

Review of the Implementation of the Beijing
Platform for Action in the EU Member States:
**Violence against Women –
Victim Support**

Report



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Foreword



Domestic violence against women remains one of the most pervasive human rights violations of our time, and one of the biggest global problems. In the EU, 9 out of 10 victims of intimate partner violence are women. It harms women, families, communities and society. The EU is committed to combatting violence against women. This commitment is affirmed in the Women's Charter (2010), the European Commission's Strategy for Equality between Women and Men 2010–15 and the Stockholm Programme for 2010–14. However, domestic violence against women still remains widespread and under-reported.

The current report aims to support policymakers and all relevant institutions in their efforts to combat and prevent domestic violence, by providing them with reliable and comparable data and information for effective, evidence-based decisions and policy improvement.

There has been an urgent need for comparable data on support services for women victims of violence in the 27 Member States and Croatia, and EIGE's analysis fulfils this need. It presents an in-depth overview of the prevalence and quality of services to which women victims of violence have access: shelters, emergency services, 24-hour helplines, legal advice and other services. The findings show that specialised services are insufficient and unequally distributed in and among the Member States. Funding to ensure access to services is similarly inconsistent. However, there is evidence of some progress in the Member States. The vast majority of the Member States have developed and implemented national action plans to combat domestic violence and to criminalise intimate partner violence, as well as adopted protection orders.

We need to remember that violence against women knows no geographical boundaries, no ethnic differences, class distinction or age limits. We cannot disregard the fact that the existence of a 24-hour and free of charge helpline and free accommodation in a specialised shelter for women can mean a woman's life. By not providing adequate services, governments jeopardise the lives of millions of women and their children who find themselves not only victims of violence, but also deprived of such urgent and crucial support.

We are grateful to everyone who contributed to this publication and especially to the Cyprus Government, the European Commission's Directorate-General for Justice, High-Level Group on Gender Mainstreaming, EIGE's Working Group on Beijing indicators and EIGE's staff. Using the main findings and recommendations highlighted by this study, EIGE will continue its work in the area of gender-based violence. We can stop violence only when we act together.

Virginija Langbakk

Director

The European Institute for Gender Equality (EIGE)

The European Institute for Gender Equality is an autonomous body of the European Union, established to contribute to and strengthen the promotion of gender equality, including gender mainstreaming in all Community policies and the resulting national policies, and the fight against discrimination based on sex, and to raise EU citizens' awareness of gender equality. Further information can be found online (<http://www.eige.europa.eu>).

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Abbreviations

Country abbreviations

AT	Austria
BE	Belgium
BG	Bulgaria
HR	Croatia
CY	Cyprus
CZ	Czech Republic
DK	Denmark
EE	Estonia
FI	Finland
FR	France
DE	Germany
EL	Greece
HU	Hungary
IE	Ireland
IT	Italy
LV	Latvia
LT	Lithuania
LU	Luxembourg
MT	Malta
NL	Netherlands
PL	Poland
PT	Portugal
RO	Romania
SK	Slovakia
SI	Slovenia
ES	Spain
SE	Sweden
UK	United Kingdom
EU-27	the 27 EU Member States

Frequently used abbreviations

BPfA	Beijing Platform for Action
CAHRV	Coordination Action on Human Rights Violations
CAHVIO	Council of Europe Ad Hoc Committee on preventing and combating violence against women and domestic violence
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women adopted in 1979 by the UN General Assembly
CEDAW Committee	United Nations Committee on the Elimination of Discrimination against Women
CoE	Council of Europe with its seat in Strasbourg
CSO	Civil society organisations
DV	Domestic violence
DVAW	Domestic violence against women
ECtHR	European Court of Human Rights
EGGSI	Expert Group on Gender Equality and Social Inclusion, Health and Long-Term Care Issues
EIGE	European Institute for Gender Equality
EPO	European protection order
ESSPROS	European system of integrated social protection statistics
EU	European Union
Eurostat	The statistical office of the European Union, situated in Luxembourg
EWL	European Women's Lobby
FRA	European Union Agency for Fundamental Rights
FV	Family violence
IPV	Intimate partner violence
Istanbul Convention	Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence
IVAWS	International Violence Against Women Survey
LBT	Lesbian, bisexual and transsexual
Member States	European Union Member States
NAP(s)	National action plan(s)
NGO	Non-governmental organisation
OSCE	Organisation for Security and Cooperation in Europe
TFEU	Treaty on the Functioning of the European Union
UN	United Nations
UNFPA	United Nations Population Fund
Unicef	United Nations Children's Fund
USAID	United States Agency for International Development
VAW	Violence against women
WHO	World Health Organisation
WAVE	Women Against Violence Europe

Glossary of terms and definitions

Domestic violence against women	is 'any physical, sexual or psychological violence, inflicted on a victim by a current or former spouse or intimate partner or other members of the family' (Council conclusions adopted in 2002 under the Danish Presidency). In the context of this report, a narrower definition is adopted which excludes other members of the family.
Intimate partner violence	is one form of domestic violence which can include physical, sexual, financial and/or psychological abuse inflicted on a victim by current or ex-partners regardless of whether the couple has been living together. Definitions of intimate partner violence note that women are disproportionately affected by this form of violence.
Specialised services for women	are gender-specific services established to protect and empower women survivors of IPV and their children and are tailored to their specific immediate and longer-term needs. These services are provided by specialised staff with in-depth knowledge of gender-based violence. The types of support that such services provide include: helpline support and information, shelter/refuge and safe accommodation, short and long-term psychological counselling, legal advice, advocacy and outreach services, and services for children.
General services	are services that provide support but are not designed exclusively for women experiencing IPV and therefore may not address adequately or thoroughly these women's trauma. General services cater to a range of needs regardless of gender, age or support needs — for example all victims of crime, people with mental health problems or homeless people. While women victims of IPV may access general services, their specific needs are not systematically addressed or supported. General services include homeless shelters, family shelters, mother and child homes, general advice centres and helplines. They also include services for all survivors of IPV or family violence (i.e. forms of specialist support for this type of violence that is not gender-specific and therefore does not address the discriminatory nature of VAW or provide women with the gender-specific environment they need).
Victim/survivor	This report interchanges the term 'victim' with 'survivor'. The term 'survivor' is used in the context of support services and protection, empowering women by recognising that the woman has survived the violence and is not defined by it. The term 'victim' is a legal term and it recognises that the person has been victimised. It is used in the context of the legal process.
Women facing multiple discrimination	Some women survivors of IPV face a number of different forms of discriminations including on the grounds of age, race, status, or sexual orientation. Groups of intersecting inequalities include disabled young women, elderly ethnic minority women, poor women, refugee women, ethnic minority women, women with disabilities, and lesbian or bisexual women. Such groups are sometimes referred to as 'vulnerable', a term that disguises the inequalities involved. In this study, the term 'women facing multiple discrimination' is therefore used instead.

Introduction



Introduction

The Beijing Declaration and Platform for Action for Equality, Development and Peace (BPfA) was officially adopted at the Fourth World Conference on Women, held in Beijing in 1995. The BPfA is a programme for action to promote and protect the human rights of women and girls, reaffirming these rights as an inalienable, integral and indivisible part of universal human rights. One of the 12 critical areas of concern in the BPfA is Violence against Women (VAW), defined as critical area D.

All 27 Member States and Croatia have signed the BPfA and are committed to implementing it at national level, with the European Union supporting its Member States in taking action in the critical areas of the BPfA. In December 1995, the Madrid European Council decided that the BPfA would be monitored annually. To this end, successive Presidencies of the Council of the European Union have developed quantitative and qualitative indicators to facilitate the implementation of, and measure progress towards achieving, the BPfA goals. In the area of eradicating VAW, two successive Presidencies (Spanish and Danish) undertook studies in 2002. The Spanish Presidency⁽¹⁾ carried out a mapping study on measures to combat VAW in the EU Member States. Using these results, the Danish Presidency developed a set of indicators⁽²⁾ for measuring progress. The criteria established for the indicators were that they need to be meaningful and useful at both European Union and Member State level, facilitating the evaluation of the BPfA; promote the sharing of good practices; assist in evaluating the measures used to eliminate VAW and help to raise awareness. To be able to build on the information provided in the research of the Spanish Presidency, the Danish Presidency decided, instead of focusing on VAW as a whole, to narrow down the definition and deal only with domestic violence against women (DVAW). To this end, the Danish Presidency drew up the following seven indicators:

- profile of female victims;
- profile of male perpetrators;
- victim support;
- measures addressing the male perpetrators in order to end the cycle of violence;
- training of professionals;
- state measures to eliminate domestic violence against women;
- evaluation.

The aforementioned indicators were supported by a series of sub-indicators. These indicators aimed at guiding the Member States to develop appropriate measures to address domestic violence by identifying the number and profile of women who needed support; the number and profile

of male perpetrators; what support is currently available to address the needs of women victims and address the behaviour of male perpetrators; what types of training are available to relevant professionals to improve the support they provide to victims; what legislative, justice and policy measures are being undertaken; what awareness-raising activities are taking place; and what budget is set aside to combat domestic violence. The Council took notice of the indicators in its conclusions from October 2002⁽³⁾. A decade later, the Cyprus Presidency of the Council of the European Union (July–December 2012) chose to carry out an overview of the progress made in the area of Violence against Women in the EU by reviewing the indicators with a particular emphasis on victim support. Bearing in mind the broad range of victim support services in the Member States, the lack of available data and challenges related to data collection, the Cyprus Presidency decided to further narrow the scope of the current research and to focus solely on support services for women victims/survivors of intimate partner violence (IPV). IPV is a form of domestic violence against women characterised by ‘any physical, sexual or psychological violence, inflicted on a victim by a current or former spouse, or intimate partner’ but not ‘another member of the family’. In the current report, the term ‘DVAW’ is used interchangeably with ‘IPV’.

Combating violence against women is a priority for the EU institutions and all EU Member States. A range of actions to address the subject was undertaken, in particular legal and policy measures to prevent violence against women, as well as to protect and support women and to criminalise violence. However, as highlighted by the report of the Swedish Presidency on Beijing + 15⁽⁴⁾ and the new Council of Europe *Convention on Preventing and Combating Violence against Women and Domestic Violence* (Istanbul Convention)⁽⁵⁾, women continue to be exposed to serious forms of violence including DV which affects them disproportionately. It is one of the most serious forms of gender-based violation of human rights in the EU. Women are affected by male violence regardless of their sex, age, race, ethnicity, class, culture and religion, and regardless of whether they have a disability or not. In the EU, with a total of almost 500 million inhabitants, an estimated 100 million women are reckoned to become victims of male violence in their lifetime.

Domestic violence remains a hidden, under-reported and deeply traumatising act of violence. The overwhelming majority of victims are women and girls⁽⁶⁾. However, DV is not always taken seriously by their communities or the authorities, making them more vulnerable to violence and, in some cases, murder. A study on DV-related mortality in the EU found that of the 3 413 deaths related to DV in 2006, 2 419 were women⁽⁷⁾.



The analysis of data in the national and international surveys shows that a systematic comparison of the prevalence of gender-based violence in the 27 Member States and Croatia is rarely possible due to the immense differences in definitions, methodologies used for data collection and publication of results. Therefore, more harmonised efforts in the data collection of the 27 Member States and Croatia are necessary in order to develop a coherent picture of gender-based violence and the prevalence of DVAW in the EU.

Under existing international human rights obligations, states are required to protect and assist victims and to take measures to prosecute the perpetrators and to prevent violence. In order to overcome the trauma they have experienced and to rebuild their lives, women survivors of DVAW need access to safe accommodation, protection, healthcare facilities, legal and psychological counselling, social support and financial aid. The provision of specialised services, as set out in European and international legal instruments including the BPfA, is essential. These services provide a gender-sensitive approach designed to meet the needs of survivors, many of whom suffer from repeated violence. The services aim to empower women and to ensure their comprehensive recovery. Support needs differ and depend on the type of violence experienced and specific groups of women, such as migrant women, young women and women with disabilities, have particular needs. Specialised services need to be accessed on an immediate basis in order to provide safety and security, and they need to be accessible for the long term. These services need to be available across the country and accessible to all survivors. Skilled staff and adequate resources and funds are prerequisites of a high-quality service.

While the primary responsibility for protecting women from gender-based violence lies with Member States, the EU also plays a significant role, developing legislative measures in the areas of criminal and civil justice as well as targeted policy initiatives. These initiatives include awareness-raising, the exchange of good practices, and appropriate measures for the empowerment of women. EU funding also contributes to the protection of victims of violence. Supportive action to address VAW and secure women's rights to equal opportunities is central to economic and social cohesion, a key objective of the European Union.

The sub-indicators for victim support defined in 2002 include both immediate and longer-term support options for survivors of DVAW:

- counselling centres;
- emergency services (i.e. emergency health services, police, social services, etc.);
- hotlines (i.e. 24-hour hotline etc.);
- women's crisis centres/shelters (including the number of shelter places per population, number of requests for shelter, number of refusals, funding of centres);
- guide on available support;
- special police units/task forces supporting the victims;
- legal advice for victims;
- publicly available official information (i.e. on the Internet, TV, leaflets, through other sources) regarding DV against women;
- support/courses/training in order to help victims re-enter the labour market;
- health protocols that provide standards for screening, assessment, intervention, documentation and evaluation;
- coordination of the public support system;
- special support services for vulnerable groups (i.e. young women and girls, LBT women, women with a migrant background, female refugees and foreigners);
- any other support measures.

Based on a collection of primary and secondary data, the report analyses and assesses the progress made by the 27 Member States and Croatia on the range, number, extent and actual use of these support options and identifies recommendations for improving support services for women victims of IPV. Limitations in systematically collected comparable data on this issue across the 27 Member States and Croatia make prevalence assessment difficult. Data gaps are identified and recommendations to improve the objectivity, comparability and reliability of data at European level in the area of victim support are provided.

1. Overview of the current situation on domestic violence against women in the EU, Member States and Croatia



1. Overview of the current situation on domestic violence against women in the EU, Member States and Croatia

1.1 Legislative and policy developments in the European Union in the area of domestic violence against women

Violence against women is a violation of fundamental freedoms and rights, such as the right to liberty and security, as mentioned in the Charter of Fundamental Rights of the European Union (EU, 2000). The problem has therefore received international attention. The United Nations Fourth World Conference on Women held in Beijing in 1995 adopted the Beijing Platform for Action (BPfA), which drew attention to the issue of violence against women. That document states that it is an important strategic objective for the international community to prevent and eliminate violence against women and makes clear demands on the governments of various states to introduce and enforce legislation to combat violence.

All Member States of the European Union have signed the BPfA. Since its adoption in 1995, the BPfA has been confirmed by the UN General Assembly through several reviews ⁽⁸⁾. The United Nations Economic and Social Council (ECOSOC) will give particular priority to the elimination of violence against women and girls in its meeting in 2013 ⁽⁹⁾.

Gender equality is a fundamental principle of the EU. Respect for human rights is a key value in the EU Treaty. The Charter of Fundamental Rights of the European Union states that European society should be characterised by equality between women and men ⁽¹⁰⁾. The EU institutions such as the European Parliament and the European Commission enacted this principle in several resolutions, directives and policy programmes and established the combating of all forms of violence against women as part of the mandate of the EU.

Within the fifth Community framework strategy on gender equality (2001–06), VAW, in particular, was placed in the context of gender inequality and appeared as a legitimate and, indeed, high profile concern of European Union policy (Lombardo and Meier, 2007: 67–72). The Committee on Women's Rights and Gender Equality in the European Parliament continued to press for a more active and broad strategy. During the process of accession to the EU, candidate countries were

urged to show legal and practical measures to combat VAW (Kriszan and Popa, 2010a), thus suggesting that combating VAW was considered a core condition of accession relating to human rights and gender equality.

In 2006, the 'eradication of gender-based violence' was a priority area in the communication *A Roadmap for equality between women and men (2006–10)* ⁽¹¹⁾. The key actions envisioned: (a) to establish comparable statistics on crime, victims and criminal justice (a challenge as far as DVAW is concerned due to the varieties of legal systems in the EU); and (b) to support Member States and NGOs in their efforts to end violence, which has primarily meant the continuation of the Daphne programme.

In 2009, the European Parliament adopted the Resolution of 26 November 2009 on the elimination of violence against women where it pointed out the need for a comprehensive legal act to combat all forms of violence against women ⁽¹²⁾. Parliament also stressed that the elimination of gender-based violence requires long-term efforts within different areas, and the adoption of a comprehensive set of measures of a political, social and legal nature.

The European Commission has taken important decisions towards this end, particularly drawing up the *Strategy for equality between women and men 2010–15*, which stresses that gender-based violence is one of the key problems to be addressed in order to achieve genuine gender equality ⁽¹³⁾.

The Council of the European Union invites, urges or calls on the Member States to develop national strategies, devote resources to prevent and combat violence, prosecute perpetrators and provide assistance and support to victims. The European Union Trio Presidency of the Council of the European Union comprising Spain, Belgium and Hungary (2010–11), put VAW as a priority in their programmes and the Declaration on equality between women and men (26 March 2010) clearly identified VAW as an issue of gender equality. At the same time, under the Spanish Presidency (8 March 2010), the Council adopted Conclusions on the Eradication of Violence against Women in the EU where it called on the European Commission to devise a European strategy for preventing and combating VAW. On the same day, 8 March 2010, the European Commission expressed its commitment to take measures in order to combat violence against women in the Women's Charter ⁽¹⁴⁾. This commitment is repeated in the Commission's *Strategy for equality between women and men 2010–15*. The legal measures which have already been



adopted concerning VAW require certain enhancements to ensure greater protection of victims, with particular regard to exercising their right to free movement within the EU. Legal measures must also be strengthened to enable financial resources from EU-level crime prevention programmes to be devoted to assisting victims of gender-based violence⁽¹⁵⁾.

