



WOMEN AGAINST VIOLENCE EUROPE

# WAVE COUNTRY REPORT 2017

THE SITUATION OF WOMEN'S  
SPECIALIST SUPPORT SERVICES IN EUROPE

## IMPRINT

**Publisher:** WAVE – Women against Violence Europe, Bacherplatz 10/6, A-1050 Vienna

**WAVE Information Centre:** Monday–Thursday, 9:00–17:00

**Phone:** +43-1-548 27 20 **Fax:** +43-1-544 08 20 24

**E-mail:** office@wave-network.org **Website:** www.wave-network.org

**ZVR:** 601608559

**Authors:** Stephanie Futter-Orel and the WAVE Team

**WAVE expert feedback and proofreading:** Hilary Fisher, Marceline Naudi, Marcella Pirrone and Rosa Logar

**Graphic Design:** Monika Medvey

**Cover Image:** © istock.com

**Place and year of publication:** Vienna, March 2018

This publication has been produced with the financial support of the Rights, Equality and Citizenship Programme of the European Union. The contents of this publication are the sole responsibility of Women against Violence Europe (WAVE) and can in no way be taken to reflect the views of the European Commission.

---

## WAVE COUNTRY REPORT 2017

The outlined activities and achievements were made possible through generous funding by the:  
Rights, Equality and Citizenship Programme of the European Union  
Federal Ministry for Health and Women Austria  
Federal Ministry for Labour, Social Affairs and Consumers Protection Austria  
Municipality of Vienna, the Department for Women's Affairs (MA57), Austria  
OAK Foundation  
Philip Morris Austria GmbH  
The United Nations Entity for Gender Equality and the Empowerment of Women

With financial support  
from the Rights, Equality  
and Citizenship Programme  
of the European Union



## Acknowledgements

The WAVE Country Report 2017 was written by the WAVE Office staff under the guidance and supervision of Stephanie Futter-Orel, Executive Manager of the WAVE Office and Network. We would like to thank the WAVE Board for sharing their valuable expertise and reviewing the content of the report. Last but not least, we wish to express our deepest gratitude to the members of the WAVE Advisory Board, i.e. country delegates and co-delegates, for investing their time and efforts in providing country-specific data and information solely for the purpose of this report.



WOMEN AGAINST VIOLENCE EUROPE

# WAVE COUNTRY REPORT 2017

THE SITUATION OF WOMEN'S SPECIALIST SUPPORT SERVICES IN EUROPE

## INDEX

Index of Tables	4
1. INTRODUCTION	5
2. EXECUTIVE SUMMARY	7
3. METHODOLOGY	12
4. TABLES	14
5. NATIONAL WOMEN'S HELPLINES	24
6. WOMEN'S SHELTERS	29
7. WOMEN'S CENTRES	30
8. COUNTRY PROFILES	35
9. BIBLIOGRAPHY	110
10. LIST OF ACRONYMS	113
11. GLOSSARY	114
12. LIST OF NATIONAL WOMEN'S HELPLINES	116
13. LIST OF WAVE MEMBERS	118

# Index of Tables

<b>TABLE 1</b>	<b>Overview of National Women’s Helplines in Europe</b> .....	8
<b>TABLE 2</b>	<b>Overview of findings on women’s shelters in Europe</b> .....	9
<b>TABLE 3</b>	<b>Summary of Findings on Distribution of Women’s Centres in Europe</b> .....	11
<b>TABLE 4</b>	<b>National Women’s Helplines in EU Member States (2016)</b> .....	14
<b>TABLE 5</b>	<b>National Women’s Helplines in European Non-EU Countries (2016)</b> .....	15
<b>TABLE 6</b>	<b>Women’s Shelters in Europe (46 Countries, 2016)</b> .....	16
<b>TABLE 7</b>	<b>Women’s Shelters in EU Member States (2016)</b> .....	17
<b>TABLE 8</b>	<b>Women’s Shelters in European Non-EU Countries (2016)</b> .....	18
<b>TABLE 9</b>	<b>Women’s Centres in EU Member States (2016)</b> .....	20
<b>TABLE 10</b>	<b>Women’s Centres in European Non-EU Countries (2016)</b> .....	21
<b>TABLE 11</b>	<b>National Action Plans addressing VAWG in place in EU Member States (2016)</b> .....	22
<b>TABLE 12</b>	<b>National Action Plans addressing VAWG in place in European Non-EU Countries (2016)</b> .....	23

# 1. INTRODUCTION

## About WAVE

For the past 20 years the WAVE Network – has been in a unique position to address and prevent violence against women (**VAW**) and their children. Founded in 1994 as part of the Austrian Women's Shelter Network, it has been an independent association since 2014 and currently has 130 members in 46 European countries. Our members mainly encompass NGOs which are either individual women's specialist services or networks working against VAW, academics and survivors of VAW. WAVE is still the only European wide network focusing exclusively on gender-based violence (GBV) and its work continues to be of vital importance.

The European Union Agency for Fundamental Rights (FRA) survey on VAW in 2014, based on interviews with 42,000 women across the 28 Member States of the European Union, demonstrated that one out of three women have experienced physical and/or sexual violence since the age of 15. This amounts to 62 million women in Europe<sup>1</sup>. Council of Europe data suggests that at least 12 women are killed by gender-related violence in Europe every day.<sup>2</sup> Worldwide one in every three women is affected by domestic violence and women aged 15–44 are more at risk from rape and domestic violence than from cancer, car accidents, war and malaria combined, according to World Bank data<sup>3</sup>. Many women's (and children's) lives are saved every year by women's specialist services that work against VAW by providing vital support-services such as advocacy, legal support, emergency accommodation, therapeutic services, etc. By connecting women's specialist services, building their capacity and lobbying policy makers, WAVE amplifies the voices of women survivors of VAW and the impact of the organisations supporting them. This enables us to influence and change VAW policies, raise general awareness about VAW and strengthen women's specialist services. WAVE's key strategic aims are:

- ▶ Improving the availability, quality, accessibility and sustainability of women's specialist services for all women.
- ▶ Raising awareness of, and collecting data on VAW to promote the attainment of human rights of affected women and their children, particularly in relation to the importance of women's specialist services.
- ▶ Lobbying to prevent and end VAW.

These are some examples of how WAVE's work on a European level provides a unique added value in the efforts to end VAW:

- ✓ Building the capacity of women's specialist services through multidisciplinary trainings, study visits, networking and learning opportunities at the annual WAVE Conference.
- ✓ Raising awareness about VAW amongst government stakeholders and the wider public through the WAVE Step Up Campaign, events and regular social media activities.
- ✓ As the key European expert on VAW, WAVE's expertise is regularly sought by academics, journalists, researchers and government stakeholders who develop policies on VAW.
- ✓ WAVE established the only European-wide data collection on women's specialist services and their service users, which demonstrates the impact of VAW and the value of women's specialist services. The DCT also shows how data from women's specialist services, can complement official government data on VAW or even depict quite a different picture. This data is used in WAVE publications, during national/international meetings and for campaigning purposes.
- ✓ WAVE regularly contributes its expertise on an international level, as it is invited to key conferences and meetings e.g. the UN Commission on the Status of Women<sup>4</sup>.
- ✓ WAVE's multidisciplinary collaboration with agencies and networks beyond our membership limits (e.g. European Women's Lobby, PICUM, Working with Perpetrators European Network) ensures a holistic and feminist response to VAW on European level and avoids duplication of work.

1 FRA Violence Against Women EU-wide survey 2014, factsheet & full technical report can be found via this link: <http://fra.europa.eu/en/publication/2014/violence-against-women-eu-wide-survey-main-results-report>

2 Council of Europe [https://www.coe.int/en/web/commissioner/opinion-articles/-/asset\\_publisher/qk0cwlwET3l/content/fighting-violence-against-women-must-become-europe-s-priority?desktop=false](https://www.coe.int/en/web/commissioner/opinion-articles/-/asset_publisher/qk0cwlwET3l/content/fighting-violence-against-women-must-become-europe-s-priority?desktop=false)

3 <http://www.un.org/en/women/endviolence/situation.shtml>

4 WAVE has ECOSOC consultative status

## The WAVE Data Collection Tool (DCT) and Country Report

The WAVE DCT has been developed since 2013 and is based on the minimum standards for administrative data collection on VAW, which WAVE developed within the framework of the EU DAPHNE project PROTECT II in 2013. The DCT is based on the provisions of the Istanbul Convention Article 11 “Data Collection and Research” and is available since 2015 in the form of an online data collection tool (previously we collected data via word questionnaires) and provides up-to-date statistics and information about the situation of women’s specialist services in Europe.

The aim of the DCT is to provide a comprehensive overview about the availability and value of women’s specialist services such as women’s shelters, helplines and centres in Europe. This overall picture is an important indicator of state response to preventing and combating violence against women and the implementation (or gaps therein) of key international legal frameworks such as the Istanbul Convention.

The WAVE office works together with WAVE Delegates and Co-Delegates to obtain this key data and after a rigorous assessment and validation process, uses it to create the WAVE country report. The availability of data about women’s specialist services and the women using them, varies greatly across Europe and not all countries have comprehensive statistics available, data on shelters and women’s centres typically varies quite a bit between countries. It is WAVE’s aim however, to streamline and constantly develop this data collection over the next 4 years, to increase the amount and availability of data on women’s specialist services, to effectively demonstrate the impact of, and need for, these services to internal as well as external stakeholders, such as policy makers and funders as well as the wider public.

Ultimately WAVE aims to increase the quality and harmonisation of data available on women’s specialist services in Europe and thus contribute to effective lobbying efforts to close gaps in service provision, demonstrate the impact of women’s specialist services, and ultimately make a significant contribution to ending VAW.

## Current challenges to women’s human rights in Europe

Throughout Europe a number of conservative and/or right-wing governments have come into power in recent years. This political shift, in addition to the significant impact of the recession and associated austerity measures in several countries, has also impacted women’s specialist services in a number of ways, such as substantial cuts to state funding, an increasing debate and shift towards gender-neutral services provision for survivors of gender-based violence and in some countries, such as Hungary and Turkey, women’s rights activists are facing increasing obstacles to accessing funding not only nationally (as this has mostly been cut), but also internationally. Additionally, some women’s activists were arrested and detained for their activities in Turkey in 2017 and previously attained progress towards women’s human rights e.g. reproductive rights, has been curbed in Poland<sup>5</sup>.

A 2017 publication by the European Union Agency for Fundamental Rights (FRA) highlights that a so called “gender ideology” discourse has surfaced in a number of EU members states, such as Germany, France, Hungary, Poland or Slovakia in recent years. This ideology claims that “biological differences between women and men result in specific gender roles” and aims to limit or deny women’s reproductive rights, gender equality and sexual education, same sex marriages and other aspects of gender progressive politics. It also argues that “women perpetrate domestic violence at the same rate and gravity as men”. Women’s rights and the rights of lesbian, gay, bisexual, transgender and intersex (LGBTI) persons are portrayed as “national threats” because their behaviour allegedly “threatens the existence of the traditional family model and national order”<sup>6</sup>.

Within this overall context it is hardly surprising, that state funding for women’s specialist services has increasingly been cut and that many women’s specialist services are increasingly struggling to survive or are trying to identify alternative funding means. This puts a lot of women’s specialist services under increasing pressure to survive and to deliver more and more services, for an ever-decreasing amount of funding. In this context it is absolutely vital to demonstrate the extent of VAW in Europe and both the availability and gaps in women’s specialist service provision. This report aims to highlight current significant trends and changes in this area across Europe, through data provided by women’s specialist services rather than relying on official police or government statistics.

<sup>5</sup> WAVE internal records and member information

<sup>6</sup> FRA: Challenges to Women’s Human Rights in 2017 – gender discrimination, sexist hate speech and gender-based violence against women and girls <http://fra.europa.eu/en/publication/2017/colloq-womens-rights> p. 21

FRA research demonstrates that victimisation surveys (in EU countries) consistently show that official statistics based on police and criminal justice data only reveal the tip of the iceberg, as concerns crimes, especially crimes that people do not easily report such as domestic and sexual violence against women. Social and cultural norms can affect reporting rates to the authorities and, to a certain extent victimisation surveys<sup>7</sup>. The WAVE report covering 46 European countries (EU and non-EU) is aiming to dive somewhat deeper and reveal at least some additional layers of data, to provide a more comprehensive picture about VAW in Europe.

## 2. EXECUTIVE SUMMARY

### Introduction

The 2017 WAVE country report provides statistics related to women's specialist support services from a total of 46 European countries. For the purposes of this report WAVE is referring to the countries mentioned, with the general term of "European countries", although we are conscious that these 46 countries do not reflect all European countries. Although some data sets include only part figures for these countries, the actual number of countries reflected in each data sample is indicated in brackets within the tables.

WAVE understands the following under 'women's specialist support services': *This term is used as a collective term covering all services supporting women survivors of violence and their children, such as women's shelters, women's helplines, women's centres, rape crisis and sexual assault centres, specialised services for migrant and minority ethnic women, national women's helplines, outreach services, independent domestic violence advisors, intervention centres and others. Services using a gender-specific approach that predominantly serve women victims of gender-based violence and their children are also included in the definition of specialist women's support services.*<sup>8</sup>

An essential document setting standards for the provision of specialist women's support services in Europe is the Istanbul Convention. This is the status of signatures and ratifications of the Istanbul Convention (IC)<sup>9</sup> as of January 18<sup>th</sup>, 2018:

- ▶ **The Convention has been ratified by 28 States:** Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Republic of Cyprus, Denmark, Estonia, Finland, France, Georgia, Germany, Italy, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovenia, Spain, Switzerland, Sweden, Turkey.
- ▶ **The Convention has been signed by 18 States:** Armenia, Bulgaria, Croatia, Czech Republic, Greece, Hungary, Iceland, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Moldova, Slovakia, Macedonia, Ukraine, United Kingdom.
- ▶ **The Convention has also been (partially) signed by the European Union in June 2017.**

### National Women's Helplines (NWH)



A helpline qualifies as a national women's helpline if it is a service provided specifically for women and if it only, or predominantly, serves women survivors of violence. A women's helpline should operate 24/7, should be free of charge and should serve survivors of all forms of violence against women. It should operate nationally and provide adequate support to women from all regions; this means the staff must be properly trained, have effective communication skills and be knowledgeable about regional situations and all relevant provisions<sup>10</sup>.

NWHs are in many cases the first point of contact for a woman who is experiencing gender based violence and looking for support. The relative anonymity of this support often encourages and enables women who would find it difficult to seek help in person, to make a first vital step towards safety. NWHs provide immediately accessible

<sup>7</sup> Ibid. p. 13.

<sup>8</sup> WAVE Country Report 2017 Glossary p. 115.

<sup>9</sup> Council of Europe Chart of signatures and ratifications: [https://www.coe.int/en/web/conventions/full-list/-/conventions/treaty/210/signatures?p\\_auth=FXKBcBKZ](https://www.coe.int/en/web/conventions/full-list/-/conventions/treaty/210/signatures?p_auth=FXKBcBKZ), 16.03.2018

<sup>10</sup> WAVE Country Report 2017 Glossary p. 114.

help for both women who are, for example, intending to leave a violent relationship, as well as to those who are not yet ready to leave and who can, with the support of telephone advice, plan the necessary steps towards leaving or even just increase their overall safety in their current situation. Another vital aspect of NWHs is that they break isolation and enable many women to take a first and important step towards leaving a violent relationship.

This applies especially to women in rural and/or remote areas, where other specialised support services may not be available in the immediate vicinity. Having access to a free 24/7 advice line can make the vital difference towards accessing at least preliminary support and ultimately moving towards independence.

The Istanbul Convention specifies in Article 24 that “parties shall take the necessary legislative or other measures to set up state-wide round-the-clock (24/7) telephone helplines free of charge to provide advice to callers, confidentially or with due regard for their anonymity, in relation to all forms of violence covered by the scope of this Convention”. The explanatory report further stresses the recommendation, that every country should establish at least one free national helpline covering all forms of violence against women operating 24 hours a day, seven days a week and providing crisis support in all relevant languages.<sup>11</sup> However, the WAVE data research 2017 demonstrates that there are still significant gaps in the provision of 24/7 women’s helplines in a number of EU and non-EU countries:

**TABLE 1 - Overview of National Women’s Helplines in Europe**

	Total number of NWHs	NWHs free of charge	NWHs operating 24/7	NWHs free of charge and operating 24/7 (= meeting the standard of the IC)
Europe (46)	35	30	26	23
EU countries (28)	20	18	15	14
Non-EU countries (18)	15	12	11	9

### NWH – KEY FINDINGS

- ▶ 76 % of European countries (35 out of 46) have at least one national women’s helpline providing support to survivors of gender based violence (71 % of EU countries and 83% of non-EU countries).
- ▶ 30 out of 35 (86 %) of European NWHs operate free of charge.
- ▶ 27 out of 35 (77 %) of European NWHs operate 24 hours and 7 days per week.
- ▶ 24 out of the 35 countries we hold data for within this report (69 %) of European NWHs fulfil the basic criteria for the Istanbul convention standard i.e. that a NWH is free of charge **and** operates 24/7.

### Recommendations

Compared to the last WAVE country report<sup>12</sup> 7 additional countries now provide a national women’s helpline which is both free of charge and runs 24/7, which is a clear improvement. However, on a European level, 11 countries (out of 35 WAVE holds data for) still do not fulfil this criterion. Overall many countries are currently struggling to maintain their government funding for women’s specific national helplines, within the context of gender-neutral policies towards addressing gender-based violence being implemented in several European countries. Many countries are currently having to rely on donations and/or volunteers to run their helpline.

- ▶ We therefore recommend that all European countries must make an effort to establish at least one NWH which is free of charge and operates 24/7 over the next years.
- ▶ State funding is vital in implementing the NWH standard of the Istanbul Convention, as sustainable service provision cannot be guaranteed where NWHs rely on volunteers or private donations to operate<sup>13</sup>.

11 Explanatory Report, Article 24 p. 82.

12 WAVE Country Report 2015, p. 7.

13 See WAVE Handbook on Prevention and Support Standards for Women Survivors of Violence 2017, p. 23.





## Women's Shelters

The term "women's shelter" is in this report used interchangeably with "women's refuge." A women's shelter is a specialist service for women survivors of violence and their children, if any, providing safe accommodation and empowering support, based on a gendered understanding of violence and focusing on the human rights and safety of victims<sup>14</sup>.

Women's shelters play a fundamental role in ensuring women's (and their children's) safety when they are fleeing from a violent partner, by providing emergency accommodation and crisis support. Furthermore, they also are a vital place of recovery and re-empowerment for women, and their children (if any) who are experiencing domestic violence.

The support women receive in shelters provided by women's specialist services, goes beyond the provision of a simple roof over their heads, and often includes further holistic support services. Examples of further support provided by women's shelters that are part of the WAVE network are: advice and support with legal options and accessing health services, housing and move-on, child-support options, further education and support with re-entry into the workplace etc. Although not all shelters are able to provide this breadth of services, most will at least offer some of these services and thus enable women not only to find safety and a place of refuge, but also provide her with the tools to start a new life.

The Istanbul convention in Article 23 calls for the provision of appropriate, easily accessible shelters in for women and their children (if any) in sufficient numbers and recommends that safe accommodation should be available in every region; the explanatory report (§135) specifies that one bed-space should be available per 10.000 head of population. However, it further specifies that the number of shelter places should depend on the actual need. This provision highlights strongly why adequate and comprehensive data collection on violence against women and women's specialist support services is so important: without correctly demonstrating the impact and extent of VAW, service provision and funding therefore, is also likely to be insufficient.

**TABLE 2 – Overview of findings on women's shelters in Europe**

	Total Population	Women's Shelters	Number of bed-spaces needed	Number of existing bed-spaces	Number of beds missing	Number of countries which meet the IC minimum standard
Europe (46)	836,707,643	1,915 (n=44)	68,096 (n=43) <sup>15</sup>	26,951 (n=43)	42,972 (n=43)	7 (n=43)
EU countries (28)	510,377,998	1,587 (n=26)	39,721 (n=26)	20,541 (n=26)	20,615 (n=26)	5 (n= 26)
Non-EU countries (18)	326,329,645	328 (n=18)	28,375 (n=17) <sup>16</sup>	6,410 (n=17)	22,357 (n=17)	2 (n = 17)

n=number of countries which provided statistics for this figure

This table demonstrates that although shelter accommodation is available in a wide number of European countries, the majority nevertheless fall far short of the requirements of the Istanbul convention. Data collected for this report from 43 European countries, indicates that only 40 % of needed women's shelters bed-spaces are currently available. In those EU-countries researched only 49 % of needed bed-spaces currently exist. From a few countries detailed data is missing, however it is evident that even if these figures were available, there would still be a significant shortage of bed-spaces within the EU.

In the non-EU countries for which data is available only 23 % of required shelter bed-spaces are currently available.

Overall these figures demonstrate that within the EU currently only 5 countries (out of 26 WAVE has data for) meet the minimum standards of shelter-provision as specified in the Istanbul Convention – Denmark, Latvia, Luxembourg, Malta and Slovenia. In non-EU WAVE member countries, only 2 out of 17 countries WAVE has data for, meet these standards – Liechtenstein and Norway. According to reports from members, the overarching issues seems to be insufficient state funding and an unequal distribution of such resources within, as well as across,

<sup>14</sup> For further information see WAVE Country Report 2017 Glossary p. 115.

<sup>15</sup> This total figure of bed-spaces needed excludes the estimates for France, Spain and Ukraine, since there was no data available for these countries

<sup>16</sup> Statistical data was only available for 17 non-EU countries

EU and non-EU countries. More information about the funding situation of respective countries can be found in the country profiles.

### WOMEN'S SHELTERS – KEY FINDINGS

- ▶ Currently 1,915 shelters are available for women experiencing domestic violence in Europe<sup>17</sup>. These provide 26,938 bed spaces to women and their children.
- ▶ Out of 43 European countries only 7 (16 %) countries meet the minimum standards of bed-spaces for women's shelters according to the Istanbul Convention – 5 EU-countries and 2 non-EU countries.
- ▶ 21 out of 26 EU member states (81%) fail to meet the IC standards, and 15 out of 17 non-EU member states (88 %) fail to meet the IC standards on minimum required bed-spaces in women's shelters.

A noticeable trend in terms of shelter provision over the last years seems to be that there is a slight increase in women's shelters and a decrease in bed-spaces. Additionally, in some countries large housing associations or private housing providers took over the running of women's shelters, which were previously run by smaller women's NGOs e.g. in England. Women's Aid Federation England highlights, that there seems to be an overall trend towards fewer, larger services covering a larger geographical area being commissioned, rather than different smaller providers for different local authority areas within that county<sup>18</sup>.

Although housing associations are experts in running buildings, most of them have no, or very little, expertise in supporting women affected by gender based violence. Therefore, the service they provide is mostly emergency accommodation, rather than an actual women's shelter which also provides advice, advocacy, crisis support, access to counselling, children's support projects etc. Several small NGOs now continue to operate with substantially reduced or no government funding since states seem to prefer 'one-size-fits-all' services, or larger organizations.<sup>19</sup> The overall reality is that still only 16% of European countries considered for this report, meet the minimum standard of service provision as specified by the Istanbul Convention.

### Recommendations

- ▶ **Shelters run by women's NGOs who are experts in gender based violence provide the most efficient support for women (and their children) who are fleeing domestic violence in reaching a safe space, rebuilding their lives and avoiding a return to an abusive relationship. We strongly urge EU and non-EU countries to step up their funding and efforts to maintain these types of shelters, as housing associations are not experts in gender based violence.**
- ▶ **All European countries must make a concerted effort to step up funding and efforts to increase the current number of women's shelters and bed-spaces, as 84% currently fall short of the provisions of the Istanbul Convention.**



### Women's Centres

WAVE understands the following under the term 'women's centre': The term includes all women's services providing non-residential specialist support to victims, serving only or predominantly women survivors of violence and their children. The following services are subsumed under the term: women's counselling and women crises centres, supporting women survivors of all forms of gender-based violence; services focussing on the support of survivors of sexual violence such as rape crisis, sexual assault centres and centres for girls who experienced sexual violence; regional crises centres on domestic violence; pro-active intervention centres serving victims as a follow-up to police interventions; specialist services for black, minority ethnic women, migrant and refugee women victims of violence; outreach services; services providing independent domestic or sexual violence advisors, and other newer types of services.<sup>20</sup>

17 24 EU-countries and 17 non-EU countries

18 Survival and Beyond: The Domestic Abuse Report 2017, Women's Aid Federation England <https://www.womensaid.org.uk/survival-beyond-report/>

19 More information about the situation of specialist support services in England, and the lack of funding, can be found in the Women's Aid Annual Survey 2016, as well as detailed service user statistics: <https://www.womensaid.org.uk/research-and-publications/annual-survey-2016/>

20 For further information see WAVE Country Report 2017 Glossary p. 115.

The overall importance of women's specialist support services is clearly stated in the Explanatory report of the Istanbul Convention, Article 22, § 132: *"The aim of such a specialised support is to ensure the complex task of empowering victims through optimal support and assistance catered to their specific needs. Much of this is best ensured by women's organisations [...]".*

Women's centres offer flexible, tailored and holistic support to women and their children (if any) who are experiencing gender-based violence, predominantly those who are affected by domestic and sexual violence. Best-practice examples and the overall experience of the WAVE network has shown, that this kind of specialist non-residential support ensures that women from all backgrounds, can better manage crisis situations through adequate safety interventions, get to know their rights and entitlements and thus increase their independence from an abusive partner and reduce their overall isolation.

The data collected for the WAVE 2017 report clearly shows that the majority of the 46 European member countries of WAVE do provide non-residential specialist support services. However, the type of support service provided varies greatly from country to country, as does the source of funding. Some countries have a great variety of different centres e.g. for women survivors of all forms of violence, girls experiencing sexual violence, survivors of trafficking, black, minority ethnic and migrant women centres as well as rape crisis centres whereas others predominantly feature general support centres. Funding sources vary widely with EU countries in most cases being able to rely on government funding, and non-EU countries relying often on foreign funders or even private donors.

**TABLE 3 – Summary of Findings on Distribution of Women's Centres in Europe**

	Total Population	Total Number of Women's Centres
Europe (46)	836,707,643	3,861
EU-Countries (28)	510,377,998	3,267
Non-EU Countries (18)	326,329,645	594

### WOMEN'S CENTRES – KEY FINDINGS

- ▶ There are currently 3,861 Women's centres in Europe.
- ▶ 85 % of these centres are in EU countries, and 15 % in non-EU countries.
- ▶ Overall there is a wide variety of women's centres throughout Europe, however the 5 most prevalent types of centres are: domestic violence intervention centres; rape crisis centres/services for sexual assault survivors; centres for black, minority ethnic and migrant women; centres for survivors of trafficking; and counselling centres.

### Recommendations

- ▶ When women are affected by gender-based violence, general advice/support centres are not sufficient to address their needs. Efforts must be made, particularly by the governments in those 4 countries that currently have no women's centres – Belarus, Estonia, Hungary, and Macedonia – to dedicate sufficient funding for the creation of such non-residential support services.
- ▶ Although there are currently 594 women's centres in non-EU countries, which is an increase of 349 compared to the WAVE report 2015 - where only 245 women's centres existed in the 18 non-EU countries data was collected for in both reports - this number is still insufficient considering the overall population in the region. We urge all governments of the relevant non-EU countries to step up their efforts in providing sustainable funding for women's centres.
- ▶ As women from black, minority ethnic and migrant backgrounds face additional barriers when trying to access specialist service provision (e.g. language barriers, fear of discrimination or deportation), an effort must be made by governments to maintain and expand funding for specialist services by and for women from these backgrounds.
- ▶ Data recording on the different types of women's centres needs to be unified e.g. through a common European definition of what constitutes a women's centre, to more accurately reflect the actual existing number of service centres in relation to the Istanbul Convention.

### 3. METHODOLOGY

The WAVE Country Report 2017 aims to give an overview of the situation of women's specialist support services in Europe, putting an emphasis on three key areas for service provision, namely women's shelters, national women's helplines and centres. This is also in line with relevant provisions on specialist support services from the Istanbul Convention (IC) enshrined in articles 22, 23, 24 and 25. Furthermore, the report seeks to highlight which countries within and outside of the EU meet the standards from the IC on provisions for the national women's helpline and women's shelters.

As in previous years, data on national women's helplines, women's shelters and women's centres has been collected from all 46 countries that are represented within the WAVE network. This covers the 28 member-states of the EU and 18 countries outside of the EU. This report covers data and figures for the year 2016. Nevertheless, when it comes to the process of signing and ratifying the IC, information has been updated in the report according to the situation in March 2018. The report is structured into three main chapters on national women's helplines, women's shelters and women's centres, followed by individual country profiles.

The population numbers presented in the individual country profiles and tables have been retrieved from Eurostat and cover the year 2016, unless otherwise specified in a footnote. This is because for certain countries such as Russia for example, figures for 2016 were unavailable at the time this report was finalized, therefore the latest available numbers were selected instead. When it comes to assessing the capacity of women's shelters to accommodate women and their children, one shelter place is the equivalent of one bed in our methodology. WAVE is aware that the Istanbul Convention and its Explanatory Report refer to family places specifically when it comes to meeting the minimum standards for women's shelters – having one family place per 10,000 head of population.<sup>21</sup> Nevertheless, the decision was made to use the term 'shelter beds', to avoid any confusion with the number of persons that can be accommodated in one family shelter place. As noted by the Council of Europe in its monitoring report from 2014, "beds have become the established measure of take-in capacity, recognising that the number of women who can stay in a shelter varies depending on the number of children they bring with them. It refers to the number of persons, women and/or children, who can stay at the shelter at any one time."<sup>22</sup>

In addition to collecting data on specialist women's support services, survivor stories provided by women's organisations from the WAVE network were also included, to highlight individual women's experiences and provide a practical context to the data. Survivor stories have been included in the country profiles where these were available. In each case, the name of the survivor has been anonymized, and appropriate credit given to the organisation that provided the survivor story.

The data collection process covers 46 European countries and involved the WAVE delegate and co-delegate from each of the surveyed countries (previously called WAVE focal points) as well as the staff of the WAVE office. A major innovation applied in the production of this report, was that WAVE started using data from the online data collection tool, which was developed in 2016. The tool is based on a mapping report published by WAVE in 2016<sup>23</sup> and includes minimum standards for data collection required by the Istanbul Convention.

A common European data collection tool is a long-term project for WAVE, as there is currently only limited data available for most countries included in the WAVE database. This incremental process will be beneficial to providers of women's specialist support services and policy makers alike, as it will make the work and impact of such services more visible at the European level and underscore the consequences of budget cuts in service provision. Ultimately, these budget-cuts for women's specialist services are also diminishing their capacities to fully and comprehensively meet the complex needs of women and girls affected by gender based violence.

This online data collection tool (DCT) aims to facilitate the data collection process covering the aforementioned 46 countries, as data can be inputted and stored electronically. The DCT takes a broad and comprehensive approach to service and user statistics in relation to VAWG, therefore it has been challenging to gather such data for all countries and ensure a uniform reporting coverage during a limited period of time. Hence, it was decided to

21 Council of Europe. (2011). Explanatory Report to the Council of Europe Convention on preventing and combating violence against women and domestic violence. p. 80-81.

22 Hagemann-White, C. (2014). *Analytical study of the results of the fourth round of monitoring the implementation of Recommendation Rec (2002)5 on the protection of women against violence in Council of Europe member states*. Council of Europe : Gender Equality Commission. p. 24.

23 WAVE (2016): WAVE Mapping, Administrative data collection by women's support services in Europe: national women's helplines, shelters, and centres, Vienna. [http://files.wave-network.org/researchreports/WAVE\\_Mapping\\_2015.pdf](http://files.wave-network.org/researchreports/WAVE_Mapping_2015.pdf)

additionally circulate a concise questionnaire focusing on three key areas for service provision – national women's helplines, women's shelters and women's centres – to complement and update the data provided through the DCT.

The questionnaire that was circulated this year also sought to identify how much funding was allocated at a national level to women's shelters, centres and helplines. Additionally, country profiles also contain information on national action plans addressing VAWG that are in place throughout the reporting period covered by this report, i.e. January 2016 to December 2016. Information supplied through the aforementioned questionnaire has been rigorously checked by WAVE staff to ensure its accuracy and reliability, making sure it coincides with relevant data provided through the DCT. Moreover, throughout the data collection process, comparisons have also been made to data presented in previous WAVE reports, to identify any notable trends in terms of service provisions.

### **Research Aim**

This research focused on quantitative data, represented by the number of services available in the surveyed countries, however qualitative information was also collected, to better highlight whether and how countries meet the IC standards for provision of national women's helplines and women's shelters. The main aim of this report was to survey the situation of European specialist support services for women and girls in 46 countries, and identify current gaps in service provisions, particularly in relation to government funding. Furthermore, this report also provides an overview of the number of women's helplines and women's shelters, including bed spaces, available in all EU and non-EU countries surveyed. Information on the number and type of women's centres available in all countries included in the research sample is also presented in detail.

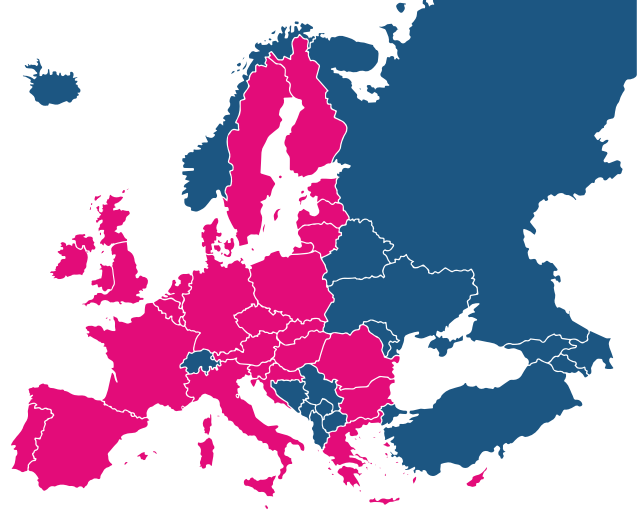
### **Research Design**

The research design applied to this report focused on methods that enabled the collection of primary quantitative and qualitative data. Hence, the questionnaire was divided into three core sections assessing service provision for national women's helplines, women's shelters and centres. Apart from asking respondents to indicate the number of existing services in their countries, the questionnaire also addressed important issues related to service provision, such as accessibility of women's shelters and the national women's helpline, whether these services are provided free of charge and what their geographical coverage is.

### **Data Analysis**

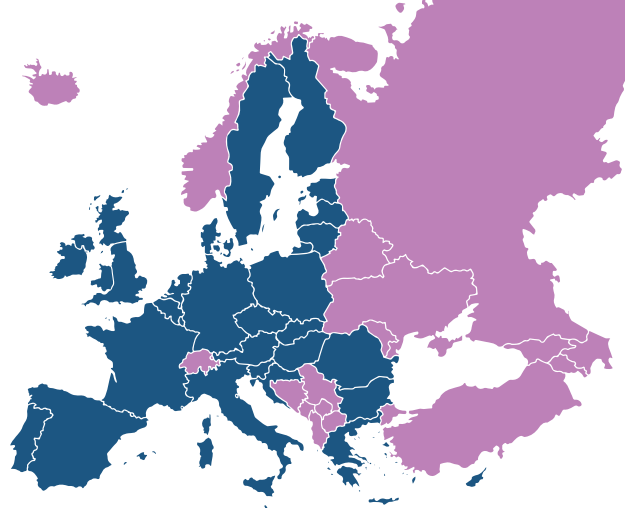
A fundamental indication of the data analysed in this report is that there are serious gaps in data availability, especially when it comes to user statistics, i.e. the number of callers to a women's helpline or the number of women and their children accommodated in all women's shelters throughout the year 2016. Furthermore, it has been observed that particularly larger countries with a population exceeding 45 million, like for example Spain, Italy or France, it was impossible to even provide an estimate of the total number of beds available in all women's shelters. Another clear indication in terms of women's shelters provision when comparing the figures presented in this report, with data collected by WAVE in the past years, is that there is a slight increase in women's shelters and a decrease in bed-spaces in the 46 European countries assessed for this report. In some countries, such as the UK, there is a noticeable trend of large housing associations or private housing providers taking over the management of women's shelters, which had previously been run by smaller women's NGOs.

## 4. TABLES



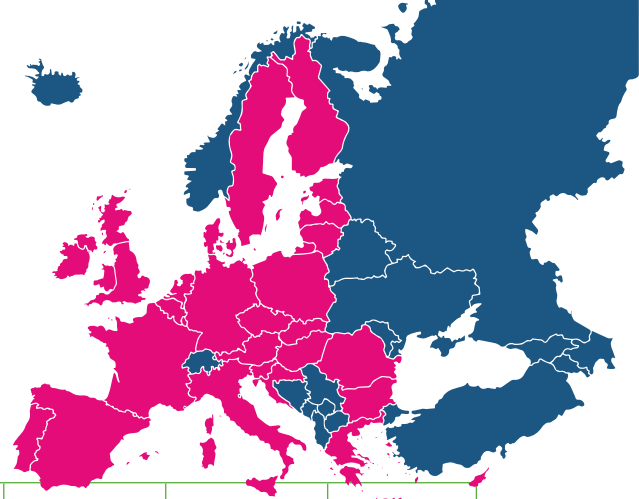
### National Women's Helplines in EU Member States (2016)

Country	Existence of a National Women's Helpline	National Women's Helplines Free of Charge	National Women's Helplines Operating 24/7	National Women's Helplines Free of Charge and Operating 24/7 (= meeting the standard of the IC)
Austria	yes	yes	yes	yes
Belgium	no	-	-	no
Bulgaria	yes	yes	yes	yes
Croatia	no	-	-	no
Republic of Cyprus	yes	yes	no	no
Czech Republic	no	-	-	no
Denmark	yes	yes	yes	yes
Estonia	yes	yes	yes	yes
Finland	yes	yes	yes	yes
France	yes	yes	no	no
Germany	yes	yes	yes	yes
Greece	yes	no	yes	no
Hungary	yes	yes	no	no
Ireland	yes	yes	yes	yes
Italy	yes	yes	yes	yes
Latvia	no	-	-	no
Lithuania	yes	yes	yes	yes
Luxembourg	no	-	-	no
Malta	no	-	-	no
Netherlands	no	-	-	no
Poland	yes	no	no	no
Portugal	no	-	-	no
Romania	yes	yes	yes	yes
Slovakia	yes	yes	yes	yes
Slovenia	yes	yes	no	no
Spain	yes	yes	yes	yes
Sweden	yes	yes	yes	yes
United Kingdom	yes	yes	yes	yes
<b>TOTAL</b>	<b>20</b>	<b>18</b>	<b>15</b>	<b>14</b>



## National Women's Helplines in European Non-EU Countries (2016)

Country	Existence of a National Women's Helpline	National Women's Helplines Free of Charge	National Women's Helplines Operating 24/7	National Women's Helplines Free of Charge and Operating 24/7 (= meeting the standard of the IC)
Albania	Yes	Yes	Yes	Yes
Armenia	Yes	Yes	Yes	Yes
Azerbaijan	Yes	Yes	Yes	Yes
Belarus	Yes	Yes	No	No
Bosnia & Herzegovina	Yes	Yes	Yes	Yes
Georgia	Yes	Yes	Yes	Yes
Iceland	Yes	No	Yes	No
Kosovo	Yes	Yes	Yes	Yes
Liechtenstein	Yes	No	Yes	No
Macedonia	Yes	Yes	No	No
Moldova	Yes	Yes	Yes	Yes
Montenegro	Yes	Yes	Yes	Yes
Norway	No	-	-	No
Russia	Yes	Yes	No	No
Serbia	No	-	-	No
Switzerland	No	-	-	No
Turkey	Yes	No	No	No
Ukraine	Yes	Yes	yes	Yes
<b>TOTAL</b>	<b>15</b>	<b>12</b>	<b>11</b>	<b>9</b>



## Women's Shelters in EU Member States (2016)

Country	Total Population	Meets the Minimum Standard	Number of Women's Shelters	Number of Beds in Women's Shelters <sup>1</sup>	Number of Beds Needed	Number of Beds Missing	Percentage of Beds Missing
Austria	8,700,471	No	30	<b>766</b> <sup>2</sup>	870	104	12%
Belgium	11,311,117	No	21	368	1,131	763	67%
Bulgaria	7,153,784	No	7	72	715	643	90%
Croatia	4,190,669	No	18	318	419	101	24%
Republic of Cyprus	848,319	No	3	51	85	34	40%
Czech Republic	10,553,843	No	4	96	1,055	959	91%
Denmark	5,707,251	Yes	43	934	571	0	0%
Estonia	1,315,944	No	14	86	132	46	35%
Finland	5,487,308	No	19	185	549	364	66%
France	66,730,453	N/A	N/A	N/A	6,673	N/A	N/A
Germany	82,175,684	No	353	6,800	8,218	1,418	17%
Greece <sup>3</sup>	10,783,748	No	26	470	1078	608	56%
Hungary	9,830,485	No	15	140	983	843	86%
Ireland <sup>4</sup>	4,724,720	No	21	141	472	331	70%
Italy	60,665,551	No	258	<b>680</b> <sup>5</sup>	6,067	5,387	89%
Latvia	1,968,957	Yes	23	1,084	197	0	0%
Lithuania	2,888,558	No	0	-	289	289	100%
Luxembourg	576,249	Yes	8	155	58	0	0%
Malta	450,415	Yes	6	65	45	0	0%
Netherlands	17,081,507	No	N/A	500	1,708	1,208	71%
Poland	37,967,209	No	1	26	3,797	3,771	99%
Portugal	10,341,330	No	38	669	1,034	365	35%
Romania	19,760,314	No	61	940	1,976	1,036	52%
Slovakia	5,426,252	No	8	143	543	400	74%
Slovenia	2,064,188	Yes	16	274	206	0	0%
Spain	46,440,099	N/A	53	N/A	4,644	N/A	N/A
Sweden <sup>6</sup>	9,851,017	No	161	631	985	354	36%
United Kingdom <sup>5</sup>	65,382,556	No	380	4,947	6,538	1,591	24%
<b>TOTAL</b>	<b>510,377,998 (n=28)</b>	<b>No=21 Yes=5 N/A=2</b>	<b>1,587 (n=26)</b>	<b>20,541 (n=26)</b>	<b>51,038 (n=28)</b>	<b>20,615 (n=26)</b>	<b>52% (n=26)</b>

1 In the countries that meet the standards of the IC regarding women's shelters provisions, there is a surplus of beds in women's shelters. Overall this amounts to 1,435 beds.

2 It is known that 26 out of 30 women's shelters have a capacity of 766 beds.

3 Ibid.

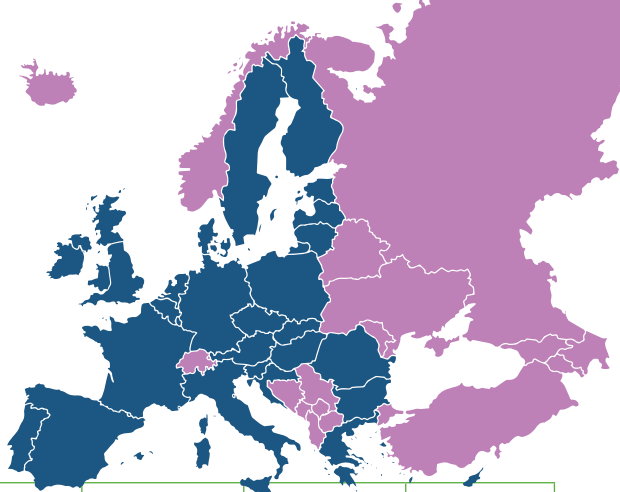
4 Ibid.

5 It is known that 50 out of 258 women's shelters have a capacity of 680 beds.

6 Ibid.

7 Northern Ireland does meet the IC standards for women's shelters.





## Women's Shelters in European Non-EU Countries (2016)

Country	Total Population	Meets the Minimum Standard	Number of Women's Shelters	Number of Beds in Women's Shelters <sup>1</sup>	Number of Beds Needed	Number of Beds Missing	Percentage of Beds Missing
Albania	2,886,026	No	10	167	289	122	42%
Armenia	2,998,577	No	3	14	300	286	95%
Azerbaijan	9,705,643	No	3	90	971	881	91%
Belarus	9,498,364	No	7	126	950	824	87%
Bosnia & Herzegovina	3,515,982	No	8	178	352	174	49%
Georgia	3,720,400	No	7	105	372	267	72%
Iceland	332,529	No	1	22	33	11	33%
Kosovo	1,771,604	No	7	140	177	37	21%
Liechtenstein	37,622	Yes	1	10	4	0	0%
Macedonia	2,071,278	No	6	35	207	172	83%
Moldova	3,553,056	No	8	177	355	178	50%
Montenegro	622,218	No	3	42	62	20	32%
Norway	5,213,985	Yes	46	907	521	0	0%
Russia	143,666,931	No	40	400	14,367	13,967	97%
Serbia	7,076,372	No	12	257	708	451	64%
Switzerland	8,327,126	No	20	296	833	537	64%
Turkey	78,741,053	No	137	3,444	7,874	4,430	56%
Ukraine	42,590,879	N/A	9	N/A	4,259	N/A	N/A
<b>TOTAL</b>	<b>326,329,645 (n=18)</b>	<b>Yes=2 No=15 N/A=1</b>	<b>328 (n=18)</b>	<b>6,410 (n=17)</b>	<b>32,634 (n=18)</b>	<b>22,357 (n=17)</b>	<b>79% (n=17)</b>

<sup>1</sup> In the countries that meet the standards of the IC regarding women's shelters provisions, there is a surplus of beds in women's shelters. Overall, this amounts to 392 beds.



