.com
Client type: Vulnerable persons

Department of Children Services (DCS)
Physical Address: NSSF Building, Bruce hse 5th Flr, Std
Street
Postal Address: P.O. Box 50397 – 00200, Nairobi
Tel: +254 722763179
Focal Person: Jacinta Murgo
Client type: Children (0-18yrs), youth up to 24 in
special circumstances

HAART
Physical Address: Our Lady Queen of Peace Catholic
Church, South B
Postal Address: P.O. Box 26893, 00504 Nairobi
Tel: +254 205 228 041
Mobile: +254 738 506 264
Email: info@haartkenya.org
Website: www.haartkenya.org
Focal Person: Jacob Christensen
FP Telephone: +254 788504137
FP email: jc@haartkenya.org
Client type: Trafficked Persons (all)

Mewa Community Centre
Physical Address: Majengo Musa, Shariff Nassir Road,
Mombasa
Postal Address: P.O.BOX 89427 - 80100
Telephone: +254 722819795
Email: secretariat@mewa.or.ke
Website: www.mewa.or.ke
Focal Person: Abdalla Ahmed Badhrus
FP Telephone: +254 (0) 722 677481/0732677481
FP Email: abdallabadrus@gmail.com
Client type: Youth, Drug addicts

KENYATTA NATIONAL HOSPITAL
Physical Address: Department of mental health, Hos-
pital Road, Upper Hill, Nairobi

Postal Address: P.O. Box 20723, 00202 Nairobi
Tel: +254 729 406939
Email: dmh.knh@gmail.com
Website: www.knh.or.ke
Focal Person: Teresa Njoroge
FP email: twambui66@yahoo.com
Client type: Vulnerable persons

TRACE Kenya
Physical Address: Soko Mjinga kwa Kalume, Mtwapa
Postal Address: P.O. Box 34287 80118
Telephone: +254 700700924, +254 788 801 133
Email: info@tracekenya.org
Website: <http://www.tracekenya.org>
Focal Person: Paul Adhoch
FP Telephone: +254 722499302
Client type: Trafficked Persons (all)

Youth mothers and children family health Pro-
gramme (YOMAC)
Physical Address: Opposite St. Johns Pastrol Centre
Postal Address: P.O.Box 7108- 030100 Eldoret
Email: yomachealth@hotmail.com
Focal Person: Mr. Harrison Aluda
FP Telephone: +254 733298239
Client type: Teenage mothers, youth, children

MEDICAL/HEALTH NEEDS

Gender Violence Recovery Centre | Nairobi Women's
Hospital
Physical Address: Kirichwa Road, Opp.
Adams Arcade, Off Ngong Road.
Postal Address: P.O. Box: 10552-00100 Nairobi, Kenya
Telephone: +254 722760146/ 0733618353
Website: <http://gvrc.or.ke>
Focal Person: Dr. Margaret Makanyego
FP Email: Mg_amak@yahoo.com
Additional locations: Kitengela, Ongata Rongai,
Nakuru
Client type: Abused girls and women

IOM Medical Health Centre (MHAC)
Physical Address: United Nations Crescent, 78 off UN
Avenue, Gigiri- Nairobi.
Telephone: +254 0734 860 707, 0722879680,
0724256748, + 254 207221000
Email: nbomed@iom.int
Focal Person: Paul Khaoya
FP Telephone: +254 715446060
FP Email: pkhaoya@iom.int
Client type: Trafficked persons (all)

Centre for Victims of Torture
Physical Address: PARKSUITES TOWER, 1st Floor, Unit

3, Parklands Road, Nairobi
Postal Address: P.O. Box 573-00606 Sarit Centre,
Nairobi
Telephone: +254 0205202114
FP Person: Joanne Jepkemoi Kibet
(CVT-Kenya Physiotherapist Trainer)
FP Telephone: +254 722151551
FP email: jkibet@cvt.org
FP Person: Carlos Aceves
(CVT-Nairobi Psychotherapist Trainer)
FP Telephone: +254 706479073
FP email: caceves@cvt.org
Client type: all victims of torture