The Lisbon Treaty provided scope for the EU to introduce common provisions in the field of criminal law, with the objective of harmonisation⁽¹⁶⁾. The EU also has the right to introduce minimum rules concerning the definition of criminal offences and sanctions in the areas of particularly serious crimes with a cross-border dimension, resulting from the nature or impact of such offences. This competence also applies in cases where there is a specific need to reach consensus on how to combat crime⁽¹⁷⁾. The text of the Treaty makes particular reference to trafficking in human beings and sexual exploitation of women and children. As regards police and judicial cooperation in criminal matters having a cross-border dimension, the European Parliament and the Council are able to establish a minimum common standard. Such common rules may also cover the rights of victims of crime⁽¹⁸⁾.

The commitments of the European Union to combat all forms of violence against women, including domestic violence, are also shown notably in the Stockholm Programme (2010–14) in the policy area of freedom, security and justice⁽¹⁹⁾. It requires the Commission and the Member States to introduce criminal legislation or other support measures necessary to protect victims of crime. Following its Action Plan Implementing the Stockholm Programme (COM (2010) 171 final of 20 April 2010), the European Commission presented in a 'Victims' package' in May 2011 composed of two main instruments: the European protection order applicable in civil matters⁽²⁰⁾ and a draft directive establishing minimum standards on the rights, support and protection of victims of crime⁽²¹⁾. Both the European protection order in civil matters, which complements the adopted Directive on the European protection order in criminal matters adopted in December 2011 and the proposed new directive stipulate that 'a person should be considered a victim regardless of whether a perpetrator has been identified, apprehended, prosecuted or convicted and regardless of the familial relationship' and that 'victims need support and assistance even before reporting a crime'. These European legal instruments have the potential to be a major step forward and to reinforce the rights of victims of gender-based violence, including DV.

The overall policy framework of zero tolerance towards violence has encouraged Member States to take action on this issue. The major forms used by the EU to influence the practices of Member (and candidate) States in this area have been conferences, exchanges of good practices, support for cooperation (especially in the Daphne programme), and funding on an operational level for EU-wide networks, in particular the European Women's Lobby (EWL)⁽²²⁾ and Women Against Violence Europe (WAVE)⁽²³⁾ (Ferree, 2012; Kriszan and

Popa, 2010b). All three paths of action are 'soft law' measures and have facilitated growing exchanges among civil society organisations across the European Union (including outreach before accession) as well as among specialist NGOs and researchers. It has also fostered dialogue with policymakers on the requirements for effective intervention and prevention, and created opportunities for defining minimum standards for services. The funding of a research network in the sixth framework programme (2004–07) permitted the compilation of knowledge and evaluation results on the effectiveness both of legal frameworks and of services (Hagemann-White et al., 2008). The European Union institutions played a significant role in the development of a common perspective on combating VAW across the EU, having a strong influence on the overall convergence of legal measures and services in the Member States.

In most legal systems, criminalising DVAW necessitates a gender-neutral definition of the acts. Although neutral criminalisation may fit pragmatic approaches, it carries some risks. To the extent that DVAW is taken out of the framing of VAW and shifted into the realm of family policy, the human rights element becomes obscured. In addition, the definition of gender-based violence against women as a form of discrimination may be lost, and the basis for possible European Union action is seriously weakened (Hagemann-White et al., 2008). Laws on domestic violence may cover provisions in criminal law and can also be focused on protective measures, duties of institutions and various rights of victims. They have been enacted in some Member States⁽²⁴⁾ as a framework for introducing restraining orders, empowering the police to intervene (removal orders) and establishing responsibilities of various agencies. By naming and defining DVAW as a legal term, such laws can facilitate consideration of a prior history of violence in divorce and custody proceedings, as well as permitting measures of protection and civil redress. Broad framework laws⁽²⁵⁾ regulating different aspects of DV under the umbrella of family violence seem attractive in states facing developmental challenges in their social care systems. Where a highly differentiated child protection system is in place (DK, DE, NL, UK), a law addressing all kinds of violence in the family would seem less functional and the intersections between DVAW and child abuse are more likely to be addressed by administrative regulations. In these countries, laws introducing police removal or protection orders with no general framing in terms of DVAW can be found.

The European Union has taken a strong stand on VAW as a threat to women's fundamental rights and as an issue of gender equality, calling upon Member States to develop national strategies, legislation and support services. The actions taken at European level in this area consisted mainly of support for exchange of good practice, cooperation and networks. The recent European Union Directive 2011/99/EU on the European protection order in criminal matters and the 'Victim's package' on protection against the threat of crime articulate

a legal basis for the European policy on VAW. All 27 Member States and Croatia have taken legal measures to combat DV. Overall, these measures vary widely in approach and in detail, having been influenced by the diversity in the legal and institutional context, and with the majority of specific laws addressing domestic violence broadly. European legal systems are inhospitable to gender-specific legislation, with the result that legislative efforts spill over into family policy, an area of persisting European diversity. At the same time, almost all of the 27 Member States and Croatia developed and implemented national action plans in the area of violence. A clear majority of the NAPs recognise VAW as an issue of human rights and gender equality. This gives hope for a more cohesive future policy approach in this area at EU-level.

1.2 Victims and perpetrators of domestic violence in the EU Member States and Croatia

1.2.1 Prevalence data

Collecting data from surveys on prevalence of violence against women (VAW) in the 27 Member States and Croatia has proven to be a huge endeavour. The availability and accessibility of these surveys and the reports and studies written based on data collected remains poor.

The majority of the Member States (BE, CZ, DK, DE, EE, IE, EL, ES, FR, IT, LT, LU, MT, NL, AT, PL, PT, RO, SI, SK, FI, SE, UK) and Croatia have conducted at least one prevalence survey on violence against women during 2000–11. In the other four Member States (BG, CY, LV, HU), no prevalence survey on violence against women was carried out in this period (Annex II, Table 1.1). Several Member States (CZ, DK, EL, ES, FR, LT, LU, NL, AT, SI, SK) and Croatia do not make the surveys and their full results publically available in English. In rare cases, a short summary presenting the results is made publically available in English (CZ, EL, NL, SK) or the published results have been included in other international publications (DK, ES, FR, LT).

A clear estimated figure of prevalence rates of DVAW in the EU is difficult to provide. The difficulty of a direct comparison between the 27 Member States and Croatia makes it impossible to present and discuss data on the prevalence of VAW. The data collected is based on publically available reports presenting prevalence surveys: surveys on prevalence rates use different methodologies, time and reference periods, sample group characteristics, definitions and types of violence covered, and publication formats. For example, almost all studies focus on violence against women (CZ, DK,

DE, EL, ES, FR, IT, LT, MT, PL, SI, SK, FI, SE) and interview exclusively women. In some studies, men are also interviewed (BE, EE, IE, AT, PT, RO, UK) (Annex II, Table 1.1). Furthermore, the formulation of questions led to different results. For example, the experience of acts of violence can be captured in a neutral way (e.g. ‘Were you beaten?’) or in a more leading form (to assess the event, e.g. ‘Have you suffered ...?’). These represent methodological limitations that restrict comparison of prevalence rates between the 27 Member States and Croatia.

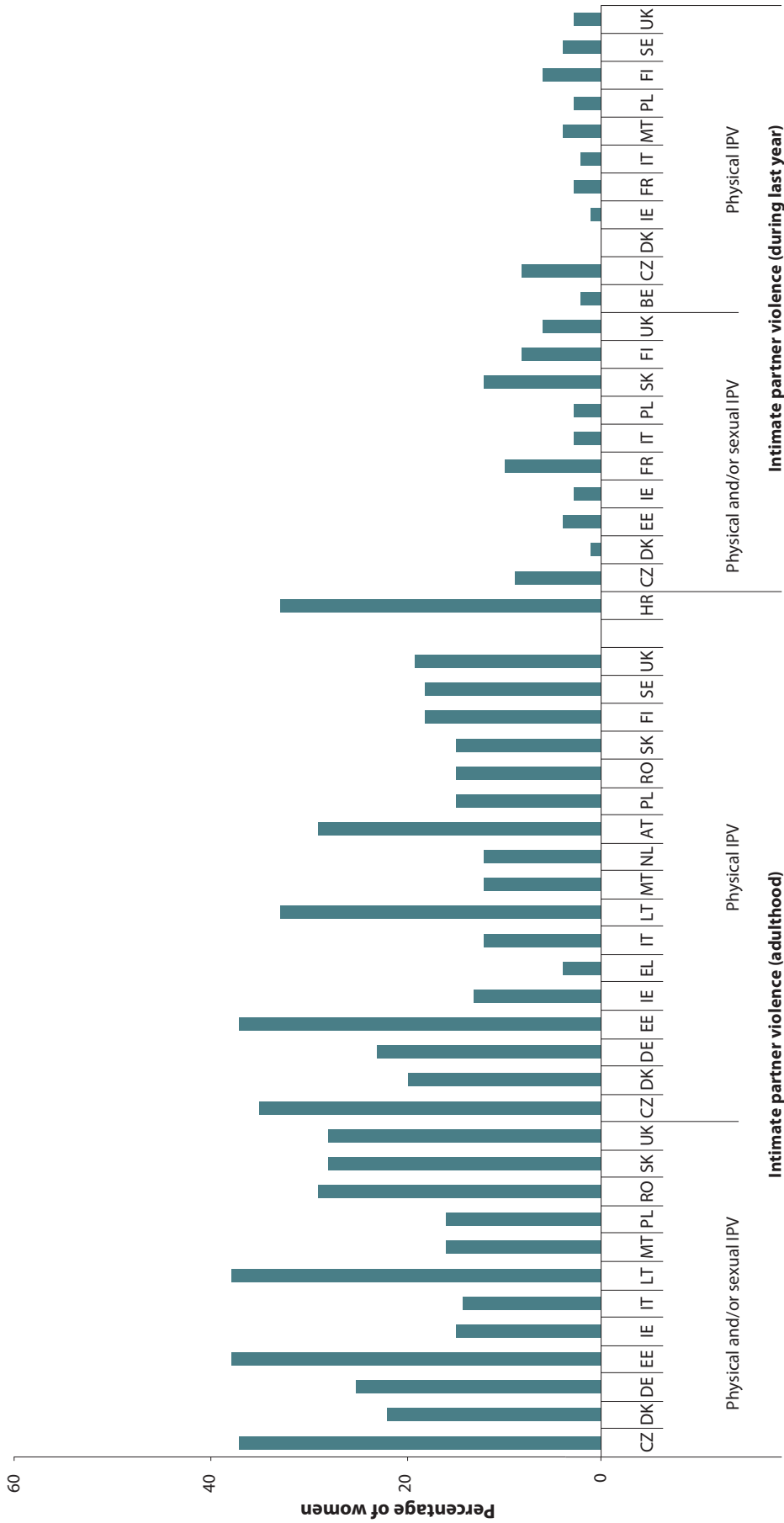
Based on the information available across the 27 Member States and Croatia, between one fifth and one quarter of all women have experienced physical violence at least once during their adult lives and approximately 12 % to 15 % of all women have been in a relationship of domestic abuse after the age of 16 (CoE, 2011a). The findings for lifetime experiences show that the share of women that experienced physical violence from their partner ranges from 4 % (EL) to about 37 % (EE), while most studies presented prevalence rates of physical intimate partner violence between 12 % and 35 % (Figure 1.2.1).

Efforts to address the lack of comparability of prevalence rates were made by a number of initiatives. This was one of the goals of the Coordination Action on Human Rights Violations (CAHRV, 2006), which showed that appropriate analyses were possible only for five national prevalence studies (DE, FR, LT, FI, SE) where data sets already offered a high level of comparability. Under the CAHRV projects, information was collected in at least 19 national prevalence studies.

Before this, in 1997, an internationally comparative survey specifically designed to target men’s violence against women was initiated (International Violence against Women Survey (IVAWS)). IVAWS’s main objective was to assess the level of victimisation of women: by 2005, there were only five Member States (CZ, DK, EL, IT, PL) that had participated in that survey (Nevala, 2005).

Two EU-wide data collection projects have been put in place. Firstly, Eurostat has proposed to carry out a survey measuring victimisation rates and safety feelings in a common EU survey (European Commission, 2012). This EU Safety Survey (SASU) might start collecting data in all 27 Member States and Croatia in 2014. Physical and sexual violence between partners has been included in the survey and the results might be published in 2015. Secondly, starting 2011–12, the European Union Agency for Fundamental Rights (FRA) has been carrying out an EU-wide survey on women’s well-being and safety in Europe covering the 27 Member States and Croatia; the first survey results will be presented in 2013. About 1 500 women in each country are being interviewed: the survey will cover women’s ‘everyday’ experiences of violence and experiences of violence in childhood in order to create a comprehensive picture of women’s experiences of violence during their lifetime.

Figure 1.2.1: Prevalence rates based on national surveys



Note: Data about prevalence rates are not comparable between countries due to differences in the methodologies of surveys. For ES: data about intimate partner abuse was also collected during the survey, but only data about domestic violence have been published: 4 % of women were victims from domestic violence during the last year; for LU: published data about prevalence rates are not publically available; for PT: data about intimate partner are not publically available, but 7 % of women experienced domestic violence during the last year; for SI: data about intimate partner violence are not publically available, but 57 % of women from age 15 have experienced violence; for BG, CY, LV, HU: no information about prevalence survey 2000 or latest is publically available.

Source: For CZ, DK, DE, FR, IE, IT, LT, PL, RO, SK, FI, SE, UK: UN Women (2011), *Violence against Women Prevalence Data: Surveys by Country* (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf); for BE, EE, EL, MT, NL, AT, HR: for further information, see Annex II, Table 1.1, National prevalence surveys.

1.2.2 Crime statistics

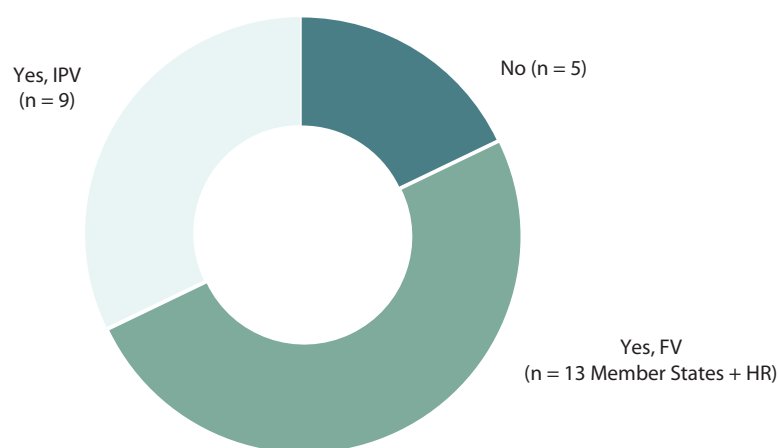
Crime statistics can help in estimating the phenomenon of VAW within a Member State, but they cannot offer the full picture. Recent studies carried out across the European Union draw attention to the fact that most cases of DVAW are not reported to the police and thus do not appear in crime statistics (Martinez, Schröttle et. al, 2007). Furthermore, not all incidents of DVAW reported to the police are documented and so do not become part of the official statistics. Research on crime statistics show that there are different ways of counting crimes known to the police in the official national crime statistics (before or after assessing evidence for prosecution). Thus, crime statistics should complement prevalence studies and not replace them.

At the same time, it is quite common for prevalence surveys to include questions on reported violence to the police. A Germany survey found that only about one quarter of women who suffered injuries as a result of DVAW have ever reported these incidents to the police. A similarly low level of reporting (less than 20 %) was found in the crime statistics in Belgium (Pieters et al., 2010).

In nearly all Member States and Croatia, crime statistics contain relevant information about types of VAW, but are not suitable for inter-country comparison (Annex II, Table 1.2). The registration of offences and classifications used are significantly different among the 27 Member States and Croatia. The analysis of the available data, especially data on DVAW, concluded that information is often incomplete or missing. The basic data necessary for comparative purposes include, at the minimum, information on the relationship, partner status (current/former partner, marital status and cohabitation) between victim and perpetrator, together with the sex of both victim and offender. Data that is related to DVAW should be documented separately and not mixed with all forms of violence within the family context ⁽²⁶⁾.

These minimum requirements are not fulfilled by the majority of Member States or Croatia as it is not possible to access sex-disaggregated data or separately recorded information on DVAW (Annex II, Table 1.2). The sex of perpetrators and that of victims, or the perpetrator-victim-relationship, are either not documented at all or not linked when it comes to intimate partner relationships. If there is any information on DV, it is often related to violence between family members and not separately on violence by intimate partners/ex-partners.

Figure 1.2.2: Availability of data on intimate partner violence and family violence in the EU-27 and Croatia, 2012



Note: **No in:** BG, DE, HU, AT, UK; **Yes, IPV in:** BE, EE, IE, ES, IT, LT, RO, SK, SE; **Yes, FV in:** CZ, DK, EL, FR, CY, LV, LU, MT, NL, PL, PT, SI, FI, HR.

Source: Publications available online, June 2012 (Annex II, Table 1.2).

Almost all Member States and Croatia collect and document official national crime statistics regularly, mostly on an annual basis (Annex II, Table 1.2). Information about the availability of data could not be found in relation to national criminal statistics dealing with data on IPV/FV for the United Kingdom ⁽²⁷⁾.