## Women's Shelters in Europe (46 Countries, 2016)

Countries	Total Population	Meets the Minimum Standard	Number of Women's Shelters	Number of Beds in Women's Shelters <sup>1</sup>	Number of Beds Needed	Number of Beds Missing	Percentage of Beds Missing
Albania	2,886,026	No	10	167	289	122	42%
Armenia	2,998,577	No	3	14	300	286	95%
Austria	8,700,471	No	30	<b>766<sup>2</sup></b>	870	104	12%
Azerbaijan	9,705,643	No	3	90	971	881	91%
Belarus	9,498,364	No	7	126	950	824	87%
Belgium	11,311,117	No	21	368	1,131	763	67%
Bosnia & Herzegovina	3,515,982	No	8	178	352	174	49%
Bulgaria	7,153,784	No	7	72	715	643	90%
Croatia	4,190,669	No	18	318	419	101	24%
Republic of Cyprus	848,319	No	3	51	85	34	40%
Czech Republic	10,553,843	No	4	96	1,055	959	91%
Denmark	5,707,251	Yes	43	934	571	0	0%
Estonia	1,315,944	No	14	86	132	46	35%
Finland	5,487,308	No	19	185	549	364	66%
France	66,730,453	N/A	N/A	N/A	6,673	N/A	N/A
Georgia	3,720,400	No	7	105	372	267	72%
Germany	82,175,684	No	353	6,800	8,218	1,418	17%
Greece <sup>3</sup>	10,783,748	No	26	470	1078	608	56%
Hungary	9,830,485	No	15	140	983	843	86%
Iceland	332,529	No	1	22	33	11	33%
Ireland <sup>4</sup>	4,724,720	No	21	141	472	331	70%
Italy	60,665,551	No	258	<b>680<sup>5</sup></b>	6,067	5,387	89%
Kosovo	1,771,604	No	7	140	177	37	21%
Latvia	1,968,957	Yes	23	1,084	197	0	0%
Liechtenstein	37,622	Yes	1	10	4	0	0%

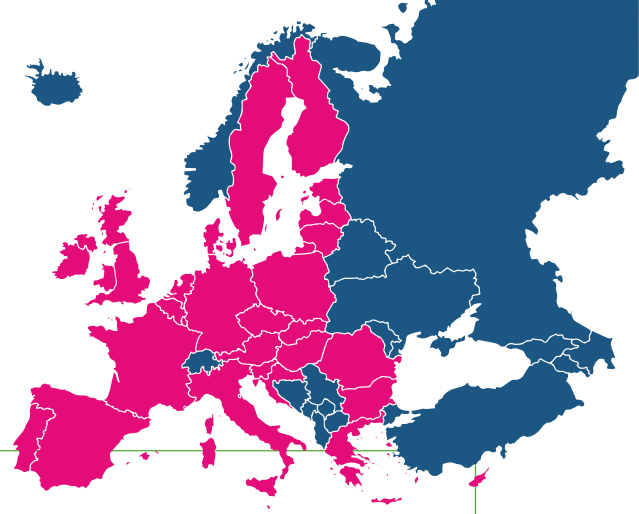
<sup>1</sup> It is known that 50 out of 258 women's shelters have a capacity of 680 beds.



Countries	Total Population	Meets the Minimum Standard	Number of Women's Shelters	Number of Beds in Women's Shelters <sup>1</sup>	Number of Beds Needed	Number of Beds Missing	Percentage of Beds Missing
Lithuania	2,888,558	No	0	-	289	289	100%
Luxembourg	576,249	Yes	8	155	58	0	0%
Macedonia	2,071,278	No	6	35	207	172	83%
Malta	450,415	Yes	6	65	45	0	0%
Moldova	3,553,056	No	8	177	355	178	50%
Montenegro	622,218	No	3	42	62	20	32%
Netherlands	17,081,507	No	N/A	500	1,708	1,208	71%
Norway	5,213,985	Yes	46	907	521	0	0%
Poland	37,967,209	No	1	26	3,797	3,771	99%
Portugal	10,341,330	No	38	669	1,034	365	35%
Romania	19,760,314	No	61	940	1,976	1,036	52%
Russia	143,666,931	No	40	400	14,367	13,967	97%
Serbia	7,076,372	No	12	257	708	451	64%
Slovakia	5,426,252	No	8	143	543	400	74%
Slovenia	2,064,188	Yes	16	274	206	0	0%
Spain	46,440,099	N/A	53	N/A	4,644	N/A	N/A
Sweden <sup>6</sup>	9,851,017	No	161	631	985	354	36%
Switzerland	8,327,126	No	20	296	833	537	64%
Turkey	78,741,053	No	137	3,444	7,874	4,430	56%
Ukraine	42,590,879	N/A	9	N/A	4,259	N/A	N/A
United Kingdom <sup>7</sup>	65,382,556	No	380	4,947	6,538	1,591	24%
<b>Total</b>	<b>836,707,643 (n=46)</b>	<b>Yes=7 No=36 N/A=3</b>	<b>1,915 (n=44)</b>	<b>26,951 (n=43)</b>	<b>83,672 (n=46)</b>	<b>42,972 (n=43)</b>	<b>63% (n=43)</b>

<sup>2</sup> Data presented for number of beds and women's shelters is from 2015.

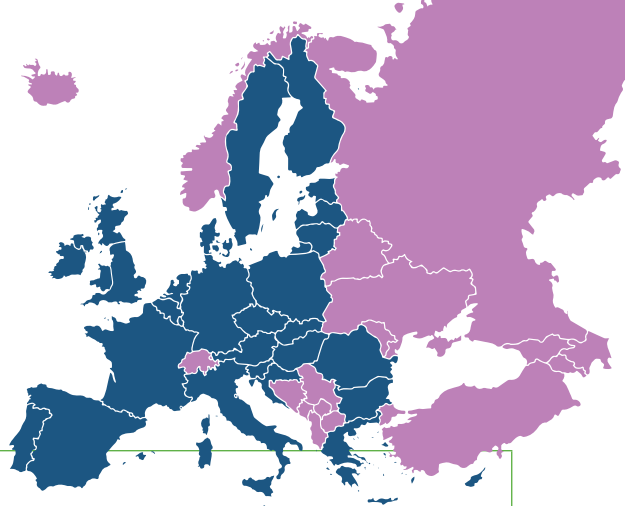
<sup>3</sup> Northern Ireland does meet the IC standards for women's shelters.



## Women's Centres in EU Member States (2016)

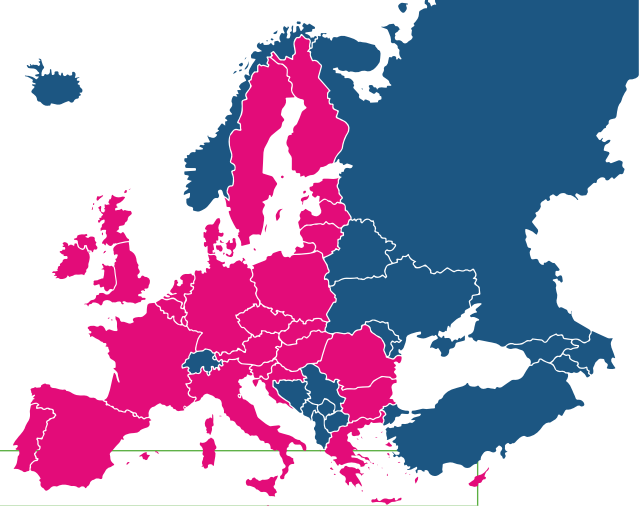
Country	Number of Women's Centres	Types of women's Centres
Austria	32	intervention centres; rape crisis centres/survivors of sexual violence; centres for trafficking survivors; migrant black minority ethnic, Roma asylum seeking women centres
Belgium	10	Rape crisis centres; Centres for women survivors of trafficking; regional crises centres for survivors of domestic violence
Bulgaria	14	Regional crisis centres for survivors of domestic violence
Croatia	20	Women's centres for survivors of all forms of violence; centres for women survivors of trafficking; centres for sexual violence
Republic of Cyprus	2	women's centres for survivors of domestic violence; women's centres for survivors of trafficking
Czech Republic	23	Women's centres for survivors of all forms of violence; centres for women survivors of trafficking; intervention centres
Denmark	10	women's centres for survivors of all forms of violence; rape crises centres; sexual assault centres in hospitals
Estonia	0	-
Finland	25	Women's centres for survivors of all forms of violence; rape crises centres: centres for girls experiencing sexual violence; intervention centres
France	N/A	N/A
Germany	750	Women's counselling and women's crisis centres; rape crisis, sexual assault centres and centres for girls who have experienced sexual violence; regional crisis centres on domestic violence; intervention centres
Greece	57	Women's centres for survivors of all forms of violence; centres for survivors of trafficking
Hungary	0	-
Ireland	N/A	Centres for survivors of sexual violence; rape crisis centres; non-residential counselling centres
Italy	296	Anti-Violence centres; Anti-Violence centres and helplines
Latvia	20	Women's centres for survivors of all forms of violence; centres for survivors of trafficking
Lithuania	17	Specialised help centres
Luxembourg	9	Women's centres for survivors of domestic violence; centres for survivors of human trafficking; centre for survivors of sexual violence
Malta	N/A	Community and counselling centres
Netherlands	N/A	Non-residential support services; sexual assault centres; informational networks and umbrella organizations
Poland	1	Non-residential services providing legal advice, counselling and information
Portugal	132	Rape crisis centre for women survivors of sexual violence; centre for women survivors of trafficking; centres for survivors of domestic violence
Romania	21	Centres providing non-residential specialist support services; sexual violence centres; centre for survivors of trafficking
Slovakia	15	Counselling centres for women survivors of violence
Slovenia	N/A	Counselling centres for women survivors of violence
Spain	717	Non-residential support services for all women survivors of violence
Sweden	200	Young women's empowerment centres; rape crisis centres
United Kingdom	896 <sup>1</sup>	Resettlement, advocacy services and outreach services; floating support; non-residential counselling and information centres; rape crisis centres; sexual assault referral centres; services for black and minority ethnic women; Independent advisory for domestic violence and sexual violence; Women's centres/services for black/migrant/minority ethnic women
<b>Total</b>	<b>3,267 (n=27)</b>	-

1 This figure is an estimated number from the WAVE Report 2015, p. 96, Table 21.



### Women's Centres in European Non-EU Countries (2016)

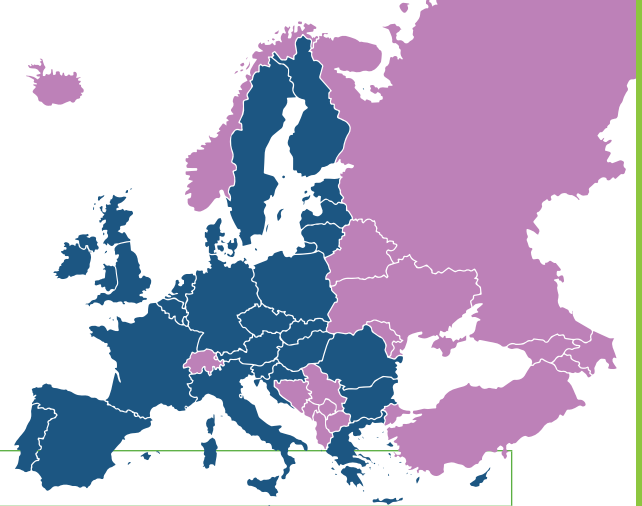
Country	Number of Women's Centres	Type of women's Centres
Albania	23	networks of women's NGOs/shelters
Armenia	9	regional crisis centres of DV; centres for victims of trafficking
Azerbaijan	10	Non-residential support centres for women survivors of violence
Belarus	0	-
Bosnia & Herzegovina	8	Women's centres for survivors of all forms of violence
Georgia	20	State domestic violence centres; NGO based domestic violence crisis centres; regional committees and sub-committees
Iceland	6	Rape crisis centres; sexual assault centres within hospitals; counselling centres for women survivors of all forms of violence
Kosovo	10	Women's centres providing counselling support, legal advice and representation, referrals
Liechtenstein	1	Counselling and information centre
Macedonia	0	-
Moldova	16	Women's centres for survivors of all forms of violence; centres for girls experiencing sexual violence; centres for women survivors of trafficking; intervention centres
Montenegro	3	Women's counselling centres
Norway	46	Women's centres for survivors of all forms of violence; rape crisis centres; centres for survivors of trafficking
Russia	150	N/A
Serbia	28	Women's centres for survivors of all forms of violence; centres for girls experiencing sexual violence; centres for women survivors of trafficking; centres for black, minority ethnic women
Switzerland	N/A	N/A
Turkey	255	Women's centres for survivors of all forms of violence; centre for survivors of trafficking; centre for black, minority, ethnic women
Ukraine	9	Women's centres for survivors of violence
<b>Total</b>	<b>594 (n=17)</b>	-



## National Action Plans addressing VAWG in place in EU Member States (2016)

Country	Total Population	National Action Plan	Title
Austria	8,700,471	Yes	NAP for the Protection of Women from Violence 2014-2016 (Nationaler Aktionsplan zum Schutz von Frauen vor Gewalt 2014-2016)
Belgium	11,311,117	Yes	NAP to combat all forms of Gender-Based Violence 2015-2019
Bulgaria	7,153,784	No	There is no actual NAP only a strategy on Protection and Prevention from Domestic Violence, which is developed annually
Croatia	4,190,669	Yes	National Strategy for Protection against Violence in the Family 2017-2022
Republic of Cyprus	848,319	Yes	NAP on Equality between Men and Women 2014-2017 NAP on Prevention and Combatting of Violence in the Family 2016-2019
Czech Republic	10,553,843	Yes	NAP for Prevention of Domestic and Gender-Based Violence 2015-2018
Denmark	5,707,251	N/A	-
Estonia	1,315,944	Yes	Action Plan for Violence Prevention Strategy 2015-2020
Finland	5,487,308	Yes	NAP on Women, Peace and Security 2012-2016
France	66,730,453	Yes	NAP on implementing UN Security Council resolutions on Women, Peace and Security 2015-2018
Germany	82,175,684	Yes	NAP covering all forms of VAW
Greece	10,783,748	Yes	NAP on Gender Equality 2016-2020
Hungary	9,830,485	Yes	National Strategy for the Promotion of Gender Equality 2010-2021
Ireland	4,724,720	Yes	National Strategy for Women and Girls 2017-2020
Italy	60,665,551	Yes	NAP on the implementation of Women, Peace and Security Agenda 2016-2019
Latvia	1,968,957	Yes	Guidelines for State Family Policy 2011-2017
Lithuania	2,888,558	Yes	NAP for Prevention of DV and Provision of Assistance to Victims 2013-2020
Luxembourg	576,249	Yes	Gender Equality Plan 2015-2018 NAP on Prostitution
Malta	450,415	Yes	Gender-based Violence and DV Strategy and Action Plan 2017
Netherlands	17,081,507	Yes	NAP on Women, Peace and Security 2016-2019
Poland	37,967,209	Yes	NAP for Counteracting DV 2014-2020
Portugal	10,341,330	Yes	V NAP for Prevention and Combatting DV and Gender-Based Violence 2014-2017
Romania	19,760,314	Yes	National Strategy on Preventing and Combatting Violence within the Family 2013-2017 National Strategy on ensuring Equality between Women and Men and Preventing and Combatting DV 2018-2021
Slovakia	5,426,252	Yes	NAP for the Prevention and Elimination of VAW 2014-2019
Slovenia	2,064,188	No	-
Spain	46,440,099	Yes	National Strategy for the Eradication of Violence against Women 2013-2016
Sweden	9,851,017	Yes	National Strategy to Prevent and Combat Men's Violence against Women 2017-2027
United Kingdom	65,382,556	N/A	-
<b>Total</b>	<b>510,377,998 (n=28)</b>	<b>24/28<sup>1</sup></b>	-

1 24 EU member states out of 28 had National Action Plans in place in 2016 and after.



## National Action Plans addressing VAWG in place in European Non-EU Countries (2016)

Country	Total Population	National Action Plan	Title
Albania	2,886,026	Yes	National Strategy and Action Plan on Gender Equality 2016-2020
Armenia	2,998,577	No	-
Azerbaijan	9,705,643	No	-
Belarus	9,498,364	Yes	NAP on Gender Equality 2017-2020
Bosnia & Herzegovina	3,515,982	Yes	Gender Action Plan of Bosnia and Herzegovina 2013-2017 Framework Strategy for Implementation of the Istanbul Convention (2014-2018)
Georgia	3,720,400	Yes	NAP on the measures to be implemented for combatting VAW and DV 2016-2017 NAP on implementation of the UN Security Council resolutions on Women, Peace and Security 2016-2017
Iceland	332,529	No	-
Kosovo	1,771,604	Yes	NAP 2016-2020
Liechtenstein	37,622	No	-
Macedonia	2,071,278	No	-
Moldova	3,553,056	Yes	National Strategy for Equality between Men and Women 2017-2021
Montenegro	622,218	Yes	Action Plan for achieving Gender Equality 2017-2021
Norway	5,213,985	Yes	NAP 'A Life Without Violence' 2014-2017
Russia	143,666,931	N/A	-
Serbia	7,076,372	No	-
Switzerland	8,327,126	Yes	National Strategy on VAW
Turkey	78,741,053	Yes	NAP on Combatting VAW 2016-2020
Ukraine	42,590,879	Yes	NAP for implementation of UNSCR 1325 (on women, peace and security)
<b>Total</b>	<b>326,329,645 (n=18)</b>	<b>11/18<sup>1</sup></b>	-

1 11 non-EU countries out of 18 had National Action Plans in place in 2016 and after.

## 5. NATIONAL WOMEN'S HELPLINES

### Introduction

National women's helplines continue to provide crucial support for women survivors of violence, as well as provide advice to professionals such as social workers, and are often the first service women turn to for immediate support and information. Women's helplines are often not only important resources for survivors, but also for friends and family of survivors who are seeking advice and information on behalf of a loved one. As a result, women's helplines – as providers of specialist support – are vital and life-saving.

The Istanbul Convention (IC) has established standards for national women's helplines, which are important benchmarks for all states to follow, regardless of whether or not they have ratified the Convention. According to Article 24 of the Istanbul Convention, states should provide at least one national helpline to address all forms of violence against women, operating 24/7 and free of charge. Other important elements of a national women's helpline would be to provide support in all relevant languages, have a widely advertised public number, and provide referrals to other relevant services such as counselling centres, women's shelters, or the police.

Providing a free of charge national women's helpline is crucial for several reasons – however, it is also important that women can seek support in confidence without the call being recorded on a phone bill for the perpetrator to discover. Ensuring the safety of women is crucial when providing support, and in many cases a woman may be deterred from seeking help if she feels unsafe or if she does not have the resources to afford expensive telephone calls, particularly if she is dependent on her abusive partner for financial support. Safety concerns also can be relieved when a national women's helpline offers support around-the-clock. Since women can experience violence at any time of the day, the need for immediate support (whether it be information, emotional support or urgent help finding safe accommodation) should be provided 24/7 so women and their children are not further isolated into a dangerous situation.

Even when a phone call does not result in an immediate referral, studies such as the European Union Agency for Fundamental Rights (FRA) highlight that even having the option to talk to someone is just as important for women experiencing violence. Having someone to talk to or receiving moral support was identified as the most important need of women survivors, more-so than, for instance, medical help or reporting to the police.<sup>1</sup> This is particularly important when women live in more isolated situations, such as in rural/remote areas. When survivors are given the opportunity to be heard by specialised and non-judgemental staff via a national women's helpline, other needs can also be met in the process, such as information about available services and their rights, as well as the provision of practical help, in turn supporting women to make informed decisions and feel less alone. It follows then, that as a specialist support service, national women's helplines be “based on **a gendered understanding of violence against women and domestic violence** and shall focus on the **human rights and safety of the victim**”<sup>2</sup>, as per Article 18 of the Istanbul Convention.

However, it is also important to note that for many women survivors, actively seeking support and disclosing personal experiences can be very difficult. Therefore, while Article 18 ensures specialist understanding and knowledge of gender-based violence to sensitively respond to disclosure of violence, it is critical that services remain confidential and ensure anonymity, if survivors wish. There are many reasons why confidentiality can be important in providing support, but one factor is that many women can feel embarrassment and shock after experiencing violence. Fear of repercussions is also important to keep in mind – many survivors lack trust in institutions such as the police, or fear their abuser could discover their attempts to seek help – which can place not only the survivor in further danger, but also their children.

Specialist support services and women's NGOs are best equipped to run women's helplines and support women survivors of violence. For decades in Europe, women's NGOs have been at the forefront of safeguarding women's rights and protecting women survivors of gender-based violence. With their long history and experiences in supporting women, women's organizations have firmly established themselves as experts in the field, and have gained an in-depth knowledge and insight into the global epidemic of violence against women. Many women's NGOs have been at the forefront of establishing and improving standards for service provision of national

<sup>1</sup> Fundamental Rights Agency, 2014, p. 67.

<sup>2</sup> Council of Europe, 2012, p. 12.

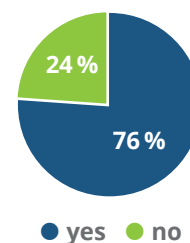


women's helplines, and should be funded for their work via sustainable governmental financial support, a sentiment which is also supported by Article 8 of the Istanbul Convention.

## Findings on the situation of National Women's Helplines in Europe

### Number of European Countries with at least one national women's helpline

The figure on the right demonstrates that most countries in Europe (76%) have at least one national women's helpline, providing support for at least one form of violence against women. The remaining 24% of countries do not have a national women's helpline, but do have other national helplines or regional helplines which can provide support to victims of violence.



Most countries within Europe (76%), or 35 of 46 countries, have at least one national women's helpline providing support for survivors of gender-based violence. This amounts to 71% of EU countries (20 of 28) and 83% of non-EU countries (15 of 18 countries) with at least one national women's helpline.

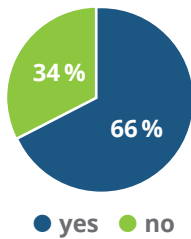
Compared to 2015, these figures have slightly improved – in other words, there has been an increase in the number of national women's helplines across Europe. To account for this difference, it appears that one national helpline in Luxembourg has since stopped operating in 2017. Until January 2017, there was one national women's helpline operated by Femmes en Detresse a.s.b.l. However, the helpline no longer exists as an independent helpline, but rather has since been integrated into the services offered by the women's centre Visavi, which manages the calls received during the day, while the women's shelter operates calls received overnight. It is also important to point out that the helpline in Iceland is operated by the one women's shelter located in Reykjavik. Given the relatively small population size of Iceland, this helpline is considered to be a national women's helpline as women from all over the country can call the shelter 24/7 and be connected to other services if needed.

However, three national women's helplines have since either been established or are now considered to be national women's helplines: Belarus, Lithuania, Malta, and Poland.

On the other hand, 24% of European countries (11 of the 46 countries) do not have a national women's helpline which provide specialist support for all forms of violence against women. Eight of these countries are within the EU (Belgium, Croatia, Czech Republic, Latvia, Luxembourg, Malta and Portugal) and the remaining three are not part of the EU (Norway, Serbia and Switzerland).

There are several reasons for the lack of national women's helplines in some countries. In some instances, such as in Belgium and Norway, regional helplines are more relevant than a nation-wide helpline. For instance, in Belgium the helplines are based on the structure and language differences within the country. Therefore, each of the two large linguistic communities has its own helpline. For the French-speaking community, there are three helplines, and for the Flemish-speaking community, there is one. While in Norway, each women's shelter operates a regional helpline assisting women survivors of violence.

Other reasons are that the national helplines which do exist are not specialist or gender-specific. This continues to be true in Serbia, in which the hotlines which support survivors of violence can be operated by men or by national authorities such as the police. Legislative issues also continue to be reported by countries as reasons for lacking a national women's helpline. As highlighted in the WAVE Report 2015, legislation in Croatia continues to be gender-neutral and funding also slants towards being project-based, making the sustainability of a national women's helpline impossible. Services in Czech Republic tend to receive state funding if the beneficiaries are gender-neutral, and therefore helplines tend to serve a broader public (such as hotlines for seniors, children, and general victims of crime) as state funding for gender-specific specialist women's support services is not sufficient. While in Malta, a national helpline has existed for almost twenty years, however it is a general helpline run by a state agency and not specifically for women survivors of violence.



## National Women's Helplines Meeting Istanbul Convention Standards

**This figure demonstrates that more than half of the national women's helplines operate both free of charge and 24/7. In other words, 69% of the national women's helplines do meet the Istanbul Convention standards for a women's helpline to be free of charge and operate 24/7.**

Of the 35 European countries with at least one national women's helpline, 30 provide support free of charge; in other words, 86% of national women's helplines in Europe are free of charge.

However, 74% of national women's helplines (26 out of 35) operate 24/7, indicating that helplines are slightly more likely to be free of charge than operate 24/7. This can be due to many reasons, including the capacity of staff and the level of resources available to sustain a helpline around-the-clock. Many countries are struggling for funding and rely largely on donations and volunteer staff – some organizations are losing funding and closing services as a result. Therefore, operating a 24/7 national women's helpline with a gender-specific focus is becoming increasingly challenging in the face of backlash via the imposition of gender-neutral policies.

Despite these difficulties, the number of countries which meet the Istanbul Convention standards for a national women's helpline provision has greatly improved since 2015. In the WAVE Report 2015, 52% of the national women's helplines met Convention standards for operating a helpline both free of charge and 24/7. Two years later, 66% of national women's helplines (23 of 35 countries) operate both free of charge and 24/7 – a 14% increase over two years. The countries which have improved their status to meet the standards of the Istanbul Convention are Albania, Bulgaria, Bosnia & Herzegovina, Finland, Ireland, Lithuania, and Ukraine.

The reasons for the changes are not entirely clear. In Finland, there are two national women's helplines – one operated by the National Institute for Health and Welfare as a special government service, and one operated by a women's NGO. Both helplines are funded by the slot machine association, however it is the helpline operated by the state which meets Istanbul Convention standards – the reason for this could be directly linked to funding, as the helpline received 100% state funding in 2016.

It is also interesting to note that, despite an increasing ratification of the Istanbul Convention by European countries (currently 26 of 46 countries have ratified the Istanbul Convention), there appears to be no clear or direct correlation between ratification of the Convention and meeting the minimum standards as laid out in the Convention. Although 69%, or 18 of those 26 countries which have ratified the Convention have established a national women's helpline, only 54% (14 out of 26 countries) meet the standards of operating a helpline both free of charge and 24/7. 12 countries which have ratified the Convention, but do not meet the standards for national helpline provision are: Belgium, Republic of Cyprus, France, Malta, Netherlands, Norway, Poland, Portugal, Serbia, Slovenia, Switzerland, and Turkey. These figures illustrate a concerning gap between ratification and effective implementation of the Istanbul Convention. Although states have increasingly been ratifying the Convention, specialist support services and other NGOs have been accurately pointing out that actual implementation of the Convention has not been appropriately translated into national legislation. Therefore, it can be noted that states must adequately implement the standards laid out in the Istanbul Convention as ratification does not necessarily result in proper realization of its standards.

## Organizations running the national women's helplines

Of the 35 countries which have a national women's helpline, 33 responded to the question regarding the type of organization or body which runs the national women's helpline. Given the data provided, most of the national women's helplines which do exist in Europe are run by a non-governmental organization or association (70%), or 23 out of 33 countries. The rest are run by the state or some sort of agency affiliated with the government.

Furthermore, European countries outside of the EU are more likely to have a national women's helpline run by women's NGOs or other non-profit associations than their EU counterparts. Of the 14 respondents from non-EU countries, 11 have at least one national women's helpline (79%) six of which specifically stated that they do not receive any funding from the state (Albania, Armenia, Belarus, Russia, Turkey, and Ukraine).

On the other hand, only 63% of the EU countries which responded to the question (12 out of 19 countries) indicated that at least one of the national women's helplines is operated by a women's NGO or another NGO. The other

six countries (Republic of Cyprus, Germany, Greece, Malta, Romania, Slovakia and Spain) have national women's helplines which are operated in some capacity by a governmental body, usually a federal ministry.

46% of the national women's helplines (16 of 35 countries), with helplines which operate both 24/7 and free of charge are reported to be run by NGOs (Albania, Armenia, Austria, Azerbaijan, Bosnia & Herzegovina, Bulgaria, Denmark, Estonia, Iceland, Ireland, Italy, Kosovo, Moldova, Lithuania, Ukraine and United Kingdom).

## Funding

Just over half of the countries with a national women's helpline (53%), responded to the question regarding whether national women's helplines received state funding. From the data collected, 13 countries had at least one national women's helpline which received some form of state funding in 2016 for operating the helpline. Most of the countries receiving state funding are EU countries, while only three are non-EU countries (Azerbaijan, Iceland, Macedonia).

In most cases, state funding for national women's helplines represents core funding of the helpline's operation. In many of these countries, however, the national women's helplines are run by the state or a governmental body. For instance, the helpline in Germany is run by the Federal Ministry for Family, Elderly, Women and Youth as well as the Federal office of Family and Civic Duties, receiving approximately € 6.000.000 in 2016 by the state.

In other cases, although the helpline may rely on funding by the state, the financial support provided by the state is often not sustainable or adequate. For instance, in Bulgaria the national women's helpline received € 830 from the state in 2016, despite the annual operational costs for the helpline being approximately € 13.062. The amount of governmental funding in 2016 clearly did not cover all the operational costs for the women's helpline, therefore, the helpline needed to be supplemented by other funding sources. While in the Republic of Cyprus, although the national women's helpline in the part of the country over which the government exercises full control, received state funding, the € 67.000 provided by the state in 2016 was divided between the helpline, counselling centre and a perpetrator's programme.

There are also alternative strategies for providing state funding to national women's helplines. For example, in Finland the helpline operated by the National Institute for Health and Welfare (a special government service) is funded by victim surcharges levied on offenders, and impressively manages to be funded 100% by the state with an estimated total of € 500.000 received in 2016. The national helpline operated by a women's NGO in Finland receives funding via the Slot Machine Association.

In other instances, national women's helplines rely mostly or solely on other sources of funding – either foreign donations, private donations, or European structural funds. Azerbaijan is one example of how various funding sources helped to sustain the helpline in 2016. In addition to receiving state funding, the national women's helpline was also provided funding through different projects such as the Global Fund for HIV and the United States Agency for International Development. While in Estonia, funding was sourced from EEA grants.

Lack of state funding for national women's helplines can be related to two factors: firstly, the reported lack of government cooperation and engagement with women's NGOs; secondly, the lack of legal mandate on government funding for specialist women's support services. What is interesting to note is the strong cooperation between Icelandic NGOs and the government – although there is no law regulation in terms of funding women's NGOs, there is information cooperation in Iceland between NGOs and the state in which it is practice for the state to provide annual co-funding, although this can also mean insecure funding for all since it is not guaranteed.

## Existence of other national helplines in Europe

In cases where there are no national women's helplines which serve predominantly women or all forms of violence against women, there are other national helplines which also provide support to women survivors of violence. These additional helplines may not always be specialist or gender-specific, however in countries where there are no national women's helplines (Belgium, Croatia, Czech Republic, Latvia, Luxembourg, Malta, Portugal, Norway, Serbia and Switzerland), other helplines can provide a crucial service to women who may otherwise not have support.

For instance, as already mentioned, although there is no united national women's helpline in Belgium, there are four helplines which serve the different regions; there are three helplines for the French-speaking community (one for survivors of domestic violence, one for survivors of forced marriage, and one regarding sexual violence), while for the Flemish-speaking community there is one helpline which is financed by the Flemish government and covers all forms of violence as well including child abuse and elder abuse. In Norway, although there is no national women's helpline, each women's shelter operates their own regional helpline assisting women survivors of violence. Similarly, in Sweden and Switzerland most of the women's shelters operate their own helpline to support survivors.

What is interesting to note is that in countries where a national women's helpline already exists, there is also a need for other national helplines which have a specific focus on a particular form of violence, such as in Bosnia and Herzegovina, Croatia, Georgia and Norway. For example, in Bosnia and Herzegovina, one helpline covers the entire territory of Bosnia and Herzegovina to support survivors of war rape and sexual violence, as well as to support their family. While in Croatia, in addition to a women's shelter in Zagreb managing phone calls, there is also a national helpline for victims of trafficking. Georgia has in place a hotline solely for victims of human trafficking, and the ROSA centre in Norway operates a special helpline for victims of human trafficking.

Finland, Portugal and the United Kingdom have helpline services for ethnic minorities and immigrants. In Finland, the Monika helpline is specifically for women who identify as being part of an ethnic, cultural or linguistic minority and do not speak Finnish. Based in the women's shelter Mona Koti, this helpline assists immigrant women and children who have been victims of violence.

More specifically, there are also national helplines which support survivors of sexual violence, usually operated by rape crisis centres. Such helplines exist in Finland, Iceland, Ireland, Norway and the United Kingdom. Norway has several helplines specifically for sexual violence, such as the National Helpline for Victims of Incest and Sexual Abuse, and the National Helpline for Survivors of Sexual Abuse. Survivors of sexual violence in Iceland can contact the rape emergency service within the hospital, or can also directly contact the women's NGO Stigamot, which also supports survivors of molestation and survivors of pornographic exploitation and prostitution. Each country within the United Kingdom also has special helplines for survivors of sexual violence, either operated through the local rape crisis centres or via a national network, such as Rape Crisis England and Wales.

In countries such as Finland and Turkey there are specific national helplines to support those suffering from elderly abuse. Suvanto in Finland offers advice and support for situations of elderly abuse. One helpline in Turkey run by the Ministry of Family and Social Policies offers social support for women, children, elderly and disabled people.

In most countries throughout Europe, such as Croatia, Czech Republic, Georgia, Latvia, and Liechtenstein, there are more general helplines for victims of crime which serve both men and women and all types of crime. For example, in Latvia, family crisis centres do not have individual helplines, but if a woman calls a centre, in most cases she will get support information and advice.

## Recommendations

Compared to the last WAVE Country Report,<sup>3</sup> six additional countries now provide a national women's helpline which is both free of charge and runs 24/7, which is a clear improvement. However, on a European level, 12 countries (out of 35 WAVE holds data for) still do not fulfil this criterion. Overall many countries are currently struggling to maintain their government funding for women's specific national helplines, within the context of gender-neutral policies towards addressing gender-based violence being implemented in several European countries. Many countries are currently having to rely on donations and/or volunteers to run their helpline.

- ▶ All European countries must make an effort to establish at least one NWH which is free of charge and operates 24/7 over the next years.
- ▶ State funding is vital in implementing the national women's helpline standard of the Istanbul Convention, as sustainable service provision cannot be guaranteed where national women's helplines rely on volunteers or private donations to operate.

<sup>3</sup> WAVE Country Report 2015, p. 7.

## 6. WOMEN'S SHELTERS



National women's shelters are specialist support services that are essential when it comes to assisting women and girls affected by primarily domestic violence. These services, also called refuges or safe houses in many of the countries surveyed in this report, offer a range of essential services such as psychological counselling, facilitating access to legal aid, social services and move-on accommodation, in addition to ensuring that women and girls can find solace in a secure place away from abusive perpetrators. Articles 22 to 25 from the Istanbul Convention contain several provisions related to obligations that states which are parties to the convention need to fulfil with regard to the provision of specialist support services. This ensures that a set of minimum standards are uniformly implemented in all countries. As such, the primary recommendation concerning women's shelters from the Explanatory Report of the IC states that these should be available in every region, having one family place, i.e. bed in our current methodology, per 10,000 heads of population.<sup>4</sup> Nevertheless, it is further emphasized that the availability and amount of shelter bed-spaces depends on the actual needs faced by each country and significant differences in provision may be encountered.

Data explored in this report was collected from a total of 46 countries, covering EU and non-EU member states located in Europe. As demonstrated in previous reports on specialist support services in Europe published by WAVE, there is a worrying lack of bed-spaces available in women's shelters in both EU and non-EU countries. The reporting period for this report covers the timeframe from January 2016 to December 2016. The data that was collected reveals a dramatic lack of women's shelters' bed-spaces in EU and non-EU countries alike. To be more precise, 52% of these are missing in EU member states (26 in total<sup>5</sup>) and a staggering 79% are missing in the countries outside of the EU (17 overall).<sup>6</sup>

It is important to acknowledge the limitations of the data provided in this report, as three countries out of the 46 surveyed were not able to provide data on the number of shelter beds available in their national women's shelters. Incidentally, each of these countries – France, Spain and the Ukraine – have a population above 42 million. Generally speaking, it may be difficult to have an accurate monitoring system in place in countries with higher populations and a diversified system of specialist support services. Furthermore, as demonstrated by the situation from the Ukraine, the experience of conflict or political instability can also hinder the monitoring of women's shelters and their capacities nationwide.

When it comes to the members of the European Union with all of these having signed the IC, and 18 having ratified it, only five countries meet the minimum standards for shelter beds, namely: Denmark, Latvia, Luxembourg, Malta and Slovenia. In total these five countries exceed the minimum recommended quota by 1,435 beds. An alarming amount of 52% of shelter bed-spaces are missing in the 26 EU countries for which data on shelter bed-spaces was available.<sup>7</sup>

A slight increase in women's shelters in EU member states can be observed when comparing data collected in 2013 with the situation observed in 2016. To be more precise, in 2013 there were 1,453 women's shelters in the 28 EU member states<sup>8</sup>, whereas in 2016 there were 1,587 available. It has to be noted however, that the dataset for 2016 only covers 26 EU countries. When it comes to women's shelter bed-spaces in the EU, these amounted to 23,797 in 2013 and only to 20,541 (in 26 out of the 28 EU member states) in 2016. These figures point towards a worrying trend of a decrease in the number of bed-spaces available in women's shelters throughout the EU. Moreover, there are still several countries in the European Union where over 85% of the shelter bed-spaces required by the IC are missing – Bulgaria, the Czech Republic, Hungary and Poland. In the Netherlands there has been a dramatic decrease in women's shelter beds in the last two years, from 1,608<sup>9</sup> in 2014 to 500 in 2016. In addition to the beds in women's shelters, there are also so-called ambulant beds, which are for both women and men affected by domestic violence. Ambulant beds are located outside women's shelters in apartments or homes. Clients from women's shelters can be referred to these.

4 Istanbul Convention, Explanatory Report (2012), p. 80-81.

5 It was not possible to establish exactly how many shelter beds were available in 2016 in 2 EU member states: France and Spain.

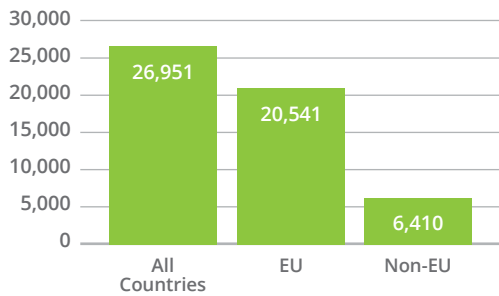
6 The following countries are included in the count: Albania, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Georgia, Iceland, Kosovo, Liechtenstein, Macedonia, Moldova, Montenegro, Norway, Russia, Serbia, Switzerland, Turkey, Ukraine.

7 The following countries are included: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Sweden and the United Kingdom.

8 WAVE Report 2014, p. 34-35.

9 WAVE Report 2015, p. 93.

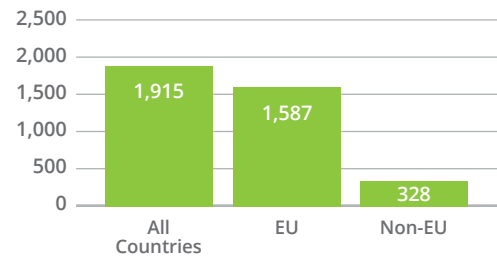
## Number of Beds in Women's Shelters in Europe



It is noticeable that three of the non-EU countries surveyed, the Russian Federation, Belarus and Azerbaijan, which have neither signed nor ratified the IC, lack over 80 % of the number of shelter bed-spaces needed to meet the minimum standards from the IC. The percentage of missing shelter bed-spaces varies considerably across the other non-EU countries surveyed, in four countries, Bosnia & Herzegovina, Iceland, Moldova and Turkey, the missing shelter beds amount to roughly 50 %. In three countries, Albania, Kosovo and Montenegro, existing shelter beds amount to approximately 60 % of the total needed to meet the minimum standards from the IC.

Nevertheless, 7 of the 17 non-EU countries surveyed, i.e. Albania, Bosnia and Herzegovina, Georgia, Montenegro, Serbia, Switzerland and Turkey, have all signed and ratified the IC, yet a considerable amount of shelter bed-spaces are missing in all of these countries: Albania (42 %), Bosnia and Herzegovina (49 %), Georgia (72 %), Montenegro (32 %), Serbia (64 %), Switzerland (64 %) and Turkey (56 %). Only 2 countries outside of the EU currently meet the minimum requirements of the IC regarding the necessary number of shelter bed-spaces – Liechtenstein and Norway, having an overall surplus of 392 beds. When it comes to meeting the minimum standards of the IC for provisions regarding women's specialist support services, the existence of a NAP or a national strategy tackling VAWG reflects a greater degree of state commitment and can ensure that more funding is allocated to this sector.

## Number of Women's Shelters in Europe



# 7. WOMEN'S CENTRES

## Introduction

Women's centres offer flexible, tailored and holistic support to women and their children (if any) who are experiencing gender-based violence, predominantly those who are affected by domestic and sexual violence. Best-practise examples and the overall experience of the WAVE Network has shown, that this kind of specialist non-residential support ensures that women can better manage crisis situations through adequate safety interventions, know their rights and entitlements and thus increase their independence from an abusive partner and reduce their overall isolation.

The term 'women's centres' includes all women's services providing non-residential specialist support such as information, advice, advocacy counselling, practical support, court accompaniment, outreach services, and so on. It includes women's crisis or counselling services serving women survivors of violence, rape crisis centres, intervention centres, and other services predominantly supporting women. Women's centres in this report belong to the range of specialist women's support services as defined in the Istanbul Convention Article 22, § 132: *"The aim of such a specialised support is to ensure the complex task of empowering victims through optimal support and assistance catered to their specific needs. Much of this is best ensured by women's organisations [...]".*

There is a particular need to maintain and increase women's specialist support centres by and for women from a black and ethnic minority background (BME) or those with insecure immigration status, as many face additional barriers when seeking support e.g. language barriers, fear of discrimination and lack of understanding of the legal system<sup>10</sup>. Mainstream support services often consider the multiple needs of women in these situations too 'complex or challenging' to deal with which can lead to an incomplete service provision and frequently returning beneficiaries as their needs have not been met<sup>11</sup>. At the same time BME women consistently identify that they

<sup>10</sup> Women's Resource Centre (WRC), London 2011: "Hidden Value of Women's Organisations" [https://thewomensresourcecentre.org.uk/wp-content/uploads/hidden\\_value\\_wrc\\_sroi\\_report\\_2011\\_22.pdf](https://thewomensresourcecentre.org.uk/wp-content/uploads/hidden_value_wrc_sroi_report_2011_22.pdf)

<sup>11</sup> Ibid.

prefer services from BME specific organisations and that they find these interventions more helpful and empowering than generic agency interventions<sup>12</sup>.

Overall specialist women's support services, do not work in isolation from statutory service providers, but rather complement generic services, as they fill vital generic service provision gaps through gender and culturally sensitive support, the ability to address multiple complex needs in one location; and ensure that women understand, and feel confident to access vital other support providers such as statutory services<sup>13</sup>.

It is also important to note that historically, women's centres have had varied development and models throughout Europe, and have adapted throughout the years based on the different social, political and financial climate which can impact sustainability. Therefore, the attempt to find a common categorisation of specialist support services is difficult, as different traditions of social support has resulted in different structures and standards of provision. In this section, however, the report attempts to offer an overview of currently available gender-specific and empowering services provided by NGOs for women in Europe, particularly amid funding cuts and an overall larger recognition of more gender-neutral policies. Furthermore, whilst considering the numbers of centres in each country, it is important to take into account the great differences in size of countries both geographically and in terms of population.

## Findings on the situation of women's centres in Europe

44 of 46 countries (96 %) responded to the question on the existence of women's centres in their countries. 91 % of countries who responded (40 countries in total) indicated that at least one women's centre exists in their country, with a minimum of 3,861 women's centres throughout Europe<sup>14</sup>. This amounts to 93 % of EU countries who responded (with 3,267 women's centres) and 88 % of non-EU countries who responded (with 594 women's centres) which have women's centres of some kind. Here it is clear that women's centres represent a vital service in both EU and non-EU countries. The countries which specifically indicated that no women's centres exist are Belarus, Estonia, Hungary and Macedonia.

Overall, there is a wide variety of women's centres throughout Europe, however the five most notable services are: intervention centres, rape crisis centres/services for sexual assault survivors, centres for black, minority-ethnic and migrant women, centres for survivors of trafficking and other non-residential services/counselling centres. While definitions and categories are still being developed, extreme caution is advised during interpretation. Information in this chapter is provided as baseline data indicating a general level of service provision and scope for improvement in each country, and will continue to be developed in future reports.

### Intervention centres

Intervention centres typically serve as a model of pro-active assistance for women who have called the police due to experiences of violence, however the focus and model of each intervention centre varies across countries. Of the 44 countries which responded, 14%, or six countries, (Austria, Czech Republic, Finland, Germany, Lithuania, and Moldova) specifically mentioned that their country has intervention centres. Most of the countries which reported having intervention centres are EU countries.

In Austria, nine intervention centres are available and exist in all provinces, providing various support to women survivors of all forms of violence. The Czech Republic has 18 intervention centres with at least one centre covering each province. Only one of the centres is run by an NGO with a gender-specific approach, while the remaining 17 are run by other NGOs. The one intervention centre in Finland is specifically for black, minority-ethnic and migrant women and offers group activities and support with the integration process to Finland. The 17 intervention centres in Lithuania are now referred to as "specialised help centres". They are run by women's NGOs and other NGOs, located in all regions, and receive state funding because of the "Protection from Violence" law, which was passed in 2011, and is a governmental programme for specialised help centres.

12 IMKAAN Vital Statistics 2: Key Findings Report on Black, Minority Ethnic, and Refugee Women's and Children's Experiences of Gender Based Violence, 2012

13 IMKAAN, Vital Statistics 2010: The experiences of Black, Asian, Minority Ethnic & Refugee women and children facing violence and abuse and Women's Resource Centre (WRC) 2011: Hidden Value of Women's Organisations

14 This number is likely much higher as some countries such as Ireland and Malta could not provide an exact number of women's centres available and therefore could not provide an exact number and answered as 'N/A'. In other cases, such as with Sweden and the United Kingdom, an estimated number was provided.

## Rape Crisis centres/services for sexual assault survivors

The following information on services for survivors of sexual violence is conflated for the purposes of this analysis, including all services. The definition of a consistent term is currently being developed and therefore the information includes responses by countries which selected the following as categories: rape crisis centres, centres for girls experiencing sexual violence, centre for sexual violence, and sexual assault centres in hospitals. It should be noted that centres for girls experiencing sexual abuse also include centres which provide counselling to women who were sexually abused as girls.

17 of the 44 responding countries (39%) reported having specific services for survivors of sexual violence. These countries are Austria, Belgium, Croatia, Denmark, Finland, Germany, Iceland, Ireland, Luxembourg, Moldova, Netherlands, Norway, Portugal, Romania, Serbia, Sweden and the United Kingdom.

Finland, Germany, Iceland, Ireland, Norway, Portugal, Sweden and the United Kingdom reported the existence of rape crisis centres in their country. Finland has one rape crisis centre for female survivors of sexual violence which also operates a helpline and provides legal consultation. The Secretariat of the Women's Shelter Movement in Norway is a national network which also focuses on incest and sexual abuse, among other forms of violence.

The countries of the United Kingdom are particularly special in terms of service provision for survivors of sexual violence and include a range of services which are lacking in other countries. For instance, in England, Northern Ireland, Scotland and Wales there are independent sexual violence advisors (ISVAs); rape crisis centres located throughout the UK are part of national networks; there are sexual assault referral centres (SARCs), and the umbrella agency 'Survivors Trust' provides specialist support services for survivors of sexual violence all over the UK and Ireland.

Important to note is that Portugal continues to lobby for improved service provision and policies in terms of protecting and supporting survivors of violence. Due to lobbying and advocacy by the women's NGO Association of Women Against Violence (AMCV) in Portugal, the Ministry of Justice and the Minister of the Presidency of the Council of ministers have signed a protocol with AMCV funding a three-year project which involves services for women and girls' survivors of sexual violence.