RETURN AND REINTEGRATION

ANPPCAN Regional Office
Physical Address: Komo Lane, Wood Avenue
Postal Address: P.O. Box 1768 Code 00200, Nairobi
Tel: +254 20 2140010, 2140011, 2140013
Mobile: +254 738410690
Email: regional@anppcan.org
Website: www.anppcan.org
Focal Person: Aggrey Willis Otieno
FP email: aggreywillis@anppcan.org
Client type: Vulnerable children (0-18yrs)

Child Line Kenya
Physical Address: Lower Kabete Road, Kabete Rehabilitation School
Postal Address: P.O. Box 10003 – 00100, Nairobi
Helpline: 116
Email: info@childlinekenya.co.ke
Website: <http://www.childlinekenya.co.ke>
Focal Person: Martha Sunda
FP Telephone: +254 720705869
Client type: Children

Child Welfare Society of Kenya
Physical Address: Child Welfare Building, Madaraka Estate, Langata Road
Postal Address: P.O. Box 43982-00100 Nairobi
Telephone: +254 0206003301, 6006391
Email: cwsktoto@childwelfaremail.co.ke
Website: www.childwelfaresocietykenya.org
Focal Person: Ms. Irene Mureithi
FP Telephone: +254 722817014
Client type: Vulnerable children

Department of Children Services (DCS)
Physical Address: NSSF Building, Bruce hse 5th Flr, Std Street
Postal Address: P.O. Box 50397 – 00200, Nairobi
Tel: +254 722319186
Focal Person: Karen Ogoti

Client type: Children (0-18yrs), youth up to 24 in special circumstances

HAART
Physical Address: Our Lady Queen of Peace Catholic Church, South B
Postal Address: P.O. Box 26893, 00504 Nairobi
Tel: +254 205 228 041
Mobile: +254 738 506 264
Email: info@haartkenya.org
Website: www.haartkenya.org
Focal Person: Jacob Christensen
FP Tel: +254 788504137
FP email: jc@haartkenya.org
Client type: Trafficked Persons (all)

International Organization for Migration (IOM)
Physical Address: Rhaptha Road, Weslands
Postal Address: P.O. Box 55040 – 00200, Nairobi
Tel: +254 0204221000; +254 722206898; +254 733333021; +254 0709889000
Email: piunairobi@iom.int
Website: <http://kenya.iom.int>
Focal Person: Paul Khaoya
FP email: pkhaoya@iom.int
Client type: Trafficked Persons (all)

International Rescue Committee (IRC)
Physical Address: Galana Plaza, Galana Road, Nairobi
Telephone: +254 202727730
Website: <http://www.rescue.org/where/kenya>
Focal Person: Steve Apudo
FP email: steveapudo@rescue.org
Client type: Vulnerable Persons (all)

PLAN International
Physical Address: Methodist Ministries Centre, Block C, Nairobi
Telephone: +254 202761000
Email: Kenya.Co@plan-international.org
Website: <https://plan-international.org/kenya>
Focal Person: Purity Mbugua
FP Telephone: +254 72233353
FP Email: purity.mbugua@planinternational.org
Client type: Vulnerable Children

Refugee Consortium of Kenya (RCK)
Physical Address: Haki House, Ndemi Road, Kilima-ni
Postal Address: P.O. Box 00603 – 00603, Nairobi
Tel: +254 733860669; +254 720943164
Website: www.rckkenya.org
Focal Person: Andrew Maina
FP email: maina@rckkenya.org
Client type: Trafficked Persons (all)