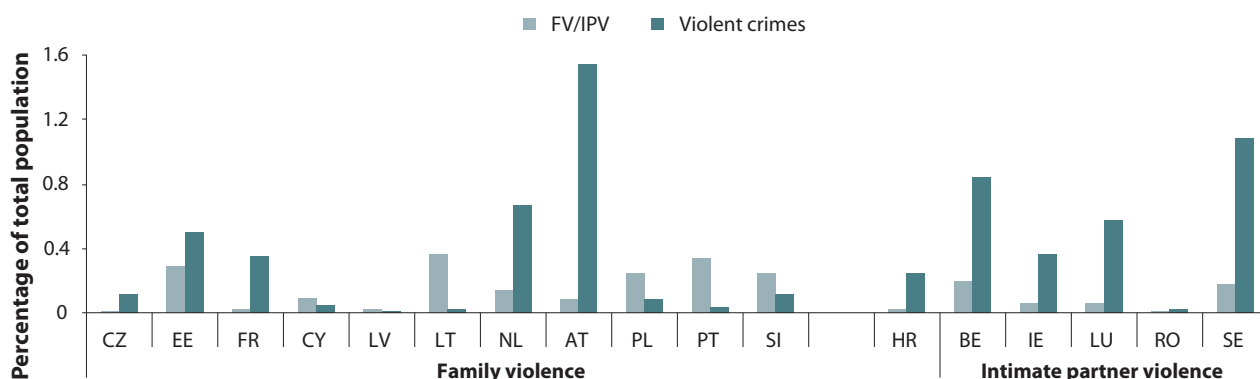
Only about a third of the Member States' crime statistics (9 out of 27) provide specific data on IPV (BE, EE, IE, ES, IT, LT, RO ⁽²⁸⁾, SK, SE), based on the relationship between victim and perpetrator. Thirteen Member States (CZ, DK, EL,

FR, CY, LV, LU, MT, NL, PL, PT, SI, FI) and Croatia report on family violence with respect to all family members. Figures on DVAW can be extracted from data on family violence when the age and sex of the victims is given, but even this might include violence perpetrated by other than intimate partners (e.g. violence against younger women by parents; violence against elderly by their children or violence between relatives living in the same household). For the remaining five Member States, no information on crime data could be found on IPV/FV against women (BG, DE, HU, AT, UK) ⁽²⁹⁾.

In order to obtain accurate crime statistics on DVAW, either a separate category for crimes with respect to IPV needs to be introduced and used in crime statistics or more detailed information on the victim-offender relationship and the sex of at least the victim (and, ideally, also the perpetrator) should be provided.

The types of DVAW presented in the official crime statistics of the majority of Member States and Croatia are fatalities, physical offences and sexual violence. In a few cases (CY, MT, NL, PL, PT, RO, SI, SE), data are also provided on psychological violence (threat) and other offences such as stalking, property crimes, deprivation and breach of non-molestation orders (Annex II, Table 1.2).

Figure 1.2.3: Family violence/intimate partner violence and violent crimes as a percentage of the total population, 2009



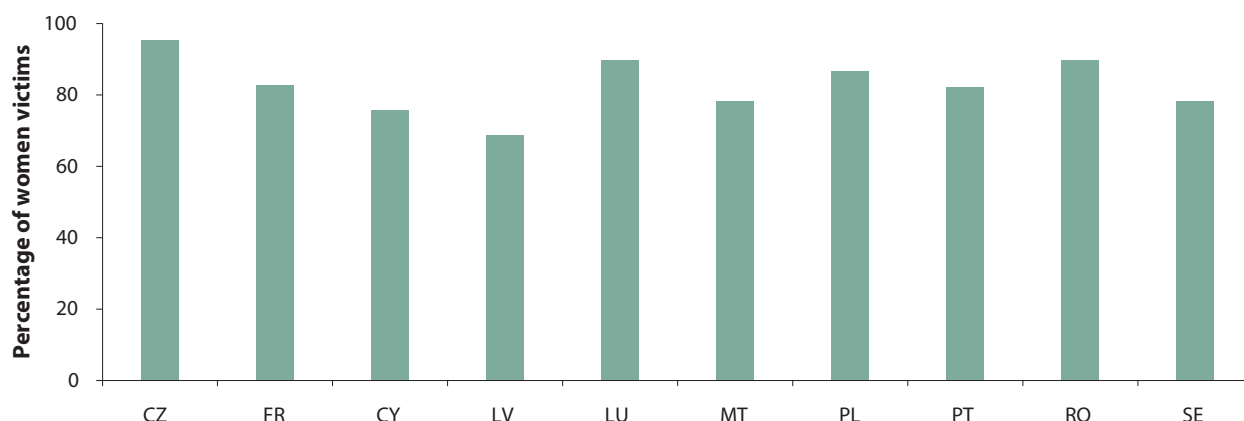
Note: Comparison within the EU-27 and Croatia cannot be made due to differences in the collection of national crime data on FV and IPV and the years presented. Violent crimes include violence against the person (such as physical assault) and sexual offences (including rape and sexual assault) and present the data for 2009. For calculations, the population data for 2010 have been used.

Source: For violent crimes: Eurostat, Eurostat, Crime and criminal justice Statistics (crim_gen); for population: Eurostat, Population Statistics (demo_r_d2jan); for FV and IPV, see Annex I, Table 1.2.

The number of female victims of IPV or violence by family members given in crime statistics ranges from a few hundred women (LV, LT, LU, MT) to over several thousand victims in Romania and up to 10 000 female victims in France, Portugal and Sweden. The high number of over 80 000 women victims registered in Poland is related to a Blue Card Procedure that allows women victims to report their cases to other places besides the police, such as social services, health services and to representatives of the education system. The enormous differences in the number of victims are not related to the total female population of the Member States, but can be explained by other factors

such as reporting behaviour, police practices and, especially, to government procedures for counting and documenting crime statistics. What needs to be stressed is that the numbers of female victims of IPV (and family violence) per country do not reflect the actual extent of DVAW in specific Member States.

The proportion of women victims in relation to all victims (both women and men) of IPV or FV registered in crime statistics varies from around 70 % (CY, LV, MT, SE) to 90 % (CZ, LU, PL, RO); in the majority of the Member States, this figure stands at 80–90 % (Figure 1.2.4).

Figure 1.2.4: Women victims of IPV or FV as a percentage of all victims (women and men) of IPV or FV

Note: Data are not comparable within the EU-27 due to differences in the methodologies used for collection.

Source: National crime statistics (Annex II, Table 1.2).

The official crime statistics analysed for the 27 Member States and Croatia cannot currently provide adequate information on IPV against women. Furthermore, they cannot be valid without being connected to prevalence surveys that also include unreported cases and, hence, can serve to complement missing data in crime statistics. This would require a dedicated systematic and coordinated approach to merging prevalence data with crime statistics.

The existing different legal definitions pertaining to DVAW operating in the 27 Member States and Croatia influence the way such acts are reported in official crime statistics. In order to achieve more comparable data, in-depth information of the articles to which criminal acts refer should be provided. This needs to be complemented by

harmonisation of the definitions; in the past, there have been efforts, at the European level, to gain comparability for data on VAW and IPV (Martinez, Schröttle et al., 2007), and such attempts are still being made; for example, the Protect II project (EU, 2010) that would provide more harmonised data on DVAW and VAW.

In order to improve the comparability of data at the European level, key data on victims, offenders and the relationship between them should be provided. These data need to be systematically sex-disaggregated. A clear typology of VAW, including DVAW, needs to be developed and it should not be focused only on harmonised definitions, but also on the categories in relation to the legal framework that criminalises VAW in each Member State.



1.3 Legislative and policy measures to address domestic violence against women in the EU Member States and Croatia

1.3.1 Overview

The development of legislation and policies in the 27 Member States and Croatia has been significantly influenced by the dual frameworks of gender equality and human rights. The work carried out within the Council of Europe framework since 2003 also facilitated a European-wide dialogue on the urgent need for effective measures and on the sharing of good practices. Considerable variation can be observed in the framing of the problem as VAW, DV and/or FV, as well as on whether criminal law, civil law, social welfare law and provisions, or administrative law are the most appropriate foundation for addressing the problem. In 2005, a campaign to combat VAW including domestic violence was designed within the task force set up by the Council of Europe. Complexity of framing was introduced at the Council of Europe level by the involvement of the Directorate of Justice alongside that of Human Rights. The complexity is represented in the shift towards a two-pronged approach, currently codified in the Istanbul Convention that reflects the developments in legal frameworks across the EU Member States as well as the Council of Europe since 2003.

1.3.2 National action plans

The BPPfA requests governments to 'formulate and implement, at all appropriate levels, plans of action to eliminate violence against women' and to 'allocate adequate resources within the government budget and mobilise community resources for activities related to the elimination of violence against women, including resources for the implementation of plans of action at all appropriate levels'.

In 2002, the study *Good Practice Guide to Mitigate the Effects of and eradicate Violence against Women* was presented by the Spanish Presidency of the Council of the European Union. Of the 15 EU Member States in 2002, 12 Member States declared that they had in place comprehensive action plans to curb violence against women (DK, DE, IE, EL, ES, FR, LU, NL, AT, PT, SE, UK). The NAPs were developed in direct conjunction with comprehensive measures to curb violence against women in only three of these 15 Member States (AT, IE, PT).

A clear pattern of growth in the number of NAPs and convergence in their content can be seen for the 27 Member States and Croatia (Table 1.3.1). In 2005/06, 14 Member States (BE, DE, DK, FR, LU, MT, NL, PL, PT, RO, SI, SK, FI, UK) and Croatia had adopted a plan of action. In 2007/08, the number reached 17 (BE, BG, DK, DE, ES, FR, LV, LT, LU, NL, PL, PT, RO, SK, FI, SE, HR). In 2010/11, 25 Member States (except MT⁽³⁰⁾ and AT) and Croatia implemented a current NAP with measures intended to combat DVAW. There is a near total consensus in Europe on the need for such action plans. In the following, a brief analysis of the current NAPs (those implemented in 2010/11) on VAW/DVAW is offered.

Table 1.3.1: National action plans addressing violence against women, EU-27 and Croatia 1999–2016

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
BE			2001–03			2004–07			2008–09					2010–14				
BG									2007–08				2011					
CZ														2011–14				
DK			2002–04			2004–08							2009–11					
DE			1996–2006								2007–...							
EE														2010–14*				
IE														2010–14				
EL													2009–13					
ES							2006		2007–08				2008–11*					
FR							2005–07			2008–10				2011–13				
IT														2010–...				
CY														2010–13				
LV*										2008–11								
LT									2007–09				2010–12					
LU								2006–08*						2009–14*				
HU														2010–21*				
MT						2004–06*												
NL					2002–08							2008–11						
AT*																		
PL														2006–16				
PT		1999–2003				2003–06				2007–10				2011–13				
RO							2005–07							2008–13*				
SI														2009–14				
SK					2004		2005–08							2009–12				
FI						2004–07								2010–15				
SE										2007–10				2011–14*				
UK							2005–06				2009–...			2011–15				
HR							2005–07			2008–10				2011–16				

Note: (*)

EE: This is a more general national action plan for reducing violence in general, not specifically domestic violence or violence against women, but Objective 3 of this NAP is specifically aimed at the reduction and prevention of domestic violence (including violence against women).

ES: The Strategic Plan for Equal Opportunities (2008–11) is a more general action plan for gender equality but one of the 12 lines of actions is violence. The Plan Against Gender-Based Violence in the Immigrant Population (2009–12) has been implemented.

LV: The existing NAP (2008–11) has been followed up with a more general National Family Policy Plan 2012–14 where one of the chapters is explicitly devoted to DV.

LU: Both are more general NAPs on gender equality. The NAP on equality covers the 12 policy areas identified in the Beijing Platform for Action, and one of these is violence against women, trafficking and prostitution.

HU: The National Strategy Promoting the Equality of Men and Women — Directions and Targets 2010–21 (National Gender Strategy) is a more general NAP, where the question of combating violence against women is one of the six priority areas.

MT: This is a more general NAP on poverty and social exclusion (2004–06), but Key priority 7 is to further support families in need and families at risk of social exclusion, particularly victims of domestic violence. According to several reports, the NAP on combating domestic violence for 2007/08 was discussed and drawn up by the Maltese Commission on Domestic Violence but is still awaiting publication. Until the publication of the NAP, the Commission on Domestic Violence signals that it continues to work in accordance with the blueprint of the Council of Europe Campaign to combat violence against women, including domestic violence.

AT: No NAP on violence against women exists so far, but a more specific NAP on narrower areas of violence has been implemented: Action Plan to Fight Human Trafficking (2007–08; 2009–11; 2012–14) and the NAP for the prevention and elimination of female genital mutilation (2009–11).

RO: This is the National Strategy for the Protection and Promotion of the Rights of Children 2008–13, which has an area addressing the protection of children against violence, abuse, including sexual violence, abuse and exploitation. The strategy is accompanied by an implementation plan (2008–13) that has measures to address domestic violence. Indeed, there is no particular mention of measures to combat violence against women or intimate partner violence. A new strategy addressing violence against women is currently under discussion with the aim to cover the period 2013–17.

SE: Measures for 2011–14 include a governmental follow-up of the major initiative introduced within the context of the action plan to combat men's violence against women, violence and oppression in the name of honour and violence in same-sex relations. In addition, an action plan for the work of the Swedish International Development Cooperation Agency (Sida) work against gender-based violence (2008–10) has been implemented.

Source: Annex II, Table 1.3.



There is significant variation in the main focus of NAPs, in both the way they are framed and in how they are elaborated. Three broad approaches can be identified. Firstly, there are 14 NAPs in 11 Member States focused on VAW (BE, DE, IE, EL, ES, FR, SK, FI, SE, UK) that emphasise the interconnections among forms of violence and the links to discrimination and to human rights. Secondly, another 15 NAPs in 11 countries target DV and/or violence within the family and present a different type of information related to the relationship context: nearly half of them target violence between adults within a close relationship, some with a gender emphasis and some without (BE, DK, DE, IT, LV, PT, FI). The other eight define DV as any type violence by one member of the family towards another, including child maltreatment, abuse by other relatives such as grandparents or siblings (BE, BG, CZ, CY, NL, PL, PT, SI) ⁽³¹⁾. In these NAPs, the emphasis is on the overall harm to family life when any violence occurs. Thirdly, there are two NAPs that aim more generally at reducing violence or securing human rights (EE, UK), in which gender may be mentioned as a risk factor.

The degree of elaboration of NAPs varies widely, from half a page of broadly defined objectives to over 20 pages of specific measures. There are NAPs (e.g. IE) that provide an in-depth analysis of the problem of domestic and gender-based violence and the different roles of institutions, prior to presenting the measures needed to progress forward. Others provide a brief sketch of the issue and focus on a pragmatic tabulation of actions foreseen and indicators for measuring success.

The concept of VAW within NAPs is also subject to variation. In some NAPs, the concept of DV was broadened in order to include forced marriage and honour-based crimes (BE, SE). Other Member States included sections in their NAPs on outreach and effective support and intervention for immigrant communities (DK, DE, UK). Spain has a separate NAP devoted to the needs of migrant women. Ensuring services and justice for marginalised groups, such as women with disabilities, has also become a more prominent concern in NAPs than in the past. Overall, awareness of the differences among women has entered into the efforts to combat gender-based violence with good effect.

The actual content of NAPs is also extremely varied and typically covers three main areas: the training of key actors; prevention and changing violent behaviour; and support to victims. Firstly, certain measures attempt to raise awareness and train professionals in social care, the healthcare system, education professionals and criminal justice actors, to both recognise DV and respond appropriately. Secondly, there is an emphasis on prevention, for example through programmes for adolescents and changing the violent behaviour of perpetrators. Thirdly, the majority of NAPs underline the need to improve services and support to victims, including supportive and therapeutic measures for children exposed to DV as well as closer links between protection agencies for women and children.

Evaluating the implementation of NAPs is rare. For example, in Poland, the Prevention of Domestic Violence Act mandates a yearly evaluation of the national action plan, which is then presented to the parliament and the public by 30 September each year ⁽³²⁾. Some NAPs include provisions for monitoring and an obligation to report to the public. Some NAPs include research evaluating the implementation of legal reform (DE, ES, LU). Progress and achievement reports on NAPs were not collected and analysed for this report. Publishing a government's commitment to move forward in a number of areas is effective in keeping the issue on the political agenda. A major obstacle to effectiveness continues to be the inadequate allocation of resources relative to the declared objectives.

In the overall approach, several developments could be observed and are worth discussion here. A comprehensive understanding of VAW as defined by the UN and the Council of Europe is likely to be present as an introductory framing, while specific objectives, areas of action and measures are more likely to be selective, following priority concerns. There are efforts in some Member States to bring together a gender-based analysis of the multiple forms of VAW with an understanding of DV as comprising harmful actions within the family or household, where men can also be the victims. This dual approach is codified in the Istanbul Convention. By signing the Convention, such an approach is expected to appear increasingly in documents issued by the 27 Member States and Croatia.

1.3.3 Criminal laws

While the majority of Member States and Croatia have introduced legislation addressing acts of DVAW (physical, psychological and sexual), there are different interpretations of what it means to criminalise it. A variety of approaches have been taken to penalising DVAW (CAHVIO, 2009b: 7–11, Table 6A), with three broad approaches (European Commission, 2010a: 62):

- using existing general criminal laws;
- using general criminal laws but imposing a higher penalty by defining the context in which the violence happens, between family members, as an aggravated offence;
- introducing into the penal code a specific offence criminalising DV.

In the first approach, changes have been made in general criminal law in order to clarify that a crime is no less a crime if the victim is an intimate partner and, thus, the state has a duty to investigate and prosecute. Increasingly, regulations and guidelines emphasise the seriousness of the crime and require police and prosecutors to treat all violence against a woman by a partner as a public interest crime.