**Centres for survivors of sexual violence** exist in Austria, Croatia, Denmark, Finland, Germany, Luxembourg, Iceland, Ireland, Moldova, Serbia and Sweden. In Denmark, the Centre for Victims of Sexual Assault is located in Copenhagen, and there is also a Centre for Victims of Rape. In the Netherlands, centres for sexual assault survivors are run by the Centrum Seksueel Geweld and provide medical, forensic and psychological support to anyone who has recently experienced an assault or rape in the province of Utrecht.

Although categorised as a rape crisis centre, the centre in Iceland called Stigamot can also qualify as a centre for survivors of sexual abuse, as it addresses various forms of sexual violence and provides several unique services. Stigamot is located in the capital city of Reykjavik, and opened in 1990. It is an education and counselling centre for survivors of sexual abuse and violence, providing free counselling for survivors of rape, sexual molestation, sexual harassment, pornographic exploitation and prostitution. Among many services such as a helpline which operates during its opening hours, Stigamot also holds training workshops and educates different multi-agency groups such as educated professionals, interest groups and government officials about sexual violence, including sexual violence perpetrated against people with disabilities and men.

In Ireland, there are several services for survivors of sexual violence, including Rape Crisis Network Ireland, a network of 13 rape crisis services and which also maps Sexual Assault Treatment Units. Another specialist support service for survivors of sexual violence is Sexual Violence Centre Cork, which provides direct provision of services to the hospitals, and a counsellor is always available to provide support at the time and to offer follow-up counselling.

In Sweden, the various support services available (such as crisis centres and young women's empowerment centres) provide support to survivors of sexual violence as well as engage in different awareness-raising activities and research reports regarding sexual violence. These services are run together by the two large national networks Unizon and Roks.

In Belgium, Denmark and Iceland, there are services for **survivors of sexual violence directly located within**



**the hospitals.** For instance, in November 2017, the Belgian government opened three pilot centres for survivors of sexual violence in Brussels, Liège and Ghent. All three centres are situated in hospitals and provide medical help, psychological counselling and police/judicial services in one location, free of charge and 24/7. The three state-run centres will be evaluated after a couple of years and if successful, replicated all over Belgium. Five regional health centres in Denmark assist women survivors of rape/sexual assault. In Iceland there are two sexual assault units in hospitals run by the local government. Women and men who experience sexual violence can also call the rape emergency service run by a hospital and available 24/7.

### Centres for black, minority-ethnic and migrant women

4 of the 44 countries (Austria, Serbia, Turkey and the United Kingdom) which responded to the question specifically indicated that they have centres for black, minority-ethnic and migrant women – this is approximately 9% of all countries. The approach of these centres may vary greatly.

For instance, Austria reported the existence of ten centres for migrant, minority, ethnic, Roma and asylum-seeking women in Austria, including for undocumented migrant women. One example of such a centre is located in Vienna called Latein Amerikanische Exilierte Frauen in Österreich (LEFÖ) which provides support, information, advice and education for migrants. Through the United Kingdom there are numerous centres for black, minority-ethnic and migrant women. For instance, in England the network of organisations which focuses on addressing violence against black, minority-ethnic and migrant women and girls is IMKAAN. This organisation includes a focus on issues such as domestic violence, forced marriage, and so-called honour-based violence.

### Centres for survivors of trafficking

16 of the 44 countries (36 %) reported the availability of centres for women survivors of trafficking: Armenia, Austria, Belgium, Croatia, Republic of Cyprus, Czech Republic, Greece, Latvia, Luxembourg, Moldova, Norway, Portugal, Romania, Serbia, Slovenia and Turkey. Unfortunately, there is little information about these centres other than that the network of women's organisations called PETRA in Croatia works against trafficking of women and girls; the Czech Republic has three centres for women survivors of trafficking; Latvia has one centre for survivors of trafficking located in Riga and run by an NGO; and Greece has one centre situated in Thessaloniki. Furthermore, the ROSA Centre in Norway provides support and information for victims of trafficking, including a helpline and shelter as well as support with legal advice, counselling, and healthcare. The centre in Slovenia for victims of trafficking is run by an NGO called the Centre for Combatting Trafficking.

### Other non-residential services

36 of the 44 countries which responded (82 %) reported the existence of some sort of non-residential women's centre which cannot be classified in the above categories. Although many other services such as rape crisis centres also offer counselling services, this section is reserved for women's centres which specifically focus on non-residential counselling for all forms of violence against women or survivors of domestic violence. Categories identified specifically by countries are: regional and state crisis centres for survivors of domestic violence; women's centres for survivors of all forms of violence; women's counselling and crisis centres; and anti-violence centres. These services have many common elements, but can have different clients (such as one centre focusing primarily on survivors of domestic violence), or focus specifically on local face-to-face counselling as opposed to lobbying or advocacy.

Some centres are organized through national networks, such as in Albania, Finland, Italy, and Netherlands. For instance, in Albania the women's centres are part of two organised networks (one informal and another formalized) comprised of various active women's NGOs which operate at the local and central level around the country. Whereas in Finland, the centres are member organisations of the Federation of Mother and Child Homes and Shelters (FMS), which in addition to providing accommodation, also runs services which conduct day-time services (supported living) and help women to overcome trauma, conduct resource-planning and budgeting, support mental health issues, apply for housing and also help to organise every-day questions with a holistic approach. Furthermore, in the Netherlands, women's centres and services can be found within the umbrella organisation Federatie Opgang, which has shelters for the homeless and victims of domestic violence, as well as for teen mothers and children who have experienced traumatic events and victims of human trafficking. The other organisation in the Netherlands operates a different sort of service: Movisie is a centre for national information, advice and expertise regarding issues related to welfare, participation, social services and social safety, aiming to facilitate cooperation and exchange of information between other social service organisations.

Counselling is provided in most of the women's centres. The Greek women's centres, of which there are over 50, provide non-residential support to women survivors of any kind of violence, including forced prostitution and trafficking. Two of three women's counselling centres in Iceland are located in rural areas which offer counselling to rape victims, and their work is mainly based on voluntary work. Aflið in Akureyri is a small organisation with little funding which is based on mainly voluntary work. They offer individual counselling and groups for survivors of sexual violence. Sólstafir is located in Ísafjörður and is a small organisation which offers the same services as Aflið. While in recent years, the women's centres in Slovenia have been growing and developing all over the country, and are co-financed by the Ministry of Labour, Family, Social Affairs and Equal Opportunities.

In addition to counselling, several women's centres indicated additional social support services for women survivors of violence. For instance, in Bosnia and Herzegovina the reported total of eight women's centres run by women's NGOs offer information and advice, counselling, advocacy, multi-lingual support, risk assessment and safety planning, as well as legal advice. The regional crisis centres in Bulgaria are for survivors of domestic violence and provide a range of services including information, advice, counselling, practical support, court accompaniment, and outreach. The ten women's centres in Kosovo also report similar activities as listed above, in addition to cooperation with other services working with perpetrators of violence; while the women's centres in Romania conduct similar work and provide floating as well as outreach support, in addition to child care and multi-agency support.

In the United Kingdom, several Women's Aid organisations provide non-residential support to women who are experiencing violence, with a number of local support services providing services such as children's support, counselling, court accompaniment, telephone support, information and referrals. Safe Ireland in addition to providing domestic violence services (some with 24-hour emergency accommodation), also offer support groups and similar services as Women's Aid such as court accompaniment, but also accompaniment to other agencies including community welfare and housing offices.

Interesting to point out is that, while most of the women's centres listed above are run by NGOs or specifically women's NGOs, many women's centres in Malta are run by governmental institutions and are available in most regions of the country. These centres in Malta are usually community centres which cater to generic social problems, which also include issues concerning domestic violence. They are open to everyone, not just women, and women seeking help in these centres can be referred on to the Domestic Violence Service of Agenzija APPOGG.

## Recommendations

- ▶ When women are affected by gender-based violence, general advice/support centres are not sufficient to address their needs. Efforts must be made, particularly by the governments in those 4 countries that currently have no women's centres – Belarus, Estonia, Hungary, and Macedonia – to dedicate sufficient funding for the creation of such non-residential support services.
- ▶ As women from black, minority ethnic and migrant backgrounds face additional barriers when trying to access specialist service provision (e.g. language barriers, fear of discrimination or deportation), a particular effort must be made by governments to maintain and expand funding for specialist services by and for women from these backgrounds.
- ▶ Data recording on the different types of women's centres needs to be unified e.g. through a common European definition of what constitutes a women's centre, to more accurately reflect the actual existing number of service centres in relation to the Istanbul Convention.
- ▶ Although there are currently 594 women's centres in non-EU countries, which is an increase of 349 compared to the WAVE Report 2015 – where only 245 women's centres existed in the 18 non-EU countries data was collected for in both reports – this number is still insufficient considering the overall population in the region. We urge all governments of the relevant non-EU countries to improve their efforts in providing sustainable funding for women's centres.

## 8. COUNTRY PROFILES

### ALBANIA

#### GENERAL COUNTRY INFORMATION

Population	2,886,026
Female population	1,424,700
Member of Council of Europe	1995
Member of European Union	No
Member of United Nations	1955
CEDAW ratified	1994
CEDAW optional protocol ratified	2003
Istanbul Convention signed	2011
Istanbul Convention ratified	2013

#### SUMMARY

There is one national women's helpline in Albania. The national helpline is operating free of charge, offers multi-lingual support and is available 24/7. There are currently ten women's shelters in Albania. All provide 24/7 support and immediate and direct access in emergency situations. Services are provided free of charge. All in all, the shelters provide for approximately 167 beds. Overall there are approximately 23 women's NGOs in Albania that act as women's centres. Currently, Albania **does meet** the standards of the IC in terms of provisions for the national women's helpline, but **does not meet** these women's shelters provisions.

#### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

##### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

The national women's helpline is called Linja e Keshillimit per grad he vajza (tel: 00355 42233408 and 0800 4020) and is run by the women's NGO the Counselling Centre for Women and Girls. It offers multilingual support in English. The helpline received no direct state funding in 2016, but the state has signed agreements with mobile phone companies to ensure free of charge phones calls by women and citizens in general. It received €160.000 as additional funding in 2016.

##### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
10	167	122	42%	172,970	N/A

There are currently 10 women's shelters in Albania which provide approximately 167 beds. Women's shelters only exist in major cities – in Tirana, the capital, and other main cities such as Elbasan or Vlora, hence there is still limited geographical coverage and difficulties can be encountered when accessing services. All women's shelters provide 24/7 support and immediate and direct access in emergency situations, as well as are free of charge. The last women's shelters were opened in 2017 in the municipalities of Lushnja and Pogradec. The accommodation period in the existing shelters dedicated to women and girl victims of violence differs per shelter. In some shelters it is one week, in others it is up to three months, or 3–6 months. In some it is one year, and in a few more than 1 year. Government funding for women's shelters is part of the financial allocations related to social inclusion. According to information from national authorities, the state expenditure for activities related to social inclusion was: €102.336 in 2014, €207.993 in 2015, €294.265 in 2016 and €182.593 in 2017.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
23	Networks of women's NGOs/shelters

Women's centres in Albania are run by women's NGOs and cover all regions. Funding comes from the state, donations, foreign funding and other sources. There are two organized networks in Albania: an informal one, the Network against Gender Based Violence and Trafficking (NaGVT) composed of five organizations; and a formal one, Albanian Women Empowerment Network (AWEN) composed of ten women NGOs. Three NGOs are part of both networks. There are some more active women's NGOs that operate at the local and central level all over Albania. Overall there are approximately 23 women's NGOs that act as women's centres. The most well-known are Gender Alliance for Development Centre, Refleksione, Centre for Civic Legal Initiatives, Useful to Albanian Women, Network of Community Centres, Me the Woman in Pogradec, Jona in Saranda, Agritra Vision in Peshkopia, Women in Focus in Kucova, and Women Crafters in Korca.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

The most recent action plan in Albania that covered the issue of violence against women was the "National Strategy on Gender Equality, Reduction of Gender-Based Violence and Domestic Violence" and its Action Plan, covering the period 2011-2015. UNDP and the Ministry of Social Welfare and Youth elaborated the current "National Strategy and Action Plan on Gender Equality 2016-2020". The strategy aims to achieve gender equality and ensure the combatting of gender-based violence and domestic violence. These objectives are placed within the national legal framework; however, a clear link is also made to international obligations that derive from conventions and agreements ratified in this area.<sup>2</sup> Special attention has been given to the need to ensure compliance with EU policies in the context of the integration process.

### SURVIVOR STORY<sup>3</sup>

H.K., 35 years old, after 12 years of marriage, with two children – 8 and 11 years old – found herself asking for help one day. Up until that point she had been dealing with her husband's aggressive behaviour and unstable reactions, making her feel insecure and threatened. In the beginning of her relationship everything seemed to be perfect. However, her hopes and desires were destroyed after the first episode of violence. She tried to justify this and other subsequent violent episodes. She experienced psychological, physical and economical violence throughout the years. She used to cook and sell pies, trying to feed her children and struggling with insufficient financial means, while her husband was always unemployed and developed an alcohol addiction. He used to spend the money she earned and neglected their children. After receiving an immediate protection order for the second time, she decided that the moment had come to file for divorce. She made the decision to face her problems and reached out for help. H.K. received legal advice and psychological support from the Association of Women with Social Problems in Durres, Albania. Her children also received some counselling.

Throughout this process, she was plagued by feelings of guilt and anxiety due to her husband's violence. It made her confused, not knowing how to move on with her life. It was difficult to comprehend how she would bring up her children without their father, feeling confident and insecure at the same time. Her children were also affected by the violence they had been exposed to. They seemed to attend school regularly but had a poor academic performance. The experience had also taken its toll on their emotional state, being unable to talk about the traumatic situations they had been through without crying or getting anxious.

The counselling sessions helped H.K. deal with the divorce and the new family dynamics. A lawyer from the Association of Women with Social Problems guided her every step throughout the divorce proceedings. H.K. received financial support and rented a house after the divorce. She now feels empowered, having demonstrated that she can achieve a lot by herself, including saying NO to violence and setting herself free from an abusive relationship.

1 Albania : Ministry of Social Welfare and Youth. (2016).

2 Ibid., p. 7.

3 The following survivor story was received from the Association of Women with Social Problems, located in Durres, Albania.

# ARMENIA

## GENERAL COUNTRY INFORMATION

Population	2,998,577
Female population	1,569,535
Member of Council of Europe	2001
Member of European Union	No
Member of United Nations	1992
CEDAW ratified	1993
CEDAW optional protocol ratified	2006
Istanbul Convention signed	2018
Istanbul Convention ratified	No

## SUMMARY

There are three national women's helplines in Armenia which operate 24/7 and free of charge. There are also three women's shelters in Armenia where 14 beds are available. Overall, Armenia **does meet** the IC standards for national women's helpline provision, but **does not meet** IC standards when it comes to women's shelters provision, as 95% of the beds are missing. There is no national women's network working on violence against women in Armenia, but there is a network Coalition to Stop Violence against Women in Armenia consisting of ten organizations dealing with women's issues, but not all of them are women's NGOs. The Coalition to Stop Violence against Women operates on different levels, concentrating its efforts on prevention work, such as changing mentalities related to violence against women, advocacy or lobbying activities.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
3	Yes	Yes	4,393 calls

There are three national women's helplines in Armenia, operated by women's NGOs. Two women's helplines are operated by Women's Rights Centre and one by Women's Support Centre, receiving in 2016 a total number of 4,393 calls. There are no national women's helplines operated or funded by the state. The National Hotline for Women Victims of Domestic Violence and their Children (tel: 00374 10542828) was established in 1997, is operated by Women's Rights Centre, operates 24/7 and is free of charge if the caller has not exceeded 360 minutes/month. Women's Rights Centre also operates another landline number (tel: 0 800 80850), completely free of charge. The third helpline, Hotline for Women Victims of Domestic Violence and their children (tel: 00374 99887808) is operated by Women's Support Centre, and is free of charge if the callers are from the same mobile operator.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
3	14	286	95%	214,184	123 women and children accommodated

There are currently three women's shelters in Armenia, having in total 14 beds available. In 2016, the Emergency shelter operated by Women's Rights Centre provided accommodation for 51 women and 72 children. The last shelter opened in 2015 and the first one in 2002. All women's shelters are run by women's NGOs, and operate only in the capital city, but do accept women and their children from different regions of Armenia. No state funding is allocated to run the shelters. All women's shelters provide 24/7 access, immediate and direct access to the shelters, and free of charge services. The length of stay in shelters varies from up to three months, 3-6 months or more than one year.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
9	regional crises centres of domestic violence; other centres

Armenia has no women's centres providing services specifically for women experiencing violence. There are in total nine centres that provide services for all victims, not only women, out of which seven are regional crisis centres of domestic violence, which accommodate predominantly women, and two, trafficking centres which provide services to all victims of trafficking. The centres run in most of the cities and function due to funding from different donors.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

Armenia has no national action plan to combat violence against women. There was a Strategic Action Plan to Combat Gender-Based Violence in place from 2011–2015. As there is no present national strategy, there is no governmental coordinating body for implementing policies and measures to prevent violence against women nor a national body entrusted with the evaluation and monitoring of the national strategy.

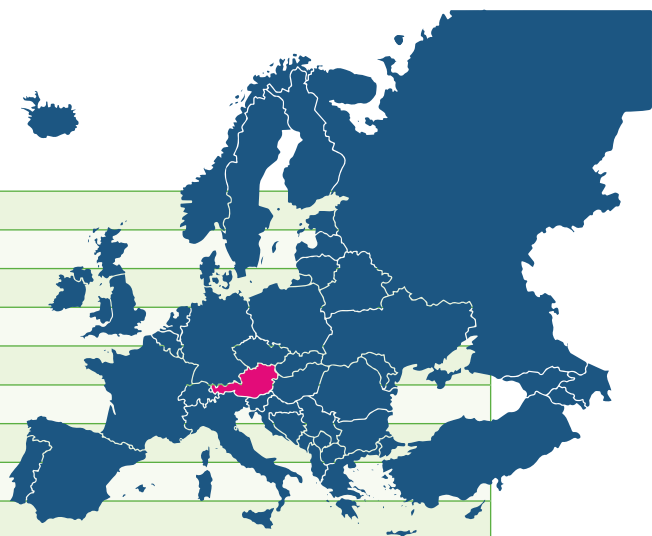
#### SURVIVOR STORY<sup>4</sup>

A.D. was married for 9 years, and throughout this time she was subjected to domestic violence by her husband and her parents-in-law. The parents-in-law have psychologically abused the woman by provoking, insulting or persecuting her, and during the most recent conflict the mother-in-law attacked A.D and beat her in front of her daughter. Her husband also physically abused her frequently, and every trivial confrontation ended up by beating her up in their dormitory. After the last conflict A.D. understood that she could not bear the situation any longer, so she took her daughter from school and moved to her parents' house, reporting the crime to police. She also contacted the Hot Line and applied for psychological and legal assistance. During her first visit at the counselling centre, A.D. was very stressed, highly tensed and frightened. Active psychological work was conducted with her, mostly focusing on the emotional part through empathic conversation, cognitive therapy methods, and analysis aimed at reassessment of the existing experience. In the result the emotional state of the woman was stabilized, the fears from her husband decreased and the insomnia that she was confronting herself disappeared. The next stage of work was devoted to increase her self-esteem and self-perception. At the same time A.D. was provided with legal counseling which resulted in supporting her decision to file for divorce and receive compulsory alimonies for her daughter. A.D.'s husband objected to A.D.s' demands for alimony, justifying that he did not work to pay alimonies and asking to pay the minimum amount of alimony for one child (10.000 AMD). The court decided on the divorce and for an alimony amount of 25.000 AMD. But her husband hired an attorney and appealed the decision to the Court of Appeal for annulment of the verdict. Due to Women's Rights Centre legal service efforts the first decision remained in force, both on the divorce and the alimony amount. A.D. regularly participates in women's support group meetings, and her daughter takes part in children support group meetings and the cultural outreach programme. Lastly, to be able to improve her financial situation, A.D is currently involved in a professional skills training.

## AUSTRIA

### GENERAL COUNTRY INFORMATION

Population	8,700,471
Female population	4,427,918
Member of Council of Europe	1956
Member of European Union	1995
Member of United Nations	1955
CEDAW ratified	1982
CEDAW optional protocol ratified	2000
Istanbul Convention signed	2011
Istanbul Convention ratified	2013



<sup>4</sup> Story made available by WAVE delegate Women's Rights Centre, Armenia.

## SUMMARY

There is one national women's helpline in Austria that operates 24/7, is free of charge and provides multi-lingual support. There are 30 women's shelters throughout the country with 766 beds available. Currently, Austria **meets** the IC standards for women's helpline provision, however it **does not meet** the IC standards for women's shelters provision. There are about 32 women's centres available, including intervention centres and six women's centres for survivors of sexual violence.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	7,895 calls

There is one national women's helpline in Austria called the Women's Helpline Against Violence: (tel. 0800 222555) that operates 24/7, is free of charge and provides multi-lingual support in Arabic, Bosnian-Croatian-Serbian, Romanian, Russian, Turkish, and English. In 2016, the helpline received 7,895 calls, out of which 6,553 were women survivors of violence. Furthermore, in 2016 the helpline received €317.000 from the state.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
30 shelters <sup>5</sup>	766	104	12%	11,358	1,588 women and 1,673 children

There are 30 women's shelters throughout the country with 766 beds available. In 2016, 1,588 women and 1,673 have been accommodated in the women's shelters, while 336 women could not be accommodated in the shelters<sup>6</sup>. Apart from the 30 women's shelters, there are 2 women's shelters with a special focus, one for women and girls survivors of forced marriage (Not Unterkunft für zwangsverheiratete Frauen – NGO Orient Express) and one for women survivors of trafficking (LEFÖ – IBF). First women's shelter opened in 1978, while the last one opened in 2007. All women's shelters are run by women's NGO with a gender specific approach, and they are available in all regions in Austria. Most shelters provide 24/7 access, while all of them provide immediate and direct access in emergency situations. The services of women's shelters are mostly free of charge for women without an income, while women with an income often need to provide a financial contribution according to their possibilities<sup>7</sup>. The maximum length of stay in women's shelters is up to one year. Shelters are funded by the state, and the amount funded for 2016 was €14.000.000.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
32	Intervention centres, rape crisis centres/survivors of sexual violence; centres for trafficking survivors; migrant black minority ethnic, Roma asylum-seeking women centres

There are nine intervention centres available, providing various support for women survivors of violence, and approximately ten centres for migrant, minority, ethnic, Roma and asylum-seeking women, as well as undocumented migrant women in Austria. Furthermore, in Austria there are six women's centres for survivors of sexual violence.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

The National Action Plan 2014–2016 expired. There is no other national action plan at the moment.

### SURVIVOR STORY<sup>8</sup>

She had tried for many years to maintain a stable household and endure the severe psychological violence her husband perpetrated against her; nonetheless, Mrs. S. had to go to a women's shelter with both of her children to eventually escape his abuse.

5 Data available for 26 out of the 30 shelters.

6 Ibid.

7 Austrian NGO Shadow Report to GREVIO. (2016), p. 54.

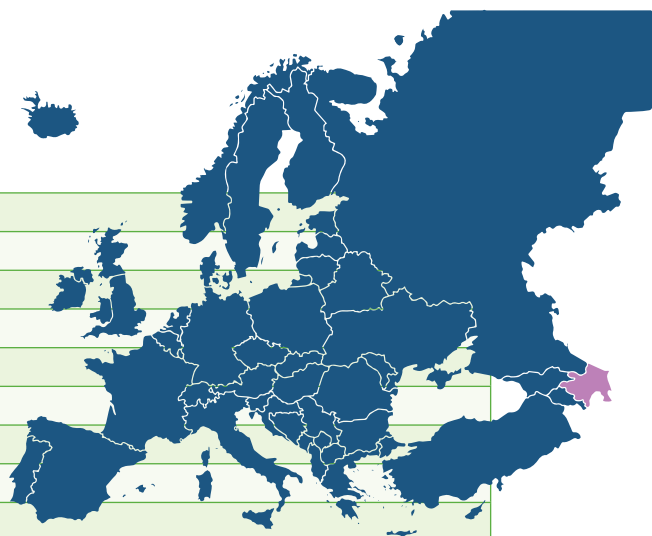
8 Story made available by WAVE co-delegate Austrian Women's Shelter Network – Information centre against violence (AÖF), Austria.

Mrs. S. explains: “When my husband was upset, he often refused to speak to me for weeks despite my apologies and pleas to talk to me. He was constantly upset and refused to eat the food I had specifically prepared for his liking in order to calm him down. Nonetheless, he wouldn’t talk to me nor our kids for weeks. Everything became a problem: The children yelling, that the lights were turned on in the bathroom, when something wasn’t lying exactly where he had put it but a few centimetres to the side. I never knew, when he was ready to explode again. Just in case, I was trying to adjust, to always be vigilant that everything is perfectly put in place in order to please him but it was never enough. He always found a reason to blame me or the kids for something; a reason to verbally abuse and humiliate us. My husband tore open all the windows in the house yet again, including the ones in the basement, because he claimed I stank. I would hear that often from him. In addition to that, he turned off the heating and hot water. Whenever the kids and I wanted to take a shower, we had to heat up the water in a kettle. The house was about ten degrees Celsius and the children got sick. It is for the first time after almost 30 years that I found the strength to even tell this story. In order to prevent that my children are treated this way, I must say “no”. I will no longer allow that my children are afraid of their father.

## AZERBAIJAN

### GENERAL COUNTRY INFORMATION

Population	9,705,643
Female population	4,870,002
Member of Council of Europe	2001
Member of European Union	No
Member of United Nations	1992
CEDAW ratified	1995
CEDAW optional protocol ratified	2001
Istanbul Convention signed	No
Istanbul Convention ratified	No



### SUMMARY

Azerbaijan has one national women’s helpline for women victims of domestic violence and trafficking. There are also three women’s shelters each having a capacity of 30 beds. There are several women’s centres in Azerbaijan located in all regions and run by government institutions. Currently, Azerbaijan **does meet** the standards of the IC in terms of provisions for the national women’s helpline, but **does not meet** these regarding the women’s shelters provisions.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

The national women’s helpline is called Clean World Hotline (tel. 012 5111151; 012 4085686) and is available 24/7, and free of charge. The national women’s helpline provides multilingual support in Azeri, Russian and Turkish. The national women’s helpline is run by the women’s NGO, Clean World Public Union Aid to Women. This is a helpline for women victims of domestic violence and trafficking. There is no additional helpline for women victims of domestic violence run by the state. The national women’s helpline received state funding in 2016, amounting to €3.284. This was provided by the Council on State Support to Non-Governmental Organization under the auspices of the President of the Republic of Azerbaijan. An additional €43.628 were provided by the Ministry of Health of the Republic of Azerbaijan (within the framework of the Global Fund for HIV AIDS Global Fund Project). In 2016 the helpline received further funding from the United States Agency for International Development (USAID) within



the framework of the project "Combating human trafficking", implemented by the International Organization for Migration (IOM). Seven employees (law professors, psychologists and 5 social workers) received their wages from the afore-mentioned funding source. Azerbaijan also has a children's hotline – Azerbaijan Child Helpline, which provides psychological and legal assistance and emotional support to every child that is faced with a problem and needs help<sup>9</sup>.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
3	90	881	91%	107,840	N/A

There are three women's shelters in Azerbaijan, each having a capacity of 30 beds. There is a shelter run by Tammas NGO in Ganja and another one run by the NGO Clean World Aid to Women in Baku. On 26 December 2016 the latest women's shelter was opened – the Shelter for Rehabilitation of Women and Children. It is run by the Ministry of Labour and Social Protection of the Population and is located in the capital, Baku. All shelters ensure 24/7 access, and immediate and direct access in emergency situations. The length of stay in the afore-mentioned shelters is from 3–6 months. Women's shelters are located only in major cities, i.e. Baku and Ganja. Nevertheless, women can stay there until the rehabilitation process is completed. If no other appropriate assistance is available, she will not be removed from the shelter. One shelter is run by the government, the other two are run by independent NGOs, and have not received funding from any government agencies. Unfortunately, these are in a dire situation because of critical lack of funding and there is a danger that they will be closed.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
10	Non-residential support services for women survivors of violence

There are several women's centres in Azerbaijan located in all regions and run by government institutions. They receive government funding and have been established by District Executive Authorities under the State Committee for Family, Women and Children. Additionally, there are also non-governmental centres accredited to provide support services to victims of domestic violence.

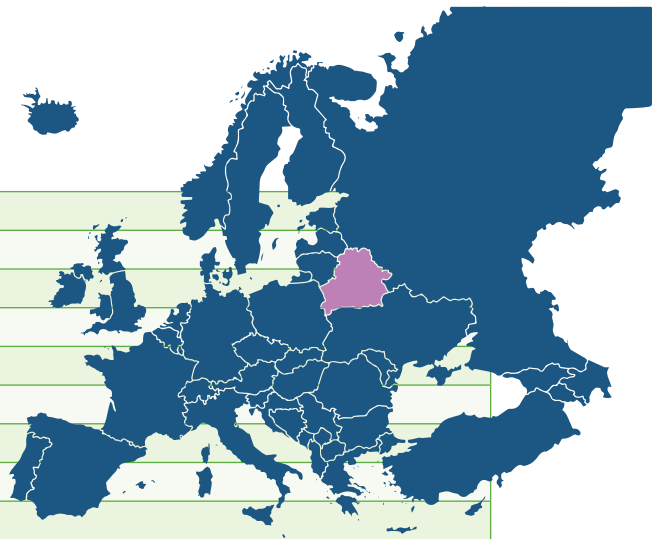
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

According to the Council of Europe Monitoring Report 2014 Azerbaijan had a national action plan addressing violence against women, for the time frame 2008–2015. To be more precise, Azerbaijan had a national coordinated policy that covered some of the forms of violence covered by the Istanbul Convention in the frame of the *National Activity Program in area of improving effectiveness of protection of HR and freedoms permanently and the State Program on poverty reducing and sustainable development 2008–2015*.<sup>10</sup>

<sup>9</sup> For further information see: <http://www.childhelpline.az/index.php/az/>

<sup>10</sup> Hagemann-White, C. (2014), p. 52.

# BELARUS



## GENERAL COUNTRY INFORMATION

Population	9,498,364
Female population	5,077,522
Member of Council of Europe	No
Member of European Union	No
Member of United Nations	1945
CEDAW ratified	1981
CEDAW optional protocol ratified	2004
Istanbul Convention signed	No
Istanbul Convention ratified	No

## SUMMARY

Belarus has one national women’s helpline which is free of charge and not available 24/7. There are seven women’s shelters in Belarus, with a total of 126 beds. There are no specific women’s centres in Belarus. Overall, Belarus **does not meet** the IC standards on provisions for the national women’s helpline or for women’s shelters.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes <sup>11</sup>	No	N/A

The national women’s helpline in Belarus is called the National Hotline for Survivors of Domestic Violence (tel: 8 801 100 8 801). It is run by the International Public Association Gender Perspectives. The national women’s helpline does not provide multilingual support. The helpline received no government funding in 2016. €10,000 were received from other sources in 2016 in support for its operational activities.

### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
7	126	824	87%	75,384	N/A

Belarus has seven women’s shelters with a total capacity of 126 beds – 53 beds are for women and 73 for children. Women’s shelters are available in most regions of the country, covering over 50 % of the territory. Some shelters provide 24/7 access and immediate and direct access in emergency situations. The length of stay in women’s shelters differs from one shelter to another, varying from one week, to up to three months, 3–6 months or one year. Only four shelters ensure the latter possibility. Women’s shelters provide services free of charge. No amount of government funding was allocated to these in 2016. It was not possible to access information on other funding sources, as NGOs which provide shelter services do not wish to publish this information. Two shelters are run by a women’s NGO with a gender-specific, feminist approach. One is run by a faith-based organisation, and the other four are run by NGOs.

### WOMEN’S CENTRES

Number of Centres	Types of Centres
0	-

There are no specific women’s centres for survivors of violence, although some women’s shelters provide some level of non-residential support.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

A National Action Plan on gender equality for 2017–2020 was approved by the government of Belarus in February 2017. This represents the fifth national strategy intended to increase gender mainstreaming in the elaboration

<sup>11</sup> It is free of charge for those calling from landlines, however there is a charge for those calling from mobile phones.

of various state policies and their respective implementation processes.<sup>12</sup> Among other targets related to gender equality and increasing women's economic opportunities, the current NAP aims to combat domestic violence and trafficking in persons. Previously, the Fourth National Action Plan to Ensure Gender Equality (2011–2015), also contained a chapter outlining measures to address domestic violence and human trafficking.<sup>13</sup>

## BELGIUM

### GENERAL COUNTRY INFORMATION

Population	11,311,117
Female population	5,741,853
Member of Council of Europe	1949
Member of European Union	1958
Member of United Nations	1945
CEDAW ratified	1985
CEDAW optional protocol ratified	2004
Istanbul Convention signed	2012
Istanbul Convention ratified	2016

### SUMMARY

There is no national women's helpline in Belgium, but there are four helplines that offer support for survivors of violence in each region of the country: in Brussels and Wallonia there are three helplines available, and in the Flanders region there is one helpline. Belgium has 21 shelters available, including the French-speaking community and Flemish-speaking community, with a total of 368 beds. Overall, Belgium **does not meet** the IC standards for the provision of a women's helpline and **does not meet** IC standards for women's shelter provision, as 67 % of the recommended beds are currently absent.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

There is no national women's helpline for the whole of Belgium, but based on the structure and language differences in the country it is important to note that each of the two large linguistic communities has its own helpline. There are three helplines for the French-speaking community: Ecoute Violences Conjugales (Domestic violence helpline), Mon Mariage M'appartient (Forced marriage helpline) and SOS Viol (sexual violence helpline). For the Flemish-speaking community there is one helpline (tel: 1712) which answers requests regarding violence and abuse. The helpline is financed by the Flemish government, and is supported by staff of the Victim Aid Centre and Centre for Child Abuse. The helpline covers all forms of violence, domestic (any member of the family), child abuse, elder abuse, sexual violence, 'honour related' violence, and more.

#### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
21	368	763	67%	30,737	267 women <sup>14</sup>

Brussels and Wallonia have in total number of seven women's shelters opened, the first women's shelter opening in 1978 and the last one in 2014. There is one women's shelter in the region of Brussels Capital, with 58 beds available, and 6 in the Walloon Region, with 225 beds available. The Brussels shelter opened a new site in 2014 with

<sup>12</sup> Belarusian Telegraph Agency. (2017).

<sup>13</sup> WAVE Network. (2015). *Country Information*. Belarus Country Profile.

<sup>14</sup> This number applies only to the women accommodated in the shelters within the Flanders region

34 additional beds. The shelters are available in most regions and just major cities and are run by either women's NGOs with a gender-specific approach, other women's NGOs or the state. All shelters have immediate and direct access, and the maximum length of stay in the shelters is up to three months. State funding is allocated for the shelters, but the amounts are not available. In Flanders there are seven women's shelters, with a total of 51 available beds. The shelters are operated by the Centres for General Welfare (CAW), NGOs are funded by the Flemish government, and are located in all major cities of the Flemish provinces. In 2016, a total number of 267 women have been accommodated in the shelters.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
10	Rape crises centres; Centres for women survivors of trafficking; Regional crises centres for survivors of domestic violence

The ten women's centres are run by women's NGOs, other NGOs and state. In November 2017, the Federal Government opened three pilot centres for survivors of sexual violence in Brussels, Liège and Ghent. All three centres are situated in hospitals and provide medical help, psychosocial counselling and police and judicial information services all in one place, are free of charge and open 24/7. The centres will be evaluated after a couple of years and if successful, will be replicated all over Belgium. Whereas there certainly is a need for specialised services for sexual violence survivors (only one specialised service existed before the new centres, in Brussels), the new centres are state-run and gender neutral.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

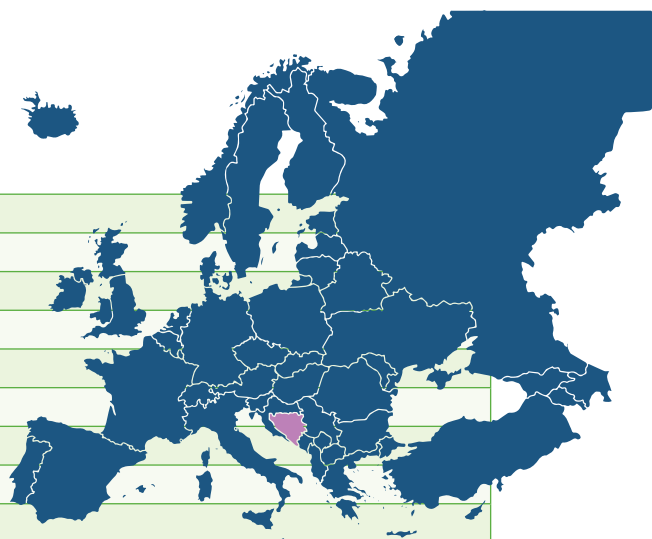
Belgium has one National Action Plan to combat all forms of Gender-Based Violence 2015–2019<sup>15</sup>, coordinated by the Institute for the Equality of Women and Men. The national action plan is also paying attention to male victims of gender-based violence and is in line with the provisions of the Istanbul Convention. The national action plan covers the following forms of violence: rape and sexual assault, violence within the family (domestic violence), female genital mutilation, killings in the name of 'honour' and forced marriage. The government coordinating body for implementing policies and measure to prevent violence against women is the Institute for the Equality of Women and Men (Institut pour l'Egalite des Femmes et des Hommes), the same body being entrusted to monitor and evaluate the strategy. Even though an action plan is in place, there is no existence of appropriate financial and human resources for an adequate implementation. Specific funds are though available for certain activities to combat violence against women such as: national surveys on violence against women financed at the federal level, shelters, family planning centres financed at a regional level, and awareness raising campaigns financed by communities. Government funding is available in 3 forms: project funding, annual core funding or permanent core funding.

Women's NGOs are engaged in prevention work<sup>16</sup>, trainings of professionals and some of them (Praxis, French-speaking organisation) engage in the work with perpetrators.

## BOSNIA AND HERZEGOVINA

### GENERAL COUNTRY INFORMATION

Population	3,515,982
Female population	1,962,040 <sup>17</sup>
Member of Council of Europe	2002
Member of European Union	No
Member of United Nations	1992
CEDAW ratified	1993
CEDAW optional protocol ratified	2002
Istanbul Convention signed	2013
Istanbul Convention ratified	2013



<sup>15</sup> Belgium : Institute for the Equality of Women and Men. (2015).

<sup>16</sup> Garance Asbl organises self-defense classes for women of all ages, girls and LGBTIQ people, as well as specific classes for women with disabilities and migrant women. Each year, at least 700 people participate in such classes ([www.garance.be](http://www.garance.be)).

<sup>17</sup> Latest data available on Eurostat was from 2013.

## SUMMARY

There are two national women's helplines in Bosnia and Herzegovina. One covers the Federation of Bosnia and Herzegovina and the other Republika Srpska. They operate 24/7 and offer services free of charge. Furthermore, there are eight safe houses with approximately 178 beds available (118 places in the Federation and 60 in Republika Srpska). Lastly, there are eight women's centres in Bosnia and Herzegovina, run by women's NGOs. Currently, Bosnia and Herzegovina **does meet** the standards of the IC in terms of provisions for the national women's helpline, but **does not meet** these with regard to the women's shelters provisions.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
2	Yes	Yes	SOS 1265: 1568 calls, SOS 1264: 6795 calls

There are two national women's helplines in Bosnia and Herzegovina called SOS line for help of women and children, victims of domestic violence, one covering the Federation of Bosnia and Herzegovina (tel: 1265) and one covering Republika Srpska (tel: 1264). The helplines are run by women's NGOs and they operate 24/7, and they also operate on holidays. They are free of charge. Apart from these two SOS lines, Medica Zenica in 2014 opened the first in Bosnia and Herzegovina non-geographic unique telephone line, covering the territory of the whole of Bosnia and Herzegovina, for help and assistance to survivors of war rape and sexual violence and their family members (tel: 080 022334) and is available 24/7 and free of charge for callers. In 2016, this helpline received 124 calls.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
8	178	174	49%	19,753	693 <sup>18</sup>

There are eight safe houses (women's shelters) for women survivors of violence in Bosnia and Herzegovina. Five of the safe houses are located in the Federation Bosnia and Herzegovina and three in Republika Srpska. The total number of beds the women's shelters is 178 (118 places in the Federation and 60 in Republika Srpska). The safe houses are run by women's organizations with a gender-specific and feminist approach. Women's shelters are available in most regions of Bosnia and Herzegovina. All existing women's shelters have 24/7 access, as shelters are staffed by professionals on a round-the-clock basis<sup>19</sup>. Last shelter was opened in 2012. Women can stay at the shelter for 3–6 months<sup>20</sup>. In terms of funding, the Safe houses in the Federation of Bosnia and Herzegovina, according to the Law on protection against Domestic violence of Federation BiH, are supposed to be funded by the federal level in 70 % and cantonal level by 30 %, but the implementation of the Law in terms of funding is not consistent. In Republika Srpska, the funding of Safe houses is regulated by the Rulebook on Financing and 70 % of the funds are financed by the Government and 30% by local communities.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
8	Women's centres for survivors of all forms of violence

There are a total of eight women's centres, run by women's NGOs and funded through international and domestic sources of funding. All women's centres offer information and advice, counselling, advocacy, multilingual support, risk assessment and safety planning, and legal advice. Medica Zenica's centre also offers comprehensive assistance and support for survivors of sexual violence.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

The current national action plan for Bosnia and Herzegovina is entitled Gender Action Plan of Bosnia and Herzegovina (2013–2017). It is a comprehensive document addressing actions for the private and public sphere. It also provides guidelines for development of annual operational plans at the entity, cantonal and municipality levels. Additionally, the Gender Equality Agency of Bosnia and Herzegovina has developed a strategy titled Framework Strategy for Implementation of the Convention on preventing and combating violence against women and domestic violence (2014–2018).

<sup>18</sup> 509 women and children in Federation of BiH and 184 in Republika Srpska were accommodated in 2016.

<sup>19</sup> A victim/survivor of violence can be placed in the safe house in accordance with the admission procedures at entity level which are in accordance with the legislation in force, which means that a survivor is admitted upon referral by the police or centre for social work.

<sup>20</sup> According to legislation in force at entity levels, a victim/survivor can stay in the safe house up to 6 months, but if the need arises the length of stay can be extended with approval by the centre for social work.

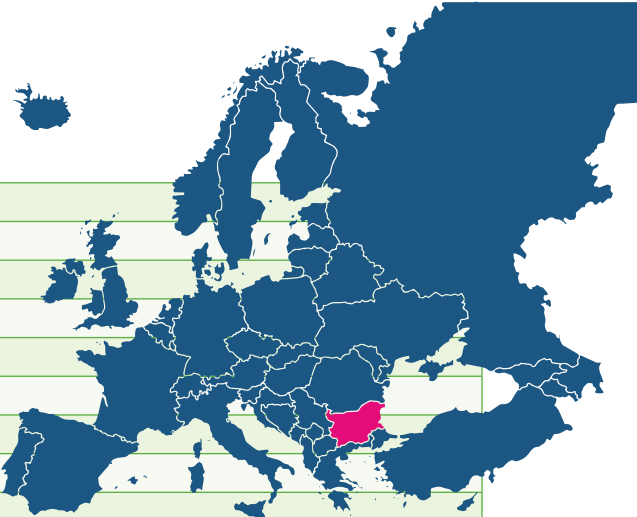
The Gender Action Plan of Bosnia and Herzegovina (2013–2017) covers the following forms of violence: rape and sexual assault, violence within the family or domestic violence, sexual harassment, violence in conflict and post-conflict, and violence in institutional environments<sup>21</sup>. Apart from that at the entity level there are Strategic Plans for Combating Domestic violence as follows:

- Strategy for Preventing and Combating Domestic Violence of the Federation BiH (2013–2017)
- Strategy for Combating Domestic Violence of Republika Srpska (2014–2019)

## BULGARIA

### GENERAL COUNTRY INFORMATION

Population	7,153,784
Female population	3,676,607
Member of Council of Europe	1992
Member of European Union	2007
Member of United Nations	1955
CEDAW ratified	1982
CEDAW optional protocol ratified	2006
Istanbul Convention signed	2016
Istanbul Convention ratified	No



### SUMMARY

Bulgaria has one national women's helpline available 24/7 and free of charge, but does not offer multilingual support. There are currently seven women's shelters in Bulgaria with 643 beds. Furthermore, there are 14 women's centres in Bulgaria and no specific women's centres for survivors of sexual violence. Overall, Bulgaria **does meet** the IC standards when it comes to national women's helpline, but **does not meet** the IC standards on women's shelter provision as 90 % of beds are still missing.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

The national women's helpline is run by Animus Association and is called the 24/7 Hotline for Women, Juveniles and Children (tel: +359 080018676; +359 02 9817686). The helpline is available 24/7 and free of charge, but does not offer multilingual support. The approximate amount of government funding the women's helpline received in 2016 was €830. No clear data was available regarding other sources of funding. In 2015 the amount of government funding allocated was approximately €8.343. The yearly operational cost for the national women's helpline was around €10.868 in 2015 and €13.062 in 2016. The amount of government funding allocated in 2015 and 2016 did not fully cover all the operational costs of the women's helpline, therefore the afore-mentioned figures were supplemented by other funding sources.

#### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
7	72	643	90%	99,219	N/A

There are currently seven women's shelters in Bulgaria, one in each of the following cities: Sofia, Ruse, Pernik, Silistra, Plevna, Varna and Burgas. The shelters have a total capacity of 72 beds. The last women's shelter was opened

<sup>21</sup> WAVE Report 2015.

in 2014. Women's shelters are available only in major cities, and most, ensure 24/7 access. Immediate and direct access in emergency situations is provided by all women's shelters. The length of stay is from 3–6 months and services are provided free of charge. All women's shelters are run by women's NGOs with a gender-specific, feminist approach. It was not possible to indicate the exact amount of government funding that was allocated to the women's shelters in 2016. No data is publicly available when it comes to other sources of funding. Government funding for shelters run by women's NGOs is allocated through a specific mechanism related to project-based activities.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
14	Regional crisis centres for survivors of domestic violence

There are currently 14 women's centres in Bulgaria. There are no specific women's centres for survivors of sexual violence. The existing facilities are categorized as regional crisis centres for survivors of domestic violence, which are predominantly women. They provide a wide range of services, such as information, advice, advocacy counselling, practical support, court accompaniment, pro-active support, outreach services, among others.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

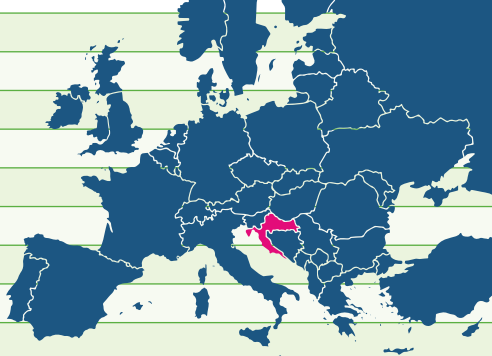
There is no National Action Plan specifically on violence against women for 2016–2017. There are only a set of strategies and policies in place, which are less clear than an action plan. The current strategy is the National Programme for Prevention and Protection against Domestic Violence, which is developed annually. Other relevant strategies and programmes include:

- The National Strategy for the Child (2008-2018)
- The National Strategy for Promotion of Gender Equality (2009–2015) and annual Plans on Gender Equality
- The Programme for Protection of Children against Violence for 2016–2020 – it is still in the process of elaboration and has not yet reached the implementation phase.