The Salvation Army
Physical Address: Marist Lane, Karen, Nairobi
Postal Address: Box 24927, 00502 Karen, Nairobi
Telephone: +254 0202403260/1/2
Email: Kya_Leadership@kya.salvationarmy.org
Website: <http://www.salvationarmy.org/>
Focal Person: Anne Makumi
FP Telephone: +254 722207438
FP Email: anne_makumi@kya.salvationarmy.org
Focal Person: Richard Bradbury
FP Telephone: +254 722207438
FP Email: richard_bradbury@kya.salvationarmy.org
Client type: Vulnerable Persons (all)

TRACE Kenya
Physical Address: Soko Mjinga kwa Kalume, Mtwapa
Postal Address: P.O. Box 34287 80118
Telephone: +254 700700924, +254 788 801 133
Email: info@tracekenya.org
Website: <http://www.tracekenya.org>
Focal Person: Paul Adhoch
FP Telephone: +254 722499302
Client type: Trafficked Persons (all)

Witness Protection Agency (WPA)
Physical Address: Milimani Law Courts, 4th Floor, Room 413, Nairobi
Tel (Hotlines): +254 412 013 747 / 7121337/8; +254 706211203, 711222441, 725222442.
Tel (Tool Free): 800 720 460
Email: info@wpa.go.ke; wpakenya@gmail.com
Focal Person: Joel Omasi
FP Telephone: +254 722617666
FP Email: omenyaomari@yahoo.com
Client type: All vulnerable persons

REPATRIATION

Department of Children Services (DCS)
Physical Address: NSSF Building, Bruce hse 5th Flr, Std Street
Postal Address: P.O. Box 50397 – 00200, Nairobi
Tel: +254 722319186
Focal Person: Karen Ogoti
Client type: Children (0-18yrs), youth up to 24 in special circumstances

Department of Immigration
Physical Address: Nyayo House 9th Floor, Kenyatta Avenue/ Uhuru Highway, Nairobi
Postal Address: P.O. Box 30191 00100 Nairobi
Telephone: +254 202220222, +254 202217544, +254 202218833
Email: dis@immigration.go.ke
Focal Person: Wanda Dume

FP Telephone: +254 722529250
FP Email: wandadume@yahoo.com
Client type: Trafficked persons (all)
International Organization for Migration (IOM)
Physical Address: Rhaptha Road, Weslands
Postal Address: P.O. Box 55040 – 00200, Nairobi
Tel: +254 0204221000; +254 722206898; +254 733333021; +254 0709889000
Email: piunairobi@iom.int
Website: <http://kenya.iom.int>
Focal Person: Paul Khaoya
FP email: pkhaoya@iom.int
Client type: Trafficked Persons (all)

International Rescue Committee (IRC)
Physical Address: Galana Plaza, Galana Road, Nairobi
Telephone: +254 202727730
Website: <http://www.rescue.org/where/kenya>
Focal Person: Steve Apudo
FP email: steveapudo@rescue.org
Client type: Vulnerable Persons (all)

Ministry of Foreign Affairs
Physical Address: Middle East Directorate, Harambee Avenue, Old Treasury Building, Nairobi
Postal Address: P.O. Box 30191 – 00100, Nairobi
Email: middle.east@mfa.go.ke
Client type: Trafficked persons (to/from Middle East)

Refugee Consortium of Kenya (RCK)
Physical Address: Haki House, Ndemi Road, Kilimani
Postal Address: P.O. Box 00603 – 00603, Nairobi
Tel: +254 733860669; +254 720943164
Website: www.rckkenya.org
Focal Person: Andrew Maina
FP email: maina@rckkenya.org
Client type: Trafficked Persons (all)

Witness Protection Agency (WPA)
Physical Address: Milimani Law Courts, 4th Floor, Room 413, Nairobi
Tel (Hotlines): +254 412 013 747 / 7121337/8; +254 706211203, 711222441, 725222442.
Tel (Tool Free): 800 720 460
Email: info@wpa.go.ke; wpakenya@gmail.com
Focal Person: Joel Omasi
FP Telephone: +254 722617666
FP Email: omenyaomari@yahoo.com
Client type: All vulnerable persons