A second approach to ending impunity has been legislation declaring unlawful acts of violence to be a more serious offence if committed against an intimate partner or a family

member, imposing a higher penalty under general criminal law provisions for violence within the family/household or perpetrated by a current or ex-partner as an aggravated offence (European Commission, 2010a: 62). Thirteen Member States have taken this road to penalisation (BE, BG, EE, EL, ES, FR, IT, CY, LV, LU, MT, NL, RO). In most cases, the aggravating factor is kinship; however, as, for example, in France, it can be restricted to spousal or partner relationships only.

A third approach taken by nine Member States (CZ, ES, FR, IT, AT, PT, SI, SK, SE) and Croatia has been to add to the penal code by introducing a specific, named offence of DV or violence against a close person into criminal law (European Commission, 2010a1: 13). These additions have mostly been made between 2003 and 2010. Only four of these Member States define the offence with reference to an intimate partner relationship (ES, FR, PT, SE). In others, the reference is to any person with whom there is a family or household relationship. Another specific offence introduced is that of 'course of conduct', which criminalises repetitive behaviour (e.g. AT). These specific laws do not necessarily result in increased sanctions for the perpetrators, as this form of violence may be perceived as less severe than other forms. For example, the Croatian Law on protection against family violence defines family violence as a misdemeanour with low penalties⁽³³⁾. Generally, these laws take a gender-neutral approach that leads to the discriminatory nature of DVAW against women being ignored and acts of violence in the family being defined as a private matter and less serious than public violence (Logar, 2008: 19).

Despite the increase in criminalisation, the number of cases prosecuted remains low compared to the prevalence of DVAW (Humphreys et al., 2006: 18). The ways in which DVAW is criminalised is diverse within EU: the criminal law approach is to look at each incident of violence individually, which often means that DVAW remains invisible to the police and the courts as individual incidents may not be considered severe enough to justify criminal sanctions (Hagemann-White et al., 2010: 26).

In five Member States (CZ, IT, LV⁽³⁴⁾, HU, RO), DVAW is still considered a private matter requiring the victim to bring a private complaint or prosecution. This is particularly the case where the injury is considered 'less severe' (European Commission, 2010a: 64). In Bulgaria, it is a requirement in procedural law that DV victims bring a private prosecution where the injury is considered 'light' or 'average' and thus unlikely to result in prosecution as it puts unreasonable pressure on the victim and threatens her safety (Kelly et al., 2011: 28; Logar, 2005: 19). This fails the principle of the right to life affirmed by the European Court of Human Rights (ECtHR) in its cases⁽³⁵⁾ reiterating the obligation of Member States to protect the right to life by putting in place an adequate legal framework. This includes ensuring effective criminal law provisions to protect women from violence perpetrated by private individuals and to punish violations (CAHVIO, 2009c).

There are differences in how aggravating factors are taken into account. Not all Member States that recognise violence in the family/household as aggravated have increased penalties for marital rape. Where rape in marriage is recognised as an aggravating factor, the threshold to prove marital rape may not be met and thus the aggravated penalty is not applied (Gazan, 2007: 39). In Italy, marital rape requires a private motion: only after the victim has pressed charges does it become a public prosecution. This does not comply with the ECtHR statement that 'a rapist remains a rapist subject to the criminal law, irrespective of his relationship with his victim'⁽³⁶⁾.

In the Netherlands, DV protection laws are invoked in marital rape cases, but while the maximum prison sentence for assault may be increased by one third in DV cases, a similar mandated increase in sentencing is not provided for in cases of marital rape. The penalty for rape and marital rape are the same, relying on the courts to decide whether to impose maximum prison sentences (CoE, 2009b: 23). This requires understanding the gender aspect of DVAW. The lack of expertise in the criminal justice system, including amongst judges, is very often a barrier to the implementation of these laws (European Commission, 2010a: 65). The CEDAW Committee in its Concluding Observations on State Reports⁽³⁷⁾ recommended to almost half of the Member States (BE, CZ, IE, EL, ES, IT, CY, LV, HU, MT, NL, PT, SK, UK) and Croatia that they provide training for the judiciary as well as the police and other public officials to ensure a proper understanding of DVAW and its consequences.

The gender-based nature of VAW is starting to be recognised in legislation. Four Member States have introduced gender-based definitions of DV into their criminal codes (ES, FR, PT, SE). Sweden introduced an offence of 'gross violation of a woman's integrity' in the Swedish penal code to address repeated incidents of violence (1998) (UN Women, 2010: 57). Spain conceptualises VAW as a human rights issue as a result of discrimination against women in the Constitutional Act No 1/2004 on Integrated Protection Measures against Gender Violence (2004); identified as a promising practice (European Commission, 2010a: 97, 123), this law addresses punishment, protection and support⁽³⁸⁾.

Since 2003, progress has been made in the criminalisation of DVAW in the 27 Member States and Croatia with a variety of different approaches being taken. Given the different legal systems within the EU, there is no uniform standard of criminalisation and, as previously noted, protection is not uniform. Addressing the existing gaps in criminalisation would require the removal of all criminal law exceptions in general or special laws including ensuring that every prosecution is a public matter by removing the requirement for victims to make a complaint or bring a private prosecution before criminal investigations take place. There is such a requirement in the Istanbul Convention (CoE, 2011, Article 55). By the end of 2012, the Convention had been signed by 15 Member States (BE, DE, EL, ES, FR, IT, LU, MT,



AT, PT, SI, SK, FI, SE, UK). Furthermore, it is important to strengthen approaches to criminalisation by using gender analysis (European Commission, 2010a: 193) to ensure that the discriminatory nature of DVAW is not ignored and treated less seriously than public violence. Equally important is implementing criminal laws and imposing sanctions, the lack of which have been identified as a major reason for impunity (European Commission, 2010a: 195). Tackling this, together with addressing the gaps in criminalisation, will be an important indicator of the 27 Member States and Croatia's future commitment to ending impunity for DVAW.

1.3.4 Protection orders

Protection orders are distinct from criminal measures since, as the European protection order (EPO, Directive 2011/99/EU on the European protection order in criminal matters, Article 2(1)) states, they ought to prevent crime, not only react to it. There are three main aspects to protection orders: the initial police ban and how it is implemented; the type of support given to the victim as part of the process of implementing the ban; and the granting and application of the protection order that may result.

Evidence suggests that all three are necessary in conjunction with each other and are labelled 'three-pillar' laws. They were first introduced in Austria in 1997 and involved an immediate police ban; notification of an intervention centre to provide advice and support; the right of the victim to apply for a civil protection order to provide an extension of the police ban if the court had not yet acted on a request for its continuation; and an obligation of the civil or family court to schedule a hearing on the civil protection order. The aim of this system is to ensure that there is no gap in protection and that the victim has the right to abstain from criminal proceedings.

This system was evaluated and found to be successful (Dearing and Haller, 2000; Haller and Hofinger, 2007). It was adapted by the police and justice structures of neighbouring countries, including the Czech Republic (2006), Germany (2002), Luxembourg (2003) and the Netherlands (2009). A recent in-depth comparative study on emergency barring orders⁽³⁹⁾ found substantial variation in the implementation and effective protection even among the states that have adopted this approach (CZ, DE, ES⁽⁴⁰⁾, NL, AT, UK in Römken, 2011).

The idea of imposing physical distance between the aggressor and the victim as immediate protection from further violence has gained recognition across the EU. The police ban expels the perpetrator from the residence and forbids him to approach or contact the victim for a set period of time.

A ban can be imposed directly by the police on site (CZ, DK, DE, LU, HU, NL, AT, SI, SK, FI). While the laws in all cases provide for a civil injunction for longer protection following the emergency measure, the period of the police ban in Hungary, Slovakia and Slovenia is so short as to make a gap in protection likely. Rapid court injunctions that can be issued *ex parte* to expel the perpetrator and ensure non-contact, or interim protection orders issued by the prosecutor are possible in several Member States (IE, EL, FR, IT, LT, MT, PT, SE) and by fast-track DV courts in Spain and the United Kingdom, where a draft law providing police bans (now being piloted) is expected to enter into force in 2012. Thus, 19 Member States have regulated protective measures that ensure a period of safety and can take effect immediately or within a very short time.

Specific legislation has been necessary to enable the police or the courts to expel a perpetrator from the residence without a previous conviction of a crime and, indeed, even after conviction, if the legal status of the acts that can be proven do not call for a high penalty. The key argument for expulsion orders comes from the solid base of research data showing that DVAW carries a high risk of serious, and sometimes lethal, harm, as well as the probability of escalation when the woman victim seeks to escape entrapment in an abusive relationship. The most fundamental right, that to life and physical integrity, takes precedence over rights to property, for example, at least for as long as it takes to ensure safety (Dearing and Haller, 2000).

The right to protection from potentially serious and criminal harm cannot hinge on whether or not there is sufficient *prima facie* evidence to convict the perpetrator of a criminal offence, or whether or not the victim is willing to press charges against a family member or former partner. In Denmark, the police can ban a perpetrator from the home at the request of the victim if there is probable cause that the perpetrator has committed one of the criminal offences listed in the 2004 Act. However, the police sometimes only do this when the woman is also willing to press criminal charges. Thus, the expulsion of the perpetrator is *de facto* dependent on criminal prosecution (European Commission, 2010a: The Report of the National Expert for Denmark). Another example is Poland, where the police have the right to apprehend offenders committing domestic violence in a family who cause direct threat to human life or health (Article 15a of the Act of 6 April 1990 on the police (consolidated text: Dz.U. No 287, item 1687, as amended). This measure can be taken for a period that does not exceed 3 months and may be extended by a court of law for further periods that do not exceed 3 months (Article 275a of the Act of 6 June 1997 of the Code of Criminal Proceedings (Dz.U. No 89, item 555, as amended)); it may be taken both at the stage of pretrial proceedings and court proceedings.

In some legal systems, such as in Belgium and France, judges or magistrates are available around the clock for emergency measures. In a few cases, for example in Italy and Sweden, the public prosecutor must be involved. Where this can be done within hours, or a day or two, it may give immediate protection. However, the level of risk is higher and the danger greater that the woman victim may be prevented from seeking help. In some Member States, such as Poland, Spain and the United Kingdom, the power of police to arrest has been extended to protect victims until a court order can be issued.

With the exception of Latvia, all the (other 26) EU Member States and Croatia have introduced legal protection orders that are either explicitly designed for cases of DVAW or have been modified to permit their being issued against an intimate partner or ex-partner. Generally, they all apply to a range of physical, sexual and psychological violence and follow the principle that the victim should be safe in the spaces where she lives. However, there is a wide range of different means of implementation and this can influence whether an order is effective in ensuring safety from further harm.

The legal framing for protection orders differs and can be based within a DV framework or focus solely on protection. In laws situated within DV, some Member States (CZ, 2006; EL, 2006; ES, 2004; FR, 2010; CY, 2000 and 2004; LU, 2003; MT, 2006; SI, 2005, 2008) introduced a specific criminal offence or a provision for higher penalties. Other Member States (BG, 2005; LT, 2011; RO, 2005⁽⁴¹⁾) do not impose criminal sanctions but instead include provisions on protection, as well as defining institutional responsibilities and remedies. Finally, in other Member States, a law exists on restraining orders or protection orders targeting only protection generally, instead of DV more specifically. This is the case in Belgium (2003), Denmark (2004), Germany (2002), Estonia (2006), Italy (2001), Hungary (2009), the Netherlands (2008), Austria (1997/2004) and Finland (2005)⁽⁴²⁾.

Civil court protection orders, some of which explicitly allow for the granting of exclusive right to the residence to the victim, can be issued after a hearing (BE, BG, IE, ES, MT⁽⁴³⁾, AT, PL⁽⁴⁴⁾, PT, SI, FI, UK). In Estonia, Romania and Croatia, expulsion (and other restraining) orders requiring the perpetrator to vacate the home are only possible during, or even at the close of, criminal proceedings (linked to sentencing). In Greece, expulsion orders can be issued in both civil (safety measures) and criminal proceedings (restraining orders not linked to sentencing).

Often, the 27 Member States and Croatia have adopted different types of legislation, in different areas, to regulate protection orders. For example, protection orders can be defined within the law on criminal offences, on criminal procedural, or in administrative law, with a separate police law on barring orders. In Croatia, for example, a law has been introduced adding DV to the criminal code (2000–09), a law on protection orders (2003) and a Police Act (2004). In Slovakia, in 2002, the Penal Code was amended and, in 2008, the Police Forces Act was amended to include protection orders. In Poland, the Penal Code has been amended and a law on counteracting violence in the family to regulate protection orders was introduced (both introduced in 2005, the former amended in 2010). This clear fragmentation is the result of a process of learning from experience and, within the EU, from other Member States, as promising practices are discussed and adapted to fit different national contexts.

1.3.5 Programmes for perpetrators

Perpetrator programmes were designed as an alternative to 'regular' sanctioning of an offender in cases of DVAW. The programme was intended to be a sanction to avoid a fine and/or prison time, which could have negative repercussions for the woman and her children. In the Stocktaking study prepared for the Council of Europe (CoE, 2006), the controversy surrounding perpetrator programmes is presented: whether they should address the resocialisation via behavioural modifications or deeper psychological issues. The same study discusses the compulsory or voluntary nature of these programmes.

Providing an overview of state measures on perpetrator programmes in the 27 Member States and Croatia is a challenge as there is a paucity of reliable data available to compare. There are several reports available but they use different sources, thereby creating an incoherent picture. Evidence suggests that there are wide geographical variations in the implementation of perpetrator programmes, including great regional differences, throughout the EU, with urban regions providing more services than rural areas⁽⁴⁵⁾.

Fifteen Member States (BE, BG, DK, EL, ES, FR, CY, NL, AT, PL, PT, RO, SI, SE, UK) have legal provisions to offer perpetrator programmes that address any form of DVAW (The UN Secretary-General's database on violence against women, 2006–11; European Commission, 2010a). However, these legal provisions do not indicate the approach that the programmes use or whether such programmes are actually offered. Bulgaria, for example, provides legal grounds for perpetrator programmes, but no information could be found to confirm the existence of such a programme.



In 11 Member States (CZ, DE, EE, IE, CY, LU, AT, PL, SI, FI, UK), the majority of perpetrator programmes are offered by civil society organisations outnumbering those offered by state agencies (The UN Secretary-General's database on violence against women, 2006–11). The range of programmes offered varies, including psychological or psychiatric treatment (CZ, DK, EE, CY, SE, HR), counselling and therapy (BE, IE, LU, HU, PT, FI, UK) or counselling only (RO). Resocialisation programmes during imprisonment are implemented in three Member States (ES ⁽⁴⁶⁾, LV, HU,) and during community sanctions over 18 months for offenders with low or moderate risk of spousal assault in Poland ⁽⁴⁷⁾ and in Portugal. In Estonia and Finland, male crisis centres support violent men. One Member State (AT) describes its perpetrator programme as a rehabilitation measure. Although a variety of programmes with different approaches exist, hardly any evaluations are carried out.

Eight partner organisations from five Member States (DE, IE, ES, FR, LV) and Norway, and representatives of women's support services, have created guidelines to develop standards for programmes working with male perpetrators of DV (EU, 2008). These guidelines entail the following principles: partner contact and support; child protection policy; approaches and attitudes in the direct work with perpetrators; risk assessment; staff qualification; quality assurance, documentation and evaluation. Meeting these basic principles ensures higher effectiveness in providing safety and protection for the woman victim and also holding the perpetrator accountable (EU, 2008).

The objective of working with male perpetrators is to increase the safety of the victims of violence. Perpetrator programmes must give priority to the safety of the women partners and their children at every level of the programme. Therefore, collaboration with victim support services is one of the prerequisites of perpetrator programmes (EU, 2008). Perpetrator programmes are included as an integral part of an intervention in only a few Member States (IE, AT, SE, UK), and even then only in some communities.

The issue of how to formulate a perpetrator programme still remains unclear. The creation of a more uniform approach appears necessary and should be complemented by a systematic evaluation process to learn from the effectiveness of these programmes. There has been some assessment, though very few evaluations, on an ad hoc basis. Still, this needs to be implemented and harmonised at European level.

1.3.6 Training for professionals

Institutions focused on VAW and DVAW emphasised the necessity and importance of training for professionals ⁽⁴⁸⁾. Most recommendations include the need for systematic mainstream training as part of the curriculum for professionals who come into contact with the field of DV, as well as continued training for both employees and volunteers. The majority of Member States and Croatia have taken on board the importance of training. Only a minority apply systematic training both as part of the initial preparation of relevant professionals and as ongoing training to those in the field.

To offer an overview of the mainstreaming of training professionals is difficult. National accounts suggest that problems are encountered in the implementation of planned activities. Portugal provides an example of the lack of implementation of this good practice, where 90 hours of training on DVAW is mandated by law and ministerial order for professionals working in the field, but reports indicate that only 30 hours are enforced.

The importance (and lack) of training that addresses attitudinal change and the effect that attitudes can have on the plight of women escaping DV in their quest for help and justice is emphasised by various NGOs' reports to the CEDAW Committee. The report submitted by the Bulgarian Gender Research Foundation and The Advocates for Human Rights (2010) to the UN Human Rights Council points out that although judges throughout Bulgaria had participated in training, many had since been replaced. Judicial practice revealed that the new judges carried many misperceptions about DVAW. Similar comments were made about state service providers in Croatia (Martinez, Schröttle et al., 2007) and in the Netherlands in relation to Health Education (CEDAW Shadow Report, 2009 ⁽⁴⁹⁾).