## CROATIA

### GENERAL COUNTRY INFORMATION

Population	4,190,669
Female population	2,167,872
Member of Council of Europe	1996
Member of European Union	2013
Member of United Nations	1992
CEDAW ratified	1992
CEDAW optional protocol ratified	2001
Istanbul Convention signed	2013
Istanbul Convention ratified	No



### SUMMARY

There is no national women's helpline in Croatia. However, the shelter, Autonomous Women's House Zagreb, is often contacted by women throughout the country. There are 18 women's shelters in Croatia; seven women's shelters offer 125 beds while 11 state homes provide 193 beds, totalling 318 beds available in Croatia. Additionally, there are 16 women's helplines in Croatia offering counselling and support, most serving as women's centres as well. Overall, Croatia **does not meet** the IC standards for national women's helpline and the standards for women's shelters.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	_22

There is currently no national women's helpline in Croatia. However, the shelter, Autonomous Women's House Zagreb, is often contacted by women throughout the country (tel. 0800 55 44). Additionally, there is a national helpline for victims of trafficking, which is also available free of charge.<sup>23</sup> In 2017, there were 8 potential women survivors of trafficking identified on the helpline and their cases were reported to the police. There are a total of 16<sup>24</sup> women's helplines, including the one for victims of trafficking. There are additional 4 helplines that serve victims of violence and victims of criminal acts in a general way.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
18	318	101	24%	13,178	N/A

There are seven women's shelters and 11 state homes for women in Croatia. All 18 accommodation facilities (shelters and state homes) have a total of 318<sup>25</sup> shelter places. Seven are autonomous specialised women's shelters led by women's NGOs and there are 125 places for women and children in them. These shelters receive funding from the state in the amount of a total of €250.000 (about 30% of the budget) within three-year tenders. There are 11 of other accommodations which include state and church homes for adult victims of family violence, as well as some NGOs that opened accommodation together with municipalities and counties. There are 193 spaces in them. They receive funding on a per bed basis and require a written decision on accommodation from Centre for Social Welfare. Additionally, there are two shelters for victims of trafficking, one is for minors, and the other one is for adults, men and women.<sup>26</sup>

### WOMEN'S CENTRES

Number of Centres	Types of Centres <sup>27</sup>
20	Women's centres for survivors of all forms of violence; Centres for women survivors of trafficking; Centres for sexual violence survivors

There are 20 women's centres in Croatia, 15 of these are non-residential and support women survivors of violence. There is a network of 13 women's organisations PETRA, which works against trafficking of women and girls.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

Domestic violence is punishable according to the misdemeanour Law on protection from domestic violence. In 2017, there were 9,471 acts of domestic violence in Croatia under LPDV, which shows a continuous and alarming drop in reporting acts of violence against women<sup>28</sup>. One of the reasons for this trend is the practice of dual arrests where the victim is arrested alongside the perpetrator because she defended herself or he claims she insulted him.

There is no comprehensive coordinated policy. However, there are national action plans for some of the forms of violence covered by the Istanbul Convention. There was a National Policy for Gender Equality (NPGE) 2011-2015, and the working group has been organised to create the new NPGE. There is also a National Strategy for protection against violence in the family 2017-2022, which covers the issue of violence against women as one form of violence in the family and is not gender based. The Strategy includes measures regarding prevention, legislation,

22 Each women's helpline has its own statistics. Lack of resources prevents regular collection of data, and the standards of collection are not unified.

23 Centar za žene žrtve rata – ROSA. (2017).

24 Address book of organisations and institutions providing help, support and protection to victims of family violence, issued by the Ministry for Social Policy and Youth, 2015.; web site of Women's Network Croatia <http://www.zenska-mreza.hr/>

25 Ibid.

26 The shelter for minors is run by the Centre for Missing and Abused Children. The shelter for adults is run by the Red Cross, and it shares the space with the homeless shelter. There are not shelters specifically for women. Trafficking is treated on the state level as organised crime, so women's NGOs are not allowed to run shelters without the state's permission.

27 These women's centres are run by the same organisations as SOS helplines. There is one centre for sexual violence survivors and one centre for women survivors of trafficking and women survivors of war crimes, but most women's centres also serve survivors of sexual violence.

28 In 2010, there were 15189 reported acts of domestic violence under this law, so this is a 38% drop in 7 years. These numbers are steadily declining each year. Source: Ministry of Interior statistical bulletins 2010-2017.



shelter and support, perpetrator treatment, education and raising awareness. While it is somewhat in line with the Istanbul Convention, there is no gender approach and the amount of financial resources is not specified<sup>29</sup>.

There is currently no national action plan for trafficking, as the new plan has still not been passed, and the previous one ended in 2015.

### SURVIVOR STORY<sup>30</sup>

Ana<sup>31</sup> was married for 12 years. At first, her relationship with her husband was like a fairy tale. She got pregnant soon after marriage, but instead of being happy, Ana's husband changed his behaviour. He started coming home from work late, most often under the influence of alcohol. When she objected for the first time, he slapped her. Ana forgave him after his apologies, tears and promises that he will not repeat it. Physical violence stopped during the pregnancy, but psychological and verbal violence became more frequent. Ana hoped that everything would be better when the child was born, but the situation got worse. Her husband became more aggressive, his punches stronger and the attacks more frequent. Because she feared him and his threats of killing her if she leaves him, Ana didn't tell anyone about the violence against her and her child for many years.

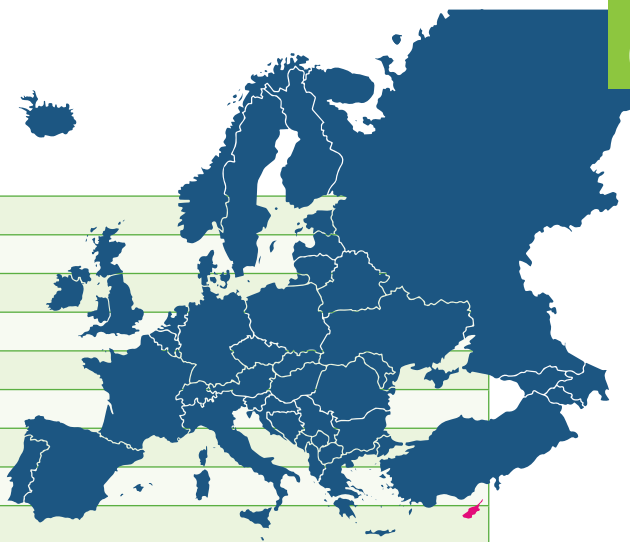
She decided to report her husband to the police for the first time after he beat her in front of their 10-year-old son. When the police arrived, her husband said that Ana provoked his physical assault with her insults. The police officer said to Ana: "I'm married man, so I know how women can provoke a man. You did not have to insult him if he is sensitive!" The police gave them both a warning that they would arrested them both if they were called again and that the social workers will take their child. Terrified of losing her child, she decided never to go to the police again.

The next day Ana took the child and went to stay with her sister. A few days later, she went to the social service, expecting help and support. She reported the violence to a social worker who was not overly interested in her problems, but asked her some routine questions about domestic violence and then told her that the father contacted her in tears because he missed his wife and child. Then the social worker said, "He's very sorry, you have to let him see the child, he's the father!" Ana's struggle continues. Her divorce has not been finalized even after 2 years.

## THE REPUBLIC OF CYPRUS

### GENERAL COUNTRY INFORMATION

Population	848,319
Female population	435,627
Member of Council of Europe	1961
Member of European Union	2004
Member of United Nations	1960
CEDAW ratified	1985
CEDAW optional protocol ratified	2002
Istanbul Convention signed	2015
Istanbul Convention ratified	2017



### SUMMARY

There are two national women's helpline in the Republic of Cyprus. The helplines are free of charge and one offers multilingual support. The Republic of Cyprus has a total of three women's shelters, one available in the northern area of Cyprus and two available in the rest of the territory, with a total of 51 available beds in all three shelters. Furthermore, there are two women's centres in the Republic of Cyprus, one working with women victims of

29 Croatia : Ministarstvo za demografiju, obitelj, mlade i socijalnu politiku. (2017).

30 Story made available by WAVE member Autonomous Women's House Zagreb, Croatia.

31 The survivor's name was anonymized.

violence and one working with women’s victims of trafficking. The Republic of Cyprus **does not meet** the IC standards on national women’s helpline provision nor does the Republic of Cyprus meet the IC standards for women’s shelter provision.

The Republic of Cyprus does not exercise effective control over the northern territory of the country, which is administered by the Turkish Cypriots. Therefore, it is not possible to identify a gap between ratification and effective implementation of the Istanbul Convention with reference to the 24/7 helpline, because although the Republic of Cyprus has ratified the Convention, it cannot implement the Convention in the northern part of the country. Since it does not exercise control over that territory, it cannot be held responsible for any gaps in implementation in the northern part of the country. However, the WAVE Report 2017 takes into consideration all women’s specialist support services available on the entire territory of the country, and this is reflected in its classification of the country’s specialist support services according to the standards from the IC.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
2	Yes	No	N/A

There is one women’s helpline in the northern area of Cyprus, the Emergency Social Services Line. The line ALO (tel: 183) offers free of charge support and it is operated by State social services. The helpline does not offer multi-lingual support and does not run 24/7.

In the remaining part of the territory, the running women’s helpline is the Domestic Violence Helpline (tel: 1440). The helpline is run by the Association for the Prevention and Handling of Violence in the Family (SPAVO), free of charge and offers multilingual support in Greek and English. The helpline received funding from the state in 2016. The amount of €67.000 received from the state covered the running of the helpline, one counselling centre, and a perpetrator’s programme.

### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
3	51	34	40%	16,634	N/A

There are three women’s shelters available in the Republic of Cyprus. One women’s shelter is available in the northern area of Cyprus, for victims of domestic violence with approximately 21 shelter places available. The shelter provides 24/7 and free of charge access, being available only in the capital. The shelter does not though offer immediate and direct access to women’s shelters in emergency situations.

The other two women’s shelters are located in the other part of the territory, with a total of 30 beds available. The shelters are run by Association SPAVO (Association for the Prevention and Handling of Violence in the Family), a women’s NGO with a gender-specific approach. The last shelter was opened in September 2016, in Nicosia. The shelters are available only in the major cities, provide 24/7 access and immediate and direct access in emergency situations. The maximum length of stay in women’s shelters is between 3–6 months, but depending on the case, women victims of domestic violence can stay longer. Women’s shelters provide services free of charge. According to WAVE’s country expert for the Republic of Cyprus, funds have been allocated from the government in the amount of €70.000, and additional funds of €335.999 have been secured from the Norway Grants for the building of the new SPAVO shelter and centre.

### WOMEN’S CENTRES

Number of Centres	Types of Centres
2	Women’s centre for victims of domestic violence; Women’s centre for victims of trafficking

There are two women’s centres providing non-residential support to women survivors of violence in the Republic of Cyprus. The first centre is a domestic violence centre in Nicosia, run by SPAVO. The same organization also uses the facilities of another NGO to offer counselling support to domestic violence victims and perpetrators in the city of Pafos. The centre is run by women’s NGO, functions only in major cities and functions due to state funding<sup>32</sup>. The second centre is run by a NGO, working with women victims of trafficking.

<sup>32</sup> State funding is available for the SPAVO counselling centre.

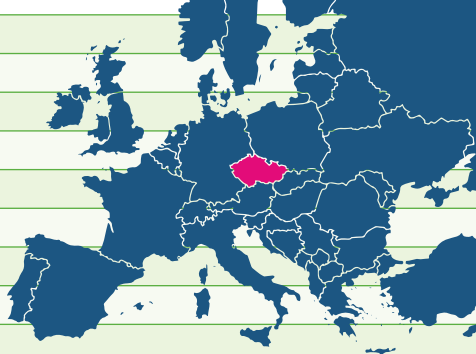
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is a National Action Plan in place in the Republic of Cyprus, on Equality between Men and Women (2014–2017)<sup>33</sup>, its implementation being coordinated by the Ministry of Justice. Violence against women is one of the key priorities of the plan and actions include awareness raising campaigns, training of professionals and improving data collection on all forms of violence against women. Furthermore, the first NAP on Prevention and Combating of Violence in the Family from 2010–2013 promoted integrated policies and measures to combat domestic violence which included prevention programmes, improve victim support services, and promote research and data collection. A second national action plan on Prevention and Combating of Violence in the Family from 2016–2019 was further approved by the Council of Ministers.

## CZECH REPUBLIC

### GENERAL COUNTRY INFORMATION

Population	10,553,843
Female population	5,367,513
Member of Council of Europe	1993
Member of European Union	2004
Member of United Nations	1993
CEDAW ratified	1993
CEDAW optional protocol ratified	2001
Istanbul Convention signed	2016
Istanbul Convention ratified	No



### SUMMARY

There is no national women's helpline in the Czech Republic. There are a total of four women's shelters with about 96 shelter spaces available, which translate to 91% of women shelter places to be still missing. As a result, Czech Republic **does not meet** the IC standards on provision of a national women's helpline and **does not meet** IC standards for women's shelter provision. Furthermore, there are 23 women's centres in the Czech Republic including centres for survivors of trafficking and intervention centres.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

In the Czech Republic, there is no specialised women's helpline serving only for women, victims of domestic and gender-based violence. There is Helpline for victims of criminality and domestic violence, operated free of charge and 24/7 by organization White circle of safety (tel. 116 006, [www.116006.cz](http://www.116006.cz)). This helpline serves to victims (women and men) of all types of crimes, including domestic violence, and also to the witnesses of crime.

Centres for women, victims of violence, such as ROSA, Acorus and Magdalenium run their own helplines, which are used by women from different parts of the Czech Republic. However, these helplines are not free of charge and some of them are not operated 24/7.

#### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
4	96	959	91%	110,000	N/A

<sup>33</sup> Cyprus commits to scale up support for gender equality rooted in a new national action plan. (2016).

There are four specialised women's shelters in the Czech Republic for women and children affected by intimate partner/domestic violence, with 96 shelter places available. These four shelters are operated by three NGOs, which provides specializes services for women, victims of violence. However, these four shelters are located only in the biggest cities of the Czech Republic, so there is lack of specialised shelter places around the country. Specialised shelters for women, victims of violence accounts for 5 % of all types of asylum houses in the Czech Republic (homeless refugee centres, asylum houses for families in crisis etc.).

### WOMEN'S CENTRES

Number of Centres	Types of Centres
23	Women's centres for women survivors of all forms of violence; Centres for women survivors of trafficking; Intervention centres

There are two women's centres in the Czech Republic providing non-residential support to women survivors of violence based on gender-based approach. Services of other centres are based on gender neutral approach towards the topic of violence against women. There are also 18 intervention centres, with at least one centre covering each province. Only one of the centres is run by an NGO with a gender-specific and feminist approach. The remaining 17 are run by NGOs. Additionally, there are three centres for women survivors of trafficking.

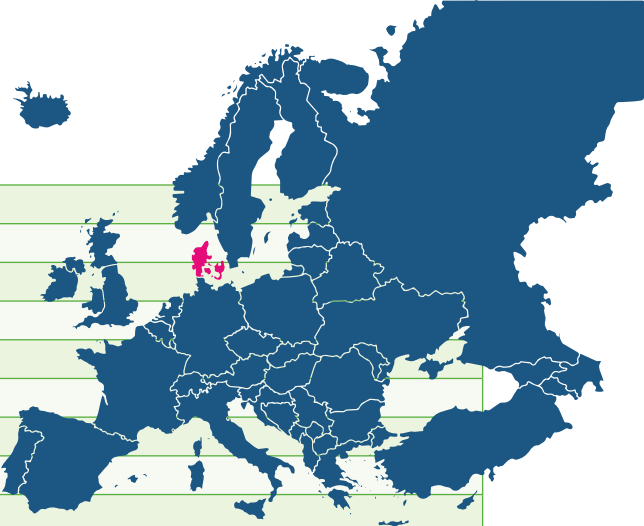
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

Currently the Czech Republic has the National Action Plan for prevention of domestic and gender-based violence 2015–2018 in place.

## DENMARK

### GENERAL COUNTRY INFORMATION

Population	5,707,251
Female population	2,869,364
Member of Council of Europe	1949
Member of European Union	1973
Member of United Nations	1945
CEDAW ratified	1983
CEDAW optional protocol ratified	2000
Istanbul Convention signed	2013
Istanbul Convention ratified	2014



### SUMMARY

There is one national women's helpline in Denmark which operates 24/7, is free of charge, and provides multi-lingual support. There are 43 women's shelters in Denmark, with 934 beds. Currently, Denmark **does meet** the Istanbul Convention standards for service provision of a national women's helpline, and **does meet** the standards for women's shelter provision, exceeding the required amount of beds by 363. Furthermore, there are at least 10 women's centres in Denmark providing information and legal advice to women survivors of violence, as well as regional health centres that assist women survivors of rape/sexual assault.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

There is one national women's helpline in Denmark called LOKK Hotline (tel: +45 702 03 082). It was founded in 2002 and is run by the independent women's NGO, LOKK. Men are also supported through this helpline. The helpline operates 24/7 and is free of charge, offering multilingual support<sup>34</sup>.

34 WAVE Report 2015.

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
43 <sup>35</sup>	934 <sup>36</sup>	-	-	6,111	N/A

There are 43 women's shelters in Denmark, with 934 beds. The first shelter was opened in 1978. The shelters are run by women's NGOs with a gender-specific/feminist approach, within the umbrella organization LOKK (a union of women's shelters in Denmark). The shelters are available in all regions of Denmark and provide 24/7 access. Women's shelters are not free of charge, as all women pay a fee for food and accommodation. The LOKK shelters require that all residents are self-sufficient with regards to managing their own daily lives and activities such as grocery shopping, cooking, laundry, childcare and interacting with other residents. In most cases a fee is required for residence at a shelter. All also provide immediate access to women's shelters in emergency situations. Women can stay as long as needed<sup>37</sup>. Furthermore, LOKK has defined some minimum standards for women's shelters in Denmark<sup>38</sup>.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
10 <sup>39</sup>	Women's centres for survivors of all forms of violence; Rape crises centres; Sexual assault centres in hospitals

There are at least ten women's centres in Denmark. Three women's centres in Denmark provide information and legal advice to women survivors of violence. Five regional health centres assist women survivors of rape/sexual assault. There exists also The Centre for Victims of Sexual Assault in Copenhagen, and Centre for Victims of Rape. There are Independent Domestic Violence Advisers (IDVAs) who provide wider services: short to medium support for high-risk victims and assisting women in the transition from shelter to accommodation<sup>40</sup>.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

Since Denmark has ratified the IC, it was one of the first countries responsible to conduct a state report to the GREVIO committee for monitoring of effective implementation of the convention. In January 2017 the state released a state report to GREVIO<sup>41</sup>, while NGOs also released a shadow NGO report in January 2017 to GREVIO concerning the situation of the IC ratification in Denmark from an NGO perspective<sup>42</sup>. In November 2017, GREVIO reacted to the state and NGO reports by publishing a Baseline Evaluation Report for Denmark regarding IC implementation<sup>43</sup> as well as carried out an evaluation visit to Denmark in May 2017 with various representatives, including several ministries and NGOs. A full list of recommendations can be found on the Council of Europe website<sup>44</sup>, which were developed for the state of Denmark to implement following the above actions.

35 Ibid.

36 Ibid.

37 Ibid.

38 LOKK. (n.d.).

39 WAVE Report 2015.

40 Ibid.

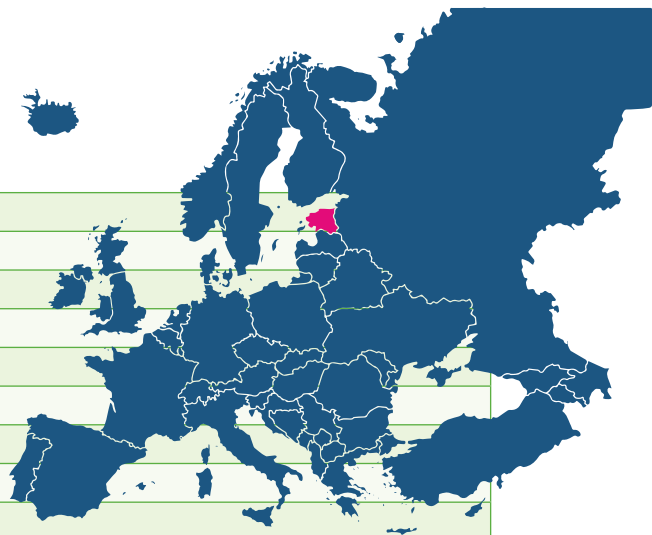
41 Report submitted by Denmark pursuant to Article 68, paragraph 1 of the Council of Europe Convention on preventing and combating violence against women and domestic violence (Baseline Report). (2017, January).

42 Women's Council in Denmark. (2017, January).

43 GREVIO. (2017, November).

44 Council of Europe : Committee of the Parties. (2018, January).

# ESTONIA



## GENERAL COUNTRY INFORMATION

Population	1,315,944
Female population	699,236
Member of Council of Europe	1993
Member of European Union	2004
Member of United Nations	1991
CEDAW ratified	1991
CEDAW optional protocol ratified	No
Istanbul Convention signed	2014
Istanbul Convention ratified	2017

## SUMMARY

There is one national women's helpline in Estonia operating 24/7 and is free of charge. It is a nationwide hotline for women experiencing physical, emotional, economic, and/or sexual abuse. The hotline offers multilingual support in Estonian and Russian. There are 14 women's shelters in Estonia with approximately 86 beds. Given this information, Estonia **does meet** the IC standards for the national women's helpline provision, however it **does not meet** these when it comes to standards for women's shelters provisions, with 53 % of beds missing. Furthermore, Estonia has no women's centres.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	724 calls

There is one national women's helpline in Estonia called Tugitelefoni (tel: 1492) set up in 2008. The helpline operates 24/7 and is free of charge. It is a nationwide hotline for women experiencing physical, emotional, economic, and/or sexual abuse. The hotline offers emotional support, provides information on accessing support services across Estonia, provides guidance on dealing with governmental agencies, and provides referrals. It is run by the women's NGO, Estonian Women's Shelters Union, and offers multilingual support in Estonian and Russian. In 2016, the helpline received €73,900 from EEA grants, with the project "Developing services for victims of domestic violence, strengthening cooperation between different institutions and raising awareness among victims and the general public". In 2016, the helpline received 724 calls, 91% of which were women.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
14	86	46	35%	15,302	186 women, 364 children, totalling 18,337 nights

Women's shelters exist throughout most regions of Estonia (14/15 regions have a shelter) and provide services free of charge. They are run by women's NGOs and provide support to women survivors of all forms of violence using a gender specific/feminist approach. The last shelter was opened in 2017. All women's shelters provide immediate and direct access to women's shelters in emergency situations. The length of stay women can stay in a women's shelter is 3–6 months. In 2016, a total of 185 women and 364 children stayed in the women's shelters, amounting to 18,337 nights women and children spent overnight in shelters. The Estonian Women's Shelter Union (EWSU) is a network of 10 women's shelters. EWSU organizes the cooperation and mutual assistance between the organizations providing shelter services to the victims of violence against women in Estonia, and develops cooperation with similar organizations on international data. EWSU also runs a 24/7 helpline for victims of violence against women, and runs the EEA grants 3-year project "Developing services for victims of domestic violence, strengthening co-operation between different institutions and raising awareness among victims and the general public", targeting all women's shelters. Women's Shelters Cooperation Network is also a network of four women's shelters and organizes the exchange of information and knowledge between member organizations. In 2016,

the amount of state funding provided to women's shelters was €506.798. In addition to that special reserve from Ministry of Social Affairs was distributed to shelters in 2016 in amount of €106.798. Estonian Parliament members donated part of their additional funding from the state budget, freely decided by MPs in amount of €50.000. Distribution of these funds fully depends on personal relationships, individual agreements etc- that is not sustainable funding) Additionally, Parliament's Special Fund provided €50.000, Norwegian project funding was also provided from January–April 2016, and there was also an amount given by the government to some shelters.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
0	-

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

In Estonia, domestic violence is defined as all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim.

In 2016, an Action Plan for Violence Prevention strategy for 2015–2020, along with a preliminary analysis for the Istanbul Convention ratification, was prepared.

The Strategy's implementation is co-ordinated by the Ministry of Justice. Seven ministries are responsible for the Strategy's implementation; their representatives make up the lead group of the Strategy.

The Strategy's implementers are the Ministry of Justice, the Ministry of Education and Research, the Ministry of Culture, the Ministry of Economic Affairs and Communications, the Ministry of the Interior, the Ministry of Social Affairs, the Ministry of Foreign Affairs with their subordinate authorities (the Estonian Forensic Science Institute, prosecutor's offices, the Police and Border Guard Board, the Estonian National Social Insurance Board, the National Institute for Health Development), as well as local governments, educational and healthcare institutions, and non-governmental organisations.

Implementation of the Strategy takes place in co-operation with non-governmental organisations, local governments and their representative organisations, healthcare and educational institutions and their employee associations, as well as entrepreneurship organisations and others.

The Offence Prevention Council discusses the matters of the Strategy's implementation once a year at the level of a government committee

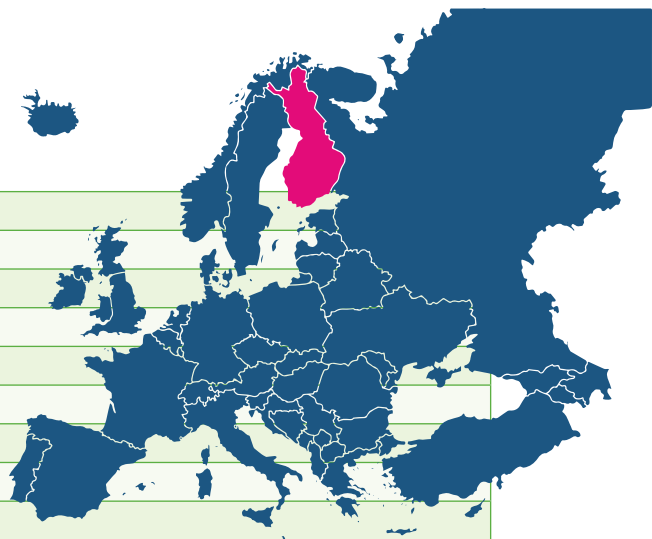
In October 2016, the Victim Support Act (VSA) was amended. Article 5(5) of the VSA stipulates that the Estonian National Social Insurance Board shall exercise administrative supervision over the provider of victim support services. The amendments concerned by adding the definition of psychotherapist service and violence against women, changing of the definition of victim of violence against women, and specification of the women's support centre service.

Amendments to the Penal Code have been prepared in 2016–2017, with several new articles having been drafted on stalking, female genital mutilation, forced marriage, as well as a ban on buying sex from victims of human trafficking.

In 2017, in connection with ratification process of the Istanbul Convention, the Penal Code (PC) was amended. Estonia has no violence against women law but does criminalise numerous forms of violence. In Estonia, there is not a specific intimate partner violence and domestic violence offence. Intimate partner violence is mostly criminalised under the offence of the PC such as physical abuse. It means causing health damage, severe health damage and physical abuse which causes pain. The same act if it is committed in a close relationship or dependent relationship is punishable by a pecuniary punishment or up to five years' imprisonment [Article 121(2)(2) of the PC] and if it is committed repeatedly [Article 121(2)(3) of the PC]<sup>45</sup>.

45 Estonia : Justiitsministeerium. (2015).

# FINLAND



## GENERAL COUNTRY INFORMATION

Population	5,487,308
Female population	2,785,818
Member of Council of Europe	1989
Member of European Union	1995
Member of United Nations	1955
CEDAW ratified	1986
CEDAW optional protocol ratified	2000
Istanbul Convention signed	2011
Istanbul Convention ratified	2015

## SUMMARY

There is one national women’s helpline in Finland which operates 24/7, is free of charge, and provides multilingual support. There are 19 women’s shelters in Finland with a total of 185 beds. Overall, Finland **does meet** Istanbul Convention standards for national women’s helpline provision; however, Finland **does not meet** the standards for women’s shelter provision, with 66 % of beds absent. Furthermore, there are approximately 25 women’s centres in Finland which provide specialist support for violence against women. Daytime help centres provide information and advice, counselling, advocacy, practical support, empowering support, and legal advice.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
2	Yes	Yes	N/A

There is one national women’s helpline in Finland called Nollalinja/Zeroline which operates 24/7 and free of charge. Nollalinja is also available for family members of victims of violence as well as for professionals and officials who require advice in their work with constituents. Nollalinja helpline is organised by the National Institute for Health and Welfare (THL) and is a special government service funded by victim surcharges levied on offenders. The helpline also offers multilingual support in Finnish, Swedish and English and received 100% state funding in 2016 - the estimated total of state funding for the helpline is approximately €500.000. In addition, Women’s Line/Naisten Linja (tel: 0800 02400) is another national women’s helpline in Finland run by a women’s NGO. This helpline is free of charge but does not operate 24/7 – specific language support is available in English, Finnish and Swedish during certain times of the day. The helplines are funded by slot machine association.

Other helplines include: Monika Helpline (tel: 09692 2304) for migrant women which operates 24/7 but is not free of charge. The helpline is for women who identify as being part of an ethnic, cultural, or linguistic minority and do not speak Finnish (based in the women’s shelter Mona Koti). The Rape Crisis Centre Helpline (tel: 0800 97899) is not free of charge nor available 24/7. The Suvanto helpline (tel: 0800 6776) offers advice and support for situations where elderly are abused or in violent situations.

### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
19	185 <sup>46</sup>	364	66%	29,661	1,701 women, 1,726 children

There are 19 women’s shelters with a total of 185 beds in Finland. Out of the 19 women’s shelters open in Finland in 2016, one shelter is run by a women’s NGO with a gender-specific approach, and it is MONIKA – Multicultural Women’s Association, which is for minority ethnic women. 13 of the 24 are members of Federation of Mother and Child Homes and Shelters (FMS), and allow men victims of domestic violence to access the shelter. FMS is a national child welfare organization founded in 1945 to help single mothers and their children, and has grown into providing support for different families in vulnerable situations, including the prevention of domestic violence

46 Rooms included for accompanying children



and violence against women. FMS shelters are only for victims of domestic violence, but they also conduct day time services and 'supported living', with a holistic approach, which helps women overcome the trauma, resource planning, budgeting, mental healing, and strength, empowerment, and help plan how to stay away from violence. Help is also given to report to the police, to get medical attention and apply for housing. There are also eight state-provided shelters and two other NGO organised shelters in Finland. Men victims can access those shelters as well, while all other shelters predominantly shelter women but also provide services to men who escape domestic violence. Women's shelters exist just in the major cities, are 24/7 and operate free of charge. Women can stay up to three months in women's shelters but most of the stays are usually under one month. In 2016, state funding amounted to €11.555.000. It is important to note that state funding is increasing: in 2017, the amount allotted to women's shelters was €13,550,000, which increased even more to €17.550.000 in 2018. In terms of service user statistics, 1,701 women and 1,726 children were accommodated in the shelters in 2016. 49% of clients were up to 17 years of age; 34% between 18–40 years old; 13% from 41–60 years of age; and 3% over 61 years.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
25	Women's centres for women survivors of all forms of violence; Rape crisis centres; Centres for girls experiencing sexual violence; intervention centres

There are approximately 25 women's centres in Finland. 17 of the centres are member organizations of FMS. FMS has services which conduct day-time services – these daytime services are 'supported living' and help women overcome trauma, resource planning, budgeting, support mental health, apply for housing, empowerment, and help organize every-day questions with a holistic approach. There is also one rape crisis centre for female survivors of sexual violence which operates a helpline and provides legal consultation. There is one intervention centre for black/migrant/minority ethnic women called Voimavarakeskus Monika, which offers group activities and support for the integration process to Finland. Additionally, Women's Line offers group activities and support for women survivors of domestic violence. Women's centres are typically run by women's NGOs and other NGOs, exist just in the major cities, with the main source of funding being from donors.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is no specific national action plan in Finland on violence against women. However, there was a national action plan on security involving women called UN Security Council Resolution 1325 (2000) Women, Peace and Security (2012–2016)<sup>47</sup>.

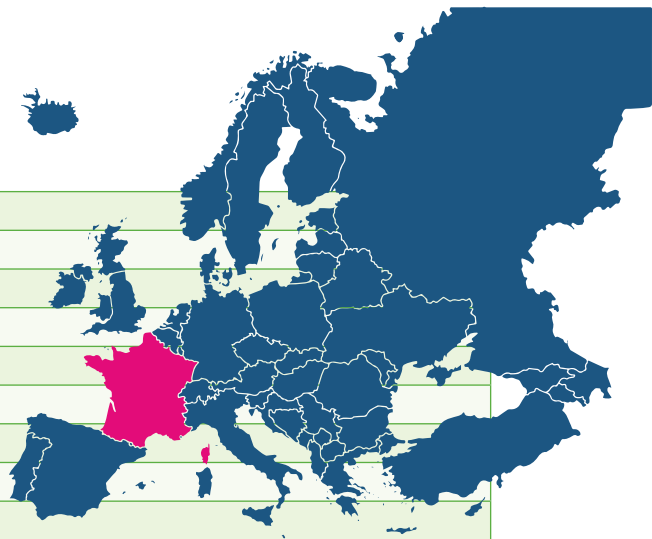
#### SURVIVOR STORY<sup>48</sup>

I had just reached the age of 18 when I met a charming boy. Once we had been dating for just a little while, we got into a little bit of a fight and my boyfriend would slap me. The violence became more brutal very soon. My boyfriend got angry when I did not want to come to his for the night after the quarrel. He grabbed my hair and pulled me down to the ground and banged my head on the ground. Violence quickly became commonplace. He got angry once when he was waiting for me on a cold winter day outside of my home. As we entered our apartment, he forced me into an ice-cold shower to "understand how cold he had been while waiting for me." We were always together, so after the violence I never had time to reflect about what had actually happened. No one supported me and said that it was not my fault. I have never felt so lonely. I blamed myself. I tried to change how I acted so that my boyfriend would no longer have any reason to get angry. I did not go out and I did not meet my friends, because my boyfriend was jealous of them. It was also difficult to go to school. If there were no text messages or I did not answer the phone, interrogations started immediately: where were you and with whom, what did you do? Then one night my drunken boyfriend forced me to pick up a car and hit me black and blue while I was driving. That's when I called the emergency number. I did not want to press charges, but the event affected my boyfriend, because the violence stopped. I lived for the first time in my life without physical violence – in my childhood my mother had beat me – and I finally reflected upon that experience. I began to realise that this violence was not my fault, and had never been. I finally decided to leave him. Now I have self-confidence and I feel finally free from violence.

<sup>47</sup> Finland : Ministry for Foreign Affairs. (2012).

<sup>48</sup> Story made available by WAVE delegate Naisten Linja, Finland.

# FRANCE



## GENERAL COUNTRY INFORMATION

Population	66,730,453
Female population	34,421,395
Member of Council of Europe	1949
Member of European Union	1958
Member of United Nations	1945
CEDAW ratified	1983
CEDAW optional protocol ratified	2000
Istanbul Convention signed	2011
Istanbul Convention ratified	2014

## SUMMARY

In France there is one national women’s helpline, it is free of charge and offers multi-lingual support, however, it does not operate 24/7. Due to the decentralized nature of the services of women’s centres and shelters there is no data available on them<sup>49</sup>. Based on the information available, France **does not meet** the standards of the IC on the provision of a national women’s helpline and it is unclear when it comes to meeting standards of provision for women’s shelters.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	No	N/A

There is one national women’s helpline in France called Violence Femmes Info (tel: 3919) established in 1992. It addresses all forms of violence against women. The helpline does not operate 24/7 but from 09:00–22:00 Monday through Friday; from 09:00–18:00 Saturday, Sunday and holidays. The helpline is free of charge and offers multi-lingual support<sup>50</sup>.

### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
N/A	-	-	-	-	-

There is no data available on the amount of women’s shelters or available places at the women’s shelters. Due to the decentralized nature of the services it is difficult to find information on this issue<sup>51</sup>.

### WOMEN’S CENTRES

Number of Centres	Types of Centres
N/A	N/A

Due to the decentralized nature of these services there is no data available<sup>52</sup>.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

France launched their second revised National Action Plan (NAP) in 2015 for the period inclusive of 2015–2018. The updated NAP takes into account the numerous initiatives created toward the Women, Peace and Security agenda. The updated NAP contains an additional pillar, "fighting impunity" and expanded their pillar "Developing political and diplomatic action" to "Promoting the "Women, Peace and Security agenda regionally and internationally". The 2010 French NAP specifies France’s actions towards fulfilling the goals of UNSCR 1325. It calls for inter-ministerial and inter-institutional coordination to fulfil these goals, and includes the plan for fulfilling general

49 WAVE Report 2015.

50 Ibid.

51 Ibid.

52 Ibid.

European goals concerning women, peace, and security. The French NAP has four objectives, targeting the protection of women, the participation of women in conflict and post-conflict situations, raising awareness of women's rights, and development of political and diplomatic action. The French action plan also encourages other French speaking countries to develop gender policies<sup>53</sup>.

## GEORGIA

### GENERAL COUNTRY INFORMATION

Population	3,720,400
Female population	1,940,900
Member of Council of Europe	1999
Member of European Union	No
Member of United Nations	1992
CEDAW ratified	1994
CEDAW optional protocol ratified	2002
Istanbul Convention signed	2015
Istanbul Convention ratified	2017

### SUMMARY

Georgia has one national women's national helpline, run by the State Fund for Protection and Assistance of (Statutory) Victims of Human Trafficking. The helpline runs free of charge and provides multi-lingual support in Georgian, English, Russian, Azeri, Turkish, Armenian, Arabic and Persian. Furthermore, there are seven women's shelters in Georgia, five run by the State and two run by the NGO Anti-Violence Network Georgia (AVNG). Lastly, there are 20 women's centres providing support for women victims of domestic violence. Currently, Georgia **does meet** the standards of the IC in terms of provisions for the national women's helpline, but **does not meet** IC standards for women's shelter provision.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

There is one national women's helpline in Georgia, offering legal consultations on the issues of violence against women, domestic violence, sexual violence and human trafficking. The national helpline is run by the State fund for Protection and Assistance of (Statutory) Victims of Human Trafficking, and was established in 2010 (tel: 116 006), the helpline being free of charge and providing multi-lingual support in Georgian, English, Russian, Azeri, Turkish, Armenian, Arabic and Persian.

Other women's helplines in place are the Consultation Hotline for Victims of Human Trafficking (tel: 2 100 229) and the hotline run by NGO Anti-Violence Network of Georgia (tel: 2 726 717)<sup>54</sup>. The national helpline is partially funded by the State fund for Protection and Assistance of (statutory) Victims of Human Trafficking, approximately €12.052 in 2016, and partially supported by UN Women, approximately €1.622 in 2016, and by Kvinna till Kvinna (Swedish Government), with approximately €650 in 2016. The other NGO based helplines are only supported by foreign funders.

Georgia has two other hotlines, 1505 Hotline offering general consultations, including violence against children, run by the Ministry of Labour and Social Care, General Emergency Number (tel: 112) run by the Ministry of Internal Affairs. There is also a general victims' helpline operated only during day-time, also operated by women's support centres that is part of Cultural-Humanitarian Fund Sukhumi. Moreover, specific regions from Western Georgia, have 6 hotlines in Kutaisi, Khoni, Senaki, Tskhaltubo, Poti and Zugdidi. These hotlines are mainly used by victims of domestic violence.

<sup>53</sup> France : Ministère de l'Europe et des Affaires étrangères. (n.d.) & Peace Women. (n.d.). National action plan: France.

<sup>54</sup> Applicants receive information about the services the organization run and also legal consultation, see <http://avnge/menu/14>.

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
7	105	267	72 %	35,432	N/A

There are currently seven women's shelters in Georgia, five run by the state with 85 beds, and two run by AVNG<sup>55</sup>, in Tbilisi and Akhaltsikhe with 20 available beds. The first shelter was opened in 2009 and the last one in 2016 in Kakheti Region. The shelters are available just in major cities, all providing 24/7 access and immediate and direct access to women's shelters in emergency situations. The services provided by the shelters are free of charge. The length of stay in the shelters is between one and nine months. All shelters provide access to women with children, to women from other provinces, minority ethnic women, undocumented migrant women and women from EU countries. While the age limit to accept boys in the shelters is 16 years old, there is no age limit for girls. Some shelters provide access to women without children, to women above 70 years old and to asylum seeking women. There are no specific shelters for women with disabilities, LGBTI women or migrant women. After a woman leaves the shelter, there is a government programme in place that covers her rent for one month. There is no second stage refuge provision, transitional housing or public housing programme in place for women after leaving the shelter. There is no information available for the number of women and children that were accommodated at the shelters in 2016.

The shelters run by the state are partially funded by the state and partially by foreign funders. The amounts allocated in 2016 for the five state shelters, were approximately € 294.000 from the state, approximately €40.000 from UN Women and approximately €17.472 from the USA Embassy. The other two shelters run by NGO AVNG received an approximate total funding of €15.629 from foreign donors such as Kvinna till Kvinna, IWAG and SRT.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
20	State domestic violence centres; NGOs based domestic violence crisis centres; Regional committees and sub-committees

There are approximately 20 women's centres in Georgia, but sources differ in terms of what can be qualified as a women's centres and what does not fall into that category. The first domestic violence crisis centre opened in 2016 in Tbilisi, able to host up to 18 domestic violence survivors. The centre also provides support for victims, as for example psycho-social rehabilitation, legal aid, first aid and emergency medical assistance. Information varies in terms of the support that women's centres offer: some data indicate that centres offers services such as counselling, advocacy or practical support, whereas other data indicates that centres provide legal advice, legal representation empowerment and mobile support. The centres are run by women's NGOs and government institutions and run in just major cities and some regions. Funding for women's centres comes from the state as well as foreign donors.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is a National Action Plan on the Measures to be Implemented for Combatting Violence against Women and Domestic Violence and Protection of Victims/Survivors 2016–2017. The plan covers the issues of violence against women and girls more broadly than its predecessor (the NAP 2013–2015) and also covers other forms of violence against women, such as sexual violence and early marriages. There are enhancements of domestic protection mechanisms and the harmonization of current legislation with the Istanbul Convention. The implementation cycle of the NAP 2016–2017 has been harmonized with the duration of the Action Plan of the Government of Georgia on the Protection of Human Rights and synergizes with the NAP 1325 building a set of key tools to translate the commitments to gender equality and women's empowerment in Georgia into sustainable results and thus contribute to equality, development and peace.

A second NAP on the Implementation of the UN Security Council resolutions on Women, Peace and Security 2016–2017 is in place in Georgia. As 20% of Georgia's territory is still occupied by the Russian Federation and more than 53% of the officially registered 269,541 internally displaced persons (IDPs) are women, the UN Security Council resolution 1325 (2000) on Women, Peace and Security and its related resolutions are of paramount importance. Women's participation in ensuring peace and security at all levels is critical. Like the first National Action Plan (2012–2015), the second National Action Plan was developed on the grounds of broad consultations; there were consultations with the ministries and state agencies in charge of implementing the NAP, as well as with the representatives of civil society and grass-roots IDP and conflict-affected women. The National Action Plan for 2016–2017

<sup>55</sup> Women's NGO with a gender-specific/feminist approach.

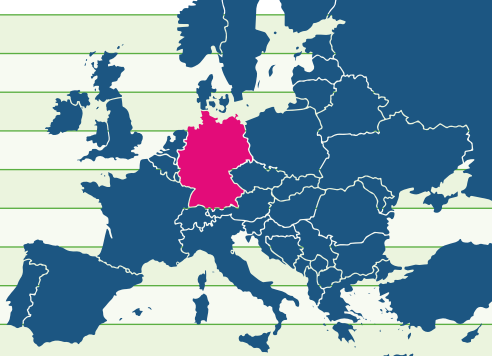
considered the recommendations obtained from these wide consultations and is based on lessons learned from the implementation of the previous NAP. The NAP's goals, objectives and indicators have been significantly improved in order to better monitor and report on the NAP's progress.

The Inter-Agency Council, composed of four ministries: Internal Affairs, Education, Labour, Health & Social Defence is the agency in charge with implementing the NAPs, and the Action Group on Violence, formed by NGOs, is the national body entrusted with monitoring and evaluation of NAP. The monitoring and evaluation is only being carried out by NGOs (Anti-Violence Network of Georgia, Fund Sukhumi). The NAP on measures to be implemented for combatting violence against women 2016–2017 explicitly states that NGOs operating in Georgia are to participate in implementing the measures foreseen in the NAP.

## GERMANY

### GENERAL COUNTRY INFORMATION

Population	82,175,684
Female population	41,661,561
Member of Council of Europe	1950
Member of European Union	1958
Member of United Nations	1973
CEDAW ratified	1985
CEDAW optional protocol ratified	2002
Istanbul Convention signed	2011
Istanbul Convention ratified	2017



### SUMMARY

There is one national women's helpline in Germany which operate 24/7 hours a day and free of charge. The helpline covers all forms of violence, including domestic violence, cyber violence or sexual harassment in the workplace. Moreover, there are 353 women's shelters with nearly 6,800 places available. The shelters are run by women's NGOs with a gender-specific/feminist approach, other women's NGOs, faith-based organizations, other NGOs and the state. There are no data available in terms of the number of women's centres. Overall, Germany **does meet** the IC standards on provisions regarding the national women's helpline but **does not meet** the standards on the provisions related to women's shelters.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	23,912 calls

There is one women's national helpline in Germany, operating free of charge, 24/7 and offering multi-lingual support. Furthermore, women who are hearing impaired may receive assistance via relay service. The national helpline is Violence against Women Support Hotline/Hilfetelefon Gewalt Gegen Frauen (tel: 08000 116 016). The helpline is run by the Federal Ministry for Family, Elderly, Women and Youth/Bundesministerium für Familie, Senioren, Frauen und Jugend and the Federal Office of Family and Civic Duties/Bundesamt für Familie und zivilgesellschaftliche Aufgaben. The helpline covers all forms of violence, including domestic violence, cyber violence or sexual harassment in the workplace. Besides operating in German, the helpline also operates in the languages of Albanian, Arabic, Bulgarian, Chinese, English, French, Italian, Kurdish, Polish, Persian, Portuguese, Romanian, Russian, Serbo-Croatian, Spanish, Turkish and Vietnamese. The helpline is funded by the state and the amount received in 2016 was around €6.000.000.