Annex 2: Interview and Screening Tools

FORM A - CONSENT FORM

Adult

Name [Full Name]: _____

I.D. Number/ Passport Number _____

Date of Birth: _____

Minor

Name of Parent/ Guardian [Full Name]: _____

I.D. Number/ Passport Number: _____

Name of Minor: _____

Date of Birth: _____

I consent to receive the service(s), which are provided by the National Referral Mechanism for victims of human trafficking in Kenya. I understand that this application does not guarantee I will receive all the services I desire. I also consent to providing all documents and information required for the purposes of delivering these services. I understand that the personal information I provide is confidential. The release of any information regarding my involvement with the NRM may occur only with my written and signed consent.

I declare to have understood the above and therefore have voluntarily signed this form without any form of force or coercion.

Signed on *[date]*: _____ at *[place]*: _____

Applicant's signature: _____

Interpreter's signature *[if applicable]*: _____

FORM B - INITIAL RISK ASSESSMENT FORM

Initial Risk Assessment Form		
	Observations / Interview	Note
1.	<i>Physical condition and signs of violence</i> Previous and present injuries Physical challenges/disability	
2.	<i>Psychological condition</i> Insomnia Stressful condition - anxiety Depression Mental disorders Mental illness (supporting documents)	
3.	<i>Health condition identified</i> Present health condition High Risk conditions Hereditary factors Hazardous lifestyle	
4.	<i>Security Risk Assessment</i> a). Current safety concerns b). Previous safety threats c). Specific persons who may cause problems d). Concern for the safety of family members or friends e). Risky locations for the Person f). Other...	

Interviewer Name: _____ Date _____

Signature _____

FORM C - REFERRAL FORM

Serial No. _____

PERSONAL DETAILS:

Name:

Date of birth: Age Gender: M ☐ F ☐

Disclosed disability: No ☐ Yes ☐ (specify)

REFERRAL DETAILS

Self referral:

Referral agency:

Date of referral:

Referrer's name:

Job title:

Contact Tel/Email:

Case Background Information

Needs of the Victim

Potential Risks

Reasons for Referral

Additional Important Information (if any):

Signature Date.....

FORM D - SCREENING INTERVIEW FORM [ADOPTED FROM IOM]

Case no: _____

Region: _____

Confidentiality Statement

INFORMED CONSENT

Has the individual's full and informed consent been obtained to conduct the screening interview based on information given regarding the role of the organization, the voluntary nature of the interview and the use of the information provided by the individual as outlined above?

Note: Informed consent is necessary for all services, such as medical examination and procedure, health assessments, assisted voluntary returns and reintegration assistance. (Yes/ No)

If the individual is a minor, has the consent of the parent(s)/ guardian(s) been obtained? (Yes/ No)

Signature of interviewer: _____ Date: _____

Registration Data

First Name(s):	<input type="text"/>	Country of Birth:	<input type="text"/>
Family Name(s):	<input type="text"/>	Place of Birth:	<input type="text"/>
Sex: (M/F)	<input type="text"/>	Last Place of residence in Country of Origin:	<input type="text"/>
Date of birth:	<input type="text"/>	Is date of birth an estimate? (Yes/ No)	<input type="text"/>
Identity document and number:	<input type="text"/>	Age (In number of years):	<input type="text"/>
Contact information:	<input type="text"/>	Citizenship:	<input type="text"/>
Ethnicity:	<input type="text"/>	Next of Kin (name):	<input type="text"/>
Relation (family, friend, etc.) and Contact information:	<input type="text"/>	Highest education:	<input type="text"/>
Latest Job/activity:	<input type="text"/>		

Case and Interview Data

Type of referring organization / individual (NGO / International Organization / Law enforcement / Immigration / Government / Embassy / Hotline or Helpline / Self-referral-walk-in / Family / Other):

Name of referring Organization / Individual:

Location of referring Organization / Individual:

Interview Date:

Interview Location:

Name of Interviewer:

Name of Organization / Institution:

Contact Details of Interviewer:

Interviewee's Language:

Interpreter? (Yes / No):

First name and Surname of interpreter:

If Minor, first name and family name(s), address(es) and telephone contact of parent(s) or guardian(s):

Recruitment

1.0. How did the individual enter the process (Indicate multiple options if necessary)?

(Kidnapping/ Sold by member of family/ Sold by non-family member/ Adoption/ Educational opportunity/ Family visit/ Friend visit/ Labor migration/ Marriage/ Tourism/ Other/ NA/ DK)

1.1. If OTHER, please specify:

2.0. Did entry in to the process involve recruitment? (Yes/ No)

2.1. If YES, how was contact initiated between the individual and her/his recruiter?

(Personal contact/ Employment agency/ Travel agency/ Internet advertisement/ Newspaper advertisement/ Radio advertisement/ Television advertisement/ Other/ NA/ DK)

2.1.1. If OTHER, please specify:

3.0. If labour migration, what activity did the individual believe s/he was going to be engaged in following arrival at the final destination (indicate multiple options if necessary)?

(Agricultural work/ Begging/ Child care/ Construction/ Domestic work/ Factory work/ Fishing/ Low-level criminal activities/ Military service/Mining/Prostitution/ Restaurants and hotel work/ Study/ Small street commerce/ Trade/ Transport sector/ Other/ NA/ DK)

3.1. If OTHER, please specify:

3.2. If FACTORY WORK, please specify manufacturing sector:

4.0. What was the individual told would be their benefits following arrival at final destination? Did the individual pay the recruiter any money in advance?

4.1. Salary (Equivalent in Ksh per month)

4.2. Other benefits:

5.0. In which month/year did the individual enter into the process?

6.0. Minor at time of entry into the process: (Yes/ No)

7.0. From which place/country did the individual enter into the process?

8.0. What place/country is the last (or intended) destination?

Transportation

9.0. What was the means of transportation used?

(On Foot/Vehicle/Ferry/Train/Aircraft/Other/NA)

9.1. Who paid the travel costs?

10.0. Did the individual travel alone? (Yes/ No)

10.1. If NO, who did the individual travel with (indicate multiple options if necessary)?

(Husband/ Wife/ Partner/ Relative/ Friend/ Recruiter/ Transporter/ Unknown persons/ Other/ NA/ DK)

10.1.1. If OTHER, please specify:

- 11.0. Did the individual cross any border while in transit?
- 11.1. Did the individual cross the border at an official point of entry? (Yes/No)
- 11.2. If no, where and how was the border crossed?
- 11.3. Did the individual use his or her own documents or were the documents forged? (Own/False/N/A)
- 12.0. Did the individual spend any time in transit place(s)/ country(ies)? (Yes/ No)
- 12.1. If YES, please specify in chronological order:
- 12.2. Did s/he engage in any activity in this place(s) country(ies)? (Yes/ No)
- 12.3. If YES, which activity in first/only transit place/ country:
- (Agricultural work/ Begging/ Child care/ Construction/ Domestic work/ Factory work/ Fishing/ Low-level criminal activities/ Marriage/ Military service/ Mining/Prostitution/Restaurants and hotel work/ Study/ Small street commerce/ Trade/ Transport sector/ Unemployed/ Other/ NA/ DK)
- 12.3.1. If OTHER, please specify:

The Exploitation Phase

- 13.0. What activity has the individual undertaken since her/his arrival in the last destination (Indicate multiple answers if necessary)?
- (Agricultural work/ Begging/ Child care/ Construction/ Domestic work/ Factory work/ Fishing/ Low-level criminal activities/ Marriage/ Military service/ Mining/ Prostitution/ Restaurants and hotel work/ Study/ Small street commerce/ Trade/ Transport sector/ Unemployed/ Other/ NA/ DK)
- 13.1. If OTHER, please specify:
- 14.0. How soon after arrival at the final destination did this activity begin?
- 14.1. How old was the individual when the activity began?
- 14.2. Was the individual coerced to engage in any activity against his/her will?
- 14.3. How long did the most significant activity occur? (Years/ Months/ Weeks/ Days and/or hours)
- 14.1. Were any of the following means used to control the individual during the activity?
- 15.0. Did the individual experience exploitation? (If NO, proceed to 16.0) (Yes/ No/ NA/ NK)
- 16.0. If NO exploitation took place, was there any indication of a real and substantial threat of exploitation? (Yes/ No/ NA/ DK)