A lack of funds for training can be part of the general reason for the inconsistency in training of professionals. The majority of the training is done by NGOs, with little or no payment. Sometimes, funding from European Union programmes such as Daphne, Grundtvig or Leonardo, and the European Social Fund secure funding for such training for a short period of time. Whilst these projects promote inter-country cooperation and the sharing of good practices, by definition, project funding is often for one-off events. Some projects attempt to be sustainable, through 'train-the-trainers' or cascading training. However, this option does not guarantee a sustainable and mainstreamed training programme. Two broad projects can be offered as examples: the 'Health and social care teachers against violence 2008–10 (HEVI)' project financed through Leonardo da Vinci's Lifelong Learning Programme and the 'PRO TRAIN' project (Improving multi-professional and healthcare training in Europe — building on good practice in violence prevention, 2007–09) funded by the Daphne programme.

The lack of obligation to participate in training is problematic; training provision is reported by a vast majority of Member States (BE, CZ, DK, DE, EE, IE, EL, ES, IT, CY, LT, LU, HU, NL, AT, PL, PT, SI, SK, FI, SE, UK), but training is only obligatory in a minority of cases (as for example the ones offered in CZ, DE, IE⁽⁵⁰⁾, EL, ES, HU, NL, AT, SI, FI) (European Commission, 2010a: 66). All the NAPs include some form of training, police training being the most commonly advocated or actually delivered⁽⁵¹⁾ (CoE, 2010). In some Member States (DK, EE, HU, SI) not making the training mandatory had created difficulties, as many professionals in the field remained untrained and were less effective in their ability to help women. This problem was signalled by several NGOs reporting on the national situation.

In some Member States (DK, ES, RO, FI, SE), the emphasis on training seems to have shifted with more training being proposed, and delivered, in relation to knowledge and skills for working with multi-discriminated groups including lesbians, ethnic minorities, Roma, migrant and disabled women. Spain has a separate NAP against gender-based violence in the migrant population⁽⁵²⁾. In addition, mental health is an area insufficiently mentioned in proposed training. Several professionals working in the non-governmental sector raised this deficiency, especially when preparing the country shadow report to CEDAW (e.g. UK Women's National Commission, 2008; ES Plataforma Impacto de Género, 2008)⁽⁵³⁾.

Despite the emphasis placed by the EU on the importance of training professionals, this rarely happens systematically. Training is under-resourced, ad hoc and not mandatory. Furthermore, the attitudes of professionals continue to reflect the sexist attitudes in the general population. Training needs to be delivered by people who are able to reflect the gender-based and human rights approach in the fight against DVAW. Different understandings and definitions of DVAW hinder data gathering on this aspect. As a result, there is a critical dearth of data on training for professionals at the European level.

1.4 Conclusions

The level of VAW, including DVAW remains significant in the 27 Member States and Croatia, despite the introduction of a range of policies and measures. The data currently available — from prevalence studies and crime statistics — do not allow for systematic comparisons. The European Union has been taking a strong stand on DVAW over the last 10 years. It has framed the issue in the context of gender equality and human rights. The majority of Member States and Croatia have developed and implemented NAPs that recognise VAW as both a human rights and gender equality issue.

A range of approaches have been put in place to criminalise DVAW and introduce protection orders. Differences are, in part, due to the diverse legal systems within the EU, but also learning from the experience of others, with promising practices shared and adapted to different national contexts. Gaps in criminalisation remain but a major reason for impunity is the failure to implement legislation. Central to improving this is the training of professionals in the criminal justice system and other sectors. Training is included in many of the NAPs published by the 27 Member States and Croatia; however, it often remains under-resourced, temporary and not mandatory.

Specific programmes to address perpetrators' behaviour is one possible measure among several introduced to address DVAW. The approaches vary and are inconsistent within and between countries. Few of these programmes have been evaluated rendering it difficult to assess their effectiveness in reducing violent behaviour. Basic principles have been developed which, if met, would result in greater protection and safety for women survivors and have a greater chance to hold the perpetrators accountable.

The importance of specialised services to assist women survivors of DVAW to recover and rebuild their lives has been set out in international legal standards, most recently in the Istanbul Convention. However, approaches to the provision of services vary significantly across the EU, and the lack of sustainable funding means that these services remain vulnerable. In some countries, services for women survivors of DV are not gender-specific but included as part of the services offered to all victims of DV. This approach fails to address the root causes of VAW and has been criticised by the CEDAW Committee as undermining the notion that VAW is a form of discrimination against women.

2. Review of Indicator 3 and its sub-indicators: Victim support



2. Review of Indicator 3 and its sub-indicators: Victim support

2.1 Overview of services for women survivors of domestic violence

In the last decade, there has been increasing recognition of the responsibility of the 27 Member States and Croatia to take effective action under international human rights obligations in response to DVAW and that such action extends to establishing adequate support services for victims (Ertürk, 2007: 31; CoE, 2008c: 30). The provision of specialised services, including safe shelters, has been set out in international legal instruments and is emphasised as part of the human rights obligations of the state in the decisions of the UN CEDAW Committee (CAHVIO, 2009b: 19). The importance that such services work from an understanding of the gender-specific nature of VAW and within an equalities and human rights framework has been widely recognised by the UN, the EU, the Council of Europe, practitioners and researchers⁽⁵⁴⁾.

The Council of Europe has developed guidelines as to the type of support services required (CoE, 2011: 22). The basic provision should include: national helplines; advocacy and outreach services; psychological counselling; shelter places; medical services; services for women suffering multiple grounds of discrimination; services for children as victims or witnesses of DV.

The requirement to provide services does not mean that governments are obliged to operate them. It is considered good practice that services are delivered by independent women's organisations and run independently from the funder (OSCE, 2009: 72; UN, 2005: 25). The Istanbul Convention highlights the key role non-governmental organisations and civil society play in running specialised support services for women experiencing violence, and the importance of governments in supporting them and valuing their contribution (CoE, 2011: Article 9 (68–69); Article 22 (132)). However, some Member States have not recognised the importance of providing specialised services. In those states, shelter provision has a broader definition, including shelters that are not gender-specific or specialised in providing support to women experiencing IPV (CoE, 2010).

Provision of services

It is very important to collect data on the services provided to victims. It helps to establish the need and cost as well as inform future provision and training needs. However, data on the use of support services is not available, nor is data collected consistently across different levels (local, regional or national). Definitions for what constitutes a particular service differ within and between countries, as well as the methods used to collect data (e.g. census day v annual figures). Data are not uniform as they may be collected by a network of organisations.

There are serious concerns about the level of service provision within the EU. In 2010, the Council of Europe noted that there is little evidence to support any increase in the distribution of services within countries or in the number of countries providing services since its previous monitoring report in 2008 (CoE, 2010: 19). The annual monitoring of service provision for women victims and their children continues to highlight the shortage of specialised services and the variation in availability within the EU (WAVE, 2011). In 2011, WAVE estimated that there are 25 496 shelter places missing in the 27 Member States and 371 shelter places in Croatia (WAVE, 2011b).

There is little known about the type of support services provided. Such services include support workers to assist victims through the judicial process; free psychological and legal court accompaniment for victims; specific services for multi-discriminated groups. Denmark and the United Kingdom have introduced Independent Domestic Violence Advisers (IDVAs) who provide wider services: short to medium-term support for high-risk victims and assisting women in the transition from shelter to accommodation. There has been a move to develop support services that enable survivors, who so wish, to remain in their own homes. In the United Kingdom, 'Sanctuary Schemes' have been introduced and safe rooms, video cameras and alarms were set up in survivors' homes⁽⁵⁵⁾. Spain and the Netherlands have introduced GPS-based alarm systems identifying the location of the perpetrator to provide further protection for victims of DVAW (EU, 2008: 105).



Limited information is available on legislative guarantees for the provision of support services (CAHVIO, 2009b: 19). Spain has been taking a comprehensive approach to preventing and combating VAW, and included in the law on all forms of VAW the provision of support services (2004). Denmark and Sweden included the provision of support services in welfare or social services legislation⁽⁵⁶⁾. In a number of Member States (CZ, DE, LU, NL, AT, PT), intervention centres have been established as a legally recognised part of an integrated approach to protection.

Sustainable funding is an essential requirement for good services. The 27 Member States and Croatia have often tended to include the strengthening of service provision in policy measures as part of their national action plans (NAPs). Secure state funding for support services is guaranteed in Denmark, the Netherlands and Austria (European Commission, 2010a: 106). The level and type of funding directly impacts on the availability and quality of support services. The instability of funding has been compounded by the impact of the current financial crisis. However, comprehensive research shows that failing to address VAW, including adequate service provision is even more costly (Walby, 2004).

The quality of support services is central to effective delivery. In 2008, the Council of Europe developed minimum standards for support services based on recommendations to establish quality standards. These included not only minimum requirements for certain services but also standards to aspire to such as ensuring shelters are accessible to rural women survivors of violence (CoE, 2008b). In 2010, 15 Member States (BE, BG, CZ, DE, EL, FR, CY, LV, LU, AT, PL, PT, SI, FI, SE) reported that they had established minimum standards on the provision of shelter services (CoE, 2010: 43–44). There is no data available to measure the extent to which minimum standards are being reached.

The recent EU proposal for a Directive of the European Parliament and of the Council establishing minimum standards on the rights, support and protection of victims of crime will bring significant added value compared to the current legal framework under the 2001 framework decision on the standing of victims in criminal proceedings (European Commission, 2011b). It will provide improved **access to victim support**; Member States must ensure access for victims and their family members to general victim support and specialist support, in accordance to their needs. Support is not dependent on the victim having reported the crime. The Member States should also facilitate referrals from the police to victim support organisations. Furthermore, **specialist support services** must, as a minimum, provide shelters and targeted and integrated support for victims with specific needs, such as victims of sexual violence, victims of gender-based violence and victims of violence in close relationships, including trauma support and counselling.

When the Istanbul Convention enters into force, it will be the most recent development on states' obligation to provide services (CoE, 2011: Articles 8 and 20). It will oblige states to provide access to both general and specialist support services that are adequately funded and resourced and to meet minimum standards. Services must be based on a gendered understanding of VAW, focusing on the safety and human rights of the survivor and not be dependent on whether the victim has pressed charges or agreed to be a witness. Specialised support services are essential to assist women survivors of DVAW to recover and rebuild their lives. However, provision across the EU varies significantly. In some Member States, support services are limited and provided almost entirely by NGOs with little or no state support. Without legal guarantees and sustainable funding such services remain vulnerable. In the absence of regular evaluations and national data collection, the quality and use of the services provided cannot be accurately assessed.

2.2 Standards for quality of the services

After decades of focus on the need for specialised services ensuring safety for women facing DV, the task of assessing the quality of service provision is moving to the foreground. This is a field currently in development and there is only limited exchange across the European Union. Very little evaluation research is available on the quality of support services beyond reporting on whether they exist.

European standards for a good system of support services have been emerging from evaluation research, consultation processes and reports for the Council of Europe, and by WAVE (Humphreys et al., 2000; Grieger et al., 2004; CoE, 2008b; WAVE, 2011). This section discusses the standards for women's specialist support services and reviews some of the results arising from the scarce evaluation research on quality of support services.

Basic standards for support services

When preparing the 2011 Country Report, WAVE requested all of its Focal Points (in 45 countries, including the 27 Member States and Croatia) to provide information on the extent of service provision as well as on the four indicators of basic standards for national helplines; from the 27 Member States, 17 Member States responded and in nine Member States (BE, CZ, DE, LV, MT, NL, PL, PT, RO) and Croatia, no national women's helplines were reported. For the request on information for specialised shelters providing safe accommodation, of the 25 Member States that responded, only three declared the lack of existence of specific shelters for women victims of DV (LV, LT, HU).

The assessment, even when undertaken by a very knowledgeable expert, does not have the validity of empirical evaluation. However, it can be assumed that the WAVE Focal Points of local experts with long-term work experience in developing standards have a clear understanding of what is meant by basic standards. Thus, they are able to provide reasonable enough accurate data.

In Table 2.2.1, the basic standards of support services for women survivors of DV are presented and complemented by an analysis of the extent to which two of these services (helplines and shelters) meet them.

Table 2.2.1: Basic standards of support services

1 — A gendered understanding of VAW
Services need to demonstrate an approach which recognises the gendered dynamics, impact and consequences of VAW and their children within an equalities and human rights framework, including the need for women-only services.
2 — Specialist women's support services
The support must be appropriate and tailored to the specific needs of service users; this tends to be best attained when the services are run by independent women's NGOs and supported by governments. Special attention should be given to address the needs of specific groups of women.
3 — Diversity and non-discrimination
All services need to respect the diversity of service users and apply a non-discriminatory approach.
4 — Fair access and free of charge
Support should be available free of charge, equitably distributed across regions and crisis provisions such as women's helplines and shelters should be available 24 hours a day, 7 days a week.
5 — Safety, security and human dignity
Services need to ensure that all interventions prioritise the safety and security of survivors and respect their dignity.
6 — Confidentiality
Services need to respect and observe service users' right to confidentiality; service users should also have the right to be informed of situations where that confidentiality may be limited.
7 — Advocacy and support
Women's services need to provide both case and system advocacy to be able to promote the rights of and meet the needs of service users.
8 — Empowerment and autonomy
Services should aim to empower women survivors of violence and their children through a supportive environment that treats them with dignity, respect and sensitivity, and supports them to regain control of their lives.
9 — Participation and consultation
Services should be organised to promote service-user involvement in the development and evaluation of the service and invite participation.
10 — Holding perpetrators accountable
Services should apply the approach that there is no excuse for violence, that the perpetrator is always responsible for the abusive behaviour and that he has to be held accountable.
11 — Governance and accountability
Services need to be effectively managed, ensuring that service users receive a quality service from appropriately skilled and supporting staff.
12 — A coordinated response
Services need to operate within a context of relevant inter-agency cooperation, collaboration and coordinated service delivery. The protection and needs of women survivors of violence should always be at the centre of multi-agency work.

Source: WAVE adaptation of the minimum standards presented in Kelly and Dubois (CoE, 2008b). Combating violence against women: minimum standards for support services, Council of Europe Publication, Strasbourg, France.



The first two basic standards came to be part of the definition of 'specialist women's services'. This is a recognised definition in most of the Member States and Croatia. Other specialist services, besides helplines and women's centres, meeting these basic standards exist.

It is difficult to provide a clear answer for the third standard evaluating diversity and non-discrimination. There are numerous forms of discrimination, even in service provision. Service providers are usually asked whether all women have access to support, but respect for diversity will not eliminate all obstacles. For example, shelters may not be wheelchair accessible, or provide culturally competent support for women with migrant backgrounds (which may be hampered when women asylum seekers are not legally taken in).

Free telephone helplines are increasingly becoming a European norm. The data shows that helplines specifically offering help to women victims of violence (or DV) are likely to be free. For shelters, this varies. The information presented in the *WAVE Country Report 2011* estimated that in more than half of the 27 Member States and Croatia, shelters are free of charge.

For the fourth standard, availability of the service, it is also very difficult to provide a clear answer. For example, in practice, staying in a shelter may be free of charge for the vast majority of women. However, there are often eligibility requirements. There is also variation in how broadly they are interpreted by local authorities. Some women with employment income may be required to pay rent⁽⁵⁷⁾. In such situations, there is a view that shelters are a social welfare benefit and thus subjected to means-testing, rather than as a victim's fundamental right. In other cases, shelters have a nominal fee that is only requested of women who are considered able to pay, or who will be reimbursed by social welfare.

Crisis provisions are not always available around the clock. For a national helpline, this is a serious restriction, since women quite often need information and help outside the operating hours of regular services. It may not be necessary for every shelter to be open at all times; where overall provision is good, it may be enough for one shelter in a region to be open 24/7 for intake.

The results presented here and in the *WAVE Country Report 2011* yield only a rudimentary picture of the quality of services. Even for these four criteria, no conclusions can be drawn in relation to the way services implement them. A number of questions remain unanswered. What interpretations of a gendered understanding of DV are at work? How independent are the services and what are their responses to the needs of special groups of women? How is non-discrimination secured? Is it actively pursued or only present in the negative principle that no woman should be excluded? What constitutes equitable distribution and access and how is it measured? More evaluation research and systematic data collection are needed to assess whether the following recognised standards for quality of services are being met.

To be applied in the assessment of quality, these principles need to be operationalised and provided with measurable indicators. For the most part, these criteria were not operationalised even for internal use (one country standard).

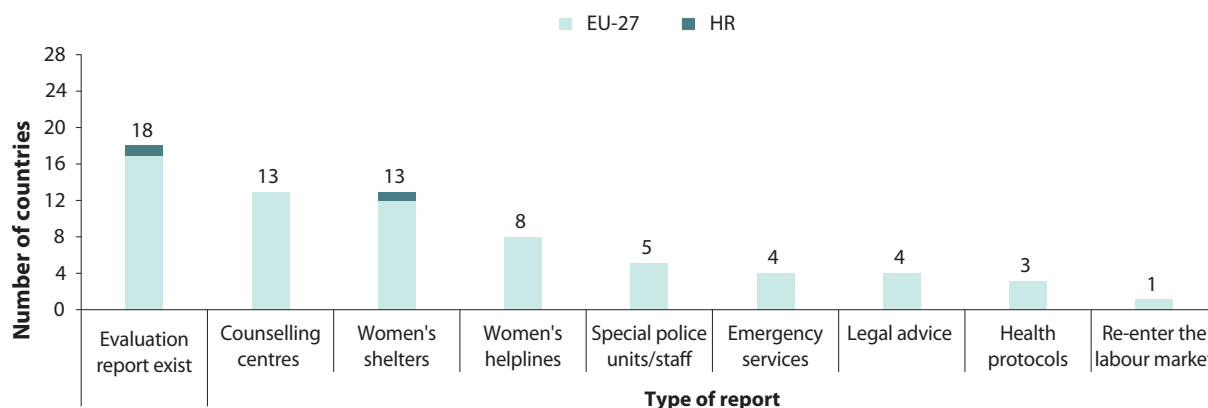
Furthermore, when funders or state agencies request evaluation, they may ask for data on the:

- effectiveness of the support (e.g. measured by outcomes);
- level and sustainment of professional qualifications of staff (a more specific aspect of governance);
- cost-efficiency, or cost relative to actual extent and level of use of services;
- range and scope of support options provided relative to needs of service users;
- adequacy and stability of provision and of financial and material resources.