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
353	6,800	1,418	17%	12,085	N/A

There are 353 women's shelters in Germany, with nearly 6,800 available beds. The shelters are run by women's NGOs with a gender-specific/feminist approach, other women's NGOs, faith-based organizations, other NGOs and the state. Women's shelters are available in most regions, most of them providing 24/7 access to the shelter, while only some women's shelters provide immediate and direct access in emergency situations. The typical accommodation period in the shelters is between 3–6 months, but the length of stay can vary from one week, up to three months, one year or more than one year. Women's shelters provide services free of charge, but it all depends in which Federal State the shelter is located, as they have different ways of financing the shelters. There is no clear information on any state funding allocated to women's shelters nor the amounts allocated, as it depends from one Federal State to another.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
750	Women's counselling and women's crisis centres; services focused on the support of survivors of sexual violence such as rape crisis, sexual assault centres and centres for girls who have experienced sexual violence; regional crisis centres on domestic violence; intervention centres

There is no data collected in terms of the number of women's centres available in Germany, but according to the WAVE Report 2015 approximately 750<sup>56</sup> women's centres were available in Germany in 2015. The centres are run by women's NGOs and other NGOs and they are available in most regions. They function based on funding received from the state and donations. The types of women's centres include: women's counselling and women's crisis centres; services focused on the support of survivors of sexual violence such as rape crisis, sexual assault centres and centres for girls who have experienced sexual violence; regional crisis centres on domestic violence; and intervention centres serving victims as a follow-up to police intervention.

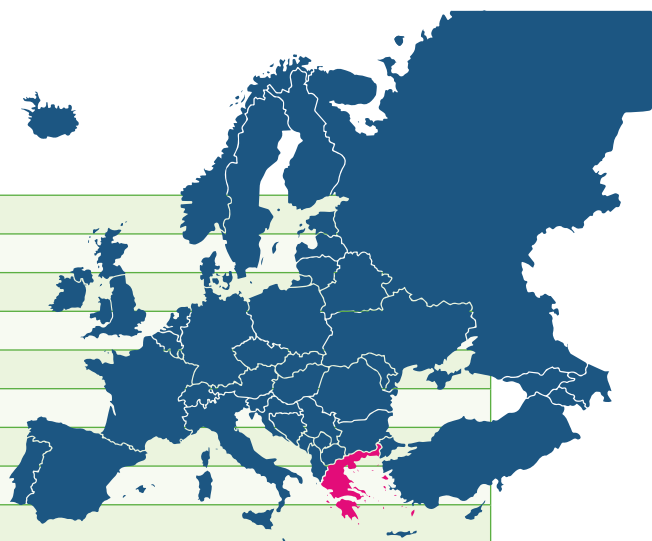
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is a National Action Plan in place in Germany, covering all forms of violence (rape and sexual assault, domestic violence, sexual harassment, female genital mutilation, violence in conflict and post-conflict situations, violence in institutional environments, reproduction rights, killings in the name of honour and forced marriage<sup>57</sup>). The second UNSCR1325 NAP was launched for the period 2017-2020, updating the provisions of the first NAP 2013-2016. The NAP has six thematic focal areas or prevention, participation, protection, reconstruction, preparation of operations, and criminal prosecution that are contained in the 2013-2106 NAP. The ultimate goal of the NAP is to strengthen the Women, Peace and Security Agenda at a national, regional and international level but also to prevent crisis and armed conflict. A systematic integration of a gender perspective must exist in all phases of a conflict.

# GREECE

## GENERAL COUNTRY INFORMATION

Population	10,783,748
Female population	5,559,538
Member of Council of Europe	1949
Member of European Union	1981
Member of United Nations	1945
CEDAW ratified	1983
CEDAW optional protocol ratified	2001
Istanbul Convention signed	2011
Istanbul Convention ratified	No



56 WAVE Report 2015,

57 Peace Women. (n.d.). National action plan: Germany.

## SUMMARY

There is one national women's helpline in Greece. The helpline operates on a 24/7 basis and offers multilingual support. However, it is not free of charge. Furthermore, there are 26 women's shelters in Greece, with approximately 470 beds available for women survivors of violence. All the shelters provide accommodation free of charge as well as psychological support. Additionally, there are 57 women's centres in Greece<sup>58</sup>. Based on the information available, Greece **does not meet** IC standards for women's shelters provision and **does not meet** IC standards for provision of national women's helpline.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	No	Yes	N/A

There is one national women's helpline in Greece, the SOS Hotline (tel: 15900) of the General Secretariat for Gender Equality. It operates 24/7 but is not free of charge (land line charges apply). Multilingual support is provided in Greek, English and French; if there is need for another language, contact is made with an interpreter service<sup>59</sup>.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
26	470 <sup>60</sup>	608	56%	22,944	N/A

There are 26 women's shelters in Greece, with approximately 470 shelter places available<sup>61</sup>. The majority of women's shelters (21) are run by the state, and five shelters are run by women's NGOs. The shelters are available in the major cities of Greece, with a relatively good geographical coverage. Three shelters only (in Athens and Thessaloniki) are accessible 24/7. All the shelters provide accommodation free of charge as well as psychological support.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
57	Women's centres for survivors of all forms of violence; centre for victims of trafficking

There is a total of 57 women's centres in Greece, including 56 women's centres providing non - residential support to women survivors of any kind of violence – i.e. domestic violence, rape and sexual assault, sexual harassment, forced prostitution and trafficking – and one centre for women victims of trafficking located in Thessaloniki<sup>62</sup>.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

Greece has in place a 'National Action Plan on Gender Equality 2016–2020' (NAPGE), prepared by the General Secretariat for Gender Equality in cooperation with other public bodies, civil society organizations and academia. According to the Gender Secretariat for Gender Equality the plan was drafted after consultation on equality issues with women and men, representatives of civil society, academia and public administration<sup>63</sup>. The NAP establishes strategic objectives in when it comes to: social inclusion and equal treatment of women facing multiple discrimination; combating violence against women field; labour market and work-family reconciliation; education, training, media, culture, sports; health; equal participation of women in decision-making positions. When it comes to combating violence against women, the plan's objectives are to implement and review existing legislation, offer a holistic and multi-sectoral support to women who are victims of gender violence and/or suffer multiple discrimination (e.g. immigrants, refugees, women with disabilities, Roma women, single mothers etc.), raise awareness among Greece and develop networks, monitor gender violence, and coordinate and evaluate the implementation of the NAP.

58 WAVE Report 2015.

59 Ibid.

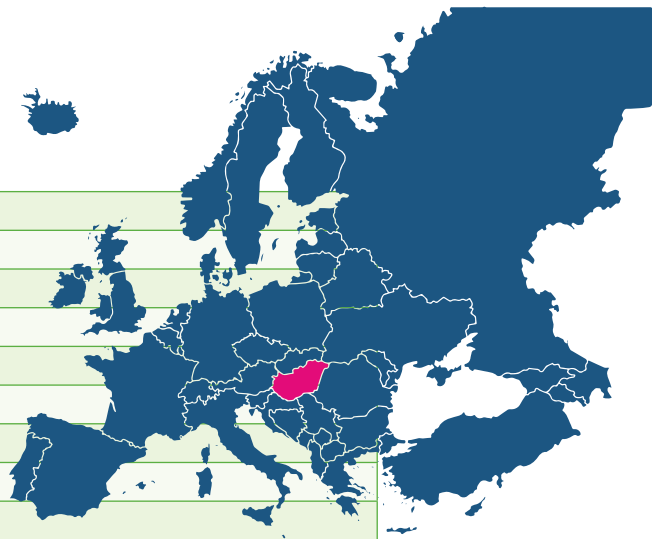
60 Ibid.

61 Ibid.

62 Ibid.

63 EIGE - EuroGender. (2017, July).

# HUNGARY



## GENERAL COUNTRY INFORMATION

Population	9,830,485
Female population	5,141,966
Member of Council of Europe	1990
Member of European Union	2004
Member of United Nations	1955
CEDAW ratified	1980
CEDAW optional protocol ratified	2000
Istanbul Convention signed	2014
Istanbul Convention ratified	No

## SUMMARY

There is one national women’s helpline in Hungary that is free of charge and 24/7. There are a total of 15 crisis centres (shelters) in Hungary. Furthermore, there are no women’s centres in Hungary. Based on the available information, Hungary **does not meet** the IC standards on provisions for women’s shelters and **does not meet** the IC standards on provision for a national women’s helpline.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics <sup>64</sup>
1	Yes	No	N/A

The national women’s helpline in Hungary is called NANE Helpline for Battered Women and Children (tel: 0680 505101; +36 30 9825469). It is run by the women’s organisation NANE. The helpline is free of charge; however, it is not available 24/7. It is operated by volunteer women, all of which take a feminist approach to violence against women.

The state operates the National Crisis Telephone Information Service (OKIT in Hungarian) since 2005, providing information for victims of domestic violence and human trafficking. The service has a toll-free number and is available 24/7<sup>65</sup>.

### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
15	140	843	86 %	70,218	N/A

Hungary has 15 regional crisis centres (shelters) and one national Secret Shelter House, with a capacity of approximately 140 beds. These crisis centres (shelters) institutionally belong to the temporary family homes. They are gender-blind, hence not just for women. However, the victims of intimate partner violence are mostly women. In order to be given a place these women do not need to have children. Shelters are available in all regions and all ensure 24/7 access. In addition to shelters the Halfway Houses provide long-term accommodation and assistance for victims. There are six houses in the country.

These shelters are available in all regions and all ensure 24/7 access. Government funding is for family violence, and only for government-based services (the national crisis helpline), or government-licensed services – crisis centres (shelters). No women’s NGOs are running shelters in Hungary and the shelters are instead accredited and financed by the government. They are run by NGOs, faith-based organizations, social organizations. The financing is based on a quota system. According to women’s rights NGOs, services for victims/survivors of violence against women operate with limited access and/or do not comply with international human rights standards and promising practices <sup>66</sup>. There is no institutional cooperation between these state-licensed services and women’s human rights NGOs working in the field of preventing and combating violence against women.

64 In 2017 the helpline received 488 calls, 433 from women, 55 from men, and replied to 384 help messages.

65 United Nations : Human Rights Committee. (2017).

66 Hungarian Women’s Lobby et al. (2018).



**WOMEN'S CENTRES**

Number of Centres	Types of Centres
0	-

**FURTHER INFORMATION ON NATIONAL ACTION PLANS**

Hungary does not have a specific national action plan addressing violence against women. In 2010, the government adopted the National Strategy for the Promotion of Gender Equality – Goals and Objectives 2010–2021<sup>67</sup> (at the very end of their term). One of the six objectives of the Strategy is as follows: “Taking measures to efficiently combat and prevent violence – eliminating all forms of violence against women, urgent steps against the violation of women’s, men’s, girls’ and boys’ rights to physical and mental integrity.” The first action plan to the Strategy for 2010–2011 was also adopted<sup>68</sup>, containing measures in the field of violence against women. The Strategy remained in place after the government change in 2010 (and still is), but no further action plans have been elaborated. The government communicates since 2012 that they will replace the Strategy with a new one, but it has not been adopted and women’s rights NGOs have not been consulted regarding this issue.

A parliamentary decision on preventing and combating domestic violence was adopted in 2003 after a unique case of public demand and in consultation with NGOs<sup>69</sup>. When being in place, however, the document was not implemented fully by any governments. In 2015, it was replaced by a new decision<sup>70</sup>, without any consultation with women’s rights NGOs. The decision contains some relevant measures, but its approach and several provisions are not in compliance with the Istanbul Convention.

**ICELAND****GENERAL COUNTRY INFORMATION**

Population	332,529
Female population	165,259
Member of Council of Europe	1950
Member of European Union	No
Member of United Nations	1946
CEDAW ratified	1985
CEDAW optional protocol ratified	2001
Istanbul Convention signed	2011
Istanbul Convention ratified	No

**SUMMARY**

There is one national women’s helpline in Iceland, however, the Women’s Shelter runs a helpline for women victims of domestic violence. There is one women’s shelter in Iceland with 22 beds. Currently, Iceland **does not meet** the IC standards for women’s shelters provision and is missing 11 beds (50% of beds). Also, Iceland **does not meet** the IC standards for the national women’s helpline provision. There are six women’s centres in Iceland, including a women’s counselling centre, two organisations in the rural areas of Iceland that offer counselling to rape victims, and one rape crisis centre in the capital.

67 See Government Decision No. 1004/2010 (I. 21.)

68 See Government Decision No. 1095/2010 (IV. 21.)

69 See Decision 45/2003. (IV. 16.) of the National Assembly on establishing a national strategy for the prevention and successful handling of domestic violence.

70 See Decision 30/2015. (VII. 7.) of the National Assembly on setting national strategic objectives to advance effective response to domestic violence.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	No	Yes	N/A

There is one national women's helpline in Iceland, run by The Women's Shelter for women victims of domestic violence, and this is accessible nation-wide, so is considered to be a national women's helpline. Calling the Women's Shelter (located in Reykjavik) will also connect a caller to the helpline (tel: 00354 5611205). Women from all over the country can call the shelter 24/7 however the helpline is not free of charge. As staff in the shelter can speak Icelandic and English, as well as French, Spanish, Swedish and Norwegian, the helpline is multi-lingual. Women and men who experienced sexual violence can also call the rape emergency service at the Landspítali hospital available 24/7 if they need assistance. The rape emergency service is free of charge, and people can call the hospital and ask to get in to contact with the rape emergency service (tel: 543 1000).

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
1	22	11	33%	15,115	116 women and 74 children

There is one women's shelter in Iceland with 22 beds. First opened in 1982, the shelter is run by a women's NGO and exists in the capital city of Reykjavik. Women who live outside of the capital area or in rural areas especially are further away from the shelter and therefore do not have the same access as women living in the capital area. 24/7 access in emergency situations also depends on health: they could be sent to a homeless shelter or the hospital, for instance, in cases of addiction. Generally, however the women's shelter provides 24/7 access and support in immediate and direct access in emergency situations. Women can stay in a shelter for more than a year and can stay free of charge. State funding for the women's shelter in 2016 was € 60.000. In 2016, 116 women and 74 children were accommodated in the shelter, staying a total of 6,533 nights. 70% of the women who used shelter services were between the ages of 18 and 40.; 28% were 41-60 years of age; and 2% were over 61 years old.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
6	rape crisis centres; sexual assault centres within hospitals; counselling centres for women survivors of all forms of violence

Women's centres in Iceland are run by women's NGOs and some by the state. There are six women's centres in Iceland. Kvinnaráðgjöfin/The Women's Counselling Centre serves as a legal and social work counselling for women. There are two small organisations in the rural areas of Iceland that offer counselling to rape victims, their work is mainly based on voluntary work: Aflið in Akureyri is a small organization with little funding and mainly voluntary work. They offer individual counselling and groups for survivors of sexual violence. Sólstafir is located in Ísafjörður and is a small organization and offers the same services as Aflið. In Iceland there are two sexual assault units located in hospitals (Reykjavik and Akureyri), run by the local government. There is also one rape crisis centre in Reykjavik called Stígamót. Opened in 1990, Stigamot is an education and counselling centre for survivors of sexual abuse and violence. It provides free counselling for survivors of rape, sexual molestation, sexual harassment, pornographic exploitation and prostitution. Stígamót also has a helpline which operates during its opening hours (9-6 Monday to Friday). Stígamót holds a training workshop for individuals that want to lead a group that deals with consequences of sexual violence. In 2014 did Stígamót held presentations and educated professionals, interest groups, individuals and the government about sexual violence, including sexual violence perpetrated against people with disability and men. Furthermore, in Iceland there is one family justice centre serving survivors of all kind of violence.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

In 2006, the Icelandic government adopted a National Action Plan for domestic violence and sexual violence. The main purpose of the action plan was to work against domestic violence and sexual violence directed at women and children, to enhance options for women that are subjected to violence and their children and to assist men in stopping their own violent behaviour. The NAP was applied until 2011, and was not followed by a new NAP.

In 2015, three ministers established a steering committee to have a country-wide cooperation on violence which would also create a new NAP. However, even though there lacks a formal cooperation with the government through a NAP, there is an informal cooperation, in particular with the Ministry of Welfare and the Ministry of Interior, as they attend Stígamót's meetings. During these meetings, Stígamót shares a list of priorities for each year.

There is no law regulation in terms of funding women's NGOs, however it is informally a tradition in Iceland to receive annual co-funding. The most common form of governmental funding is annual core funding.

## IRELAND

### GENERAL COUNTRY INFORMATION

Population	4,724,720
Female population	2,388,987
Member of Council of Europe	1949
Member of European Union	1973
Member of United Nations	1955
CEDAW ratified	1985
CEDAW optional protocol ratified	2000
Istanbul Convention signed	2015
Istanbul Convention ratified	No

### SUMMARY

There is one national women's helpline in Ireland which is free of charge, runs 24/7 and provides multilingual support. There are a total of 21 women's shelters in Ireland with 141 beds available. Given this information, Ireland **does meet** the IC standards for national women's helpline provision. However, Ireland **does not meet** IC standards for women's shelters provision, with 70 % of needed beds missing. There are also several women's centres in Ireland which provide, among other services, non-residential support for domestic violence survivors, as well as information and support for survivors of sexual violence.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	15,952 <sup>71</sup>

There is one national women's helpline in Ireland, run by the NGO Women's Aid, called National Freephone Helpline (tel: 1800 341 900). The helpline is free of charge and 24/7, providing multilingual support in over 170 languages through the Telephone Interpretations Service during the hours 8:00-20:00 every day. The helpline also offers support to deaf or hard of hearing women via text (087-959 7980) between 8:00-20:00 every day. The helpline also provides referrals for counselling, court accompaniment, and local specialist support services such as shelters. In 2016, the helpline responded to 15,952 calls, with 96% of the callers being women<sup>72</sup>. Additionally, there is a 24-Hour Rape Crisis Helpline (tel: 1800 77 8888), run by the Dublin Rape Crisis Centre.

#### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
21 <sup>3</sup>	141 <sup>73</sup>	331	70%	33,509	N/A

There are 21 women's shelters in Ireland, with 141 beds. Most of the shelters are run by women's NGOs.

71 Women's Aid Ireland. (2017).

72 Ibid., p. 4.

73 WAVE Report 2015.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	Centres for survivors of sexual violence; rape crisis centres; non-residential counselling centres

There are several women's centres in Ireland providing a range of non-residential services. Rape Crisis Network Ireland is a network with 13 rape crisis services as members, and offers resources for survivors of rape. The network also maps other available services for survivors of sexual violence in Ireland including Sexual Assault Treatment Units (SATU). Another specialist support service for survivors of sexual violence is Sexual Violence Centre Cork, which provides direct provision of services to the survivors of rape, sexual assault and child sexual abuse. The Centre is on-call 24/7 to the SATUs in hospitals, and a counsellor is always available to provide support at the time and to offer follow-up counselling. Women's Aid Ireland provides non-residential support to women who are experiencing violence, with a number of local support services throughout Ireland providing various services such as: children's services, counselling, court accompaniment, telephone support, and information and referrals. Safe Ireland (in addition to providing domestic violence services and some with 24-hour emergency accommodation) also offers support groups, court accompaniment, information and advocacy, and accompaniment to other state agencies such as community welfare, and housing officers, among other services.

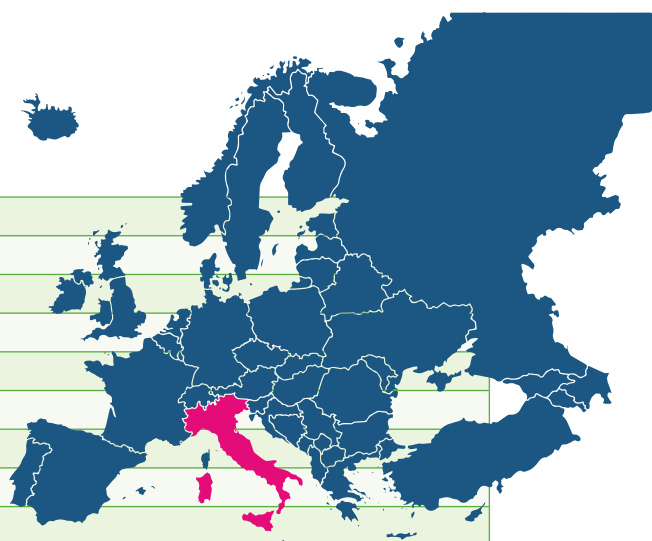
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

The National Strategy for Women and Girls<sup>74</sup> (2017–2020): Creating a better society for all is a strategy for women and girls, recognizing the needs across a diversity of identities and situations. The strategy is broad in that it addresses gender equality in terms of working women's needs for childcare, the gender pay gap, and working conditions; while also addressing other aspects of gender equality such as education and changing family structures as well as changing gender norms. Unfortunately, violence against women and girls is not a primary topic in the strategy.

# ITALY

## GENERAL COUNTRY INFORMATION

Population	60,665,551
Female population	31,209,230
Member of Council of Europe	1949
Member of European Union	1957
Member of United Nations	1955
CEDAW ratified	1985
CEDAW optional protocol ratified	2000
Istanbul Convention signed	2012
Istanbul Convention ratified	2013



## SUMMARY

There is one national women's helpline in Italy, free of charge, operating 24/7 and offering multi-lingual support. Furthermore, there are approximately 258 women's shelters, with 680 beds available in 50 shelters run by members of D.i.R.e (Associazione Nazionale D.i.R.e contro la Violenza – D.i.R.e Women's Network against Violence). Based on the information available there are approximately 296 women's centres in Italy, out of which 83 are D.i.R.e Anti-violence centres and 160 are Anti-violence centres and helplines. Overall, Italy **does meet** the Istanbul Convention standards for national women's helpline provision; however, Italy **does not meet** the standards for women's shelters provision, with 89 % of beds currently missing.

74 Ireland : Department of Justice and Equality. (2017, April).

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

There is one national women's helpline in Italy, called Numero gratuito antiviolenza e antistalking/ Free of charge helpline against violence and stalking (tel: 1522). The helpline is run by Association Telefono Rosa, free of charge and offers multilingual support in Italian, English, French, Spanish, Arabic. The helpline is supported by the state but there is no data available if the helpline has also other private sources of funding. In 2016, the helpline received from the state the amount of €475.000.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Beds missing	% of beds missing	Current number of population per bed	Service user statistics
258 <sup>75</sup>	680 <sup>76</sup>	5,387	89%	89,214	N/A

There are approximately 258 women's shelters in Italy, with 680 beds available in 50 shelters that are run by D.i.R.e members. It is difficult though to assess the exact number of shelters in Italy, as the data is collected by the Government and there is no official clarification on the used criteria to collect the data. Data is also collected by women's NGOs Comecitraovi and D.i.R.e which accounts for an approximately total of 79 women's shelters. Women's shelters are available in most of the regions (90 % of the regions), most of them providing 24/7 access (37 out of 50 shelters). As there are no national regulations in terms of the maximum length of stay of women in the shelters nor the immediate and direct access to women's shelters in emergency situations, this kind of information mainly depends on the public funder from the region where the shelter runs. Women's shelters provide services free of charge, but in some regions public funders ask women's shelters to ask for a fee, based on the women's income. State funding is allocated to women's shelters; in 2016 circa € 12.000.000 were allocated from the State Department of Equal Opportunity for all Italian women's shelters and women's centres. State funding is not at all sufficient and it is never given directly to the shelters, but only distributed through other regional institutions without any clear indications of how the amounts should be further distributed to the shelters. This leads to big differences in how the amounts are distributed from region to region, there are no transparent criteria nor rules; some Regions not even distributed any funds to shelters. Other small funding allocated comes from local and regional funders, but there is no available data on the amounts or the exact funders.

There is no official data about the type of organizations providing shelter services for women affected by gender-based violence, but according to D.i.R.e and 'Comecitraovi'<sup>77</sup>, about 60 shelters are run by women's NGOs with a gender-specific approach, about 10 are run by other women's NGOs, about four shelters are run by state and local governments and the remaining five are run by other NGOs.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
296	D.i.R.e Anti-violence centres, Anti-violence centres and helplines

There are approximately 296<sup>78</sup> women's centres available in Italy according to data collected by the Italian Government, however according to women's NGOs Comecitraovi and D.i.R.e there are approximately 243 women's centres, out of which 83 are D.i.R.e Anti-violence centres and 160 are Anti-violence centres and helplines. Women's centres are located in most of the regions, but unequally distributed (some regions have 20-30 centres, some only one). Women's centres are allocated public funding through complicated administrative procedures, funding being scarce. Funding allocation depends mainly on the region where the centre is situated, substantial differences existing between the amounts allocated.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

Italy launched its third National Action Plan for the period 2016–2019. The Inter-Ministerial Committee for Human Rights (CIDU) led the development of the NAP with the input of a variety of stakeholders, including civil society, similar to the procedure for the development of the second NAP (2014–2016). The NAP is internally- and exter-

75 Italy : State Department of Equal Opportunities. (n.d.).

76 Figure is only number available in 50 shelters.

77 *Comecitraovi: la mappa dei centri antiviolenza in Italia.* (n.d.).

78 Italy : State Department of Equal Opportunities. (n.d.).

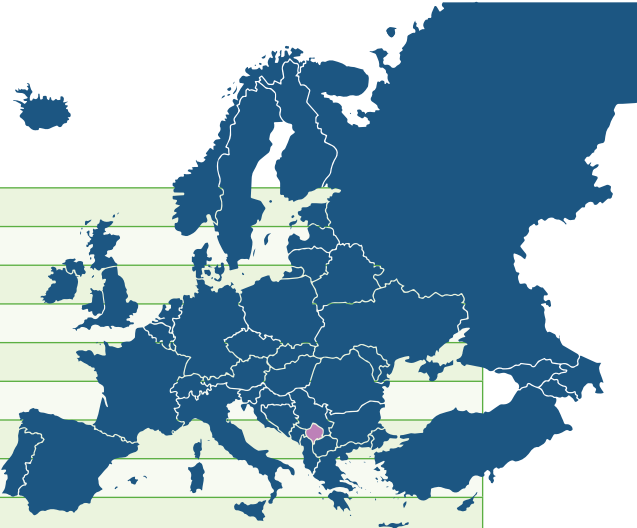
nally-oriented with indicators focused on strengthening of the implementation of the Women, Peace and Security Agenda (WPS) both inside the country, as well as in conflict and post-conflict situations. The third NAP also specifies that it remains “a living document, which will be enriched over the next three years thanks to the contributions, inputs and actions of all stakeholders”<sup>79</sup>. Relevant civil society groups will conduct progress reporting in order to guarantee operational effectiveness and a more holistic and synergetic approach<sup>80</sup>. The participation of the women’s NGOs (e.g. DiRe) to the discussion of the NAP has been very challenging, as NGO’s indications have not always been incorporated in the plan, especially regarding the value of specialised women’s services and the adequate allocation of funds for neglected services.

In 2016, Italy has also adopted a NAP against trafficking in, and serious exploitation of human beings, which aims at combatting this phenomenon as well as identifying useful strategies to prevent it<sup>81</sup>.

## KOSOVO

### GENERAL COUNTRY INFORMATION

Population	1,771,604
Female population	901,554 <sup>82</sup>
Member of Council of Europe	No
Member of European Union	No
Member of United Nations	No
CEDAW ratified	No <sup>83</sup>
CEDAW optional protocol ratified	No
Istanbul Convention signed	No
Istanbul Convention ratified	No



### SUMMARY

There are two national women’s helplines in Kosovo operating 24/7 and free of charge. There are seven women’s shelters in all regions of the country with approximately 140 beds. There is a total of ten women’s centres in Kosovo, eight of which are run by the women’s shelters. Currently, Kosovo **does meet** the standards of the IC in terms of provisions for the national women’s helpline, but **does not meet** the standards for women’s shelter provision.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
2	Yes	Yes	N/A

There are two national women’s helplines in Kosovo. One helpline is funded by the state and is called Direct Line for Victims of Violence, it operates 24/7 and is free of charge. The second national women’s helpline is called SOS Linja, it is operated by an NGO and funded through foreign donations. It operates 24/7 and calls are free of charge. The Direct Line (tel: 0800 111 12) exists since 2013, and SOS Linja (tel: +381 39 033 00 98) since 2012. Both helplines provide bilingual support in Albanian and Serbian.

#### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
7	140	37	21 %	12,654	N/A

79 Italy : Ministero Degli Affari Esteri E Della Cooperazione Internazionale, Interministerial Committee for Human Rights. (2016).

80 Peace Women. (n.d.). *National action plan: Italy*.

81 European Institute for Gender Equality, EIGE. (2016).

82 Latest data available on Eurostat was from 2013.

83 CEDAW was signed while Kosovo was still part of the former Yugoslavia. While Kosovo was part of the former Yugoslavia, CEDAW was signed in July 1980, and ratified in February 1982. Kosovo is currently not recognized by the United Nations.

There are seven women's shelters in all regions of the country with approximately 140 beds. All of the shelters are run by women's NGOs with a gender-specific/feminist approach. All of the them provide 24/7 access and they provide services to women free of charge.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
10	Women's centres providing counselling support, legal advice and representation, referrals

There are a total of ten women's centres in Kosovo, eight of which are run by the women's shelters. Only one of the centres is run by the state and the centres are available in all regions of Kosovo. Most of the centres provide multilingual support. All centres also provide information and advice, counselling, practical support, specialist support for children, legal advice, legal representation, court accompaniment, healthcare support, multiagency/referral, and also cooperate with services working with perpetrators of violence.

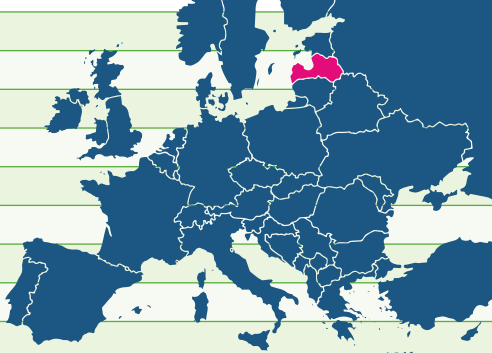
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

The Republic of Kosovo adopted their second National Action Plan (NAP) for the period of 2016-2020. The NAP is developed to have a human-rights-based approach<sup>84</sup>.

## LATVIA

### GENERAL COUNTRY INFORMATION

Population	1,968,957
Female population	1,064,658
Member of Council of Europe	1995
Member of European Union	2004
Member of United Nations	1991
CEDAW ratified	1992
CEDAW optional protocol ratified	No
Istanbul Convention signed	2016
Istanbul Convention ratified	No



### SUMMARY

There is no national women's helpline and no specialised shelters for women survivors of violence in Latvia. There are approximately 20 women's centres in Latvia run by non-governmental organizations and municipalities. Overall, Latvia **does not meet** the IC standards for national women's helplines provisions and **does meet** IC standards for women's shelters provision.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

Family crisis centres do not have individual helplines, but if a woman calls a centre, in most cases she will get support, information and advice (most likely it will depend on the person working in this particular centre)<sup>85</sup>. Even though there is no national helpline in Latvia, there are three support lines which may provide assistance to women and girls affected by violence<sup>86</sup>: Centre Marta for Trafficking Victims (tel: 800 2012), Crisis Helpline (tel: 672 22 922) and Children's Trust Helpline (tel: 116 111). The latter helpline is available 24/7, free of charge, and is run by the State Inspectorate for Children's Rights Protection. The first two are crisis helplines.

84 Kosovo : The Office of the Prime Minister, Agency for Gender Equality. (2017).

85 WAVE Report 2015, p. 28.

86 WAVE Network. (2015). Country Information. Latvia Country Profile.

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Beds missing	% of Beds missing	Number of population per bed	Service user statistics
23	1,084 <sup>87</sup>	-	0%	1,816	N/A

There are no women's shelters specifically according to the definition, however there are 23 family crisis centres which take in men victims of violence and their children in emergency if social services demand. Family crisis centres/women's shelters have 1,084 beds (count is for all beds for both women and children). This represents a surplus of 887 beds than the amount needed to meet the standards for women's shelters provisions from the IC. Shelters exist in most regions of the country, and some provide 24/7 access. Some of the shelters allow for immediate and direct access in emergency situations<sup>88</sup>.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
20	Women's centres for survivors of all forms of violence; Centres for women survivors of trafficking

There are approximately 20 women's centres in Latvia run by non-governmental organizations and municipalities<sup>89</sup>. These are located in major cities. One of these centres is for victims of trafficking – Patvērums "Drošā māja/ Shelter Safe Home. It is run by and NGO and located in Riga.

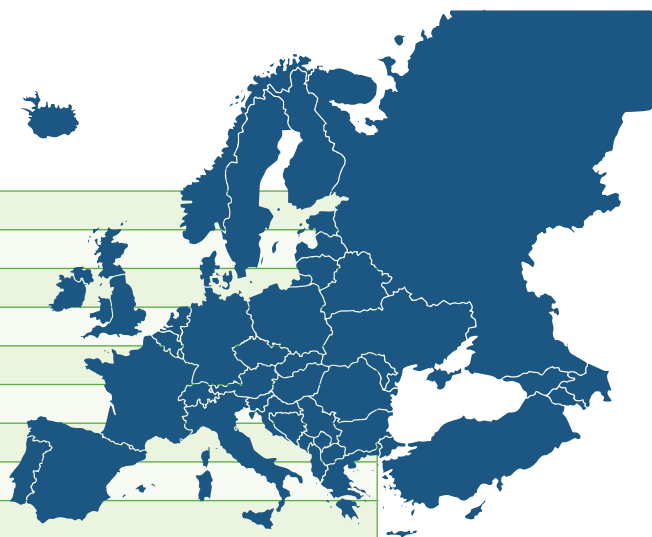
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

Latvia has a national action plan called Guidelines for State Family Policy 2011–2017<sup>90</sup>. It is important to mention that Latvia has not yet ratified the Istanbul Convention. However, this was signed by the Latvian government in 2016. Policies and measures about specialist women's support services are not integrated in the national action plan<sup>91</sup>.

# LIECHTENSTEIN

## GENERAL COUNTRY INFORMATION

Population	37,622
Female population	18,962
Member of Council of Europe	1978
Member of European Union	No
Member of United Nations	1990
CEDAW ratified	1995
CEDAW optional protocol ratified	2001
Istanbul Convention signed	2016
Istanbul Convention ratified	No



## SUMMARY

There is one national women's helpline operated by the women's shelter which operates 24/7 and offers multilingual support but is not free of charge. Liechtenstein has one women's shelter with a capacity of 10 beds. When it comes to the standards from the IC regarding provisions for the national women's helpline, Liechtenstein **does not meet these**, however it **does meet** the standards for women's shelters.

87 WAVE Report 2015, p. 92.

88 WAVE Report 2015.

89 WAVE Network. (2015). Country Information. Latvia Country Profile.

90 Latvia : Ministru kabineta. (2011).

91 WAVE Network. (2015). Country Information. Latvia Country Profile.



## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	No	Yes	6 calls

There is one national women's helpline operated by the women's shelter Frauenhaus Liechtenstein, (tel: +423 380 02 03). The helpline operates 24/7 and offers multilingual support but is not free of charge. In 2016, the helpline provided counselling services to 6 women over the phone and 18 women face-to-face. In 2016 the national women's helpline received € 269.542 from the government. It also received some additional funding from other sources.

Another national helpline for victims is a general victims' helpline called Opferhilfestelle (tel: +423 236 7696), run by the state, which is not free of charge and is not available 24/7. There is also a national children's helpline called Sorgentelefon für Kinder und Jugendliche in Liechtenstein (tel: 147). This helpline is available 24/7 and free of charge. There are also two further helplines: Kriseninterventionsteam (tel: +423 2300506; police tel: 117) as well as the national helpline Informations- und Kontaktstelle für Frauen (tel: +423 2320880).

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
1	10	-	0%	3,762	17 women and 20 children were accommodated in 2016

Liechtenstein has one women's shelter with a capacity of 10 beds, which is roughly six more than what is required according to the IC standards for provisions regarding women's shelters. The shelter is run by a women's NGO with a gender-specific/feminist approach. The shelter ensures 24/7 access, immediate and direct access in emergency situations and the length of stay is from 3–6 months. The women's shelter receives government funding and was established in 1991. Since 2001, the women's shelter received the same yearly amount of government funding, approximately 295.000 CHF.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
1	Counselling and information centre

There is one women's centre in Liechtenstein which provides advice and information for women survivors. The women's centre received state funding in 2016, namely €165.937. The centre is run by a women's NGO and covers the entire territory of the country.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is no comprehensive and coordinated policy addressing all forms of violence addressed in the Istanbul convention, but there is a National Action Plan (NAP) or Strategy for some of the forms of violence covered by the Istanbul Convention.

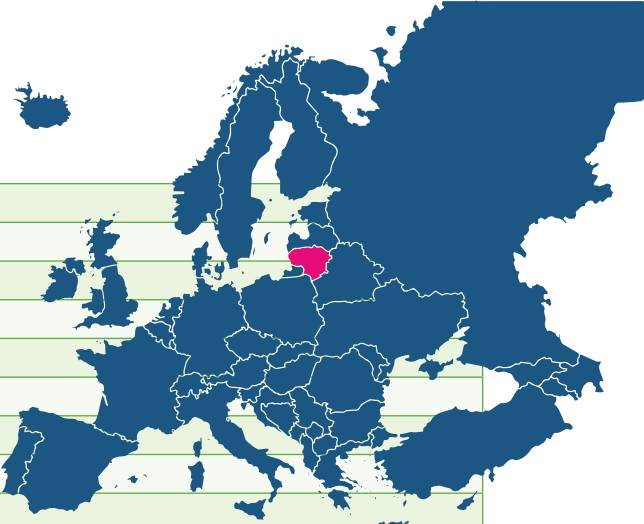
Currently there is no specific NAP, the last one ended in 2009. Due to the reorganization of the Office for Equal Opportunities, no new NAP has been developed. There is no longer an Office for Equal Opportunities. This was reorganised into the Office for Social Affairs and Equal Opportunities and there is a new human rights department since December 2016.

The Equality Act ensures funding for counselling programmes and NGO projects. Personnel costs were reduced by the Office for Equal Opportunities. Austerity measures are being felt in Liechtenstein.

# LITHUANIA

## GENERAL COUNTRY INFORMATION

Population	2,888,558
Female population	1,558,951
Member of Council of Europe	1993
Member of European Union	2004
Member of United Nations	1991
CEDAW ratified	1994
CEDAW optional protocol ratified	2004
Istanbul Convention signed	2013
Istanbul Convention ratified	No



## SUMMARY

There is one national helpline in Lithuania which operates free of charge and provides multilingual support in Lithuanian, Russian and English. There are no women's shelters in Lithuania. Currently with this information, Lithuania **does meet** the IC standards for national women's helpline provision. However, Lithuania **does not meet** IC standards for women's shelter's provision, missing 100 % of the needed beds. Furthermore, there are 17 women's centres in Lithuania referred to as specialised help centres (SHC).

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

There is one national helpline in Lithuania called Pagalbos Moterims Linija (tel: 8 800 66366), run by a women's NGO called Moters pagalba moteriai and Klaipėdos socialinės ir psichologinės pagalbos centras. The helpline operates free of charge and provides multilingual support in Lithuanian, Russian and English.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
0	-	289	100 %	-	-

There are no women's shelters in Lithuania.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
17	Specialised help centres

There are 17 women's centres in Lithuania providing specialised help centres (SHC) in Lithuania. They are run by women's as well as other NGOs, are located in all regions, and receive state funding. In accordance with the Protection from Violence Law, passed in 2011, a governmental programme for specialised help centres is running – providing partial funding for functioning, but not any institutional support. Very few municipalities contribute small amounts of funding for this purpose. Vilnius Women's House is one example of such an NGO which provides specialised, integrated assistance to people who have experienced violence.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

There are two national strategies which address some forms of violence against women. The National Plan for Prevention of Domestic Violence and Provision of Assistance to Victims (2013–2020), and National Strategy for combating violence against women and a plan of implementing measures (2007–2009). Policies and measures about specialist women support services are not specifically mentioned in the strategy, and there is no governmental coordinating body for implementing policies and measures to prevent violence against women.

# LUXEMBOURG

## GENERAL COUNTRY INFORMATION

Population	576,249
Female population	287,056
Member of Council of Europe	1949
Member of European Union	1957
Member of United Nations	1945
CEDAW ratified	1989
CEDAW optional protocol ratified	2003
Istanbul Convention signed	2011
Istanbul Convention ratified	No

## SUMMARY

Luxembourg has no women's national helpline, as the helpline Fraentelefon set up in 1998 by Femmes en Detresse a.s.b.l does no longer exist as an independent helpline. When it comes to women's shelters, there are eight women's shelters, with 155 beds available in seven of them. Most of the women's shelters provide 24/7 access, but none of them provide services free of charge. Furthermore, there are nine women's centres available in all regions, run by either women's NGOs and other NGOs. Overall, Luxembourg **does not meet** the IC standards for the national women's helpline provision; however, Luxembourg **does meet** the IC standards for women's shelters provision.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

There is no national women's helpline in Luxembourg. Up until January 2017, there was one national women's helpline called Fraentelefon, set up in 1998 by Femmes en Detresse a.s.b.l, an independent NGO<sup>92</sup>. The helpline no longer exist as an independent helpline, but was integrated in the services offered by women's centre Visavi being currently run by this NGO. Centre Visavi operates the calls received during the day, and the shelter Fraenhaus operates the ones received during the night. A new helpline will be in place as Luxembourg will in the future ratify the IC.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
8	155 beds <sup>93</sup>	-	0%	3,718	N/A

There are eight women's shelters available in all regions in Luxembourg. Based on the information available there are 155 beds in seven women's shelters. More than 50 % of the women's shelters are providing 24/7 access and most of them provide immediate and direct access in emergency situations. Victims can stay in the shelters a maximum of 4 months, but most of the times they stay up to 1 year. The women's shelters are 100 % funded by the state, but there is no data available in terms of the provided amounts. Women's shelters are run by either women's NGOs with a gender-specific approach or faith-based organisations. The services provided by women's shelters are not free of charge.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
9	women's centres for survivors of domestic violence, centres for survivors of human trafficking, centre for survivors of sexual violence

There are approximately nine women's centres in Luxembourg, available in all regions. The centres are run by women's NGOs and other NGOs, and the main source of funding comes from the state. Apart from the centres mentioned above, Luxembourg has also one centre for girls and two centres for children victims of domestic violence.

92 WAVE Country Report 2013, p. 137.

93 155 beds are available in 7 women's shelters. There are 97 more beds that required by the standards of the IC.

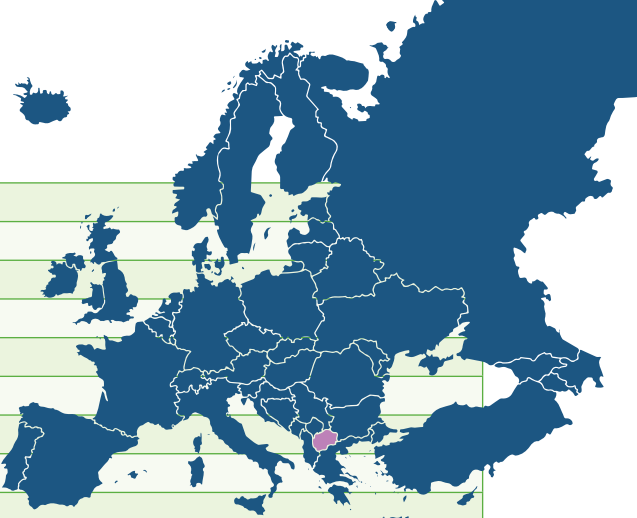
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

There are two National Action Plans in place in Luxembourg. The first action plan is the 'Gender Equality Plan 2015-2018', addressing violence within the family or domestic violence. The plan includes education projects targeted at the social sector staff, and a study on the incidence of domestic violence in Luxembourg that is expected to lead to new measures in combating domestic violence. The NAP does not address the issue of the protection of children as witnesses of violence, despite this problem being highlighted in the study. Overall, the policies remain very general, and do not include any concrete further steps. There is also a NAP on Prostitution, envisioning a new legislation in progress when it comes to the issue of prostitution. The NAPs are coordinated and implemented by the Ministry of Equal Opportunities (Ministère de l'égalité des chances), the same ministry being entrusted with the evaluation and monitoring of the national strategies (Committee of cooperation between professionals in the area of combatting domestic violence – Comité de coopération entre les professionnels dans le domaine de la lutte contre la violence domestique). NGOs working with victims of domestic violence are also involved in the evaluation and monitoring body, being asked to contribute to decisions of the above-mentioned Committee, by offering advice in the legislative or administrative areas.

## MACEDONIA

### GENERAL COUNTRY INFORMATION

Population	2,071,278
Female population	1,033,677
Member of Council of Europe	1995
Member of European Union	No
Member of United Nations	1993
CEDAW ratified	1994
CEDAW optional protocol ratified	2003
Istanbul Convention signed	2011
Istanbul Convention ratified	No



### SUMMARY

There are three national women's helplines in Macedonia, these are free of charge but not operating 24/7: the National SOS mobile helpline, the National SOS Line 15 700, and the National SOS Line 15 315. Macedonia has six women's shelters, with approximately 35 beds available. 83 % of shelter places are missing in Macedonia. Overall, Macedonia **does not meet** the standards from the IC on provision of women's shelters and of national women's helplines.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
3	Yes	No	N/A

There are three national women's helplines in Macedonia; the first one is run by the National Council for Gender Equality, the National SOS mobile helpline (tel. +389 70/75/76 141 700). It is free of charge, and it offers bilingual support (Macedonian and Albanian). In 2016, it received state funding of € 3.500, which is its sole source of funding. There are two more national women's helplines: National SOS Line 15 700, run by the Organisation of Women of the City of Skopje and National SOS Line 15 315, run by the Crisis Centre 'Hope'. These two other helplines are free of charge but not operating 24/7.

#### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
6	35	172	83 %	59,179	N/A

There are six women's shelters in Macedonia with approximately 35 beds available. The first shelter was opened in 2001. Four are state funded shelters providing accommodation of up to six months and two are crisis centres run by NGOs, one providing accommodation for up to 6 months and the other providing emergency housing for up to 48 hours. The shelters are free of charge for women victims of domestic violence and their children, and they operate according to gender-specific/feminist approach. The state funded shelters are open constantly, while the crisis centre ran by NGO is only open when the needed financial resources are allocated<sup>94</sup>. One one of the women's shelters, which is located in the capital, ensures 24/7 access. The other two shelters run by NGOs did not receive any government funding.

#### WOMEN'S CENTRES

Number of Centres	Types of Centres
0	-

There are no women's centres in the country.

#### FURTHER INFORMATION ON NATIONAL ACTION PLANS

Macedonia's National Action Plan was launched in 2013 for the period 2013–2015. As of November 2016, no new NAP has been released<sup>95</sup>.

## MALTA

#### GENERAL COUNTRY INFORMATION

Population	450,415
Female population	225,019
Member of Council of Europe	1965
Member of European Union	2004
Member of United Nations	1964
CEDAW ratified	1991
CEDAW optional protocol ratified	No
Istanbul Convention signed	2012
Istanbul Convention ratified	2014

#### SUMMARY

Malta has no national women's helpline. There are 6 women's shelters in Malta with a total capacity of 65 beds. This includes 8 beds in a shelter for homeless women called Dar Maria Dolores. All shelters provide 24/7 access and immediate and direct access in emergency situations. There are several women's centres in Malta which are run by government institutions. The aforementioned women's centres are actually community centres that cater for generic social problems, including issues concerning domestic violence. Overall, Malta **does not meet** the IC standards for the national the women's helpline provision, but **does meet** the IC standards for women's shelters provision.

#### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

##### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

Malta has no national women's helpline. However, there is a general helpline called Supportline 179. This is a

<sup>94</sup> WAVE Report 2015.

<sup>95</sup> Peace Women. (n.d.). *National action plan: Macedonia*.

helpline that deals with generic cases, including domestic violence cases, however it is not a helpline specifically for domestic violence cases. The organisation running the helpline is a state agency called the Foundation for Social Welfare Services (FSWS), operated by volunteers. The helpline is available free of charge, 24/7, and offers multilingual support in Maltese and English. The amount of state funding received by this helpline in 2016 was € 39.110.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
6	65	-	0%	6,929	N/A

There are six women's shelters in Malta with a total capacity of 65 beds (roughly 20 more beds than the amount required to meet the IC standards). This includes 8 beds in a shelter for homeless women called Dar Maria Dolores. This is a women's homelessness shelters, where women have to check out every morning and check in again in the evening. The shelter for homeless women, Dar Maria Dolores, is run an NGO. One emergency shelter – Ghabex – is run by the state. One emergency shelter in Malta is run by a women's NGOs with a gender-specific/feminist approach – Merhba Bik. Dar Emmaus is another emergency shelter run by an NGO, but operates without a gender-specific feminist approach. One second stage shelter is run by women's NGOs with a gender-specific/feminist approach – Dar Qalb ta' Gesu. Dar Teresa Spinelli is another second stage shelter for women's homelessness run by a women's NGO but operates without a gender-specific/feminist approach. It is not a shelter for women escaping abuse, but it does act as an overspill when women's shelters are full, or as a place where women can move on to after leaving a women's shelter.

The last women's shelter in Malta was opened in 2013. Women's shelters are available in most regions, i.e. over 50 % of the country's territory. All emergency shelters provide 24/7 access and immediate and direct access in emergency situations. The length of stay varies, one women's shelter has a three-month long stay, with the longest being up to one year and services are provided free of charge. When it comes to government funding, the Ghabex emergency shelter received €269.510 in 2016. It was not possible to find out how much government funding was allocated to the other shelters.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	Community centres run by government institutions; non-residential counselling centres

There are several women's centres in Malta which are run by government institutions. These are available in most regions, i.e. over 50 % of the country's territory. The aforementioned women's centres are actually community centres that cater for generic social problems, including issues concerning domestic violence. These centres are open for everyone, including women. When such situations are identified within community centres, persons requesting help are supported and referred to specialist support services, particularly the Domestic Violence Service of Agenzija APPOGG.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

The Gender-based violence and Domestic violence strategy and action plan was launched in November 2017. It is the first national framework to ensure that legislation, policies and services address victims' needs holistically and as a societal concern<sup>96</sup>.

#### SURVIVOR STORY<sup>97</sup>

"You don't see all kinds of abuse, some is invisible."

When I married I was devoted to my husband, I neglected my family and friends, making excuses for not phoning, not going out, waiting for him to come home. His family became my family, his friends my friends, his life, my life.

I looked after our daughter, took care of our home, worked full time, helped finance his hobbies. He made promises that were never kept, staying out all hours. Nothing I ever did achieved his standards, he convinced me that there was something wrong with me, and I needed medical help. When he pushed me over he insisted I had deserved it. I was a single mother, with the burden of a husband who took all and gave nothing. Realizing I could not continue like this, I left.

<sup>96</sup> Malta : Ministry for European Affairs and Equality. (2017).

<sup>97</sup> Story made available by SOAR Service, St. Jeanne Antide Foundation, member of the Network Forum Malta.

His first words to me were 'I'm going to take everything from you' followed by, a week later, 'ok you've made your point, you can come back now.'  
 No apology, no remorse, no guilt.  
 I thought that when I left, my troubles would be over. But that was just the beginning.  
 He used my daughter as a weapon against me. He convinced her that I was not a good mother, he phoned constantly, singing her a lullaby at night. He stalked us.  
 He falsely accused me of neglect and violence at school, to the social services, and finally in court.  
 Therapists said I was doing everything right, but he took my child. She has nothing to do with me.  
 I was introduced to SOAR, a women's help group, and advised to go to Victim Support. How could I be a victim? That's the worst thing, you don't know, you don't realise, the abuse is invisible.  
 I met women in a similar situation to myself, helped set up a support group for alienated mothers, joined therapy groups and survived.  
 I am proud to call myself a survivor. My ex didn't take my dignity. Through support groups, my friends and family I regained my self-respect, my pride and my life."

## MOLDOVA

### GENERAL COUNTRY INFORMATION

Population	3,553,056
Female population	1,843,489 <sup>98</sup>
Member of Council of Europe	1995
Member of European Union	No
Member of United Nations	1992
CEDAW ratified	1994
CEDAW optional protocol ratified	2006
Istanbul Convention signed	2017
Istanbul Convention ratified	No

### SUMMARY

There is one national women's helpline in Moldova operating 24/7 and providing free of charge assistance in Romanian and Russian. There are also 16 women's centres, and 8 shelters in Moldova, with 177 beds available. Overall, Moldova **does meet** the IC standards on national women's helpline provision, however it **does not meet** the standards when it comes to women's shelters as 50% of shelters are still missing.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	1,710 calls

There is one women's helpline in Moldova, operating 24/7, free of charge and offering multi-lingual support in Russian and Romanian. The helpline is operated by the NGO - La Strada. The name of the helpline is the Trust Line (tel: 8008 8008). The helpline offers services such as: telephone counselling, face-to-face counselling, accompaniment to authorities and courts, shelter placement, referrals and cooperates with other agencies on behalf of the survivors. 99% of the callers in 2016 were women, the majority being between 18 to 40 years old and addressing in 81% of the cases physical violence as the main type of violence.

<sup>98</sup> Female population data from 2017, as there is no available data from 2016.

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
8	177	178	50 %	20,073	366 women have been accommodated in 2016

There are currently eight women's shelters in Moldova, with 177 beds. In 2016, 208 women and 228 children were accommodated in the shelters. Shelters are run by women's NGOs but also state, the last shelter being opened in 2010. The shelters can be found in just the major cities, most of them providing 24/7 access and immediate and direct access in emergency situations. Women's shelters provide services free of charge, and women can stay in a shelter for up to 1 year. Funding is allocated by the state to women's shelters, but not all shelters providing accommodation are specialised though for survivors of domestic violence, the shelter capacities are therefore allocated to a variety of beneficiaries. Financial sustainability is an issue that women's NGOs currently face, as the majority of the NGOs do not receive state funding. Most shelters are public institutions, which also run NGOs. It enables them to acquire both state and private funding. Lack of or insufficient financial resources and administrative independence affect the sustainability of women's NGOs, representing in the same time a barrier for an effective implementation of effective policies in the violence against women field.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
16	women's centres for women survivors of all forms of violence; centre for girls experiencing sexual violence; centres for women survivors of trafficking; intervention centres

There are approximately 16 women's centres in Moldova providing support for survivors of violence and their children. The centres are run by women's NGOs and the state and can be found mainly in major cities in Moldova. The main source of funding for women's centres is from donors.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

In Moldova, there is a National Strategy for Equality between Men and Women for the period of 2017–2021. A national strategy for preventing and combating violence against women and domestic violence has also been drafted for the period of 2018–2023. The draft strategy covers rape and sexual assault, violence within the family or domestic violence and sexual harassment. The government coordinating body for implementing policies and measures to prevent violence against women is the Ministry of Health, Labour and Social Protection – the Department for ensuring equal opportunities between men and women and violence prevention policies. The same institution will develop reports in order to evaluate to what extent the strategy's objectives have been achieved. A first interim evaluation shall be carried out in 2020 and a final evaluation in 2024. The national coalition 'Life without violence', that includes at the moment 22 NGOs and public institutions, signed a partnership agreement with the above-mentioned ministry for joint activities in the domestic violence area, including the evaluation and monitoring of the national legislation.

There is a shortage of financial and human resources for an adequate implementation of integrated policies at the national or local level. Specific governments funds are allocated for activities to combat violence against women. However, they are not sufficient, as private funding covers a main part of the social services costs (60 % of social services are covered by civil society organizations).

### SURVIVOR STORY<sup>99</sup>

A., a young woman from Chisinau was raped by her neighbour. In early 2016, A. accompanied by her mother, came to the Women's Law Centre (WLC) to ask for help. It was her last hope. "It happened three weeks ago. I filed a complaint to the police, but they did not take any action. I am afraid. He continues to come to my door and knock, he is screaming and threatening me". A. remembers with horror the days when the perpetrator was only two steps away from her. At that time, he was coming under the pretext that the woman should return an old debt. The day she opened the door to return the money, he forced his entry in the apartment and raped her. At that time A. was three months pregnant. This did not stop the perpetrator to sexually abuse her. "He put his foot on my stomach and threatened me that he would kill my baby if I scream". A few days after the rape, she went to the doctor who told her that she had a miscarriage risk and was infected with a venereal disease. She then went to the police and filed a complaint. What followed? No response

<sup>99</sup> Story made available by WAVE delegate Women's Law Centre, Moldova.



from the authorities, only weeks of silence. The system which ought to ensure protection and provide psychological counselling services, didn't take any action. At WLC A. benefited both from qualified legal services to defend her rights and from long-lasting psychological counselling. Emotional rehabilitation was an aim as important as proving the aggressor's guilt. The WLC attorney helped her submit a new complaint to the police, and the criminal case was initiated and the man was arrested. During the process, she was intimidated and discriminated many times, for example because she was coming from a poor family. With the support of WLC advocate, A. had the courage to fight till the end. After a two-year journey from one court to another, endless court hearings and psychological assessments, in 2017 the court issued a decision which condemned the perpetrator of being guilty of rape.

## MONTENEGRO

### GENERAL COUNTRY INFORMATION

Population	622,218
Female population	314,484
Member of Council of Europe	2007
Member of European Union	No
Member of United Nations	2006
CEDAW ratified	2006
CEDAW optional protocol ratified	2006
Istanbul Convention signed	2011
Istanbul Convention ratified	2013

### SUMMARY

There is one national women's helpline in Montenegro operating 24/7 and free of charge. However, it does not offer multilingual support. Furthermore, there are three women's shelters in the country, with approximately 42 beds available. Currently, 32 % of recommended shelter places are still missing in Montenegro. There are no rape crisis centres for women survivors of violence; however, there are three women's counselling centres. Currently, Montenegro **does meet** the standards of the IC in terms of provisions for the national women's helpline, but **does not meet** these with regard to the women's shelters provisions.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

There is one national women's helpline in Montenegro, the SOS Free Helpline for domestic violence (tel. 080 111 111). It operates 24/7, free of charge. It now offers bilingual support (Montenegrin and Albanian). In 2016, the Helpline received € 30.624 from UNDP.

#### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
3	42	20	32%	14,815	N/A

There are three women's shelters in Montenegro with approximately 42 shelter beds available. Women's shelters exist in most regions; there are no shelters covering the south of Montenegro. The existing shelters are located in the centre and north of the country. Most of the shelters provide 24/7 access. Most of them provide immediate and direct access in emergency situations.

In SOS Nikšić shelter, length of stay is up to 1 year. In the other two shelters the length of stay is up to six months (except for single mothers with children who can stay longer – up to one year). Shelters provide services free of charge. There was no state funding allocated to women’s shelters in 2016. The 3 shelters are all funded by OAK Foundation (€ 88.115 SOS Nikšić, € 65.720 Women’s Safe House Podgorica, and € 30,669 OC Bona Fide Pljevlja). The shelters are operating according to a gender-specific/feminist approach.

### WOMEN’S CENTRES

Number of Centres	Types of Centres
3	Women’s counselling centres

There are three women’s centres in Montenegro. The centres are covering most of the regions, and they receive foreign funding. There are no rape crisis centres for women survivors of sexual violence

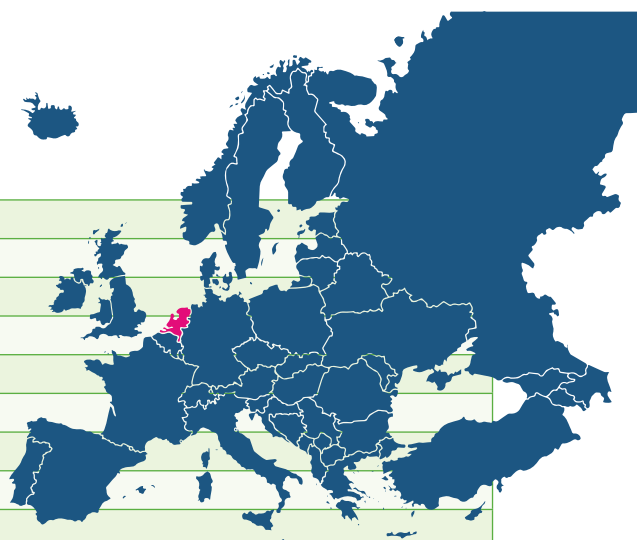
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

Montenegro has an Action Plan for Achieving Gender Equality for the period 2017–2021.

## NETHERLANDS

### GENERAL COUNTRY INFORMATION

Population	17,081,507
Female population	8,606,405
Member of Council of Europe	1949
Member of European Union	1952
Member of United Nations	1945
CEDAW ratified	1991
CEDAW optional protocol ratified	2002
Istanbul Convention signed	2012
Istanbul Convention ratified	2015



### SUMMARY

There is no national women’s helpline in the Netherlands. However, there are other helplines for victims but they do not provide support for all forms of violence. Additionally, 71% of required women’s shelter beds are missing and therefore Netherlands **does not meet** the IC standards for women’s shelter provision, and **does not meet** them in regard to national women’s helpline provision. Furthermore, there are 20 women’s centres providing various forms of non-residential support for women survivors.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

There is no national women’s helpline in the Netherlands. However, there are other helplines for victims such as Veilig Thuis (tel: 0800 2000) for victims of domestic violence or child abuse. It is free of charge and operates 24/7. The helpline does not provide multi-lingual support, but an interpretation service is offered. In terms of funding, the total national amount is unknown, however the Dutch government has reserved an amount of € 12.000.000 for “tackling domestic violence and child abuse” as a governmental contribution. State funding is decentralized via municipalities. Municipalities are expected to get funding from their own resources and other sources, such as youth care and child protection.

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
N/A	500 <sup>100</sup>	1,208	71 %	34,163	N/A

In the Netherlands, there are 500 beds (also named emergency shelter places) which can be referred by the police. Women's shelters exist in all regions, provide access 24/7, and provide immediate and direct access to women in emergency situations. Women can stay between 3–6 months in a shelter, or up to one year. An emergency place is usually available for about three months, but this depends on the policy of the housing market and the municipality. Women's shelters do not provide services free of charge: women must make an individual financial contribution which partly covers the services. Women's shelters are run by women's NGOs and faith-based organizations.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	Non-residential support; sexual assault centres; informational networks and umbrella organizations

There are several women's centres in Netherlands. 20 women's shelter organizations provide non-residential support. They are run by women's NGOs and other NGOs and exist in all regions. Funding for women's centres varies from state funding to donations, but funding is generally decentralized via municipalities. Other centres/services for women include Federatie Opvang, an umbrella organization for shelters, the homeless, victims of domestic violence, teen mothers, children who have experienced traumatic events, victims of human trafficking, and former prisoners. Additionally, Movisie is a centre for national information, advice, and expertise regarding issues related to welfare, participation, social services and social safety. Movisie aims to help facilitate cooperation and exchange of information between lots of other social service organizations. There are also centres for survivors of sexual violence run by Centrum Seksueel Geweld, which offer medical, forensic and psychological help to everyone who has recently experienced an assault or rape in the province of Utrecht. Recent victims of sexual violence, family or friends and professionals in the province of Utrecht can call the Centre Sexual Violence 24/7 (tel: 0800 0188).

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is no national action plan specifically on violence against women. However, there is a national action plan on Women, Peace and Security (2016–2019)<sup>101</sup>.

# NORWAY

## GENERAL COUNTRY INFORMATION

Population	5,213,985
Female population	2,587,096
Member of Council of Europe	1949
Member of European Union	No
Member of United Nations	1945
CEDAW ratified	1981
CEDAW optional protocol ratified	2002
Istanbul Convention signed	2011
Istanbul Convention ratified	2017

## SUMMARY

There is no national women's helpline in Norway. Instead, each women's shelter operates a regional helpline assisting women survivors of violence. There are 46 women's shelters in Norway with a total of 907 beds. In terms of the provision of a national women's helpline, Norway **does not meet** the IC standards, however, since Norway

<sup>100</sup> These are emergency shelter places which can be referred by the police.

<sup>101</sup> Dutch NAP Partnership. (2016).

exceeds the required amount of beds, Norway **does meet** the IC standards for women’s shelter provision. There are 22 women’s support centres for women survivors of sexual violence.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

There is no national women’s helpline in Norway. Instead, each women’s shelter operates a regional helpline assisting women survivors of violence. However, there are other helplines available in Norway including the National Helpline for Victims of Incest and Other Sexual Abuse (tel: 800 57 000) free of charge; National Helpline for Victims of any Criminal Act (tel: 800 40 008); National Helpline for Survivors of Sexual Abuse (800 57 000) which is free of charge and run by one of the support centres on behalf of the Department of Children, Equality and Social Inclusion; and the Crisis Situation Helpline (tel: 0800 40 008)<sup>102</sup>.

### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
46	907 beds	-	-	5,749	1,713 women, 1,490 children

There are 46 women’s shelters in Norway with a total of 907 beds. 24 shelters are run by the municipality or as inter-communal businesses. The rest are run by foundations, private corporations, or NGOs. Women’s shelters exist in all regions, and all are available 24/7, including direct access in emergency situations. Most shelters have a limit of three months. According to the Municipal Crisis Centre Act, the purpose of the Act (as of 2010), shelters are to protect women, children, and men. The already-existing shelters were given the task to provide a service to men as well as women. However, accommodation for women and accommodation for men are physically separate. Victims of trafficking stay at the same shelters as other women victims of violence. The same applies to victims of forced marriage. Women’s NGOs, the state and other NGOs provide shelter services, such as the Secretariat of the Women’s Shelter Movement is a network of over 20 crisis centres. In 2016, women’s shelters accommodated 1,713 women and 1,490 children.

### WOMEN’S CENTRES

Number of Centres	Types of Centres
46 <sup>103</sup>	Women’s centres for survivors of all forms of violence; Rape crisis centres; centres for survivors of trafficking

There are approximately 46 women’s centres in Norway. Some centres are for women survivors of sexual violence, including a rape crisis centre. The national women’s shelter network, Secretariat of the Women’s Shelter Movement (KSS), is a network of over 25 crisis centres working on preventing violence by sharing information and experience, organizing meetings, and forming national task groups. The centres within KSS conduct various activities and focus on different forms of violence against women, including incest and sexual abuse, and trafficking. For instance, the ROSA centre provides support and information for victims of trafficking including a helpline and shelter as well as support with legal advice, counselling and healthcare.

### FURTHER INFORMATION AVAILABLE ON NATIONAL ACTION PLANS

The National Action Plan in Norway is called Et Liv Uten Vold/A Life Without Violence (2014–2017)<sup>104</sup>. This strategy focuses on violence in intimate partner relationships and contains measures in prevention and visualization, knowledge and expertise, assistance and treatment, criminal prosecution, cooperation and coordination.

Provisions in national legislation allow for State funding of women’s non-governmental organizations for service provision, and governmental funding of women’s support services is mandated by law/regulation. Municipalities are the funders. Most funding of other services is provided by four foundations, and non-governmental organizations are funded by the State and the municipalities together. The municipality pays 20 % and the State pays 80 %. However, it is only funding for the crisis centres that is mandated by law, the financial support for other

102 WAVE Report 2015.

103 Ibid.

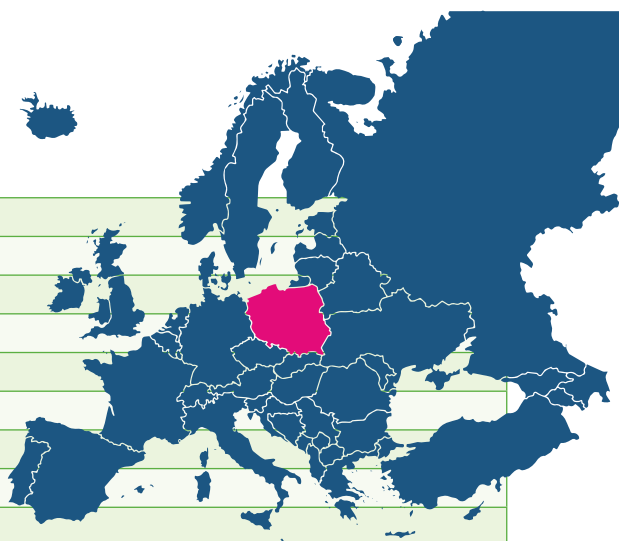
104 Norway : Statsministerens kontor. (2017, July).

women's support services is not. In consequence, the municipality funds these crisis centres 100 %. Other services, the ones that are not mandated by law, such as the rape crisis centres, are funded 20 % by the municipality and 80 % by the national government.

## POLAND

### GENERAL COUNTRY INFORMATION

Population	37,967,209
Female population	19,590,169
Member of Council of Europe	1991
Member of European Union	2004
Member of United Nations	1945
CEDAW ratified	1980
CEDAW optional protocol ratified	2003
Istanbul Convention signed	2012
Istanbul Convention ratified	2015



### SUMMARY

There is one national women's helpline in Poland and one women's shelter run by a feminist women's NGO (the Women's Rights Centre) which exclusively accommodates women and their children. This shelter has a capacity of 26 beds. Additionally, there are 35 Specialised Support Centres that can offer accommodation to victims of domestic violence – both women and men. There is one women's centre in Poland run by the Women's Rights Centre in Warsaw. The non-residential services offered to women include legal advice, psychological counselling, and educational seminars, for example in the area of financial management<sup>105</sup>. Currently, Poland **does not meet** the standards of the IC in terms of provisions for the national women's helpline, and also does not meet these with regard to the women's shelters provisions.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	No	No	N/A

There is one national women's helpline in Poland – the National Emergency Service for Survivors of Family Violence Blue Line (tel: 22 668 70 00). The helpline is however not available 24/7. The helpline is available daily from 12:00 to 18:00.

#### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
1	26	3,771	99 %	1,460,277	N/A

There is one women's shelter in Poland run by a feminist women's NGO named Centrum Praw Kobiet/Women's Rights Centre. The shelter was established in 1999 and has a capacity of 26 beds. This shelter offers accommodation only to women and their children. Additionally, there are 35 Specialised Support Centres for victims of domestic violence. These facilities can accommodate both men and women.

<sup>105</sup> WAVE Report 2014 p. 162.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
1	non-residential services providing legal advice, counselling and information

There is one women's centre in Poland run by the Women's Rights Centre in Warsaw. The non-residential services offered to women include legal advice, psychological counselling, and educational seminars, for example in the area of financial management.

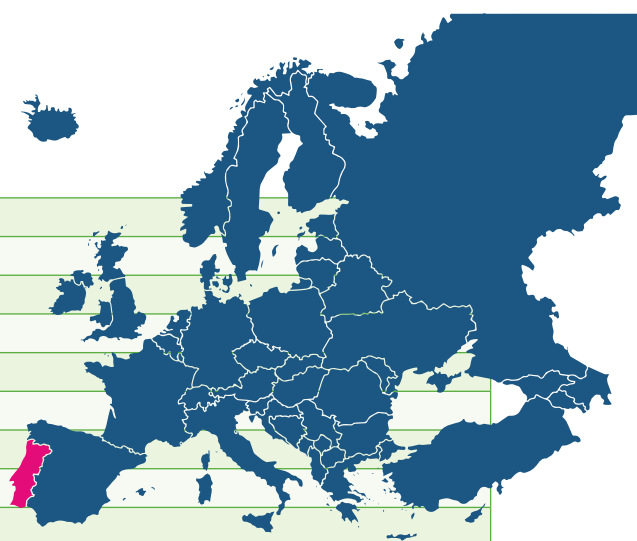
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

The Polish government has published a national action plan for domestic violence: National Programme for Counteracting Domestic Violence (2014–2020)<sup>106</sup>.

# PORTUGAL

## GENERAL COUNTRY INFORMATION

Population	10,341,330
Female population	5,439,821
Member of Council of Europe	1976
Member of European Union	1986
Member of United Nations	1955
CEDAW ratified	1980
CEDAW optional protocol ratified	2002
Istanbul Convention signed	2011
Istanbul Convention ratified	2013



## SUMMARY

There is no national women's helpline in Portugal, but an Information Service for Domestic Violence Victims line (tel: 800 202148) runs 24/7 and it is free of charge. Furthermore, a total of 38 women's shelters with 669 beds are available. The shelters are available in most regions, free of charge, some providing immediate and direct access in emergency situations. Lastly, Portugal has also 132 women's centres, out of which 130 centres are for survivors of domestic violence, predominantly women, one is a rape crises centre and one is a centre for women survivors of trafficking. As a result, Portugal **does not meet** the IC standards on women's helpline nor for women's shelters provision.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

In Portugal there is no national women's helpline, as highlighted in the GREVIO NGO Shadow Report 2017<sup>107</sup>. There is though an Information Service for Domestic Violence Victims line, number 800 202 148, that runs 24/7 and it is free of charge. The line is run from 9:00–17:30 by the CIG (Commission for Citizenship and Gender Equality) and after 17:30, the line is run by the Social Emergency Line 144. The Information Service for Domestic Violence Victims has received in 2016 (between 09:00–17:30) a total of 658 calls. There is also the Police line 112 that victims of violence can call. All these helplines provide assistance, from a gender-neutral perspective. In light of the next National Action Plan, due to enter in force in 2018, the Government intends to extend the scope of the line to all forms of violence against women. The funding for this helpline will be included in the general budget of CIG and of the Ministry of Social Solidarity, but the amounts cannot be predetermined.

<sup>106</sup> Monitor Polski. (2014, June).

<sup>107</sup> Association of Women's against Violence et al. (2017, October).

Different helplines are also available regionally, for example Linha SOS Mulher (tel: 808 200 175). The helpline is run by feminist NGO União de Mulheres Alternativa e Resposta (UMAR), not free of charge and only available in the autonomous region of Azores (Islands).

For women victims of trafficking, there are two organizations running two lines, available 24/7. The first organization is Associação para o Planeamento Família (APF) and Associação de Apoio à Vítima (APV). There is also a general helpline addressing the needs and queries of migrants, working from a gender-neutral perspective, and run by SOS Imigrante. The helpline is not free of charge nor running 24/7. The organization offers two different lines that can be dialled, depending if somebody calls from a landline (tel: 808 257257) or mobile phone from inside or outside Portugal (tel: 218 106191).

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
38	669 beds	365 beds	35 %	15,458	1,510 accommodated in 31 shelters

There are 38 women's shelters in Portugal, managed by 36 different NGOs, with a total of 669 available beds. The NGOs running the shelters are women's NGO with a gender-specific approach, other women's NGOs, faith based organizations and other NGOs. The shelters are available in most regions and free of charge, some providing immediate and direct access in emergency situations. Additionally, there is one shelter available that specifically accommodates women victims of trafficking, run by Associação para o Planeamento Familiar, and a total of 20 emergency shelters with 126 vacancies managed by 15 different NGOs.

The maximum length of stay for women and their children is up to 6 months for women's shelters and 72 hours in emergency shelters, but the stay can be prolonged in case the risk assessment analysis suggests so, if the risk persists or if the woman cannot support herself financially.

State funding is available for shelters, but the amount differs from case to case. The amount allocated for women's shelters in 2016 was approximately €4.568.008 and it was financed by the Ministry of Social Solidarity. The Ministry for Social Solidarity signed 31 cooperation agreements for funding a total of 559 shelter places, shelters being funded according to the occupation rate. In 2016, 1,510<sup>108</sup> survivors (650 women and 750 children) received accommodation in the 31 women's shelters financed by the Ministry.

The rest of the funding comes from the Regional Governments of Madeira and Azores, but the amount is unknown, and from the National Lottery, that allocated a total amount of approximately €3.353.443 to issues of gender equality.

Since the financial crises, funding is available on a short-term project basis. Furthermore, shelters are funded on an occupation ratio. With an occupancy rate of around 78 %<sup>109</sup> in all the 38 shelters and lower for emergency shelters, women's support services are receiving less funding than determined in the annual budget.

When it comes to emergency shelters, 1,628 women and children have been accommodated in 2016.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
132	rape crises centre for women survivors of sexual violence; centre for women survivors of trafficking; centres for survivors of DV which are predominantly women.

In Portugal there are 132 centres that support victims of domestic violence, run by 103 NGOs, out of which 27 are run by the national public administration, all of them located in all regions of Portugal. Only 2 counselling centres work from a gender perspective when support women and children, more precisely: AMCV (Associação de Mulheres contra a Violência) and UMAR (UMAR (União de Mulheres Alternativa e Resposta).

Even though Portugal has registered significant progress when it comes to policy strategies, legislation, capacity building and improved services for victims of domestic violence, when it comes to other forms of VAW, such as sexual violence, specifically rape, there are gaps in the area. For example, Portugal has no specialised services for sexual violence and rape, only some intervention protocols in forensic examination have been identified. Due to the lobbying and advocacy undergone by AMCV through the project 'New challenges in combating sexual violence' the Ministry of Justice and the Minister of the Presidency of the Council of Ministers have signed a protocol with

<sup>108</sup> This number represents an occupation rate of 88 % of total capacity, but according to the Portugal Shadow Report GREVIO "vacant places do not necessarily mean that there are free bedrooms, but rather that families are not sharing rooms, a right they have as to be treated with dignity and respect for their privacy and intimacy".

<sup>109</sup> According to the Government Report to GREVIO the occupation ratio in shelters is around 70 %, but there is not accurate number in the report regarding the exact number of women and children accommodated in 2016 in women's shelters.

AMCV funding a 3-years project that involves services for women and girls' survivors of sexual violence, including rape.


### FURTHER INFORMATION ON NATIONAL ACTION PLANS

For the 2014–2017, there is currently in Portugal the National Plan for Gender Equality, Citizenship and Non-discrimination, the V National Plan for Prevention and Combating Domestic and Gender-based Violence, including the III action programme for the prevention and elimination of female genital mutilation (FGM) and the III National Plan against trafficking in human beings. The current V NAP 2014–2017 on DV and gender-based violence addressed VAW insufficiently, as the disproportionate amount of violence that women face is mentioned only in the preamble and introduction part of the NAP. The NAP covers rape and sexual assault, violence within the family, sexual harassment and FGM, all measures being designed in a gender-neutral manner. The coordinating body for the NAP is the Commission for Citizenship and Gender Equality, and the responsible party for monitoring the implementation of the NAP is the working group in place since 2015, composed of representatives of relevant ministries, law enforcement agencies, academia, NGOs and other civil society groups. The group meetings are led by the Secretary of State for Citizenship and Equality and its main tasks are related to monitoring the implementation of the NAP 2014-2017, to contribute to the design and implementation of policies and of legislation. The NGO taking actually part in this working group are AMCV, APAV, UMAR, APMJ (Associação Portuguesa de Mulheres Juristas), Associação Mulheres Sec XXI, Moura Salúquia – Associação de Mulheres de Moura, Associação Opus Gay, Associação ILGA, Cooperativa Seis, Cruz Vermelha Portuguesa.

## ROMANIA

### GENERAL COUNTRY INFORMATION

Population	19,760,314
Female population	10,110,503
Member of Council of Europe	1993
Member of European Union	2007
Member of United Nations	1955
CEDAW ratified	1982
CEDAW optional protocol ratified	2003
Istanbul Convention signed	2014
Istanbul Convention ratified	2016



### SUMMARY

There is one national women's helpline in Romania for violence within the family. The helpline is available 24/7 free of charge, but does not offer multilingual support. Romania has a total of 61 women's shelters with a capacity of 940 beds. There are 21 women's centres in Romania providing non-residential specialist support services such as counselling and other services to women survivors of domestic violence. Five of these centres are also providing assistance to women survivors of sexual violence and one centre is specifically dedicated to women survivors of sexual violence. Services provided by the aforementioned sexual assault centres include: psychological counselling, information and legal assistance. Currently, Romania **does meet** the standards of the IC in terms of provisions for the national women's helpline, but **does not meet** the standards with regard to the women's shelters provisions.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	1,887

Romania's national women's helpline (tel: 0800 500 333) has been launched on 25 November 2015, and according to government sources it is for violence within the family. The helpline is available 24/7 free of charge, but does



not offer multilingual support. The aforementioned National Hotline for Victims of Family Violence is run by a government agency, namely the National Association for Equality Between Women and Men. The amount of state funding received for the national women's helpline in 2016 was € 24.477. State funding allocated in 2017 amounted to € 62.295.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
61	940	1,036	52%	21, 022	2,328 women and children

Romania has a total of 61 women's shelters with a capacity of 940 beds. In 2016 2,328 women and children have been accommodated in women's shelters. The first women's shelter was opened in 1996, and the last one in 2017. Some of these shelters provide 24/7 access. They are run by women's NGOs with a gender-specific/feminist approach, the state, faith-based organisations and other NGOs. The length of stay in women's centres is up to three months, and services are provided free of charge. There was some state funding allocated to women's shelters in 2016.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
21	Centres providing non-residential specialist support services for women survivors of domestic violence; centres for survivors of sexual violence; centre for survivors of trafficking

There are 21 centres in Romania providing non-residential specialist support services such as counselling and other services to women survivors of domestic violence. Five of these centres are also providing assistance to women survivors of sexual violence and one centre is specifically dedicated to women survivors of sexual violence which is run by A.L.E.G. Services provided by the aforementioned sexual assault centres include: psychological counselling, information and legal assistance. All women's centres provide various services, such as information and advice, counselling, advocacy, legal advice. Some provide specialist support for children, empowering support, multi-lingual support, risk-assessment and safety planning, legal representation, court accompaniment, outreach, floating and mobile support, support concerning social rights (concerning income, work, housing, child care, health care and independent residence permit), multi-agency support for survivors, cooperation with services working with perpetrators (very few), and systemic family support.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

Romania had a national strategy on preventing and combatting violence within the family, covering the period 2013–2017<sup>110</sup>. The following forms of violence were addressed by this: violence within the family or domestic violence. In October 2017 a new national strategy was adopted on ensuring equality between women and men and preventing and combatting domestic violence for the time frame 2018–2021<sup>111</sup>.

#### SURVIVOR STORY<sup>112</sup>

M.O. had a relationship for 10 years with the father of her children - S.I.. Together they have 3 small kids. They lived in his parents' house in a small village in Romania. M.O. did not have a job.

After S.I. remained unemployed, he sold all the silver in the house, took all family savings and used the money to buy alcohol. S.I. also receives the three children's allowances and all the money is being used for buying alcohol.

Due to the alcohol consumption, he is very aggressive verbally and physically with M.O., but also with the children, hitting all three of them. There were several situations when he let the victim out into the cold and locked the door so she could not get inside the house.

In 2017 M.O. took her kids and left her partner. She moved to a different city and filed a complaint against the perpetrator. M.O. stayed in a shelter for victims of domestic violence. She contacted an NGO that offers support to victims of domestic violence and she asked for a protection order. Because S.I.'s mother is an accountant in the village hall where they reside, M.O. faced some difficulties in transferring her children to

110 *Strategia națională pentru prevenirea și combaterea fenomenului violenței în familie.* (n.d.).

111 *Strategia națională privind promovarea egalității (...).* (nd.).

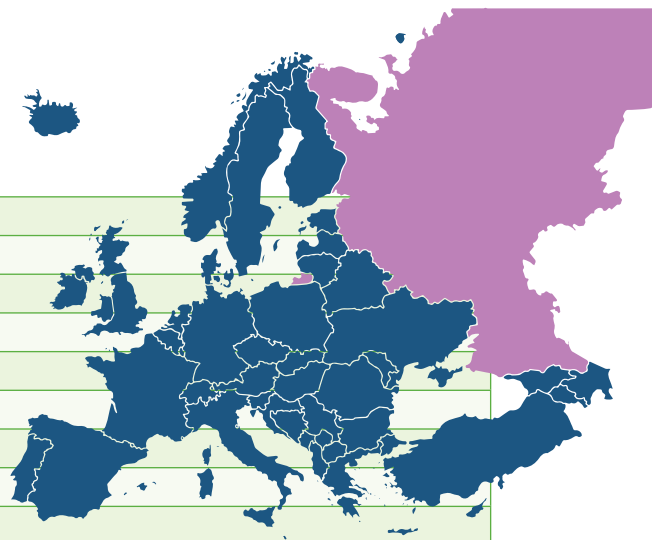
112 Story provided by WAVE member ANAIS Association (Romania).

a different school. The protection order she had requested was granted, but only for one month. Given the circumstances, the lawyer that helped her lodged an appeal to the Court of Appeals and the duration of the protection order was extended to 6 months. Granting the protection order was useful for the survivor because she could leave the violent environment. The survivor practically escaped from the countryside where she lived in isolation, being forced by the perpetrator to work inside the household, raise the children, being assaulted verbally, physically, psychologically and socially at the same time. Currently she lives in Bucharest with her father, has a job and is raising her three children who are very well integrated. Her attitude is positive and the perpetrator did not contact them again. They are in the process of determining the children's home and how parental authority should be exercised.

## RUSSIA

### GENERAL COUNTRY INFORMATION

Population	143,666,931 <sup>113</sup>
Female population	77,120,043 <sup>114</sup>
Member of Council of Europe	1996
Member of European Union	No
Member of United Nations	1945
CEDAW ratified	1981
CEDAW optional protocol ratified	2004
Istanbul Convention signed	No
Istanbul Convention ratified	No



### SUMMARY

Russia has one national women's helpline, which is free of charge but not 24/7. There are 40 women's shelters in Russia, with a total capacity of approximately 400 beds. Services in the existing shelters are nevertheless available free of charge. There are approximately 150 women's centres in Russia, which are run by women's NGOs and government institutions. Currently Russia **does not meet** the standards from the IC on provisions for the national women's helpline and **fails to meet** the standards for provisions regarding national women's shelters.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	No	N/A

The National Helpline for Women Victims of Domestic Violence (tel: 8800 7000 600) does not provide multilingual support. However, it is available free of charge. The national women's helpline is run by the National Centre for Prevention of Violence (ANNA). No government funding has been allocated in 2016 to the national women's helpline.

#### WOMEN'S SHELTERS

Total Number	Existing number of beds	Beds missing	% of beds missing	Current number of population per bed	Service user statistics
40	400	13,967	97 %	359,167	N/A

There are 40 women's shelters in Russia, with a total capacity of approximately 400 beds. These shelters are available only in major cities and only some (under 50 %) provide 24/7 access and immediate and direct access in emergency situations. The length of stay in women's shelters is between 3–6 months. Services in the existing shelters

113 Latest data available on Eurostat was from 2014.

114 Ibid.

are nevertheless available free of charge. There was some government funding allocated to the women's shelters in 2016, but it was not possible to indicate the exact amount. The organisations providing the aforementioned shelter services for women and girls affected by gender based violence are women's NGOs.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
150	N/A

There are approximately 150 women's centres in Russia, which are run by women's NGOs and government institutions. These are available only in major cities. The women's centres received government funding, donations and foreign funding in 2016.

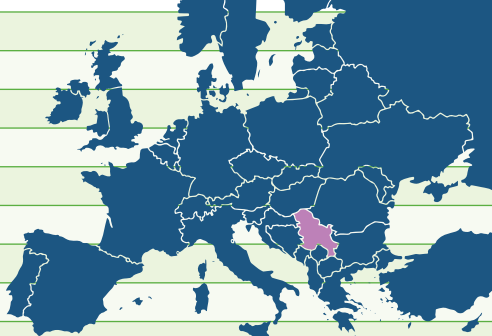
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

According to information collected for the WAVE Report 2015, Russia had no national action plan (NAP) or national strategy on preventing and addressing violence against women<sup>115</sup>. It was not possible to access any current information on this issue. In January 2017 the Russian Parliament adopted a bill which decriminalizes domestic violence. The changes mean violence against a spouse or children that results in bruising or bleeding but not broken bones is punishable by 15 days in prison or a fine of 30,000 rubles if they do not occur more than once a year.<sup>116</sup> Previously, these offences carried a maximum jail sentence of two years. Human rights campaigners condemned this law that also orders wives to pay their spouses' penalty for violence if they share a bank account.<sup>117</sup>

## SERBIA

### GENERAL COUNTRY INFORMATION

Population	7,076,372
Female population	3,630,114
Member of Council of Europe	2003
Member of European Union	No
Member of United Nations	2000
CEDAW ratified	2001
CEDAW optional protocol ratified	2003
Istanbul Convention signed	2012
Istanbul Convention ratified	2013



### SUMMARY

There is no national women's helpline in Serbia, nor a national women's network. There are twelve women's shelters with approximately 257 beds. Furthermore, Serbia has approximately 28 women's centres for women survivors of all forms of violence, as well as centres for girls experiencing sexual violence, for women survivors of trafficking, and for black, minority ethnic women. Serbia still **does not meet** the IC standards on provision of a national women's helpline. It also **fails to meet** the IC standards on provisions for national women's shelters.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

115 WAVE Network. (2015). Country Information. Russia Country Profile.

116 Russian MPs back bill reducing punishment for domestic violence. (2017).

117 Russian victims of domestic abuse forced to pay perpetrator's fine. (2017).

There is no national women's helpline in Serbia<sup>118</sup>. There are, however, the Helpline for victims of domestic violence (tel. 0800 100 600) and the Network of Women's Hotline in Vojvodina (tel. 0800 10 10 10).

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Beds missing	% of beds missing	Current number of population per bed	Service user statistics
12	257	451	64%	27,534	N/A

There are twelve women's shelters in Serbia, with approximately 257 shelter places available. About half of the shelters offer services 24/7. Women's shelters exist in most regions, but still shelters do not cover all of the country's territory. The majority of the shelters are reserved for women survivors of domestic violence, even though they are theoretically available to all survivors of DV, thus including men and boys. One shelter is a general shelter for homeless people and children and one has two apartments dedicated to elderly people. Women's shelters provide services free of charge.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
28	Women's centres for women survivors of all forms of violence (22); Centres for girls experiencing sexual violence (1); Centres for women survivors of trafficking (2); Centres for black, minority ethnic women (3)

It is to be noted though that the services mentioned above do not fully meet the definition of a women's centre. However, it was nonetheless decided to categorize these as women's centres for the purpose of this report.

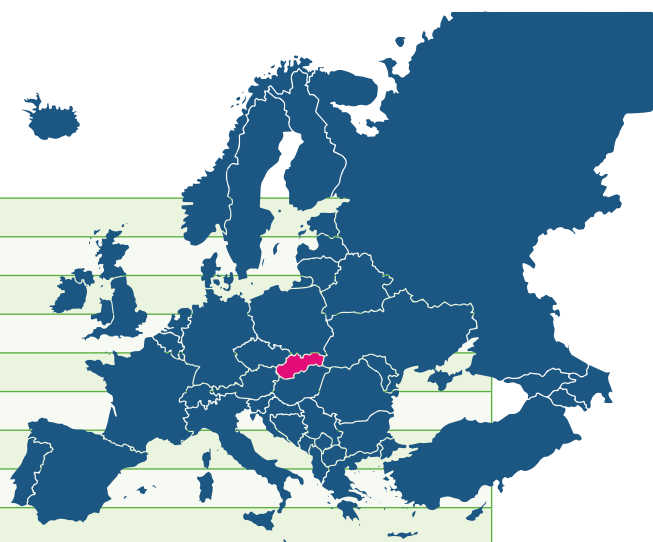
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

The Previous National Strategy for Preventing and Eliminating Violence against Women in Family and Partner Relationships for 2011–2015 expired. No new strategy has been adopted since. The action plan for the previous strategy has never been adopted. There is a government coordinating body for implementing policies and measures to prevent violence against women – the Coordinating Body for Gender Equality.

## SLOVAKIA

### GENERAL COUNTRY INFORMATION

Population	5,426,252
Female population	2,780,170
Member of Council of Europe	1961
Member of European Union	2004
Member of United Nations	1993
CEDAW ratified	1993
CEDAW optional protocol ratified	2000
Istanbul Convention signed	2011
Istanbul Convention ratified	No



### SUMMARY

There is one national women's helpline in Slovakia. The helpline operates on a 24/7 basis, free of charge and offers multi-lingual support. There are eight women's shelters with approximately 143 shelter places available. Overall, Slovakia **does meet** the IC standards for national women's helpline provision, however it **does not meet** the IC standards for women's shelters provision, as it is missing 74 % of beds.

118 WAVE Report 2015.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

There is one national women's helpline in Slovakia, the National Line for Women Surviving Violence (tel. 0800 212 212). It is ran by the Institute for Labour and Family Research (state institution under the Ministry of Labour, Social Affairs and Family). The helpline operates 24/7, is free of charge and offers multi-lingual support (English).

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
8	143	399	74%	37,946	N/A

Currently there are eight women's shelters in Slovakia with a total of 143 beds available, covering most of the regions. Three shelters provide 24/7 access. Five shelters are able to take a woman and her children in emergency situation if they have vacancies. Only two shelters out of seven provide services free of charge. The shelters were predominantly funded from Norway Grants in 2016. The Slovak government co-funded 15 % of the Norway Grants overall allocation. The length of stay varies from 3–6 months (one shelter), one year (three shelters) and more than one year (three shelters). Three out of seven shelters work according to gender-specific/feminist approach.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
15	Counselling centres for women survivors of violence

There are fifteen women's centres in Slovakia for women survivors of violence. Three of them predominantly serve women and their children, but also provide support to other domestic violence victims. There aren't centres for victims of sexual violence in Slovakia. Nine women's centres are run by women's NGOs, five are run by other NGOs and one by the regional government. The women's centres were predominantly funded from Norway Grants in 2016. The Slovak government co-funded 15% of the Norway Grants overall allocation.

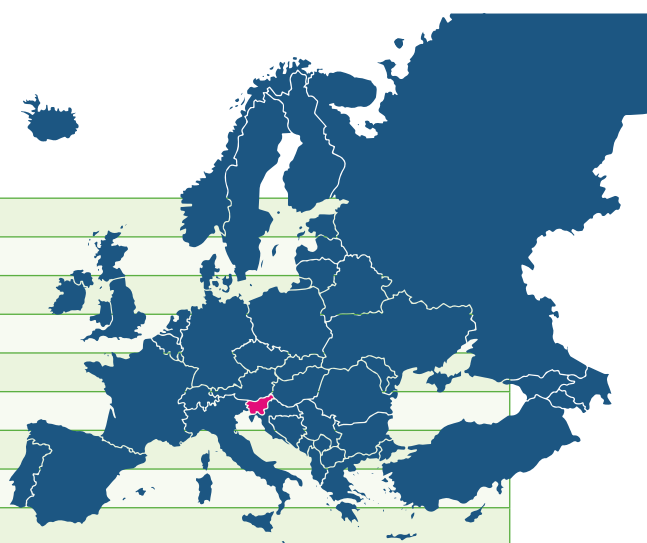
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

The current National Action Plan in Slovakia is the National Action Plan for the Prevention and Elimination of Violence against Women 2014– 2019<sup>119</sup>.