16.1. If YES, what were the reasons that exploitation never took place? (Rescue/ Escape/ Other/ NA/ DK)

16.1.1. If OTHER, please specify:

17.0. What degree of freedom did the individual have? (Totally denied/Only accompanied/No restrictions imposed/NA)

18.0. What were the conditions of exploitation? Excessive working hours/Limited/no freedom of movement)

CORROBORATIVE MATERIALS

19.0. Additional corroborative materials

Police or other official reports

(Yes/ No/ NA)

Identity documents

(Yes/ No/ NA/ DK)

Travel documents

(Yes/ No/ NA/ DK)

Medical reports

(Yes/ No/ NA/ DK)

Copies of employment contract or recruitment offer

(Yes/ No/NA)

Personal writings by the individual

(Yes/ No/ NA/ DK)

Hotline reports

(Yes/ No/ NA/ DK)

Other

(Yes/ No/ NA/ DK)

If OTHER, please specify:

DECISION

20.0. Is the individual a VICTIM of TRAFFICKING? (Yes/ No)

20.1. Please justify the decision made in 18.0:

21.0. Decision made by whom (Specify name(s)):

22.0. If the individual is a victim of trafficking, was the type of trafficking in-country or transnational?
(In-country/ Transnational/ Both)

23.0. If the individual is a victim of trafficking, is s/he eligible for the country's VoT assistance Programme?
(Yes/ No)

23.1. If NO, why? (Does not meet project criteria/ Has deportation order/ Suspected infiltrator/ Other)


23.1.1. If OTHER, please specify:

24.0. If the individual is NOT a victim of trafficking, is s/he in need of assistance? (Yes/ No)



24.1. If YES, what is the individual's situation? (Please specify all that apply) (In need of emergency medical assistance/ Irregular status/ Victim of sexual or gender-based violence/ Other)

25.0. Additional Remarks:

FORM E - VICTIM NEEDS ASSESSMENT QUESTIONS

Description	Explain in the space 	Intervention
1. Case bio data [Name, Case file no., Age, Sex..]		
2. Do you feel that your personal safety is under threat?		
3. Was the VOT followed by certain person(s) in certain period		
4. Do you have a need accommodation services?		
5. Food and special diet required		
6. Clothing needs and other personal effects		
7. Are you under any special medication?		
8. Health needs like medical examination, high risk conditions		
9. Disability challenges and support needs?		
10. Location which may not be safe for the VOT to visit		
11. Concerns about family members		
12. Do you wish to be communicating with family members? (Specify details)		
13. Any other important needs (probe or observe)		

FORM F - PRE-DEPARTURE CHECKLIST FOR REPATRIATION

Description	Tick as Appropriate & Explain: 
Good physical and mental health condition. Can travel back to Country of origin or place of habitual residence	<input type="checkbox"/> YES <input type="checkbox"/> NO
The VOT has a safe place to stay on arrival	<input type="checkbox"/> YES <input type="checkbox"/> NO
All legal, administrative, identity and travel documents are secured	<input type="checkbox"/> YES <input type="checkbox"/> NO
Name, contact and focal person of receiving agency and initial reintegration plan (IRP)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Copies of necessary documents and VOT security information to be forwarded to the receiving agency	<input type="checkbox"/> YES <input type="checkbox"/> NO
Travel documents and other personal documents/items	Explain below: 
a) Passport/Visa	<input type="checkbox"/> YES <input type="checkbox"/> NO
b) Air ticket(s)	<input type="checkbox"/> YES <input type="checkbox"/> NO
c) Bus ticket(s)	<input type="checkbox"/> YES <input type="checkbox"/> NO
d) Medical records	<input type="checkbox"/> YES <input type="checkbox"/> NO
e) Personal documents / items	<input type="checkbox"/> YES <input type="checkbox"/> NO