These standards have yet to be assessed on a transnational level.

The current situation of the evaluation of services and the use and implementation of the agreed standards should not come as a surprise. There is very little research and research-based evaluation. In the case where research has been carried out, it is often not translated into English and thus not widely distributed.

Figure 2.2.1: Evaluation reports on the quality of support services for women by type in the EU-27 and Croatia, 2012



Source: Data collected through the online survey, March–April 2012, reviewed November 2012.

In 17 Member States (BE, BG, CZ, DK, IE, ES, IT, CY, LV, LU, NL, AT, PL, PT, FI, SE, UK) and Croatia, at least one evaluation is available. Only for six Member States (DK, IE, CY, FI, SE, UK) are evaluations available in English. As it can be seen from Figure 2.2.1, counselling centres, women's shelters and helplines are the services that received the most attention, analysis and evaluation. This situation is not surprising given that these types of services are those most developed, receiving funding and thus need to be evaluated.

Several of these reports were evaluations carried out by public agencies, such as healthcare providers, with regard to their ability to recognise and respond to DVAW (ES), or of police implementing banning orders (DE, AT, SE). Others report on what services are available and present data on the number and social characteristics of service users (DK, LU). Four Member States have drafted good evaluation reports or attempts to set up structures for such evaluations (FR, 2006 ⁽⁵⁸⁾; NL, 2007 ⁽⁵⁹⁾; UK, 2007 ⁽⁶⁰⁾; IE, 2009 ⁽⁶¹⁾; DE, 2012 ⁽⁶²⁾).

The information available on how far specialist services are able to meet the most basic standards points to serious gaps in provision. In particular, national helplines with specialist competence in the area of VAW are often absent, and even where they exist, half are not accessible around

the clock, so that many women are not able to reach a crucial support resource when the violence or threat peaks. Another example here is temporary accommodation in women's shelters; the level of provision is insufficient in all but a few of the Member States and the requirement to pay for accommodation as well as gaps with respect to diversity and multiple needs indicate that not all women have equal access to protection from violence.

In the majority of Member States, there has been little evaluation of the quality of support services for women experiencing IPV. However, there has been some high-quality research suggestive of possible EU-level indicators and standards for assessing quality. It is evident that evaluation can help to pinpoint the need for improvement, stimulate the development of better practice, and provide information both on process variables and outcomes. The studies also show that the quality of services must always be assessed with reference to the national, regional and local context within which the services are implemented. EU-promoted conferences or task forces of researchers, practitioners and stakeholders might extract a reference base from existing studies that could provide guidance in terms of methodology and indicators, and encourage further evaluation.

2.3 Review of sub-indicators

The following Sections 2.3.1 to 2.3.11 present the range, number, extent and actual use of the facilities for victim support, comprise mainly of women and their children. The list of facilities analysed is based on the sub-indicators presented in the Council conclusions on the review of the implementation by the Member States and the EU institutions of the Beijing Platform for Action (2002) in December 2002, under the Danish Presidency of the Council of the European Union.

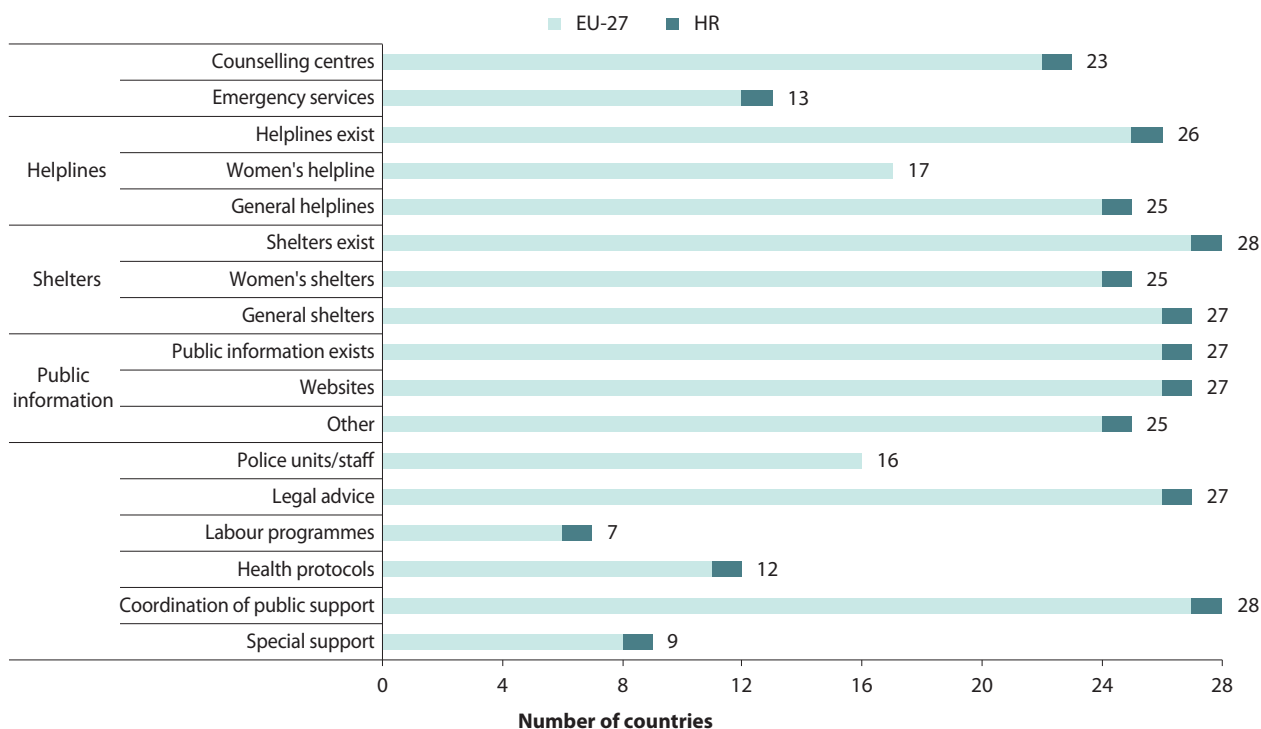
The sub-indicators for victim support are:

- counselling centres;
- emergency services;
- 24-hour helplines;
- women crisis centres;
- guide on available support;
- special police units/taskforce supporting the victims;
- legal advice for victims, official information on the Internet;
- support/courses for victims to help re-enter the labour market;
- health protocols for the victims;
- special support services for vulnerable groups;
- any other support measures and coordination of the public support system.

The data presented here were collected in March–April 2012 through a structured online questionnaire that was distributed to governments, NGOs⁽⁶³⁾ and academic representatives from all 27 Member States and Croatia⁽⁶⁴⁾ (methodology in Annex I). Since the data collection in March–April 2012, the primary data has been through several stages of review by the governments of the Member States. Information and data on the quality of the support services available and on the coordination of the public support system at the national level were collected from secondary sources⁽⁶⁵⁾. Within the data collection process, the terminology adopted was that of IPV rather than the narrower definition of DVAW agreed between the EIGE and the Cyprus Presidency of the Council of the European Union. The two terms can be used interchangeably.

In the following, the range of support options available in each of the 27 Member States and Croatia are identified and then compared across the EU. There is a variety of specialised services for women survivors of IPV across the 27 Member States and Croatia. The most common services available in the 27 Member States and Croatia are specialised legal advice and public information (Figure 2.3.1).

Figure 2.3.1: Range of support services for women survivors of IPV in the EU-27 and Croatia, 2012

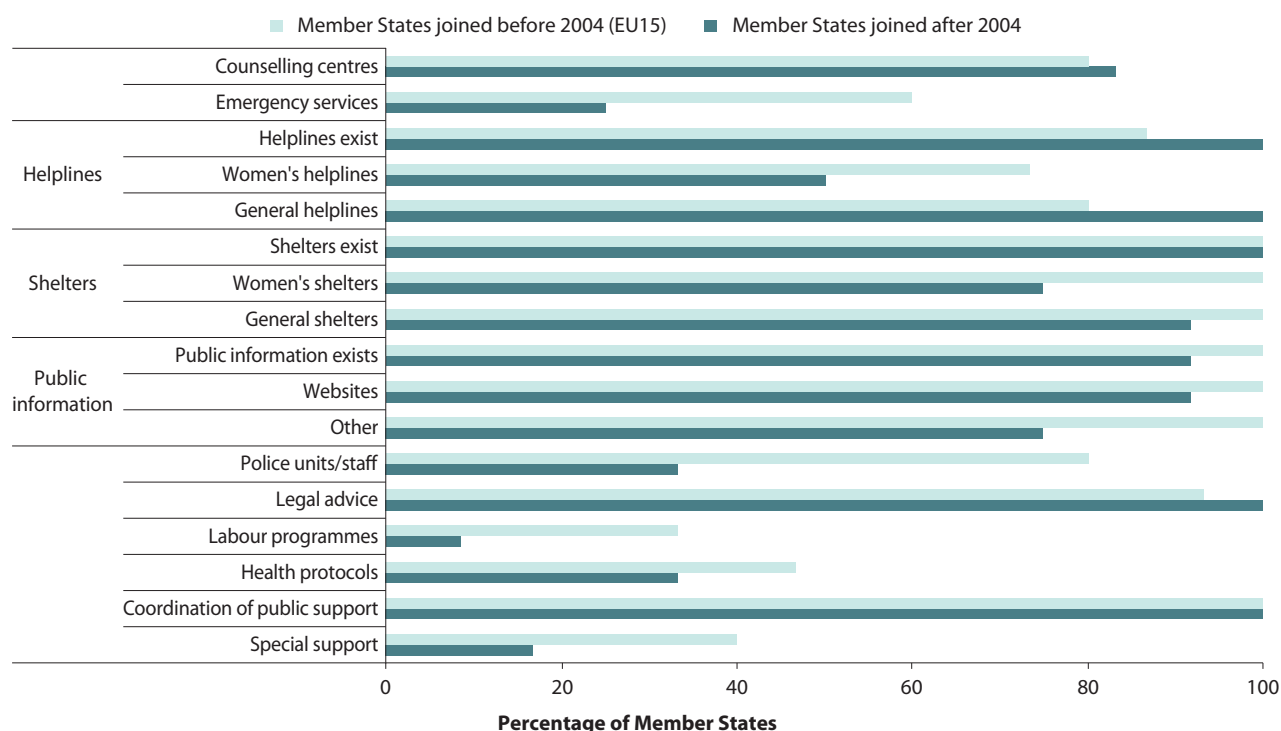


Source: Data collected through the online survey, March–April 2012, reviewed November 2012.

Women's shelters and women's centres/services are widely available and can be found in the majority of Member States (over 80 %) and in Croatia. The least available services are special support services for multi-discriminated groups and specialised labour programmes (less than 40 %). A link may exist between the ranges of services and whether a Member State joined the EU before or after 2004 (Figure 2.3.2).

The range of services is greater among the old Member States. The range of support services is more limited in the new Member States and Croatia: three (BG, HU), four (EE, LV, PL, RO), five (LT) or six (CZ, MT, SK) types of service (Annex III, Table 2.1). All 15 old Member States provide women's shelters (Figure 2.3.2). Among the 12 Member States that joined after 2004, 75 % provide women's shelters.

Figure 2.3.2: Different types of services provided for women survivors of IPV in the EU-27, 2012 (%)



Source: Data collected through the online survey, March–April 2012, reviewed November 2012.

The size of the population of each of the 27 Member States and Croatia does not appear to be linked to the range of services. For example, Cyprus, which is a relatively small country of just under 1 million inhabitants, has a wide range of services for women victims of violence.

The current data were collected at national level: this limits the possibility of presenting a comprehensive picture of the available services in each of the 27 Member States and Croatia as many of these services are provided at regional and local level. Further monitoring and reporting exercises are needed within each of the 27 Member States and Croatia in order to ensure a valid up-to-date picture of the situation.

There are also differences between the Member States and Croatia in the definition of specialised services. Some Member States apply stricter criteria and thus might declare a different number of services. In the following, each type of service is presented and analysed. This includes concept, data availability, an overview of the existing service in the EU, conclusions and several recommendations.



2.3.1 Counselling centres

Concept: Counselling centres are non-residential services that provide gender-specific day support of any kind (including information, advice, counselling, practical support, accompaniment to court, legal information, proactive support and outreach) to women survivors of IPV and their children who are not in shelter accommodation. These include intervention centres providing legal, social and health assistance to women, women’s crisis and counselling centres, women’s drop-in advice centres and floating support services providing practical and emotional help to women in the community. The women’s shelters providing non-residential counselling, outreach and other services for women survivors of violence are also important providers of this type of service.

The general women’s centres that provide other support addressing social inclusion, poverty, employment, gender equality and other issues, or sexual violence centres for survivors of rape or sexual abuse are not included. Nor are IPV or DV counselling centres open to men and women alike, as these do not provide the level of gender-specific specialised services women survivors of IPV require (CoE, 2008b: 36).

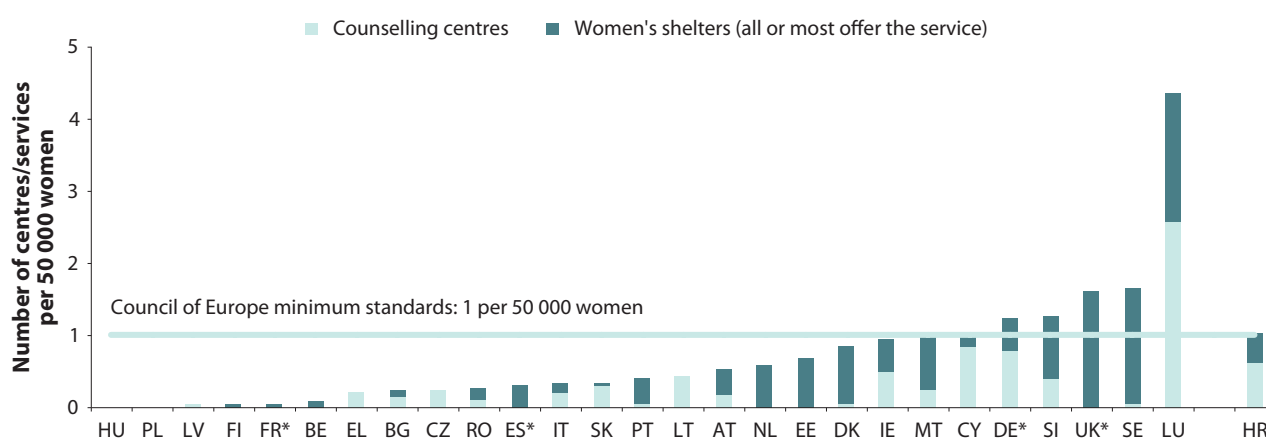
Data overview: With the exception of Hungary, all the other 26 Member States and Croatia have non-residential women’s centres/services available; in four Member States (BE, EE, NL, FI), counselling centres do not exist but these types of services are provided by women’s shelters. Furthermore, in three of these Member States (BE, EE, FI), all women’s shelters provide counselling services and in the Netherlands, it is mostly the shelters that provide these services (Annex III, Table 2.2).

For many of the Member States, it was difficult to provide an exact number of women’s centres and the services they provide. In several cases, experts included non-residential women’s shelter services in the answers on women’s centres, thus the final numbers are not exact.

Five Member States (IE, IT, CY, LV, MT) provided data on the number of users. For Italy and Malta, the data are several years old. Comparisons among these Member States are not possible since in Ireland and Malta, individual women are counted, while in Italy, Cyprus and Latvia, the tally is the number of times the service has been used. Only three Member States gave data on funding for these services (IE, CY, LU).

Where data are available, only eight Member States (DE, IE, CY, LU, MT, SI, SE, UK) and Croatia meet the recommendation of the Council of Europe to have at least one counselling centre/service per 50 000 women (Figure 2.3.3).

Figure 2.3.3: Number of centres/services for women survivors of IPV in the EU-27 and Croatia, 2012



Note: The number of shelters was used only for countries where all or most women’s shelters offer services for non-residents. No service was provided in Hungary, and women’s counselling centres do not exist in Belgium, Estonia, the Netherlands or Finland, but all women’s shelters provide services in Belgium, Estonia and Finland and most do in the Netherlands. The exact number of counselling centres is not available in Germany (but there are approximately 600–700). Data about the number of centres are not available in Spain, France or the United Kingdom.

Source: Data collected through the online survey, March–April 2012, reviewed November 2012; Eurostat, Population Statistics (demo_r_d2jan).

In 22 Member States (BG, CZ, DK, DE, IE, EL, ES, FR, IT, CY, LV, LT, LU, MT, AT, PL, PT, RO, SI, SK, SE, UK) and Croatia where women's centres exist, they are provided by NGOs and by the state (DE, EL, ES, FR, IT, CY, LU, RO, SI, SE, UK); women's centres are provided only by NGOs in 10 Member States (BG, CZ, DK, IE, LV, LT, AT, PL, PT, SK) and Croatia.