## SLOVENIA

### GENERAL COUNTRY INFORMATION

Population	2,064,188
Female population	1,040,855
Member of Council of Europe	1993
Member of European Union	2004
Member of United Nations	1992
CEDAW ratified	1992
CEDAW optional protocol ratified	2004
Istanbul Convention signed	2011
Istanbul Convention ratified	2015



119 WAVE Report 2015.

## SUMMARY

There is one national help-line in Slovenia which is anonymous and free of charge but not 24/7. There are 16 women's shelters in Slovenia with 274 beds. Furthermore, there are three crisis centres for women and children victims of violence which offer emergency accommodation and 24/7 access. Overall, Slovenia **does not meet** the standards of the IC for national women's helplines but it **does meet** the standards for women's shelters provisions regarding the number of beds needed.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	No	N/A

There is one national women's helpline in Slovenia called the SOS Helpline for women and children - victims of violence (tel. 080 11 55). The Helpline is run by a women's NGO and operates since 1989. The Helpline does not operate 24/7; instead, it operates 10 hours per day during the weekdays, and four hours per day during weekend days and holidays. In 2016, the Helpline received €33.690 of state funding, and €47.980 of other funding<sup>120</sup>. It does not offer multilingual support.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
16	274	-	0%	7,533	N/A

There are 16 women's shelters in Slovenia with about 274 beds available (68 more than the amount needed to meet the standards from the IC). Out of the 16 shelters, the majority are run by women's NGOs with gender specific/feminist approach, one by a faith-based organization, and four by the state (Centres for Social Work – CSW). Women's shelters are present in all regions of the country. None of the 16 shelters provide 24/7 access; instead, there are additional three crisis centres which offer emergency accommodation, as well as 24/7 access. No shelter or crisis centre is free of charge – they all charge for accommodation costs and women cover their food and basic necessities cost by themselves. All shelters and crisis centres are accommodating women without any means of living and provide them all services free of charge, until they acquire financial social assistance (welfare/housing benefit). Women stay at the shelter for up to one year. Among the 16 women's shelters, one accommodates women survivors of domestic violence who are also battling drug addiction. There is only one women's shelter that has facilities to enable accommodation for physically disabled women and their children. Women's shelters are present in all regions of the country. There is also one safe place/shelter, specialised for women victims of trafficking run by Association Ključ, but it is not included in this count. The amount of state funding allocated to women's shelters in 2016 was €1.361.356, while other sources of funding allocated to women's shelters in 2016 contributed €948.767<sup>121</sup>. There are 12 maternity homes, which are primarily designed for accommodation of pregnant women and women with (young) children, in social hardship, who have no or little means of living and need a place to stay. Their locations are not secret and there are no security measures taken. They also accept women – victims of violence, but only if they are not endangered, or after their stay at a shelter, when they are no longer endangered but still haven't resolved the housing problem.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	Centre for victims of trafficking; non-residential counselling centres

There is no centre designed only for women victims of sexual abuse. But survivors of sexual violence can get support and help in existing shelters, crisis centres and counselling programmes. Some of the programmes that offer personal counselling are specialised in offering support to survivors of sexual violence. There is one centre for women survivors of trafficking lead by an NGO named Association Ključ Centre for Combating Trafficking. In recent years, more personal counselling centres for persons – victims of violence that offer psychosocial support, advocacy and accompaniment to institutions (police, courts, centres for social work etc.) were established all over the country. There are roughly ten programmes for personal counselling. Programmes for personal counselling

<sup>120</sup> Inštitut Republike Slovenije za socialno varstvo. (2017).

<sup>121</sup> Ibid.

are co-financed by the Ministry of Labour, Family, Social Affairs and Equal Opportunities – same as shelters, crisis centres and maternity homes and are mostly run by NGOs.

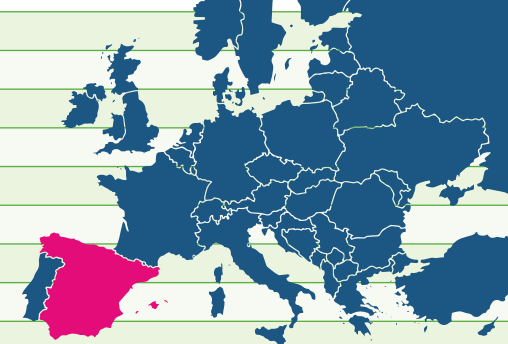
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is currently no national action plan on violence against women.

## SPAIN

### GENERAL COUNTRY INFORMATION

Population	46,440,099
Female population	23,632,635
Member of Council of Europe	1977
Member of European Union	1986
Member of United Nations	1955
CEDAW ratified	1984
CEDAW optional protocol ratified	2001
Istanbul Convention signed	2011
Istanbul Convention ratified	2014



### SUMMARY

Spain has one national women's helpline run by the Ministry of Health, Social Services and Equality. It offers multilingual support and is available free of charge 24/7. There are 53 women's shelters in Spain with an unknown number of beds. Additionally, there are other long-term accommodation services available for women victims of GBV where they can move in after leaving the shelter. There are 717 women's centres available in Spain, available in all regions and receive government funding. Overall, Spain **does meet** the Istanbul Convention standards for national women's helpline provision, but it is **unclear** if it meets the recommendations in terms of available beds in the women's shelters, as data is not available.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	85,318 calls

Spain has one national women's helpline run by the Ministry of Health, Social Services and Equality. The national women's helpline is called Servicio telefónico de información y de asesoramiento jurídico en material de violencia de género/Telephone information and legal advice on gender violence /tel: 016). It is available 24/7, free of charge and offers multilingual support in the following languages: Catalan, Basque, Galician, English, French, German, Portuguese, Mandarin Chinese, Arabic, Romanian, Bulgarian, Tamazight and 38 other languages which are unspecified through a service of telephone interpretation.

Calls to the helpline are free of charge and do not appear on phone bills. According to information collected for the WAVE Report 2015, the women's helpline registered 68,651 calls in 2014, with 75% from female callers and the rest from family and friends of victims. According to data from the Ministry of Health, Social Services and Equality, in 2016 the number of calls was 85,318 with 69% (59,171) from survivors of GBV, and 31% (26,147) from family and friends of the victim. The amount of government funding received by the helpline in 2016 was approximately €863.430 excluding taxes/€ 1.044.750 including taxes. The amount of government funding allocated in 2017 is not yet known.

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
53	N/A	N/A	N/A <sup>122</sup>	N/A	N/A

Spain has 53 women's shelters. The total amount of beds available in these shelters is unknown. They are available in all regions, all ensure 24/7 access and immediate and direct access in emergency situations. The length of stay is up to three months. Additionally, there are other long-term accommodation services available for women victims of gender-based violence where they can move in after leaving the shelter. In such services the length of stay is around 1–1.5 years. These additional services are called Casas de Acogida (94) and supervised flats (147), which are complementary and long-term accommodation services for women victims of GBV, who are still in need of support after overcoming a crisis.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
717	Non-residential support services for all women survivors of violence

There are 717 women's centres providing non-residential support for all women survivors of violence in Spain. These are run by women's NGOs and government institutions. They are available in all regions and receive government funding.

Women's shelters and centres are services provided by the Autonomous regions and municipalities. In 2017 the national government allocated €5.700.000 to programmes for social assistance of women victims of gender-based violence to be transferred to the Autonomous Communities for the provision of such services. There is no clear, disaggregated data available on how much was spent in women's shelters and women's centres. €1.000.000 was allocated to programmes for the implementation of personalized care plans and development of actions in relation to other forms of violence against women. Additionally, €2.000.000 were allocated for assisting women victims of sexual violence (not in intimate-partner relationships) and €2.000.000 for assisting trafficked women.

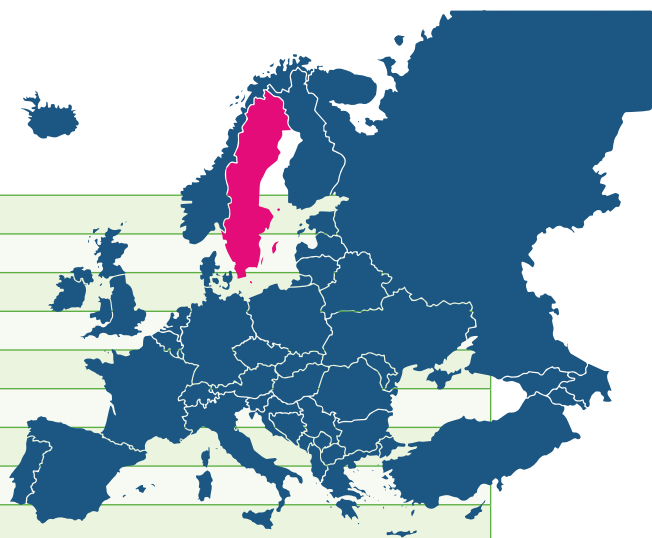
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

The National Strategy for the Eradication of Violence against Women 2013–2016<sup>122</sup> (Estrategia Nacional para la Erradicación de la Violencia contra la Mujer 2013–2016) addresses gender-based violence and Intimate Partner Violence (IPV) and reflects a gender-sensitive perspective. The NAP addresses other forms of violence against women, such as sexual harassment, female genital mutilation/cutting, so-called 'honour' killings and forced marriage<sup>123</sup>. Additionally, Spain also has a NAP addressing the Trafficking of Women and Girls for the Purpose of Sexual Exploitation 2015–2018 (Plan Integral de lucha contra la Trata de Mujeres y Niñas con fines de Explotación Sexual", 2015–2018).

# SWEDEN

## GENERAL COUNTRY INFORMATION

Population	9,851,017
Female population	4,920,051
Member of Council of Europe	1949
Member of European Union	1995
Member of United Nations	1946
CEDAW ratified	1980
CEDAW optional protocol ratified	2003
Istanbul Convention signed	2011
Istanbul Convention ratified	2014



<sup>122</sup> Spain : Ministerio de sanidad, servicios sociales e igualdad. (n.d.).

<sup>123</sup> WAVE Network. (2015). Country Information. Spain Country Profile.



## SUMMARY

There is one national women's helpline in Sweden which is free of charge, operates 24/7 and is multi-lingual. Sweden **does meet** the IC standards on provision of a national women's helpline. There are 161 women's shelters with 631 beds. Therefore, 36 % of beds are absent and Sweden **does not meet** the IC standards for women's shelters provision. Furthermore, there are over 200 women's centres in Sweden with various services, including empowerment centres and services for survivors of sexual violence.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
2	Yes	Yes	N/A

There is one national women's helpline in Sweden called Kvinnofridslinjen, Sweden's National Women's Helpline (tel: 020 505 050), a national helpline for women who have been subjected to threats and all forms of violence. It is run by the National Centre for Knowledge on Men's Violence Against Women (NCK), on behalf of the Swedish Government. The helpline is free of charge, operates 24/7 and provides multi-lingual support. The staff at Kvinnofridslinjen is Swedish-speaking but they use an interpreter when needed. Another helpline is called Terrafem helpline (tel: 020 52 10 10), which is run by a non-profit organization. Additionally, most of the women's shelters operate their own helpline for supporting survivors.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
161 <sup>124</sup>	631 <sup>125</sup>	354	36%	15,612	1,146 women, 1,413 children and 19 men <sup>126</sup>

The women's shelters in Sweden are run by two women's networks: Unizon and Roks. In total, there are approximately 161 women's shelters in Sweden with approximately 631 beds. Women's shelters exist in all regions of Sweden and are free of charge. Some women's shelters provide 24/7 access, although there are no accurate statistics here, as there are also available so-called Residential Care Homes and municipal/state shelters which provide 24/7 access. Women can stay up to three months in a shelter, with the average length of stay in a Unizon-run shelter in 2016 being 61 days per woman. In 2016, Unizon had 148 member organizations, of which 68 shelters replied to Unizon's questionnaire indicating that 1,146 women, 1,413 children and 19 men stayed in the shelters in 2016. There is no definite answer for state funding provided to women's shelters in 2016, as funding differs every year and varies from shelter to shelter. There is a draft law which recommends the mapping of all shelters (both non-governmental and state-run) however it has not been adapted yet. Furthermore, women's shelters exist in all regions and are run by women's NGOs, faith-based organizations and the state. The two national women's networks in Sweden unite many of the women's shelters are included in the count. – Roks (National Organization for Women's Shelters and Young Women's Shelters) and Unizon.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
200	Young women's empowerment centres and rape crisis centres

There are numerous available women's centres in Sweden (at least 200), however no information is available on the exact number. It is important to note that most support services, including crisis centres, women's shelters, and young women's empowerment centres, also provide support to survivors of sexual violence. These services are run by two organizations in Sweden – Roks and Unizon - together providing over 200 women's centres for women and girls, including young women's empowerment centres ("tjejjour"). Roks is a feminist organization representing over 100 services and which aims at safeguarding the common interests of the shelters in their work against male violence towards women. Unizon represents over 130 Swedish support services which work together for a gender equal society free from violence. Women's centres receive funding from a variety of sources, including state funding and donations, however, foreign funding is not common.

124 WAVE Report 2015.

125 Ibid.

126 Statistics presented here are provided by the network, Unizon, and do not reflect the entire situation of women's shelters in Sweden.

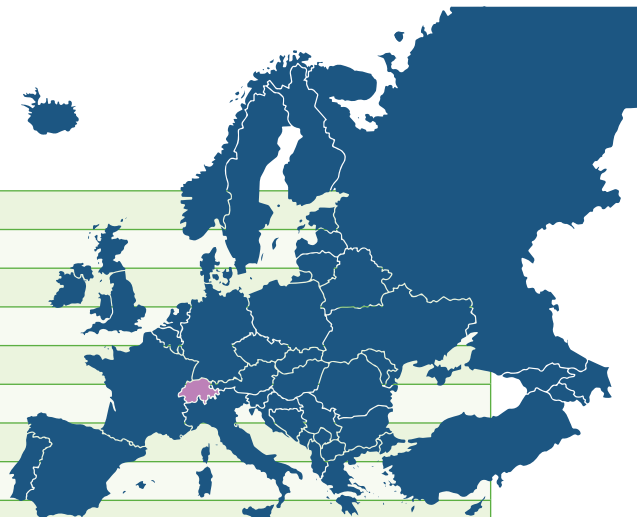
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

Sweden has developed a National Strategy to Prevent and Combat Men’s Violence against Women, which is included in the government’s gender equality policy communication to the parliament. The strategy will span ten years and entered into force on 1 January 2017. The objectives are: increased and effective preventive work to combat violence; improved detection of violence and stronger protection for and support to women and children subjected to violence; more effective crime-fighting; and improved knowledge and methodological development<sup>127</sup>. This strategy builds upon previous efforts and national action plans by the government to counter men’s violence against women and domestic violence.

## SWITZERLAND

### GENERAL COUNTRY INFORMATION

Population	8,327,126
Female population	4,205,655
Member of Council of Europe	1963
Member of European Union	No
Member of United Nations	2002
CEDAW ratified	1997
CEDAW optional protocol ratified	2008
Istanbul Convention signed	2013
Istanbul Convention ratified	2017



### SUMMARY

In Switzerland, there is no national women’s helpline for women survivors of violence. There are 20 women’s shelters, most with 24/7 shelter places available. There is a variety of women’s centres in Switzerland, however, there is no information available on the total number of these centres. Overall, Switzerland does not meet the IC standards on provision of a national women’s helpline and **does not meet** the standards for women’s shelter provision.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
0	-	-	-

There is no national women’s helpline for women survivors of violence. Women’s shelters are all though accessible by phone, and online help in French and English is also being provided. There are two national helplines for children (tel. 143 and tel. 147), running 24/7 and free of charge; these have a focus on general assistance but also support in case of domestic violence.

#### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
20	296	537	64 %	28,132	2,046 women and children

Women’s shelters are all accessible by phone, and the website ([www.violencequefaire.ch](http://www.violencequefaire.ch)) provides online-help in French and English. Furthermore, there are 20 women’s shelters with 296 beds available, most with 24/7 shelter places available in the country. In 2016, 1,057 women and 989 children were accommodated in the shelters, while

<sup>127</sup> Sweden : Government Offices of Sweden. (2016, November).

1,033 women could not be accommodated in shelters. Women's shelters are available in most regions, with a great number of beds available in the western cantons. Most shelters have security precautions in place, but not all have secret locations or video monitoring.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	N/A

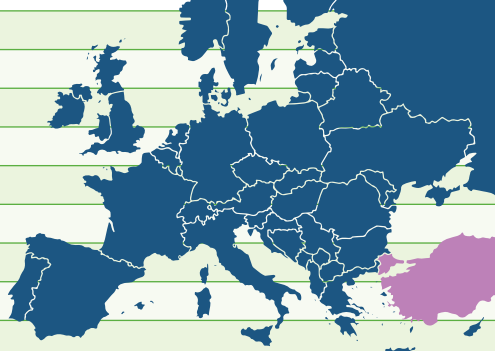
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

A national policy/strategy on violence against women exists. It covers rape, sexual assault, violence within the family or domestic violence, sexual harassment, female genital mutilation, as well as forced and early marriage.

## TURKEY

### GENERAL COUNTRY INFORMATION

Population	78,741,053
Female population	39,229,862
Member of Council of Europe	1949
Member of European Union	No
Member of United Nations	1945
CEDAW ratified	1985
CEDAW optional protocol ratified	2002
Istanbul Convention signed	2011
Istanbul Convention ratified	2012



### SUMMARY

There is one national women's helpline run by women's NGOs in Turkey that does not operate 24/7 and it is not free of charge. When it comes to women's shelters there are currently 137 shelters available in Turkey, with approximately 3,444 places available. Additionally, there are 255 women's centres in Turkey, out of which 253 are women's centres for women survivors of all forms of violence, one is a centre for women survivors of trafficking and one is a centre for black, minority, ethnic women. Overall, Turkey does not meet the IC standards for the national women's helpline and **does not meet** the standards women's shelters provision.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	No	No	2,277 total calls

There is one women's helpline in Turkey called Emergency Domestic Violence Hotline (tel: 02126569696; 05496569696). The helpline is run by Türkiye Kadın Dernekleri Federasyonu Aile İçi Şiddet Acil Yardım Hattı, Federation of Women Associations of Turkey. The helpline does not operate 24/7, it is not free of charge and does not offer multi-lingual support. There is no funding allocated by the state for the running of this helpline. This helpline received in 2016 2,277 calls. There is another line in Turkey (tel: 183), run by the Ministry of Family and Social Policies, but this helpline is not a women's helpline, as it does not cover specifically situations of violence against women. The helpline offers social support for women, children, elderly and disabled people. This helpline received in 2016, 241,027 calls, out of which 40,830 of them involved women's support services. It is however unknown how many of these calls concerned violence against women.

## WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
137	3,444	4,430	56%	22,863	31,766 women

There are currently 137 women's shelters in Turkey, with a total number of 3,444 beds. The majority of the shelters (102) have 2,667 beds available and are run by the Ministry of Family and Social Policies; 33 women's shelters have with 745 beds available and are run by the Municipalities; one shelter has 20 beds available and is run by Women's NGO Mor Çatı, and the one remaining shelter has 12 beds available and is run by other public authorities. The last women's shelter opened in 2017, and shelters are available in most regions of Turkey. Some women's shelters do provide 24/7 access, but none of them offer immediate and direct access in emergency situations. Women's shelters do provide services free of charge, and the maximum length of stay in shelters varies from 3–6 months. There is state funding allocated for the shelters, but the amount is not available.

## WOMEN'S CENTRES

Number of Centres	Types of Centres
255	women's centres for women survivors of all forms of violence; centre for women survivors of trafficking; centre for black, minority, ethnic women

There are approximately 255 women's centres in Turkey, out of which 11 centres are run by women's centres, 176 centres are run by the Municipalities and the remaining rest of 68 are run by the state. Women's centres run in most provinces and are funded by the State. There are no national service user statistics available regarding women's centres Turkey.

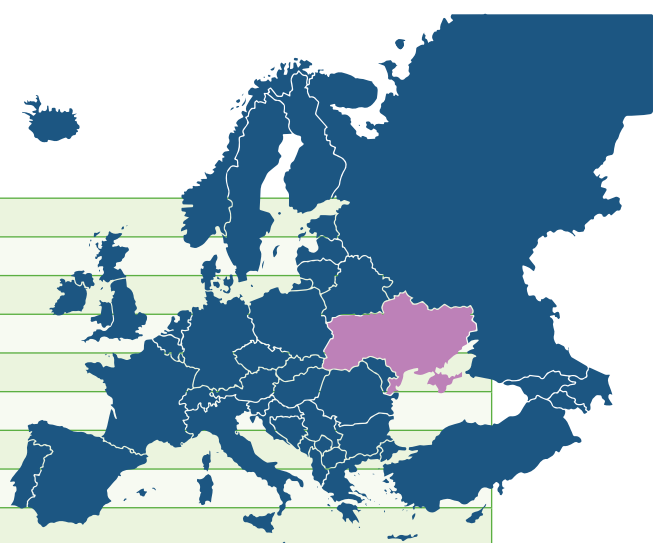
## FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is a National Action Plan on Combating Violence against Women in place in Turkey, covering the timeframe 2016–2020. The NAP covers the following forms of violence: rape and sexual assault, domestic violence, and forced marriage. The government coordinating body entrusted with implementing the policies and measures of the NAP is the Ministry of Family and Social Policies, the Directorate of Status of Women. When it comes to the involvement of civil society in the evaluation and monitoring of NAP, the Turkish Government excludes women's NGOs from the process, dismissing their monitoring reports. Specific governmental funds are allocated for activities to combat violence against women at a national level, but there are no appropriate financial and human resources for an adequate implementation. Provisions in national legislation do not allow for state funding to go to women's NGOs, women's NGOs having to rely on international donors or private donors for their functioning.

# UKRAINE

## GENERAL COUNTRY INFORMATION

Population	42,590,879
Female population	22,872,998
Member of Council of Europe	1995
Member of European Union	No
Member of United Nations	1945
CEDAW ratified	1981
CEDAW optional protocol ratified	2003
Istanbul Convention signed	2011
Istanbul Convention ratified	No



## SUMMARY

There is one national women's helpline in Ukraine that is free of charge and operates 24/7. There are approximately nine women's shelters available in Ukraine with an unknown amount of beds, available in most regions and just major cities, some of them providing 24/7 access. There is no information available regarding the state allocated funding or allocated amounts, nor information about the total number of beds available in the shelters. Ukraine **does meet** the IC standards for the national women's helpline provision, and it is **unclear** if it meets the IC standards for women's shelters provision.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	38,547 calls, 30,667 out of which being survivors

There is one national women's helpline in Ukraine, National Hot Line on Prevention of Domestic Violence, Trafficking and Gender Discrimination (tel: 0800 500335; 116123 for mobiles). The helpline is run by International Women's Rights Centre La Strada, and was established in 1997. The phone number of the helpline is 0800 500 335 and 116 123 for mobile phones. The helpline operates 24/7 and provides telephone counselling, cooperation with other agencies on behalf of the survivors (such as accompaniment to authorities and courts) and referrals to other organizations. In 2016, 68% of the callers were women, and 64% of the survivors that called were between 18 and 40 years old. The types of violence mainly addressed by the callers were psychological violence, stalking, physical violence, sexual violence and rape, sexual harassment in the workplace and public, and violence against children in general. When it comes to the gender of the perpetrators, 29,521 (85%) were men and the rest of 5,210 (15%) women. Out of all the callers, the most common form of relationship identified between perpetrator-survivor was partnership relationship (49%). The helpline offers multi-lingual support in Ukrainian, English and Russian (other languages upon requests) and operates free of charge. There is no state funding allocated for the existence of the helpline, the helpline getting funding from private donors.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
9	N/A	N/A	N/A	N/A	N/A

There are approximately nine women's shelters in Ukraine, with the last shelter being opened in 2017. There are no specific domestic violence shelters in Ukraine, only women's shelters run by women's NGOs with a gender-specific approach, faith-based organizations, state and other NGOs. Victims of domestic violence are referred to as experiencing violence in the family, and affected women can get assistance in the socio-psychological support centres. Women's shelters are present in most regions and just major cities, and only some of them provide 24/7 access. Most women's shelters provide their services free of charge but none of them provide immediate and direct access to women in emergency situations. The allowed period of stay in the shelters is between 1 to 3 months. There is no information available regarding state funding allocated for women's shelters or the amount allocated in 2016.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
9	women's centres for women survivors of violence

There are nine specific women's centres in Ukraine. Apart from the specific centres, women, victims of violence can also access support at 22 centres for socio-psychological care and the 18 available centres for mothers and children. Women's centres are run by women's NGOs, the state or other private entities and function in just the major cities. The main source of funding for the centres comes from private donors.

## FURTHER INFORMATION ON NATIONAL ACTION PLANS

The Government of Ukraine launched its first National Action Plan on February 24, 2016. The NAP was created to establish a framework as well as strategies and actions for coordinated implementation of UNSCR 1325 (on women and peace and security, adopted in 2000)<sup>128</sup>. The NAP aims at contributing towards the elimination of cultural barriers that hinder the full participation of women in all aspects of negotiations and resolution of conflicts and/or

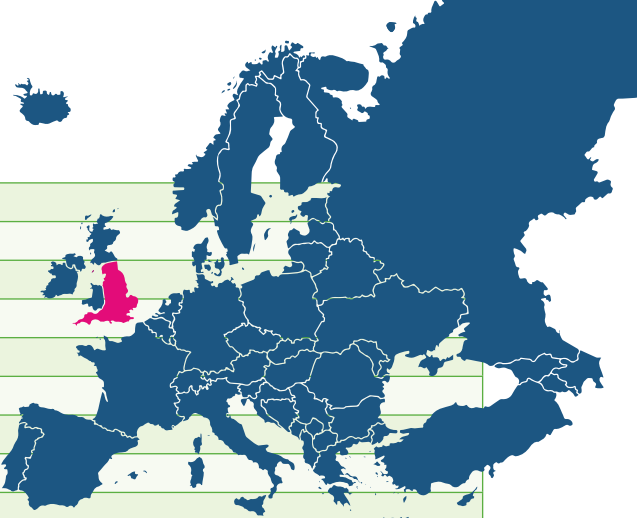
128 Ukraine. Plan launched 2016-2020. (n.d.).

matters of peace and security at the national level. The NAP is the result of joint efforts between different national institutions reporting to the Cabinet of Ministries of Ukraine. The following forms of violence are covered by the NAP: rape and sexual assault, domestic violence, sexual harassment, female genital mutilation, violence in conflict and post-conflict situations, killings in the name of honour and forced marriage. The internal issues the NAP focuses on include prevention of domestic violence and human trafficking and awareness-raising for survivors of gender-based violence. The NAP recognises the lack of criminal investigation and prosecution of sexual offenders and aims to improve the mechanism for reporting sexual crimes. The NAP also aims to increase the number of women in military-civil administrations in Eastern Ukraine. The external issues the NAP focuses on include having more women in peacekeeping missions and training social service agencies and armed forces in assisting survivors of sexual violence in conflict areas. The government body responsible for implementing the policies but also entrusted with the evaluation and monitoring of the NAP is the Ministry of Social Policy<sup>129</sup>.

## UNITED KINGDOM – ENGLAND

### GENERAL COUNTRY INFORMATION

Population	55,268,100 <sup>130</sup>
Female population	27,967,100 <sup>131</sup>
Member of Council of Europe	1949
Member of European Union	1973
Member of United Nations	1945
CEDAW ratified	1986
CEDAW optional protocol ratified	1984
Istanbul Convention signed	2012
Istanbul Convention ratified	No



### SUMMARY

England has one national women's helpline which runs 24/7, is free of charge, and provides multi-lingual support. There are also 276 women's shelters with 3,832 beds throughout England. Overall, England **does meet** IC standards for national women's helpline, but **does not meet** IC standards for women's shelters provision, with 31 % of required beds missing. There are numerous women's centres in England offering a variety of services to women and girls, including rape crisis centres, sexual assault referral centres, and specialist services for black and minority ethnic women.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	86,125 calls

There is one national women's helpline in England called The National Domestic Violence Helpline (tel: 0800 2000 247), in existence since 2003. The organizations running the helpline are Women's Aid and Refuge, both women's NGOs. The helpline runs 24/7, is free of charge, and provides multi-lingual support via LanguageLine and can provide access to an interpreter for non-English-speaking callers. In 2016, the helpline received €840.074 from the state, and €39.674 from other funding sources. In 2016, the helpline was contacted 86,125 times, including 7,435 via email. Around 14,800 women and children were supported by the helpline team to access refuge accommodation. Almost 14,720 professionals, relatives and friends of survivors were given information to enable them to better support services. The Survivors' Forum has over 2,000 active users.

<sup>129</sup> Peace Women. (n.d.). *National action plan: Ukraine*.

<sup>130</sup> Office for National Statistics. (2017).

<sup>131</sup> Ibid.

There is also a Rape Crisis Helpline (tel: 0808 802 999) which supports women and girl survivors of rape or any form of sexual violence. The helpline is not 24/7 (operates from 12–14:30 and 19:00–21:30 every day) and free of charge. In 2016, the helpline received a total of 202,666 calls, and 25% of the service users identified as disabled<sup>132</sup>.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
276	3,832	1,695	31%	14,423	2,182 women and 2,336 children and young people accommodated <sup>133</sup>

There are approximately 276 women's shelters in England with a total of 3,832 beds. Some women's shelters provide 24/7 access and some provide immediate and direct access to women's shelters in emergency situations. A typical length of stay in a shelter is about 3–6 months, however this varies enormously, from a few weeks to over 1.5 years. Women's shelters also provide services free of charge – however, there are exceptions to this. Generally, women can access free services as citizens through recourse to public funds and eligibility for various state benefits. However, many women with uncertain immigration status or with migrant backgrounds do not have recourse to public funds and her stay must be funded either on her own or through other avenues which shelters may assist her with. Furthermore, roughly two thirds of women and children in the women's shelters originated from a different local authority area – yet some commissioners demand that women's shelters should only accommodate local women – meaning that women can be turned away from shelters even if they have recourse to public funds.

Women's shelters do exist in all regions<sup>134</sup>, however it is important to note that the women's shelter sector in England is in a constant state of flux because of competitive tendering. Shelters are frequently opening and closing. The Women's Aid Annual Report 2016 refers to a severe lack of capacity in terms of shelters being able to accommodate the high-level of women seeking refuge, particularly in the face of drastic governmental funding cuts. Additionally, several services continue to operate without funding because of specialist services being underfunded in favour of 'one-size-fits-all' services, or being taken over by larger organizations<sup>135</sup>.

In 2016, there was state funding allocated to women's shelters. Housing benefits provide on average 53% of the total yearly income of refugees in England. The nature of funding is fragmented and varies from shelter to shelter, however approximately 46% of funding for women's shelters comes from local authorities; 14% from charitable funding; and 11% from government/statutory grants; and 24% from housing benefits for shelter resident<sup>136</sup>. Other small sources of funding for the shelters can be from private donations, personal contributions from residents, reserves, charity shop revenue, or revenue from delivering training or consultancy work<sup>137</sup>.

2,182 women and 2,336 children and young people (aged under 18) were resident in the 105 services that responded to Women's Aid Federation England Annual Survey in 2017. Over the year 2016/17, it is estimated that refuge services supported a total of 13,414 women with 14,353 children and young people across all services in England<sup>138</sup>.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	Resettlement, advocacy services and outreach services; floating support; counselling; rape crisis centres; sexual assault referral centres; services for black and minority ethnic women; independent advisory for domestic violence and sexual violence

There are a number of women's centres offering a wide range of services, including independent Domestic Violence Advisors (IDVAs), multi-agency risk assessment conferences (MARACs), independent sexual violence advisors (ISVAs) and other professionals doing similar work in England and Wales. There are also 45 rape crisis centres and a number of sexual assault referral centres (SARCs) all over England, which can mainly be found within the umbrella organization Rape Crisis England and Wales. Additionally, Survivors Trust (TST) is a national umbrella

132 Rape Crisis England & Wales. (n.d.).

133 These figures refer to the amount of women and children accommodated in the 105 refuge services which responded to Women's Aid Federation England Annual Survey in 2017.

134 Here regions refer to electoral regions – however, women's shelters exist in most (but not all) local authorities

135 For more information about the situation of specialist support services in England, and the lack of funding, as well as detailed service user statistics, see: Women's Aid Federation of England. (2017).

136 Ibid., p. 21.

137 Ibid., p. 22.

138 Davidge, S. and Magnusson, L. (2018).

agency with 130 specialised services for survivors of sexual violence in the UK and Ireland. It is interesting to note that there are some services which are members of Women's Aid which provide more specialist support for women with particular needs, such as stalking, prostitution, trafficking, female genital mutilation, forced marriage, and so-called honour-based violence. Imkaan is a network of organizations which focus on addressing violence against black and 'minority ethnic' (BME) women and girls, including issues such as domestic violence, forced marriage and so-called 'honour-based' violence.

### **FURTHER INFORMATION ON NATIONAL ACTION PLANS**

There is one National Action Plan in England, which is a strategy for 2016–2020, called Ending Violence against Women and Girls<sup>139</sup>. Various measures carried out in the strategy. One aim is heightened awareness-raising campaigns, in particular to educate youth about healthy relationships, abuse and consent. This will be carried out in cooperation with other professionals and agencies such as the educational system and teachers. Another aim is to support professionals to identify and deal with abuse by recognizing signs of abuse and prevent abuse from continuing. The strategy lays out a goal of working with local commissioners to provide more security and sustainability for specialist support services, namely rape support centres, women's shelters, FGM and forced marriage units, and to work towards intervention and prevention in addition to crisis response. Through this support for front-line services, there is special recognition paid to women and girls from black and minority ethnic communities, as well as LGBT women and disabled women. For the duration of the strategy, funding should continue to be given to service providers, with a total of £80 dedicated for the spending review period and should be provided to core support for shelters and other accommodation services. Additionally, multi-agency partnerships and effective perpetrator interventions are also included in the strategy.

### **SURVIVOR STORY<sup>140</sup>**

Saliha is a mother of three who faced a number of barriers to accessing a refuge space and finding safety 141. Having mustered the courage to leave her abuse and flee to a refuge, Saliha reached out to her daughter's social worker. The social worker told her to go to the council, but the council did not take her need for emergency accommodation seriously or understand her fear that her children would be taken away.

For three months, Saliha searched for a suitable refuge space but was continually refused a space. Saliha does not have British citizenship and she was unsure of her benefit entitlements. Refuges, being unable to fund a woman with no recourse to public funds, were forced to turn her away.

Saliha was living with the perpetrator and the abuse continued throughout this time. Desperate to escape, she called the National Domestic Violence Hotline on a daily basis as well as speaking to the social worker regularly. Understandably she felt "very, very sad, very angry" at her situation.

With her fear for her life ever present, Saliha accepted that she would not be able to take her teenage son with her to the refuge. She was forced to choose between living with the abuse or being separated from her son. Saliha's choice was not an easy one, but she sent her son to stay with a relative outside the country. Saliha was placed in a hostel. However, this did not offer her or her children any specialised support and it was a difficult time the family. During her time there, another resident hit one of her daughters. Her children were sad and very scared in the hostel, which made Saliha sad too, so Saliha had to leave the hostel. Saliha succeeded in finding a refuge space with the help of the No Woman Turned Away project. Packing up her things, and gathering her children she was walking to the bus stop when she realised her abuser was following them as they tried to reach safety. Saliha phones the police, and they stopped him from following her any further, allowing her to safely reach the refuge.

139 United Kingdom : HM Government. (2016, March).

140 Story made available by WAVE delegate Women's Aid (UK).



# UNITED KINGDOM – NORTHERN IRELAND

## GENERAL COUNTRY INFORMATION

Population	1,862,100 <sup>142</sup>
Female population	946,900 <sup>143</sup>
Member of Council of Europe	1949
Member of European Union	1973
Member of United Nations	1945
CEDAW ratified	1986
CEDAW optional protocol ratified	1986
Istanbul Convention signed	2012
Istanbul Convention ratified	No

## SUMMARY

In Northern Ireland, there is one national women's helpline which is free of charge, 24/7, and offers multi-lingual support. There are also 14 women's shelters with 332 beds. Northern Ireland **does meet** the IC standards for national women's helpline provision, and **does meet** the IC standards for women's shelters provision. Furthermore, there are several women's centres in Northern Ireland for women survivors of all forms of violence, as well as rape crisis centres and sexual assault centres in hospitals.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	29,657 calls <sup>144</sup>

There is one national women's helpline called 24 Hour Domestic & Sexual Violence Helpline (tel: 0808 802 1414). The helpline is run by Women's Aid Federation Northern Ireland and is open to women and men affected by domestic or sexual violence, as well as supports victims of so-called "honour-based violence" and LGBT victims of domestic and sexual violence. The helpline is free of charge, 24/7 and provides multi-lingual support. For those with hearing difficulties or hearing loss, there is also support. In addition to over-the-phone, the helpline offers information and assistance via email (24hrsupport@dvhelpline.org) and text (tel: 07797 805 839). The helpline has been in existence since 1995, and in 2014 expanded to cover sexual violence. From 2016-2017, the helpline managed a total of 29,657 calls.

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
14 <sup>145</sup>	332 <sup>146</sup>	-	0%	5,609	710 women, 568 children <sup>147</sup>

There are 14 women's shelters in Northern Ireland, including not only Women's Aid shelters, but also safe houses and independent living units, and all are run by women's NGOs, existing in all regions of the country. All shelters are free of charge, although those who are not in receipt of housing benefit/welfare pay for accommodation. Most women's shelters are available for immediate and direct access for women in emergency services, depending on the availability. Possible obstacles to immediate access to women's shelters are: lack of bed spaces, no recourse to public funds, failure of responding officer or first point of contact and disclosure to refer or signpost, and complex needs that make woman unsuitable for communal/refuge style accommodation. Most shelters provide 24/7

142 Office for National Statistics. (2017, June).

143 Ibid.

144 Women's Aid Federation Northern Ireland. (n.d.).

145 WAVE Report 2015.

146 Ibid.

147 Women's Aid Federation Northern Ireland. (n.d.).

access, and do not enforce a time-limit on those staying in a refuge, and a small number of women stay longer due to their unique circumstances – however, a typical stay in a shelter is 3–6 months<sup>148</sup>.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	Women's centres for women survivors of all forms of violence; Rape crises centres; Sexual assault centres in hospitals; non-residential counselling centres

There are several Women's Aid resource centres run by women's NGOs. Resource centres are Women's Aid centres where non-residential support is carried out. There is one rape crisis helpline run by the 24 Hour Domestic & Sexual Violence helpline. The charity NEXUS also has centres across Northern Ireland providing counselling and support for survivors of sexual abuse. There is one sexual assault centre run by the Rowan Sexual Assault Referral Centre. There are other women's centres across Northern Ireland providing wider, more general support to women in the community. All Women's Aid local groups provide information and advice, practical support, empowering support, multi-lingual support, outreach, and mobile/floating support. Most provide court accompaniment. Some provide counselling, advocacy, legal advice, and legal representation. Local Women's Aid groups would provide ad hoc support to women for a wide range of issues, however, they are not professional social rights advisers and would signpost to other advice organizations where legal/other advice is needed. Women's centres receive mainly a mix of state funding and funding from trusts and foundations.

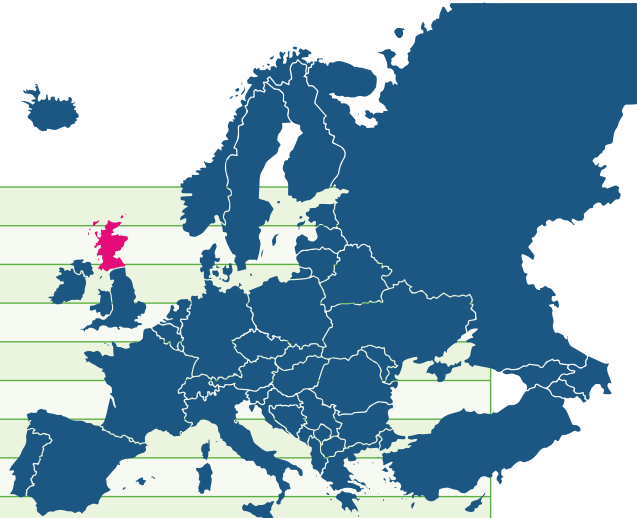
### FURTHER INFORMATION ON NATIONAL ACTION PLANS

There is no information available for national action plans on VAW in Northern Ireland.

## UNITED KINGDOM – SCOTLAND

### GENERAL COUNTRY INFORMATION

Population	5,404,700 <sup>149</sup>
Female population	2,777,200 <sup>150</sup>
Member of Council of Europe	1949
Member of European Union	1973
Member of United Nations	1945
CEDAW ratified	1986
CEDAW optional protocol ratified	1986
Istanbul Convention signed	2012
Istanbul Convention ratified	No



### SUMMARY

Scotland has one national women's helpline operating 24/7 and free of charge, offering multi-lingual support. There are 36 women's shelters in Scotland with 487 beds. Currently, 11% of beds are absent and Scotland **does not meet** the IC standards for national women's shelters provision. Furthermore, based on the information available, Scotland **does meet** the standards for provision of a national women's helpline. Furthermore, there are many women's centres in Scotland including rape crisis centres, services for black/migrant/minority ethnic women, and regional crises centres for victims of domestic abuse.

<sup>148</sup> Information from WAVE Report 2015.

<sup>149</sup> Office for National Statistics. (2017, June).

<sup>150</sup> Ibid.

## SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

### WOMEN'S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

Scotland has one national women's helpline operating 24/7 and free of charge called Scottish Domestic Abuse & Forced Marriage Helpline (tel: 0800 027 1234) which also offers multi-lingual support. The helpline is run by Scottish Women's Aid and uses LanguageLine, which provides a translator for various languages. The amount of state funding in 2016 provided to the helpline was approximately € 398,451. Rape Crisis Scotland also has a helpline (tel: 0808 801 0302) which is free of charge and provides multi-lingual support via an interpreter service

### WOMEN'S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
36	487 <sup>151</sup>	53	11%	11,097	N/A

There are 36 women's shelters<sup>152</sup> in Scotland which operate a total of 487 beds. Women's shelters exist in all regions of Scotland and are run by women's NGOs. No women's shelters provide 24/7 access, however some provide immediate and direct access to women's shelters in emergency situations. The average length of stay in a women's shelter is more than one year, however stays are dependent on need, and groups may vary, but generally a woman and her children can stay at the shelter for as long as they require. Technically, women's shelters do not provide services free of charge – there is a charge for refuge spaces, but UK citizens are entitled to housing benefits which may cover this fee. Some refuges take a limited number of women with no recourse to public funds. State funding is not specifically allocated for shelters. Women's Aid groups (the shelters in this case) generally receive a combination of funding from the Scottish government and Local Authorities, however this varies from shelter to shelter. In 2017, the Scottish government's Equally Safe (Violence against Women and Girls) Fund<sup>153</sup> committed up to three years of funding for 99 violence against women projects.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	Women's centres/services for black/migrant/minority ethnic women; Regional crises centres for victims of domestic abuse; Centres for survivors of sexual violence; Centres for women and girls experiencing sexual abuse; Rape crisis centres/helpline; non-residential counselling centres

There are numerous women's centres in Scotland offering a variety of services for women, many of which are run by Scottish Women's Aid and Rape Crisis Scotland. Such women's centres include centres/services for black/migrant/minority ethnic women; regional crises centres for victims of domestic abuse service predominantly women with a gender-specific approach; centres for survivors of sexual violence and women and girls experiencing sexual abuse, including 16 local rape crisis centre and a helpline. Women's centres are run by women's NGOs and exist in all regions of Scotland. Women's centres are funded by a variety of sources, including a mix of local authorities, state funding, and other funding bodies such as Lottery funding.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

Equally Safe<sup>154</sup> national strategy is Scotland's strategy for preventing and eradicating violence against women and girls. The aim of the strategy is to work collaboratively with key partners in the public, private and third sectors in the field of preventing and eliminating violence against women and girls. The strategy was originally published in 2014 and has since been updated to include children's charities. To achieve the aims of the strategy, a Violence against Women and Girls Joint Strategic Board was appointed, consisting of experts and senior leaders to ensure momentum and support monitoring sustainability. Importantly, the strategy acknowledges that services are experiencing a reduction in funding, and indicates a commitment to more dedicated funding for tackling violence against women and girls.

151 Specified as refuge spaces in the questionnaire, defined as "a space for a household that is a space a woman or a woman and her children occupy, whether that is self-contained or in a shared property".

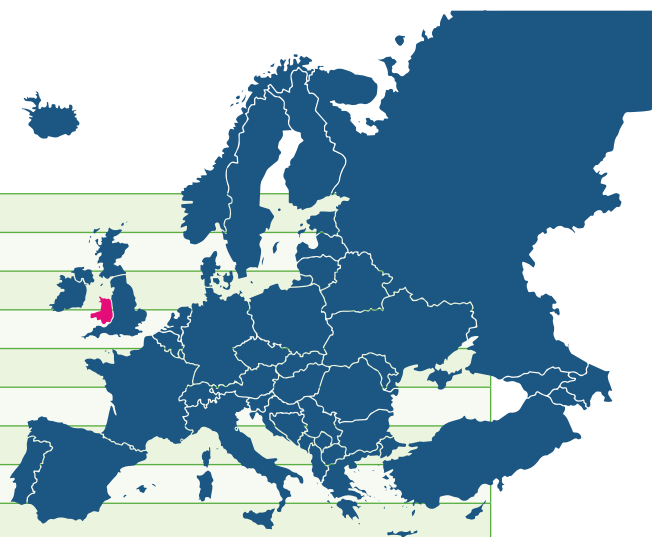
152 Scottish Women's Aid referred to women's shelters as "Women's Aid groups" in the questionnaire and for the purposes of this questionnaire are interchangeable.

153 Scottish Government. (2017, June).

154 Scottish Government. (2016).

Furthermore, the Equally Safe (Violence against women and Girls) Fund 2017-2020 is funding for organizations working towards the outcomes in the above-mentioned Equally Safe policy for eradicating violence against women and girls.

## UNITED KINGDOM – WALES



### GENERAL COUNTRY INFORMATION

Population	3,113,200 <sup>155</sup>
Female population	1,579,100 <sup>156</sup>
Member of Council of Europe	1949
Member of European Union	1973
Member of United Nations	1945
CEDAW ratified	1986
CEDAW optional protocol ratified	2004
Istanbul Convention signed	2012
Istanbul Convention ratified	No

### SUMMARY

There is one women’s helpline in Wales operated by Welsh Women’s Aid. The helpline is free of charge, 24/7 and provides multi-lingual support. Therefore, Wales **does meet** IC standards for national women’s helpline provision. There are 54 women’s shelters in Wales with 296 beds. Wales is missing 15 beds and therefore **does not meet** the IC standards for women’s shelters provision. Furthermore, there are approximately two women’s centres in Wales, including several rape crisis centres.

### SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

#### WOMEN’S HELPLINE

Total Number	Free of charge	24/7 service	Service User statistics
1	Yes	Yes	N/A

There is one women’s helpline in Wales called Live Fear Free Helpline (tel: 0808 80 10 800). It is open to callers of both sexes but women make up most survivors calling. The helpline is staffed by women only and operated by Welsh Women’s Aid. It is free of charge, and provides multi-lingual support in English and Welsh. LanguageLine is available to callers speaking any other language. In 2016, the Welsh government provided a three-year contract for the helpline of approximately € 512.000 per annum<sup>157</sup>.

#### WOMEN’S SHELTERS

Total Number	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed	Service user statistics
54 <sup>158</sup>	296 <sup>159</sup>	15	5%	10,518	N/A

There are 54 women’s shelters in Wales with 296 beds. Women’s shelters exist in all regions. It is unknown how many provide 24/7 though all women’s shelters provide immediate and direct access to women’s shelters in emergency situations. Women can stay for as long as they need to in a women’s shelter, though the time limit may vary depending on the shelter in question. Women’s shelters do provide services free of charge. State funding for women’s shelters varies: many organizations running the shelters receive various forms of Council funding, while

155 Office for National Statistics. (2017, June).

156 Ibid.

157 National Assembly for Wales. (n.d.).

158 WAVE Report 2015.

159 Defined as family units by the respondent.

some organizations are partly funded by the Ministry of Justice, Home Office, Police and Crime Commissioners, or Welsh government funding. Housing benefits are also available to those with low income via local authorities (rather than central government). In 2016, some women's shelters also received funding from charitable trusts or other private and corporate funding.

### WOMEN'S CENTRES

Number of Centres	Types of Centres
N/A	Rape crisis centres, counselling centres

There are many women's centres in Wales providing a wide range of services. Approximately two women's centres in Wales run by women's NGOs and exist only in the major cities of Rhyl and Cardiff. Welsh Women's Aid comprises 25 local Women's Aid groups across Wales, providing direct services for women and children victims of violence against women. The network conducts prevention work (awareness-raising, campaigning), provision for members, protection and support, information, training, coordinate access to emergency refuge provision for survivors (UK Refuges Online System). Rape Crisis England and Wales is a network of 46 rape crisis centres in England and Wales. The network is an umbrella body or network of rape crisis centres and provide a coordinating voice for the rape crisis movement, to influence local, regional, and national policy development, increase service provision, and challenge sexual violence by leading awareness-raising campaigns and providing a central source of accurate information to government.

### FURTHER INFORMATION ON NATIONAL ACTION PLANS

The Violence against women, Domestic Abuse and Sexual Violence (Wales) Act 2015<sup>160</sup> became law in Wales on 29 April 2015. The legislation aims to improve the response to abuse and violence by (among other things) improving service provision, introducing a needs-based approach to developing strategies, and improving awareness-raising for protecting, preventing and supporting survivors.

<sup>160</sup> National Assembly for Wales. (n.d.).

# 9. BIBLIOGRAPHY

## Reports and studies

Albania : Ministry of Social Welfare and Youth. (2016). *National strategy and action plan on gender equality 2016-2020*. Retrieved 16 March 2018, from <http://awenetwork.org/wp-content/uploads/2017/01/SKGJB-EN-web.pdf>

Association of Women's against Violence et al. (2017, October). *The Council of Europe Convention on Prevention and Combating Violence against Women and Domestic Violence : NGO shadow report to GREVIO (Portugal)*. Retrieved 16 March 2018, from <https://rm.coe.int/ngo-shadow-report-portugal/168075dd8a>

*Austrian NGO shadow report to GREVIO*. (2016, September). Retrieved 16 March 2018, from [http://files.wave-network.org/home/Austria\\_NGOGREVIOSshadowReport\\_September2016.pdf](http://files.wave-network.org/home/Austria_NGOGREVIOSshadowReport_September2016.pdf)

Belgium : Institute for the Equality of Women and Men. (2015). *Stop violence. National action plan to combat all forms of gender-based violence, 2015-2019*. Retrieved 16 March 2018, from [http://igvm-iefh.belgium.be/sites/default/files/press\\_file\\_0.pdf](http://igvm-iefh.belgium.be/sites/default/files/press_file_0.pdf)

Centar za žene žrtve rata – ROSA. (2017). *Trgovanje ženama i prostitucija : Aktivnosti programa protiv trgovanja ženama i prostitucije*. Retrieved 16 March 2018, from <http://www.czzr.hr/trgovanje.php>

Council of Europe : Committee of the Parties. (2018, January). *Recommendation on the implementation of the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence by Denmark*. Retrieved 21 March 2018, from <https://rm.coe.int/recommendations-cop-denmark/1680783ff9>

Croatia : Ministarstvo za demografiju, obitelj, mlade i socijalnu politiku. (2017, September). *Nacionalna strategija zaštite od nasilja u obitelji za razdoblje od 2017. do 2022. godine*. Retrieved 16 March 2018, from <http://www.mspm.hr/UserDocslimages//Vijesti2017//Nacionalna%20strategija%20zastite%20od%20nasilja%20u%20obitelji%20za%20razdoblje%20do%202017.%20do%202022.%20godine.pdf>

Davidge, S. and Magnusson, L. (2018). *Survival and beyond the domestic abuse report 2017*. Retrieved 20 March 2018, from <https://1q7dqy2unor827bjls0c4rn-wpengine.netdna-ssl.com/wp-content/uploads/2018/03/Survival-and-Beyond.pdf>

Dutch NAP Partnership. (2016). *The Netherlands National Action Plan on women, peace and security 2016–2019*. Retrieved 22 March 2018, from <https://wo-men.nl/wp-content/uploads/2016/05/FINAL-NAP-2016-2019.pdf>

EIGE - EuroGender. (2017, July). *Greece - National Action Plan on Gender Equality 2016–2020*. Retrieved 16 March 2018, from [http://eurogender.eige.europa.eu/system/files/post-files/greece\\_-\\_national\\_action\\_plan\\_on\\_gender\\_equality\\_2016-2020.doc](http://eurogender.eige.europa.eu/system/files/post-files/greece_-_national_action_plan_on_gender_equality_2016-2020.doc)

Estonia : Justiitsministeerium. (2015). *Strategy for Preventing Violence for 2015–2020*. Retrieved 16 March 2018, from [http://www.kriminaalpolitika.ee/sites/krimipoliitika/files/elfinder/dokumendid/strategy\\_for\\_preventing\\_violence\\_for\\_2015-2020.pdf](http://www.kriminaalpolitika.ee/sites/krimipoliitika/files/elfinder/dokumendid/strategy_for_preventing_violence_for_2015-2020.pdf)

European Institute for Gender Equality, EIGE. (2016). *Combating violence against women: Italy*. Retrieved 16 March 2018, from [http://eige.europa.eu/sites/default/files/documents/2016.5480\\_mh0216774enn\\_pdfweb\\_20170215100604.pdf](http://eige.europa.eu/sites/default/files/documents/2016.5480_mh0216774enn_pdfweb_20170215100604.pdf)

European Union Agency for Fundamental Rights. (2014). *Violence against women: an EU-wide survey. Main results report*. Retrieved 16 March 2018, from [http://fra.europa.eu/sites/default/files/fra\\_uploads/fra-2014-vaw-survey-main-results-apr14\\_en.pdf](http://fra.europa.eu/sites/default/files/fra_uploads/fra-2014-vaw-survey-main-results-apr14_en.pdf)

Finland : Ministry for Foreign Affairs. (2012). *UN Security Council Resolution 1325 (2000) "Women, peace and security" : Finland's national action plan 2012–2016*. Retrieved 22 March 2018, from [http://www.peacewomen.org/assets/file/finland\\_nap\\_2012.pdf](http://www.peacewomen.org/assets/file/finland_nap_2012.pdf)

France : Ministère de l'Europe et des Affaires étrangères. (n.d.) *France's second national action plan. Implementation of United Nations Security Council : women, peace and security resolutions, 2015–2018*. Retrieved 16 March 2018, from <http://www.peacewomen.org/sites/default/files/2014-2016%20WPS%20NAP%20France.pdf>

Germany : Government of the Federal Republic. (n.d.). *Action Plan of the Government of the Federal Republic of Germany on the implementation of United Nations Security Council Resolution 1325 on Women, Peace and Security for the Period 2017–2020*. Retrieved 16 March 2018, from [http://www.peacewomen.org/sites/default/files/170111\\_Aktionsplan\\_1325.pdf](http://www.peacewomen.org/sites/default/files/170111_Aktionsplan_1325.pdf)

GREVIO. (2017, November). *GREVIO Baseline Evaluation Report Denmark*. Retrieved 21 March 2018, from <https://rm.coe.int/grevio-first-baseline-report-on-denmark/16807688ae>

Hagemann-White, C. (2014). *Analytical study of the results of the fourth round of monitoring the implementation of Recommendation Rec(2002)5 on the protection of women against violence in Council of Europe member states*. Council of Europe : Gender Equality Commission. Retrieved 16 March 2018, from <https://rm.coe.int/16805915e9>

Hungarian Women's Lobby, NANE - Women's Rights Association & Patent - People Opposing Patriarchy. (2018, February). *Enjoyment of civil and political rights by women in Hungary. Submission to the UN Human Rights Committee 122<sup>nd</sup> session (12 March - 6 April 2018)*. Retrieved 16 March 2018, from [http://tbinternet.ohchr.org/Treaties/CCPR/Shared%20Documents/HUN/INT\\_CCPR\\_CSS\\_HUN\\_30260\\_E.pdf](http://tbinternet.ohchr.org/Treaties/CCPR/Shared%20Documents/HUN/INT_CCPR_CSS_HUN_30260_E.pdf)

Inštitut Republike Slovenije za socialno varstvo. (2017, May). *Spremljanje socialnovarstvenih programov - poročilo o izvajanju programov v letu 2016, končno poročilo*. Retrieved 16 March 2018, from [http://www.irssv.si/upload2/koncno%20porocilo\\_SV%20programi\\_IRSSV\\_2017pop-2.pdf](http://www.irssv.si/upload2/koncno%20porocilo_SV%20programi_IRSSV_2017pop-2.pdf)

- Ireland : Department of Justice and Equality. (2017, April). *National Strategy for Women and Girls 2017-2020: creating a better society for all*. Retrieved 22 March 2018, from [http://www.justice.ie/en/JELR/National\\_Strategy\\_for\\_Women\\_and\\_Girls\\_2017\\_-\\_2020.pdf/Files/National\\_Strategy\\_for\\_Women\\_and\\_Girls\\_2017\\_-\\_2020.pdf](http://www.justice.ie/en/JELR/National_Strategy_for_Women_and_Girls_2017_-_2020.pdf/Files/National_Strategy_for_Women_and_Girls_2017_-_2020.pdf)
- Italy : Ministero Degli Affari Esteri E Della Cooperazione Internazionale, Interministerial Committee for Human Rights. (2016, December). *Italy's Third National Action Plan, in accordance with UN Security Council Resolution 1325(2000), 2016–2019*. Retrieved 16 March 2018, from [http://www.peacewomen.org/sites/default/files/49123\\_f\\_PlanofAction132520162019%20\(1\).pdf](http://www.peacewomen.org/sites/default/files/49123_f_PlanofAction132520162019%20(1).pdf)
- Italy : State Department of Equal Opportunities. (n.d.). *La violenza sessuale e di genere*. Retrieved 16 March 2018, from <http://www.pariopportunita.gov.it/media/3387/la-violenza-sessuale-e-di-genere-sitocompressed.pdf>
- Kosovo : The Office of the Prime Minister, Agency for Gender Equality. (2017, September). *Ministry of Justice Publishes National Strategy for Protection from Domestic Violence*. Retrieved 16 March 2018, from <https://abgj.rks-gov.net/NewsAdmin/tabid/96/articleType/ArticleView/articleid/417/language/en-US/Ministry-of-Justice-Publishes-National-Strategy-for-Protection-from-Domestic-Violence.aspx>
- Latvia : Ministru kabineta. (2011). *Ģimenes valsts politikas pamatnostādnes 2011–2017.gadam*. Retrieved 21 March 2018, from [http://www.lm.gov.lv/upload/berns\\_gimene/Impamn\\_200111\\_gvp.pdf](http://www.lm.gov.lv/upload/berns_gimene/Impamn_200111_gvp.pdf)
- Malta : Ministry for European Affairs and Equality. (2017). *Society's concern : Gender-based violence and domestic violence. Strategy & action plan. Vision 2020*. Retrieved 16 March 2018, from [https://meae.gov.mt/en/Documents/GBV\\_DV%20Strategy%20and%20Action%20Plan%20publication.pdf](https://meae.gov.mt/en/Documents/GBV_DV%20Strategy%20and%20Action%20Plan%20publication.pdf)
- Monitor Polski. (2014, June). *Uchwała Nr 76 rady ministrów w sprawie ustanowienia Krajowego Programu Przeciwdziałania Przemocy w rodzinie na lata 2014–2020*. Retrieved 16 March 2018, from [https://www.ms.gov.pl/Data/Files/\\_public/ppwr/krajowy\\_program/krajowy-program-przeciwdzialania-przemocy-w-rodzinie-na-lata-2014-2020.pdf](https://www.ms.gov.pl/Data/Files/_public/ppwr/krajowy_program/krajowy-program-przeciwdzialania-przemocy-w-rodzinie-na-lata-2014-2020.pdf)
- Office for National Statistics. (2017, June). *Dataset: Population Estimates for UK, England and Wales, Scotland and Northern Ireland*. Retrieved 16 March 2018, from <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland>
- Report submitted by Denmark pursuant to Article 68, paragraph 1 of the Council of Europe Convention on preventing and combating violence against women and domestic violence (Baseline Report)*. (2017, January). Retrieved 21 March 2018, from <https://rm.coe.int/16806dd217>
- Scottish Government. (2016). *Equally Safe : Scotland's strategy for preventing and eradicating violence against women and girls*. Retrieved 20 March 2018, from <https://beta.gov.scot/publications/equally-safe/documents/00498256.pdf>
- Spain : Ministerio de sanidad, servicios sociales e igualdad. (n.d.). *National strategy for the eradication of violence against women (2013–2016)*. Retrieved 16 March 2018, from [http://www.violenciagenero.msssi.gob.es/planActuacion/estrategiaNacional/docs/Estrategia\\_Nacional\\_Ingles.pdf](http://www.violenciagenero.msssi.gob.es/planActuacion/estrategiaNacional/docs/Estrategia_Nacional_Ingles.pdf)
- Strategia națională pentru prevenirea și combaterea fenomenului violenței în familie*. (n.d.). Retrieved 16 March 2018, from [http://www.mmuncii.ro/pub/imagemanager/images/file/Proiecte%20legislative/2012-09-20\\_Anexa1\\_strategie%20violenta%20sept%202012.pdf](http://www.mmuncii.ro/pub/imagemanager/images/file/Proiecte%20legislative/2012-09-20_Anexa1_strategie%20violenta%20sept%202012.pdf)
- Strategia națională privind promovarea egalității de șanse între femei și bărbați și prevenirea și combaterea violenței domestice pentru perioada 2018 – 2021 și a Planului operațional privind implementarea strategiei naționale privind promovarea egalității de șanse între femei și bărbați și prevenirea și combaterii violenței domestice 2018 – 2021*. (n.d.). Retrieved 16 March 2018, from [http://www.mmuncii.ro/j33/images/Documente/MMJS/Transparenta-decizionala/5003-20171026\\_StrategiNat\\_pilonVD.pdf](http://www.mmuncii.ro/j33/images/Documente/MMJS/Transparenta-decizionala/5003-20171026_StrategiNat_pilonVD.pdf)
- Sweden : Government Offices of Sweden. (2016, November). *National strategy to prevent and combat men's violence against women*. Retrieved 16 March 2018, from [http://www.government.se/4ac3ba/contentassets/4bbb1643e427432682464d4559c41027/fact-sheet\\_national-strategy-to-prevent-and-combat.pdf](http://www.government.se/4ac3ba/contentassets/4bbb1643e427432682464d4559c41027/fact-sheet_national-strategy-to-prevent-and-combat.pdf)
- United Kingdom : HM Government. (2016, March). *Ending violence against women and girls. Strategy 2016–2020*. Retrieved 20 March 2018, from [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/522166/VAWG\\_Strategy\\_FINAL\\_PUBLICATION\\_MASTER\\_vRB.PDF](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/522166/VAWG_Strategy_FINAL_PUBLICATION_MASTER_vRB.PDF)
- United Nations : Human Rights Committee. (2017, February). *Consideration of reports submitted by States parties under article 40 of the Covenant pursuant to the optional reporting procedure: Hungary*. <http://docstore.ohchr.org/SelfServices/FilesHandler.ashx?enc=6QkG1d%2fPPRiCAqhKb7yhsnm97%2bRfSonZvQyDICMC7tqQQyZZxFRD5MCNp5va8DSZ23DBVwguLPZB4rSIKGNpzOZD7y%2fKObtq7HglJy5g5b00EpWLT4nVLEmUvtblmWY%2b>
- WAVE Network. (2014). *Country report 2013. Reality check on European services for women and children survivors of violence. A right for protection and support?* Retrieved 16 March 2018, from [http://files.wave-network.org/researchreports/COUNTRY\\_REPORT\\_2013.pdf](http://files.wave-network.org/researchreports/COUNTRY_REPORT_2013.pdf)
- WAVE Network. (2015). *Country Information*. Retrieved 16 March 2018, from <https://www.wave-network.org/resources/country-information>
- WAVE Network. (2015). *Country report 2014. Specialized women's support services and new tools for combatting gender-based violence in Europe*. Retrieved 16 March 2018, from [http://files.wave-network.org/researchreports/COUNTRY\\_REPORT\\_2014.pdf](http://files.wave-network.org/researchreports/COUNTRY_REPORT_2014.pdf)
- WAVE Network. (2016a). *WAVE report 2015. On the role of specialist women's support services in Europe*. Retrieved 16 March 2018, from [http://files.wave-network.org/researchreports/WAVE\\_Report\\_2015.pdf](http://files.wave-network.org/researchreports/WAVE_Report_2015.pdf)

WAVE Network (2016b). *WAVE Mapping, Administrative data collection by women's support services in Europe: national women's helplines, shelters, and centers*. Retrieved 16 March 2018, from [http://files.wave-network.org/researchreports/WAVE\\_Mapping\\_2015.pdf](http://files.wave-network.org/researchreports/WAVE_Mapping_2015.pdf)

Women's Aid Federation of England. (2017). *Meeting the needs of women and children. Findings of the Women's Aid annual survey 2016*. Retrieved 16 March 2018, from <https://1q7dqy2unor827bqjls0c4rn-wpengine.netdna-ssl.com/wp-content/uploads/2017/03/Annual-Survey-2016.pdf>

Women's Aid Federation Northern Ireland. (n.d.). *Annual Report 2016–17*. Retrieved 16 March 2018, from <http://www.womensaidni.org/assets/uploads/2017/11/Womens-Aid-Annual-Report-2016-17.pdf>

Women's Aid Ireland. (2017, May). *Women's Aid impact report 2016*. Retrieved 16 March 2018, from [https://www.womensaid.ie/download/pdf/womens\\_aid\\_impact\\_report\\_2016.pdf](https://www.womensaid.ie/download/pdf/womens_aid_impact_report_2016.pdf)

Women's Council in Denmark. (2017, January). *Danish NGO - Shadow Report to GREVIO*. Retrieved 21 March 2018, from [http://www.kvinderaadet.dk/files/Danish\\_NGO\\_report\\_2017\\_GREVIO.pdf](http://www.kvinderaadet.dk/files/Danish_NGO_report_2017_GREVIO.pdf)

## Treaties

Council of Europe. (2011). *Council of Europe Convention on preventing and combating violence against women and domestic violence*. Retrieved 16 March 2018, from <https://rm.coe.int/168008482e>

Council of Europe. (2011). *Explanatory Report to the Council of Europe Convention on preventing and combating violence against women and domestic violence*. Retrieved 16 March 2018, from <https://rm.coe.int/16800d383a>

## Articles and websites

Belarusian Telegraph Agency. (2017). *Belarus approves national action plan on gender equality for 2017–2020*. Retrieved 16 March 2018, from <http://eng.belta.by/society/view/belarus-approves-national-action-plan-on-gender-equality-for-2017-2020-98881-2017>

*Comecitra: la mappa dei centri anti violenza in Italia*. (n.d.). Retrieved 20 March 2018, from <http://comecitra.women.it/>

*Cyprus commits to scale up support for gender equality rooted in a new national action plan*. (2016, September). Retrieved 16 March 2018, from <http://www.unwomen.org/en/get-involved/step-it-up/commitments/cyprus>

LOKK (n.d.). *About LOKK*. Retrieved 16 March 2018, from <http://www.lokk.dk/Info/In-English/About-LOKK/>

National Assembly for Wales. (n.d.). *Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015*. Retrieved 16 March 2018, from <http://www.senedd.assembly.wales/mgIssueHistoryHome.aspx?Iid=10028&AIID=17668>

Norway : Statsministerens kontor. (2017, July). *Et liv uten vold. Handlingsplan mot vold i nære relasjoner "Et liv uten vold" gjelder for perioden 2014–2017*. Retrieved 16 March 2018, from <https://www.regjeringen.no/no/tema/lov-og-rett/vold-i-naere-relasjoner/innsikt/handlingsplan-mot-vold-i-naere-relasjoner/id2340080/>

Peace Women. (n.d.). *National action plan: France*. Retrieved 16 March 2018, from <http://www.peacewomen.org/nap-france>

Peace Women. (n.d.). *National action plan: Germany*. Retrieved 16 March 2018, from <http://www.peacewomen.org/nap-germany>

Peace Women. (n.d.). *National action plan: Italy*. Retrieved 16 March 2018, from <http://www.peacewomen.org/nap-italy>

Peace Women. (n.d.). *National action plan: Macedonia*. Retrieved 16 March 2018, from <http://www.peacewomen.org/nap-macedonia>

Peace Women. (n.d.). *National action plan: Ukraine*. Retrieved 20 March 2018, from <http://peacewomen.org/action-plan/national-action-plan-ukraine>

Rape Crisis England & Wales. (n.d.). *Rape Crisis England & Wales headline statistics 2016–17*. Retrieved 16 March 2018, from <https://rapecrisis.org.uk/statistics.php>

*Russian MPs back bill reducing punishment for domestic violence*. (2017, January). Retrieved 16 March 2018, from <https://www.theguardian.com/world/2017/jan/25/russian-mps-bill-reducing-punishment-domestic-violence-rights>

*Russian victims of domestic abuse forced to pay perpetrator's fine*. (2017, December). Retrieved 16 March 2018, from <https://www.theguardian.com/world/2017/dec/19/russian-victims-domestic-violence-abuse-forced-pay-perpetrator-fines>

Scottish Government. (2017, June). *Equally Safe (Violence Against Women and Girls) Fund 2017–2020*. Retrieved 16 March 2018, from <https://beta.gov.scot/publications/vawg-fund-2017-2020/>

Ukraine. Plan launched 2016–2020. (n.d.). <https://www.securitywomen.org/unscr-1325-and-national-action-plans-nap/ukraine>



## 10. LIST OF ACRONYMS

<b>BiH</b>	Bosnia and Herzegovina
<b>BME</b>	black and ethnic minority background
<b>CEDAW</b>	Convention on the Elimination of all Forms of Discrimination Against Women
<b>CoE</b>	Council of Europe
<b>DCT</b>	Data Collection Tool
<b>DV</b>	Domestic violence
<b>ECOSOC</b>	United Nations Economic and Social Council
<b>EEA</b>	European Economic Area
<b>EU</b>	European Union
<b>FGM</b>	Female genital mutilation
<b>FRA</b>	European Union Agency for Fundamental Rights
<b>GBV</b>	Gender based violence
<b>GREVIO</b>	Independent expert body responsible for monitoring the implementation of the Istanbul Convention
<b>IC</b>	Istanbul Convention (Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence)
<b>IDP</b>	Internally displaced person
<b>IDVA</b>	Independent domestic violence advisor
<b>IPV</b>	Intimate partner violence
<b>ISVA</b>	Independent sexual violence advisor
<b>LGBTI</b>	Lesbian, Gay, Transgender, Intersex
<b>MARAC</b>	Multi-agency risk assessment conference
<b>MP</b>	Member of Parliament
<b>NAP</b>	National Action Plan
<b>NWH</b>	National women's helplines
<b>NGO</b>	Non-governmental organisation
<b>PICUM</b>	Platform for International Cooperation on Undocumented Migrants
<b>SARC</b>	Sexual assault referral centre
<b>SATU</b>	Sexual assault treatment unit
<b>SHC</b>	Specialised help centre
<b>SGBV</b>	Sexual and gender based violence
<b>TST</b>	Survivor trust
<b>UN</b>	United Nations
<b>UNDP</b>	United Nations Development Programme
<b>UNSCR</b>	United Nations Security Council Resolution
<b>VAW</b>	Violence against Women
<b>VAWG</b>	Violence against Women and Girls
<b>WAVE</b>	Women Against Violence Europe
<b>WPS</b>	Women, Peace and Security Agenda

# 11. GLOSSARY

## **Additional services**

All other services which are not specialised or gender-specific, but that still provide some level of support for women survivors of violence, are considered in the WAVE Report as additional services. Services which qualify as additional can be, for example, centres which specialize in supporting victims of trafficking.

## **Centre for girls experiencing sexual abuse**

These are facilities that provide specialist support exclusively to girls up to the age of 18, who have experienced any form of sexual abuse at some point in their lives.

## **Centres for survivors of sexual violence**

Women's centres for survivors of sexual violence may include rape crisis centres, offering long-term support including counselling and therapy, support groups and support in contact with other services, and sexual violence referral centres, specialised in immediate medical care, high-quality forensic practice and crisis intervention, as well as other services for women survivors of sexual violence.

**Centres for women victims of trafficking** These represent specialist services for women and girls victims of trafficking, providing a comprehensive, human-rights and gender-based approach to their specific needs.

## **Domestic violence**

Domestic violence "means all acts of physical, sexual, psychological, or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim."<sup>1</sup>

## **Gender-based violence**

"Gender-based violence against women shall mean violence that is directed against a woman because she is a woman or that affects women disproportionately".<sup>2</sup>

## **Gender-specific approach**

Article 18 §3 of the Istanbul Convention recognises violence against women as gender-based violence. As such, all measures to eliminate violence against women must be implemented using a gendered understanding of the violence experienced by women, its specific dynamics and consequences, and should focus on victims' empowerment.

## **IDVAs**

The main purpose of independent domestic violence advisors (IDVAs) is to address the safety of victims at high risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children.<sup>3</sup> They serve as a victim's primary point of contact, and regularly work with their clients from the point of crisis to assess the level of risk. They also discuss the range of suitable options leading to the creation of a workable safety plan.

## **Intervention centres with a pro-active approach**

These are organisations that support women victims of violence and their children, if any, in all matters concerning their protection and the securing of their rights, in civil as well as in criminal lawsuits. Intervention Centres also have the task to take a variety of legal and social measures in order to prevent further violence. By taking a pro-active approach it means that rather than waiting for the victims to contact them, they staff from the intervention centre write letters or make phone calls to the victim to offer help.<sup>4</sup> Of course it is up to the victims to decide whether they want to accept the help being offered.

## **ISVAs**

Independent sexual violence advisors (ISVAs) offer specialist support to victims of rape and sexual assault, including legal counselling. They are an independent, non-judgemental and confidential service, working closely with relevant agencies to ensure survivors get the advice, information and support they need.<sup>5</sup> Support is given either through face to face visits, telephone contact or both.

## **National action plan on VAWG**

The term refers to a national policy or strategy implemented by a country's government during a given timeframe to address one or several forms of gender based violence against women. For the purpose of this report, national strategies or programmes addressing gender equality, family or domestic violence are also considered, as long as they contain specific provisions addressing violence against women.

## **National women's helpline**

A helpline qualifies as a national women's helpline if it is a service provided specifically for women and if it only, or predominantly, serves women survivors of violence. A women's helpline should operate 24/7, should be free of

1 Council of Europe Monitoring Framework on the Implementation of Recommendation (2002)5 on the Protection of Women against Violence, Questionnaire for the 4th Round of Monitoring, p. 23.

2 Council of Europe Convention on preventing and combating violence against women and domestic violence 12<sup>th</sup> April 2011 (Istanbul convention) retrieved from: <https://rm.coe.int/168046031c>, p. 8.

3 Against Violence and Abuse: [http://www.ccrm.org.uk/index.php?option=com\\_content&view=article&id=176&Itemid=239](http://www.ccrm.org.uk/index.php?option=com_content&view=article&id=176&Itemid=239)

4 Logar, Rosa (2005), The Austrian model of intervention in domestic violence cases, p.10, UN Division for the Advancement of Women, retrieved from: <http://www.un.org/womenwatch/daw/egm/vaw-gp-2005/docs/experts/logar.dv.pdf>

5 Rape and Sexual Abuse Counselling: <http://thesurvivorstrust.org/isva/>

charge and should serve survivors of all forms of violence against women. It should operate nationally and provide adequate support to women from all regions; this means the staff must be properly trained, have effective communication skills and be knowledgeable about regional situations and all relevant provisions.

### **Rape crisis centre/helpline**

Rape crisis centres are facilities which offer specialist support to female victims of rape, sexual assault, or any form of sexual violence. A rape crisis helpline is a helpline which provides specialist counselling to the aforementioned types of victims, gives them relevant information about their rights and refers them to other specialist support services, as required by the situation.

### **Regional crises centres for victims of DV serving predominately women with a gender-specific approach**

These are crisis centres with a regional outreach serving predominantly women victims of domestic violence. A gender-specific approach is adopted in their daily work.

### **Sexual assault centres**

These are organizations that provide specialist support to women affected by sexual assault and sexual violence.

### **Specialist women's support service**

This term is used as a collective term covering all services supporting women survivors of violence and their children, such as women's shelters, women's helplines, women's centres, rape crisis and sexual assault centres, specialised services for migrant and minority ethnic women, national women's helplines, outreach services, independent domestic violence advisors, intervention centres and others. Services using a gender-specific approach that predominantly serve women victims of gender-based violence and their children are also included in the definition of specialist women's support services.

### **Victim/Survivor**

This report uses the terms "victim" and "survivor" interchangeably. The term survivor is used in the context of support services and protection, empowering women by recognizing that the woman has survived the violence and is not defined by it. The term victim is a legal term, recognizing the person has been victimized. It is used in the context of the legal process.<sup>6</sup>

### **Violence against women**

"Violence against women is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, includ-

ing threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life."<sup>7</sup>

### **Women's centre**

The term 'women's centre' includes all women's services providing non-residential specialist support to victims, serving only or predominantly women survivors of violence and their children. The following services are subsumed under the term: women's counselling and women crises centres, supporting women survivors of all forms of gender-based violence; services focussing on the support of survivors of sexual violence such as rape crisis, sexual assault centres and centres for girls who experienced sexual violence; regional crises centres on domestic violence; pro-active intervention centres serving victims as a follow-up to police interventions; specialist services for black, minority ethnic women, migrant and refugee women victims of violence; outreach services; services providing independent domestic or sexual violence advisors, and other newer types of services. These centres usually provide the following kind of support: information, advice, advocacy and counselling, practical support, court accompaniment, pro-active support, outreach and other services. Women's centres are a specialist service for women survivors of violence and their children, if any, providing empowering short and long-term support, based on a gendered understanding of violence and focusing on the human rights and safety of victims.

### **Women's centres/services for black/migrant/minority ethnic women**

These represent specialist services for black, migrant, minority ethnic women, providing a comprehensive, human-rights and gender-based approach to their specific needs.

### **Women's shelter**

The term "women's shelter" is used interchangeably with "women's refuge." A women's shelter is a specialist service for women survivors of violence and their children, if any, providing safe accommodation and empowering support, based on a gendered understanding of violence and focusing on the human rights and safety of victims. Women's shelters offer immediate and unbureaucratic services and safety precautions. They also offer long-term support in order to provide women and their children, if any, with the opportunity and resources necessary to resume their lives free from violence. To qualify as a women's shelter, the service must serve predominantly women and their children. One shelter place is equivalent to one bed in our methodology.

<sup>6</sup> EIGE, Review of the Implementation of the Beijing Platform for Action in EU Member States: Violence against Women – Victim Support (2013), p. 7.

<sup>7</sup> Ibid p. 8.

## 12. LIST OF NATIONAL WOMEN'S HELPLINES

The following is a table of the national women's helplines available in the 46 European countries. If there is no national helpline, a regional or general helpline is listed (these countries are marked with a \*). Women's national helplines are among the most vital services for women's survivors of violence, they are one of the first places women can turn to receive immediate counselling and advice.

It is important to note that some of the following phone numbers cannot be called from abroad, as they are strictly national helplines and can only be used within the country. In such instances, we invite you to get in touch directly with the WAVE Members in relevant countries.

Country	Name	Phone number
Albania	Counselling Line for Women and Girls	+355 422 33408 0800 4020
Armenia	The National Hotline for Women Victims of Domestic Violence and their Children	+374 105 428 28 0800 80 850
	Hotline for Women Victims of Domestic Violence and their Children	+374 998 878 08
Austria	Women's Helpline Against Violence	0800 222 555
Azerbaijan	Clean World Hotline	+99 412 408 5696 012 5111151; 012 4085686
Belarus*	National Hotline for Survivors of Domestic Violence	8 801 100 8 801
	National Toll-free Children Helpline	8 801 100 16 11
	Hotline for Safe Migration	113
Belgium*	Hotline for all types of violence, domestic (any member of the family) sexual violence, honour related violence, and more, child abuse, elder abuse	1712 (Flemish)
	Ecoutes Violences Conjugales (for marital violence)	0800 30 030 (French)
	SOS Viol (for sexual violence)	+32 2 534 36 36 (French)
	Mon Mariage M'appartient (forced marriage helpline)	0800 90 901 (French)
	Crisis Situation Helpline (for persons in distress)	106 (Flemish) 107 (French) 108 (German)
Bosnia and Herzegovina	SOS Line for Help of Women and Children, victims of domestic violence	1264 (Republika Srpska) 1265 (Federation of Bosnia and Herzegovina)
	Medica Zenica's non-geographic helpline (covering all of Bosnia and Herzegovina)	080 022334
Bulgaria	24/7 Hotline for Women, Juveniles and Children	+359 2 981 76 86 +359 0 800 18 676
Croatia*	Autonomous Women's House Zagreb	0800 55 44
	Harbri Telephone (Children's Helpline)	116 111
	SOS Helpline for Victims of Trafficking	0800 77 99
Republic of Cyprus	Emergency Social Services Line (northern area of Cyprus)	183
	Domestic Violence Helpline (other part of the country)	1440
Czech Republic*	DONA Line	+420 251 51 13 13
	Safety Children's Line	116 111
Denmark	LOKK Hotline	+45 70 20 30 82
Estonia	Tugitelefón	1492
Finland	Nollalinja/Zeroline (Women's Line)	+358 800 02400
France	Violences Femmes Info	3919
	Viols Femmes Information	0800 05 95 95
Georgia	National Women's Helpline	116 006
	Tbilisi Crisis Centre of 'Sakhli' Advice Centre for Women	+995 5952 32 101
	Consultation Hotline for Victims of Human Trafficking	2 100 229
	Anti-Violence Network of Georgia	2 726 717
	1505 Hotline	112
Germany	National Women's Helpline	08000 116 016
Greece	National Centre for Social Solidarity (E.K.K.A.) (for persons in different crisis situations, including domestic violence)	197
	SOS Hotline	15 900
Hungary	NaNE Helpline for Battered Women and Children	06 80 505 101 +36 30 98 25 469 (for sexual violence)
	Kvennaathvarfið shelter helpline	561 1205
Iceland	Women's Shelter Reykjavik	+354 56 11 205
	Rape Emergency Service	543 1000

Country	Name	Phone number
Ireland	National Freephone Helpline	1800 341 900
Italy	Numero Gratuito Anitviolenza e Antistalking	1522
Kosovo	Direct Line for Victims of Violence	0800 11112
	SOS Linja	+381 39 033 00 98
Latvia*	Centre Marta for Trafficking Victims	800 2012
	Crisis Helpline	67222922 27722292
	Children's Trust Helpline	116 111
Liechtenstein	Women's Helpline Frauenhaus Liechtenstein	+423 380 02 03
Lithuania*	Pagalbos Moterims Linija	8800 66 366
Luxembourg*	Fraentelefon	12 344
Macedonia	National SOS Line	15 700
	National SOS Line – Phone of Trust	15 315
	SOS National Mobile Line	+389 75 141 700 +389 76 141 700 +389 70 141 700
Malta*	Supportline 179	179
Moldova	Trust Line	8008 8008
Montenegro	SOS Helpline for Victims of Violence	080 111 111
Netherlands*	Veilig Thuis (for victims of domestic violence and child abuse)	0800 2000
Norway*	National Helpline for Victims of Incest and Other Sexual Abuse	800 57 000
	National Helpline for Victims of any Criminal Act	800 40 008
	National Helpline for Survivors of Sexual Abuse	800 57 000
	Crisis Situation Helpline	0800 40 008
Poland*	National Emergency Service for Survivors of Family Violence Blue Line	22 668 70 00
	National Emergency Service for Survivors of Family Violence	801 12 00 02
Portugal*	Serviço de Informação às Vitimas de Violência Doméstica	800 202 148
Romania*	National Women's Helpline	0800 500 333
	Bucharest: Sensi Blu Foundation	021 311 46 36
	Bucharest: ADRA	021 25 25 117
	Lasi: CMSC	023 225 29 20
	Targu Mures: IEESR	026 521 16 99
	Sibiu: A.L.E.G.	075 389 35 31
	Biai Mare: Centru Artemis	0262 25 07 70
	Timisoara: APFR	0256 29 3183
Russia	National Helpline for Women Victims of Domestic Violence	08800 700 600
Serbia*	Helpline for victims of domestic violence	0800 100 600
	Network of Women's Hotline in Vojvodina	0800 10 10 10
Slovakia	National Line for Women Surviving Violence	0800 212 212
Slovenia	SOS Helpline for Women and Children – Victims of Violence	080 11 55
Spain	Servicio telefónico de información y de asesoramiento jurídico en material de violencia de género (Telephone information and legal advice on gender violence)	016
Sweden	Terrafem	020 52 1010
	Kvinnofridslinjen	020 50 50 50
Switzerland*	Dargebotene Hand (crisis helpline)	143, 147
Turkey	Hürriyet Emergency Domestic Violence Hotline	+90 212 656 9696 +90 549 656 9696
	Social Service Counseling Line for Family, Women, Children, and the Disabled	183
Ukraine	National Hot Line on Prevention of Domestic Violence, Trafficking and Gender Discrimination	0800 500 335 116123 (for mobiles)
United Kingdom	ENGLAND: National Domestic Violence Helpline ENGLAND: Rape Crisis Helpline	0808 2000 247 0808 802 999
	NORTHERN IRELAND: 24 Hour Domestic and Sexual Violence Helpline	0808 802 1414
	SCOTLAND: Scottish Domestic Abuse Helpline Rape Crisis Scotland Helpline	0800 027 1234 0808 8010 302
	WALES: Live Fear Free Helpline Rape Crisis Helpline	0808 80 10 800 0808 802 9999

## 13. LIST OF WAVE MEMBERS

1	Albanian Women Empowerment Network (AWEN)	Albania
2	Counseling Line for Women and Girls	Albania
3	Gender Alliance for Development Centre (GADC)	Albania
4	Human Rights in Democracy Centre (HRDC)	Albania
5	Women's Association Refleksione	Albania
6	Woman Forum Elbasan	Albania
7	Woman to Woman	Albania
8	Women's Support Centre	Armenia
9	Women's Right Centre	Armenia
10	Austrian Women's Shelter Network AÖF	Austria
11	Domestic Abuse Intervention Centre Vienna	Austria
12	Network of Austrian Counseling Centres for Women and Girls	Austria
13	Renate Egger – Individual Member	Austria
14	Clean World Social Union	Azerbaijan
15	International Public Association Gender Perspectives	Belarus
16	Law Initiative – Commission on Women's Rights	Belarus
17	Collectif contre les Violences Familiales et L'exclusion (CVFE)	Belgium
18	Department of Health and Welfare, Violence Victims and Policy Coordination – Province of Antwerp	Belgium
19	Garance Asbl	Belgium
20	Foundation United Women Banja Luka	Bosnia and Herzegovina
21	Medica Zenica Information	Bosnia and Herzegovina
22	Alliance for Protection Against Gender-Based Violence	Bulgaria
23	Bulgarian Gender Research Foundation	Bulgaria
24	Nadja Centre	Bulgaria
25	Autonomous Women's House Zagreb	Croatia
26	B.a.B.e. Be active. Be emancipated.	Croatia
27	Women's Room – Centre for Sexual Rights	Croatia
28	Centre for Women War Victims ROSA	Croatia
29	Association of Women to Support Living (kayad)	Republic of Cyprus
30	Mediterranean Institute of Gender Studies (MIGS)	Republic of Cyprus
31	Association for the Prevention and Handling of Violence in the Family	Republic of Cyprus
32	Profem- Central European Consulting Centre	Czech Republic
33	Rosa – Centre for Battered and Lonely Women	Czech Republic
34	Kvinnuhusid	Denmark
35	LOKK – National Organization of Women's Shelters in Denmark	Denmark
36	Estonian Women's Shelters Union	Estonia
37	Tartu Child Support Centre	Estonia
38	Women's Shelter of Tartu	Estonia
39	Women's Line Finland	Finland
40	Federation of Mother and Child Homes and Shelters	Finland
41	FNSF – Fédération Nationale Solidarité Femmes	France
42	Anti-Violence Network of Georgia	Georgia
43	Cultural-Humanitarian Fund Sukhumi	Georgia
44	Sakhli – Advice Centre for Women	Georgia
45	Women's Information Centre (WIC)	Georgia
46	Big e.v. – Berliner Interventionsprojekt gegen Häusliche Gewalt	Germany
47	Frauenhauskoordination e.v.	Germany
48	Bff – Geschäftsstelle des Bundesverbandes Frauenberatungsstellen und Frauennotrufe – Frauen gegen Gewalt e.V.	Germany
49	Gesine-Netzwerk Gesundheit.en	Germany
50	Kofra – Kommunikationszentrum für Frauen zur Arbeits- und Lebenssituation	Germany
51	Papataya - Kriseneinrichtung für junge Migrantinnen	Germany
52	Zif – Zentrale Informationsstelle der autonomen Fraunhäuser der BRD	Germany
53	Karin Heisecke – Individual Member	Germany
54	Prof. i.r. dr. phil. Carol Hagemann-White	Germany
55	European Anti-Violence Network	Greece
56	Nane – Women's Rights Association	Hungary
57	Stigamot – Counseling and Information Centre on Sexual Violence	Iceland
58	Women's Shelter Organization in Iceland	Iceland
59	Sexual Violence Centre Cork	Ireland
60	Rape Crisis Network Ireland	Ireland
61	Safe Ireland	Ireland
62	Women's Aid Ireland	Ireland
63	Associazione Nazionale D.i.R.e contra la violenza (Donne in Rete contro la violenza)	Italy
64	Associazione Nazionale volontarie telefono rosa-onlus	Italy

65	Women's Wellness Centre	Kosovo
66	Križu un Konsultāciju Centrs Skalbes	Latvia
67	Frauenhaus Liechtenstein	Liechtenstein
68	Vilniaus Moterų namai – Intervention centre	Lithuania
69	Femmes en detresse asbl	Luxembourg
70	National Council for Gender Equality NCGE	Macedonia
71	National Network to End Violence against Women and Domestic Violence – Voice against Violence	Macedonia
72	Dr. Marceline Naudi – Individual Member	Malta
73	Commission on Domestic Violence	Malta
74	Network Forum Malta	Malta
75	Association against Violence 'Casa Marioarei'	Moldova
76	Centre for Support and Development of Civic Initiatives 'Resonance'	Moldova
77	Women's Law Centre	Moldova
78	Rehabilitation Centre for Torture Victims 'Memoria'	Moldova
79	Sos Hotline for Women and Children Victims of Violence – Niksic	Montenegro
80	Federatie Opgang	Netherlands
81	Movisie	Netherlands
82	Secretariat of the Shelter Movement	Norway
83	Centrum Praw Kobiet	Poland
84	Autonomy	Poland
85	AMCV – Associação de Mulheres Contra a Violência – Association of Women against Violence	Portugal
86	A.L.E.G. Association for Liberty and Equality of Gender	Romania
87	ANAISS Association	Romania
88	Artemis Counselling Centre Against Sexual Abuse	Romania
89	CPE – Centre Partnership and Equality	Romania
90	Anna – National Centre for Prevention of Violence	Russia
91	Crisis Centre Ekaterina	Russia
92	Women Crisis Centre (Nizhniy Novgorod)	Russia
93	Autonomous Women's Centre (AWC)	Serbia
94	Association Fenomena / SOS Kraljevo	Serbia
95	Alliance of Women in Slovakia	Slovakia
96	Fenestra	Slovakia
97	Association SOS Helpline for Women and Children	Slovenia
98	Asociación de Mujeres Valdés Siglo XXI	Spain
99	Fundacion para la convivencia Aspacia	Spain
100	Centro de asistencia a victimas de agresiones sexuales – cavas	Spain
101	Directorate General for Gender-Based Violence, Youth Affairs and Juvenile Crime	Spain
102	Hèlia – associació de suport a les dones que pateixen violència de gènere	Spain
103	Oficina de gestión, preparación y supervisión de programas europeos	Spain
104	Plataforma unitària contra les violències de gènere	Spain
105	Asociación Otro Tiempo	Spain
106	Roks – National Organization for Women's and Girls' Shelters in Sweden	Sweden
107	Unizon	Sweden
108	Dachorganisation der Fraunhäuser der Schweiz und Liechtenstein	Switzerland
109	Violence Que Faire	Switzerland
110	Terre des Femmes	Switzerland
111	Kadin Dayanisma Vakfi – The foundation for women's solidarity	Turkey
112	Mor çati - Women Shelter's Foundation	Turkey
113	International Women's Rights Centre 'La Strada'	Ukraine
114	Sumy Local Crisis Centre (SLCC)	Ukraine
115	Women's Information Consultative Centre	Ukraine
116	NIA Ending Violence	England, UK
117	Imkaan	England, UK
118	Refuge	England, UK
119	Latin American Women's Aid	England, UK
120	Women's Aid Federation England	England, UK
121	London Black Women's Project	England, UK
122	Shazia Choudhry – Individual Member	England, UK
123	Greta Squire – Individual Member	England, UK
124	Kathleen Rees MBE MBA FRSA – Individual Member	England, UK
125	Women's Aid Federation Northern Ireland	Northern Ireland, UK
126	Scottish Women's Aid	Scotland, UK
127	Dr. Melanie McCarry – Individual Member	Scotland, UK
128	Zero Tolerance	Scotland, UK
129	Welsh Women's Aid	Wales, UK
130	WWA - Aberystwyth Women's Aid	Wales, UK