MEMORANDUM OF UNDERSTANDING

for

IMPLEMENTING THE NATIONAL REFERRAL MECHANISM

for

ASSISTING VICTIMS OF TRAFFICKING

in

KENYA

The MOU will enter into force from the Day of the year

The parties to this MOU hereby agree that:

The terms used in this MOU shall be interpreted as per the definition section of the NRM Guidelines.

Paragraph 1: Purpose of the MOU

This MOU regulates the functioning of the National Referral Mechanism for the identification, referral, protection, and improved assistance to victims / presumed victims of trafficking in Kenya.

The purpose of this Agreement is to improve service delivery to the VOT or presumed VOT through enhanced co-ordination of the NRM partners.

Paragraph 2: Basic Principles

Parties to this MOU shall be guided by the PANTHER principles discussed in part 2.0, of the NRM Guidelines. All services provided to the VOTs should be guided by these principles.

Paragraph 3: Parties Commitments to delivery of services to VOTs.

In accordance with paragraph 1 and 2 above, the Parties shall provide the following services as further provided in the list of service providers in Annex 1:

- Identification, referral, protection, assistance and reintegration of victims or presumed victims of trafficking
- Implementation of the Standard Operating Procedures for Identification and Referral of Victims and presumed Victims of Trafficking
- Coordination and consolidation of state and non-state actors' partnership on identification, referral, protection, and assistance of victims/presumed victims of trafficking
- Fulfilment of all below-mentioned commitments, as part of a common and coordinated national goal in the fight against trafficking in persons, public awareness raising, and accomplishment of social and moral duty to support the victims of trafficking reintegration.

Paragraph 4: Obligation of the NRM.

All parties shall commit to:

1. Respect the principles and provisions in the Constitution, CTIP Act 2010, the CTIP regulations and all other relevant laws.
2. Ensure proper use of information and confidentiality principles even after expiry of this MOU. The parties shall share information on VOTs cases with the Advisory Committee and the national NRM coordinator for proper reporting of the progress made in combating human trafficking.
3. To work closely with the NRM coordinators in the National, Regional, County and Local levels to ensure better-coordinated efforts to combat human trafficking.

Paragraph 5: Monitoring of the MOU

1. The monitoring of the Agreement implementation is performed by the NRM Coordinator, which offers the secretariat function to the AC established by the CTIP Act 2010.
2. The AC meets every quarter to discuss the NRM implementation.
3. The Parties shall update the NRM Coordinator on the implementation status of the NRM and obstacles encountered prior to the quarterly meetings.

Paragraph 6: Budget

All the agencies and signatories to this Agreement should foresee the appropriate financial means for its implementation.

Paragraph 7: Membership

Parties to this MOU will comprise of State and Non-State actors and meet the following criteria:

- a. Possess adequate capacity to deliver in full or part of the services for identification, referral and protection of VOTs and presumed VOTs in compliance with the SOPs;
- b. Express interest to be part of the NRM to join the Agreement to the NRM Coordinator, who then forwards the request for discussion and approval to the Counter Trafficking Advisory Committee; and
- c. Shall be registered organization with the relevant body mandating provision of the relevant services to the VOTs.

Paragraph 8: Dispute Resolution

Any dispute or claim or conflict emerging during the implementation of the MOU, shall be settled using ADR mechanism.

Paragraph 9: Miscellaneous

Any changes to this MOU shall be by issuing of one-month notice in writing accompanied by the proposed changes to the NRM coordinator. The matter shall then be discussed in a meeting of all NRM parties and voting will be done and only with 2/3-majority vote shall the change be allowed.

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