The provision of state funding does not always cover the full cost of the services. The NGOs delivering the services very often need to fund-raise to support their activities or resort to reducing services (WAVE, 2011). With the exception of Latvia, where information was not available, all other 21 EU Member States and Croatia provided state funding to women's centres. In 13 Member States, it is **mandated** by law (BG, CZ, ES, IT, LT, LU, MT, AT, PL, PT, RO, SI, UK⁽⁶⁶⁾); in eight Member States (DK, DE, IE, EL, FR, CY, SK, SE) and Croatia there is **no law mandating** state funding.

The geographical extent of the provision of women's centres varies widely: in eight Member States, the centres are available in all regions (IE, ES, FR, IT, CY, MT, AT, PT); in seven Member States (CZ, DE, LT, LU, RO, SK, UK) and Croatia the centres are available in most regions; and in three Member States, only in some regions (BG, DK, SE). In two Member States, the centres are available only in major cities (EL, SI) and in two Member States only in the capital (LV, PL) (Annex III, Table 2.2).

The majority of women's centres offer a wide range of support in providing information and advice in all 27 Member States and Croatia. The majority of centres provide counselling, advocacy, legal advice, court accompaniment, networking, resettlement support and specialist child support. In Greece, there is no provision of advocacy support services; in Denmark, there is no court accompaniment or outreach service; in Latvia, there is no outreach service; in Slovakia, there is no resettlement service; and in Denmark and Lithuania, there is no resettlement or specialist childcare service. In Italy, women's centres also provide medical counselling, employment advice and parenting support. In the United Kingdom, specialist case workers for high-risk victims are also provided (Annex III, Table 2.3).

It is essential that the provision of women's centres/services has a high level of competency in supporting women survivors of IPV and while this can be done in centres/services dealing with other forms of VAW, it is essential that their explicit focus is gender. In the last 10 years, there has been a change in how and where this support is delivered, with an increase in services such as outreach and floating support aimed at reaching women in their homes. In order to provide an up-to-date picture of the women's centres/services, the currently typology needs to be changed and to include this type of services too.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: There should be a minimum of one specialist VAW counselling service in every regional city, one per every 50 000 women and also an outreach support available to women who have limited access to services (CoE, 2008b: 38). Currently, only eight Member States (DE, IE, CY, LU, MT, SI, SE, UK) and Croatia meet the recommendation.

Women's centres/services are an essential support measure for women survivors of IPV. They provide both immediate information and safety support and, for the longer term, counselling and other support to aid their recovery. Both types of services are required for all women victims of IPV.

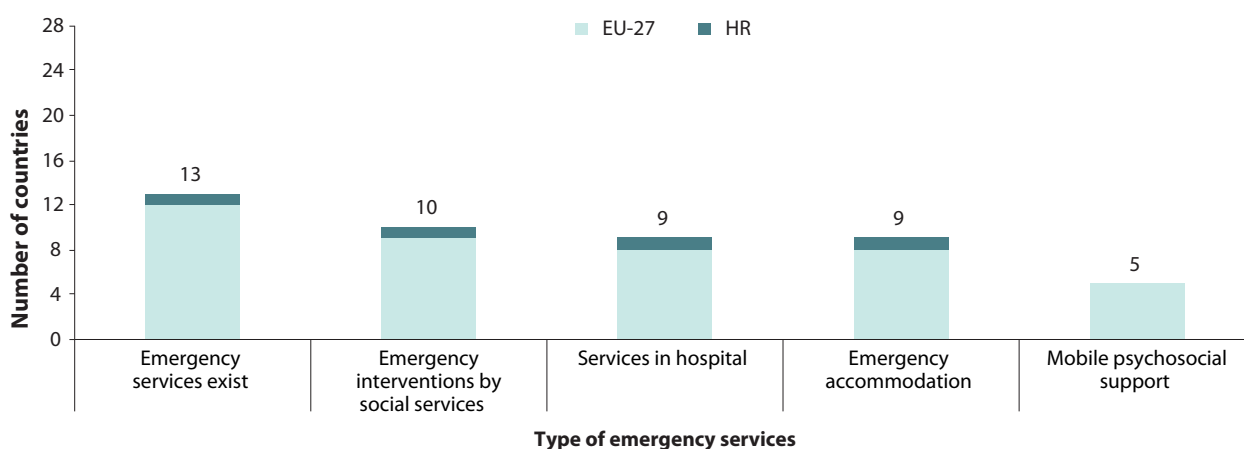
The provision of women's centres/services is a good indicator of victim support. The measurement should not be limited to women's centres as there has been an increase in mobile support provided (support not located in a centre is called 'mobile' or 'floating'). Currently, the data available on this type of victim support indicator is limited⁽⁶⁷⁾.

2.3.2 Emergency services

Concept: Emergency support services are services primarily addressed to women survivors of IPV. They are provided by specialised staff within the emergency services in hospitals, or within social services teams that provide immediate support such as accommodation and special proactive or mobile psychosocial support. In this section, women's shelters which provide emergency accommodation are also considered. A broader description and numbers were provided in Section 2.3.4.

Data overview: Twelve Member States (BE, EL, ES, FR, IT, CY, LU, MT, AT, SI, FI, UK) and Croatia offer specialised emergency services for women survivors of IPV. The remaining 15 Member States do not provide such services (Annex III, Table 2.4).

Figure 2.3.4: Emergency services for women in the EU-27 and Croatia, 2012



Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

Emergency interventions are provided mostly by social services (BE, EL, ES, FR, IT, CY, LU, SI, FI, HR) and in hospitals (BE, ES, FR, IT, CY, AT, FI, UK, HR). However, the number of Member States and Croatia that provided services is limited. Mobile psychosocial support services are even less present, with only five Member States offering such services (BE, IT, CY, FI, UK) (Figure 2.3.4).

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: Emergency support is an essential service for women survivors of IPV and, as such, an important indicator of crisis provision. At the moment, there is no clear definition of what such a specialised service should be and look like. Different Member States and Croatia offer emergency services of different types and in different locations. The available data is, therefore, not valid and the number of users provided is not comparable.

One way to improve the measurement of data and to reach more clarity would be to provide a clearer definition of types of services. Another possibility would be to limit the types of services to those provided by hospitals, social services and the psychosocial support offered by specialised trained staff. All these services should be separate from the services provided by specialised staff working in women's shelters and/or other women's centre/services. The definition should also make the distinction between this type of service and the services provided by floating support or intervention centres that are counted as part of the indicator on women's centre/services. In order to be able to assess this support service, it is necessary for all the different agencies and organisations involved to collect and maintain accurate records. Currently, there are no national statistics on specialised emergency services available.

2.3.3 24-hour hotlines

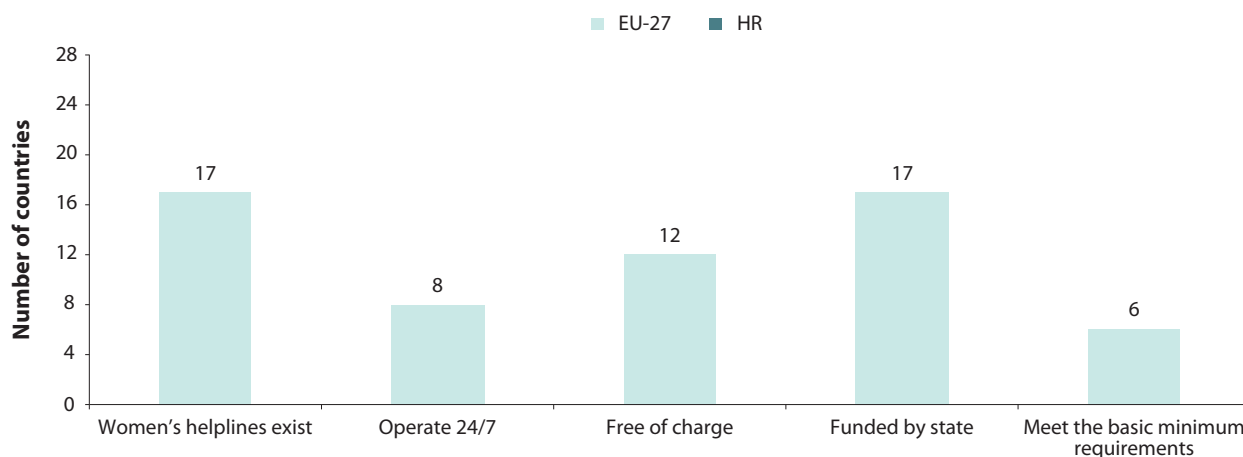
Concept: A national women’s helpline for women survivors of IPV is a helpline operating nationally and serving only, or primarily, women survivors of IPV. The helpline provides women with counselling, crisis intervention, online safety planning and referral to relevant agencies, referring other callers experiencing IPV to the relevant support agencies and providing advice on appropriate support agencies to family and friends. Helplines that are not trained to serve women survivors of IPV were not included. The helplines for all forms of VAW or national DV helplines that serve primarily women survivors were included. We consider that these types of helplines can respond to the needs of women survivors of IPV well ⁽⁶⁸⁾. Helplines, as services to protect women from IPV, need to be gender-specific and specialised, so as to be ‘tailored to specific needs, which may be complex, of service users’ (CoE, 2008b: 28).

This indicator measures the availability of easily accessible information and advice specialised for women survivors of IPV.

Data overview: Seventeen Member States have national women’s helplines that provide assistance at least in the area of IPV and/or DV (DK, EE, IE, EL, ES, FR, IT, CY, LT, LU, HU, AT, SI, SK, FI, SE, UK ⁽⁶⁹⁾). In Lithuania and Sweden, there are two helplines that qualify as women’s helplines. Ten Member States (BE, BG, CZ, DE, LV, MT, NL, PL, PT, RO) and Croatia do not have a national women’s helpline (Annex III, Table 2.5).

Only half of the identified women’s helplines operate on 24/7 basis (DK, EL, ES, IT, AT, SK, SE, UK). In 12 Member States, the national women’s helplines are free (DK, IE, ES, IT, CY, LT, HU, AT, SI, FI, SE, UK) (Figure 2.3.5).

Figure 2.3.5: Women’s helplines in the EU-27 and Croatia, 2012



Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

Of the 17 Member States with national women’s helplines, the majority had publically available statistics on the number of calls made to those helplines (DK, IE, EL, ES, FR, IT, CY, LT, LU, HU, AT, SI, SK, FI). Such statistics were not available for Estonia. In Sweden and the United Kingdom, not all helplines had data available. The statistics provided were either from 2010 or 2011. In Sweden, the data available for one of the women’s helplines was from 2007–08.

Twelve women’s helplines are run by NGOs, being fully or partially funded by the state (DK, EE, IE, FR, CY, LT, HU, AT, SI, SK, FI, UK). In Luxembourg and Sweden, where women’s helplines are provided by both the state and NGOs, the helplines are also fully funded by the state. In three Member States, the national women’s helplines are run and fully funded by the state (EL, ES, IT). Of the helplines run

by NGOs, five are fully funded (DK, IE, FR, LT, AT), or receive partial funding from the state (EE, CY, HU, FI, UK). Slovenia and Slovakia have no data available on funding for women’s helplines.

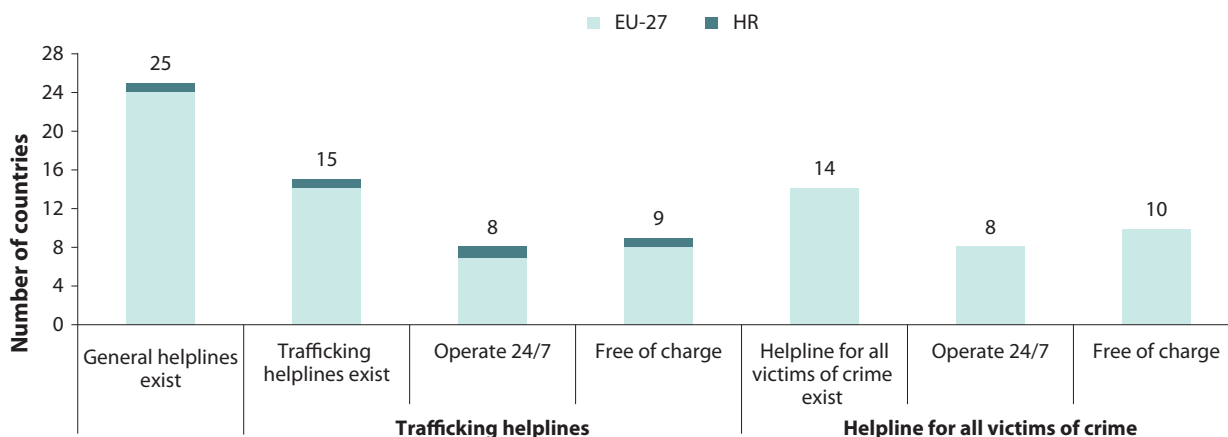
In the Member States where data on the total number of callers were available, nine Member States have data on the number of women callers (IE, EL, ES, FR, IT, CY, LU, AT, SK) or the share of women callers (FI). Between 57 % and 100 % are female callers. In seven Member States, it was possible to identify women callers as survivors of IPV or DV (IE: 97 %; EL: 57 %; ES: 70 %; FR: 83 %; IT: approximately 85 %; CY: 75 %; LU: 97 %; AT: 85 %; SK: 100 %; FI: 99 %). In addition to calls from women survivors of violence, helplines also take calls from family or friends of victim and from professionals seeking advice to deal with survivors.

General helplines

In almost all Member States (except BE, DE, FR) and Croatia, there are national general helplines (BE and DE have regional and local women’s helplines). These general helplines are not gender-specific as they do not assist women survivors of violence or specifically DV. Therefore, the needs of women survivors of IPV or DV are not met by having only general helplines. At the moment, this is the situation in eight Member States (BG, CZ, LV, MT, NL, PL, PT, RO) and Croatia where there are only general helplines — no women’s helplines exist. In Belgium and Germany, there are no women’s helplines and also no general helplines but in Belgium, local level helplines are provided by crisis centres and shelters and in Germany, women’s helplines are just in development and were not yet open in the data collection period.

In 2010, the helpline for all victims of violence in the Czech Republic assisted 7 898 callers in total, with approximately half coming from women survivors of IPV/DV. In Latvia, the general helpline received 2 875 total calls, where only 202 calls regarded cases of IPV. In Malta, there were 10 868 calls received by general national helpline in total, of which only 465 calls related to DV. This suggests that a specialised and targeted helpline is necessary as survivors of DV are unlikely to call helplines unrelated to their situation. For general DV helplines, not gender-specific, call statistics are as follows: in Poland, the Blue Line received 11 228 calls in 2010; in Portugal, the DV line received 1 632 calls in 2011, of which 1 501 were from women. No data is available for the helpline in Bulgaria and the Netherlands.

Figure 2.3.6: General helplines that also cater for women survivors of IPV in the EU-27 and Croatia, 2012



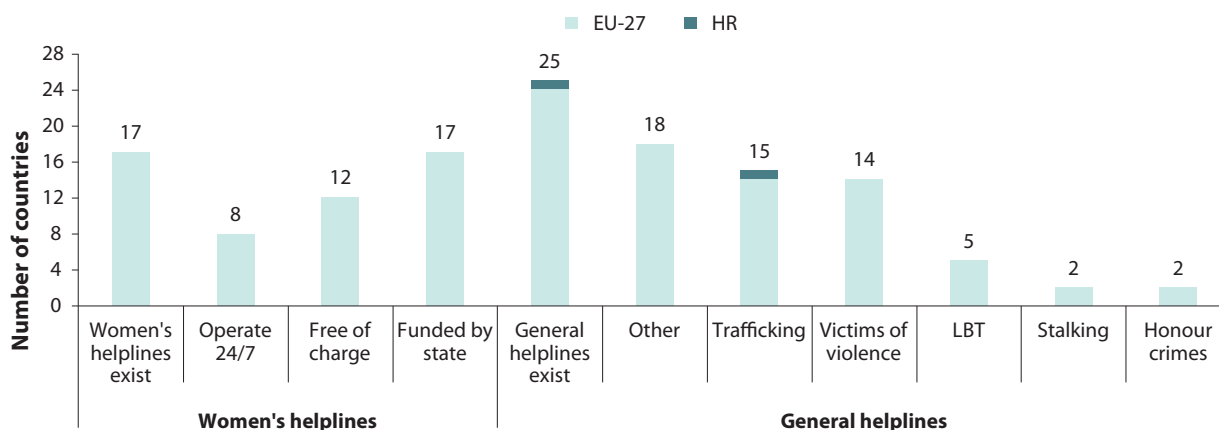
Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

Where general helpline information was available, they were mostly trafficking helplines or helplines for victims of all crimes. Fourteen Member States (CZ, DK, EE, EL, ES, IT, CY, LV, AT, PL, PT, RO, SI, UK) and Croatia have national trafficking helplines. In seven Member States (EL, ES, IT, CY, AT, PT, RO) and Croatia, the helplines are available 24/7, and in eight Member States (CZ, DK, EE, IT, LV, AT, RO, SI) and Croatia, they are free of charge. Trafficking helplines appear not to be helpful in assisting survivors of IPV as the call volume is low (in LV, 96 calls in 2010). In Romania, despite the high volume of calls, none were from survivors of IPV/DV (2 830 in 2010 and 2 183 in 2011).

In 14 Member States, there are helplines for victims of all crimes (in BG, CZ, DK, IE, CY, MT, NL, AT, PT, SI, SK, FI, SE, UK). In eight Member States (BG, CZ, DK, CY, MT, AT, SI, SE), the helplines are available 24/7, and in 10 Member States (BG,

DK, IE, CY, MT, AT, SI, SK, SE, UK), they are free of charge (Figure 2.3.6). Where statistics on the number of calls from women survivors of IPV/DV was available, it showed that 50 % and 76 % respectively were calls from women survivors of IPV/DV (in 2010, CZ and SK; in 2011, in SI, only 3 123 calls (0.6 %) from a total of 522 162 were from women survivors of IPV/DV).

There is not a significant number of national helplines for victims of stalking and so-called honour crimes: Italy has a national stalking helpline and Denmark has so-called honour crimes helplines while the United Kingdom has both. Also, in five Member States (IE, MT, PT, SE, UK), national LBT helplines are available (Figure 2.3.7). No data on the number of calls from women survivors of IPV is available for any of these helplines.

Figure 2.3.7: Women’s and general helplines for women survivors of IPV in the EU-27 and Croatia, 2012

Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: National women’s helplines provide crucial help and support to women escaping IPV, offering advice and information for their immediate safety and protection. Identified as critical for women in rural areas (CoE, 2008b: 28), the provision of one national women’s helpline is considered to be a minimum level of provision in a country ⁽⁷⁰⁾. It is essential that helplines are gender-specific and specialised in order to deliver the quality of service required in supporting the complex needs of women calling the service.

The established quality standards for helplines request that these are free, operate 24/7, provide multilingual support and are specialised for women survivors of IPV. They also need to have personnel that are able to address women’s problems in a manner that recognises the gendered nature of violence and have the necessary knowledge regarding regional provisions and legal measures available. The existence of such helplines should be advertised widely to ensure that the population is aware of their existence and availability.

The helplines of only six Member States meet the basic minimum requirements for national women’s helplines (DK, ES, IT, AT, SE, UK).

A national women’s helpline is a key support service for women and the extent and quality of such provision is a good indicator of victim support. To improve data collection, helplines should keep statistics on the number of calls answered in relation to the number of calls received and the number of women callers. Keeping track of the

category of callers is also helpful to ensure the needs of the target group are being met. This will assist governments in establishing the level of need and if the helpline capacity is sufficient. Collecting data on the amount spent by government to fund the helpline will ensure that funding becomes regularised, hence ensuring the continuity of this indispensable specialised service. Member States that do not have national women’s helplines should consider the provision of this service as a particular and high priority ⁽⁷¹⁾.

2.3.4 Women’s crisis centres

Concept: Women’s shelters or refuges are tailored to the specific immediate and longer-term needs of women survivors of IPV and their children. They provide an essential emergency support for women and their children escaping violence, offering safety and support and advice to assist them to rebuild their lives. Women’s shelters must have specialised personnel with in-depth knowledge of gender-based violence, able to address the discriminatory nature of this violence.

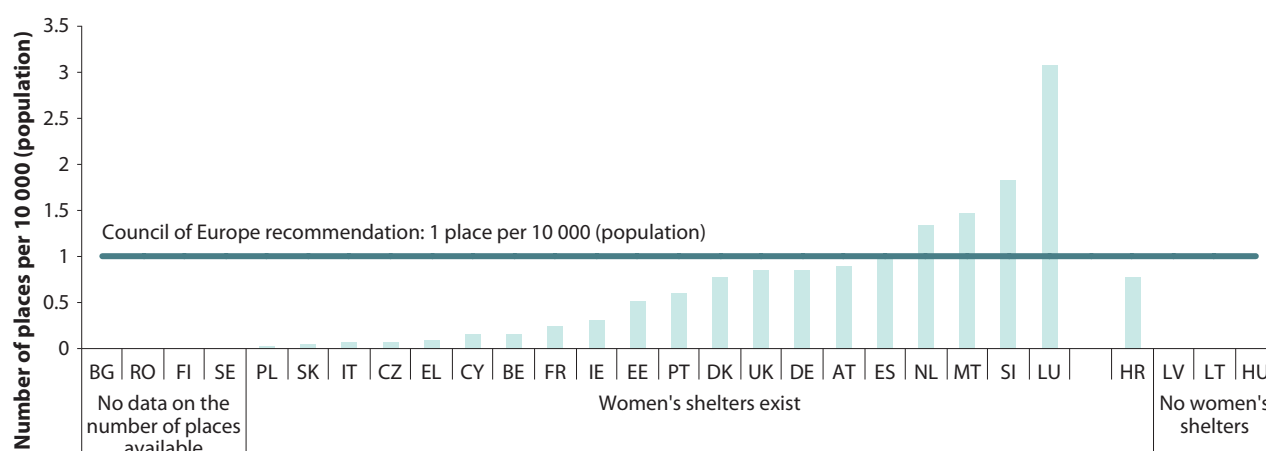
Data overview: Only three Member States do not have specialised women’s shelters (LV, LT, HU). In the remaining 24 Member States and Croatia, women have access to the services of women’s shelters. NGOs operate at least one (sometimes several) women’s crisis centres in these 24 Member States and Croatia. Moreover, in 11 Member States, NGOs run all the women’s shelters (BE, BG, CZ, EE, FR, CY, NL, AT, SK, FI, UK). In the other 13 Member States and Croatia, women’s shelters are run by NGOs together with the state. In no Member State are women’s shelters run exclusively by the state. However, the state plays an important role in the functioning of women’s shelters as it provides funding to the NGOs that operate these services.



The number of shelters varies from one in Cyprus to just over a thousand in the United Kingdom. Besides the number of shelters, it is important to have information about the number of places in shelters. Four Member States were not able to provide the number of places in the shelters (BG, RO, FI, SE). There are only four women's shelters in the Czech Republic and one in Poland, but there is a large amount of general temporary accommodation (general shelters): 276 in the Czech Republic and 707 in Poland. The general services also provide specialised IPV accommodation for both women and men.

The Council of Europe recommended that it is good practice and a minimum standard to have at least one shelter place per 10 000 population. Analysing the data available, only five Member States meet this requirement (ES, LU, MT, NL, SI) (Figure 2.3.8; Annex III, Table 2.7).

Figure 2.3.8: Number of places available in women's shelters



Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012; Eurostat, Population Statistics (demo_r_d2jan).

In terms of geographical distribution, for 18 Member States, women's shelters exist in all or most regions (all in DK, ES, FR, MT, NL, AT, UK; most in BE, DE, EE, IE, IT, LU, PT, RO, SI, SK, SE; and most in Croatia). In four Member States, the shelters exist only in major cities (BG, CZ, EL, FI) and in two Member States, only in the capital (CY, PL).

Very often, women seeking shelter have accompanying children and it is very important to be able to accommodate them together, as many women may not leave an abusive relationship unless they can take their children to safety with them. Accompanying children are accepted in the majority of women's shelters in the Member States and Croatia (all shelters in: BE, BG, CZ, DE, EE, IE, FR, IT, CY, LU, MT, NL, AT, PL, PT, SI, SK, FI, HR). In some places, there are age restrictions for boys. In six Member States, children are accepted in most shelters (DK, EL, ES, RO, SE, UK). For women's shelters who accept women accompanied by children, it is very important to have personnel that are trained and able to work with children. In only four Member States (BE, LU, AT, PL) and Croatia do women's shelters have this kind of personnel in all women's shelters. In eight Member States, most of the women's shelters

have this type of personnel (DK, DE, ES, IT, NL, RO, SI, FI); in eight Member States, only some shelters have this type of qualified personnel (CZ, IE, EL, MT, PT, SK, SE, UK); and in three, none of the shelters have such qualified personnel (BG, EE, CY). France provided no data.

Security precautions are an extremely necessary element of women's shelters since women and children need to feel safe. All of the shelters in 14 Member States (BE, BG, CZ, EE, IE, FR, CY, LU, MT, NL, AT, PL, PT, UK) and Croatia have security measures and in another seven Member States, security measures are provided in most of the shelters (DK, DE, EL, RO, SI, SK, FI). In three Member States, only some shelters have security measures (ES, IT, SE).

In all 27 Member States and Croatia where women's shelters are available, there is a reliance on women's benefits for payment, even if they declare that they are free of charge: in 15 Member States (BG, DK, EE, IE, EL, ES, FR, CY, MT, NL, AT, PL, PT, FI, UK) and Croatia, all shelters are free; in four Member States, most of the shelters are free (IT, LU, RO, SE); in two Member States, some of the shelters are free (DE, SI); and in three Member States, no women's shelters are free

(BE, CZ, SK). If women taking up shelter are in employment and are not entitled to benefits, they are then asked to pay a contribution according to their means, regardless of the status of the shelter. In Luxembourg, the first two months are free, whilst the third month onwards is charged. The way women's shelters are supported financially impacts women's decision to leave an abusive relationship, or possibly to return to an abusive relationship and to seek shelter. It is an indicator of accessibility of the service.

The length of time a woman can stay in a shelter may also have a bearing on her decision to leave or to return to an abusive relationship. Limits to the length of stay are often in place to encourage the women to become empowered and to move on with their lives, as well as to make space for others who are in need of shelter, especially in emergency shelters. There are differences among shelters in this regard too. One thing emerging is that even where length of stay is limited from three up to six months, it can be prolonged in most cases, depending on the situation (IT, PL, PT, SE). In general, the personnel working in women's shelters consider the specific needs and conditions of each woman.

The number of women and their children using shelters as a means of escaping an abusive and violent relationship is known in 15 Member States (CZ, DE, EE, IE, EL, ES, FR, IT, CY, MT, NL, AT, PL, PT, UK). Nine Member States (BE, BG, DK, LU, RO, SI, SK, FI, SE) and Croatia cannot provide such numbers (Annex III, Table 2.7). In Denmark and Sweden, only some of the women's shelters were able to provide the numbers of women using their services and in Slovenia, the shelters that provided numbers were not women's shelters.

The lack of data when it comes to the numbers of women using shelters is due to the limited resources provided to shelters who, as a result, cannot compile data, as well as the lack of centralisation of data and information and the lack of interest in developing data collection.

In the majority of Member States and Croatia, women's shelters also provide non-residential services: in 11 Member States (BE, BG, DE, EE, IE, CY, AT, PL, SI, SK, FI) all shelters provide non-residential services; most of the shelters in 10 Member States (DK, ES, IT, LU, MT, NL, PT, RO, SE, UK) and Croatia provide such services making, in total, 21 Member States and Croatia. Only some shelters provide non-residential services in the Czech Republic and in Greece. France did not have any data on this. For example, in 2011, there were 936 women and 60 children that sought help not connected to accommodation in Estonia: this could be help with legal matters or psychosocial help and support, including counselling. Another example comes from Malta, where most of the non-residential services provided by shelters concerns their ex-residents (i.e. women who have previously been residents and have now moved on). Some shelters provided support to women facing multi-discrimination.

In the 24 Member States and in Croatia where women's shelters are available, state funding of some form (including national and/or regional) is provided in order to support their services, but only six Member States (EE, CY, LU, NL, PL, PT) and Croatia also gave a figure. In 15 Member States, it is mandated by law (BE, BG, CZ, DK, ES, IT, LU, MT, NL, AT, PL, PT, RO, SI, SK); in nine Member States (DE, EE, IE, EL, FR, CY, FI, SE, UK) and Croatia, there is no law mandating state funding.

In several Member States, the shelters' services were affected by budgetary cuts recently enacted by governments. In three Member States, shelters were closed (DK, ES, RO); in Greece, some Shelters run by NGOs were closed, while the development of the 19 new shelters, provided by the national action plan, face difficulties and delays; in Italy, funding had to be tendered for; and in other three Member States, there were cuts in funding for the sector (IE, CY, NL) (WAVE, 2011).

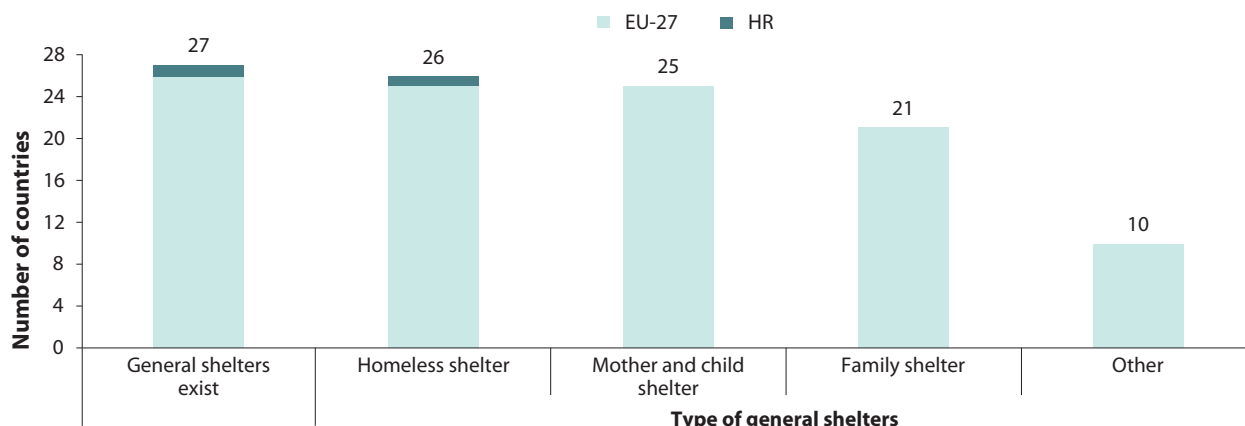
Temporary or crisis accommodation service provided by general shelters

Temporary accommodation is sometimes used to fill gaps, or to take the overflow: as such, it is not geared to meet the specific needs of women victims of IPV.

All but one Member State (CY) and Croatia have general shelters that provide services such as temporary accommodation for women survivors of IPV. In Cyprus, even if there are no general shelters, women survivors of IPV have access to temporary/crisis accommodation in hotels when the women's shelter is full. The expenses are covered by the state.

'Mother and Child' services are very common and exist in 26 Member States (except DK). Croatia does not have any data available. Family crisis accommodation services are available in 21 Member States, but not in four (EE, IT, LV, AT). Croatia and Slovenia have no data available. Croatia has homeless hostels accessible to women survivors. In Finland, the homeless hostels available cannot accept women escaping IPV. In Lithuania, homeless hostels are available and accessible to women survivors; however, they may not be safe for women. This is likely to be true of many homeless hostels as very often they do not provide security measures. In another 10 Member States, other forms of temporary accommodation exist: accommodation for refugees/migrants (EL, IT, AT); for youth (IT); for vulnerable/excluded/distressed people (LU, NL, PT); temporary specialist support shelters/centres on IPV which are not gender-specific (CZ, PL).

Figure 2.3.9: Temporary or crisis accommodation for women survivors of IPV in the EU-27 and Croatia, 2012

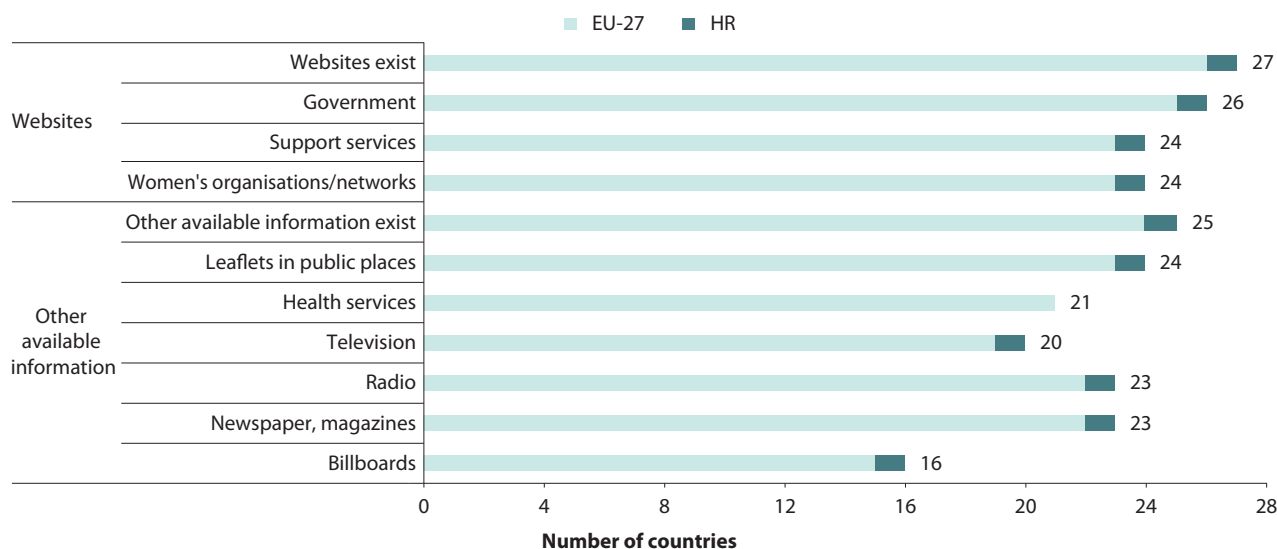


Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

In 21 Member States, crisis accommodation/hostels is provided by NGOs and the state (BG, CZ, DK, DE, IE, EL, ES, IT, LV, LT, LU, HU, AT, PL, PT, RO, SI, SK, FI, SE, UK) (Figure 2.3.9). In some Member States, these are provided by NGOs and the state and by local government (ES, IT, LV, LT, PL, SK, FI) and in Italy also by religious organisations. In five Member States (BE, EE, FR, MT, NL) and Croatia, temporary accommodation is provided only by NGOs. NGOs provide some form of temporary accommodation in 26 Member States and Croatia, whereas, in no Member State, is such temporary accommodation provided only by the state.

All Member States provided information on the geographic distribution of general crisis accommodation across the regions. Croatia did not provide such information. This service is relatively widespread in the Member States. Security precautions are provided in such accommodation in most cases; it is only in Luxembourg that all general crisis accommodation has security measures. In six Member States, security measures are present in most of the crisis accommodation (EL, LV, MT, PL, PT, SI). In 14 Member States, some of the crisis accommodation has safety precautions (BE, BG, CZ, DE, IE, FR, IT, LT, HU, NL, RO, FI, SE, UK). In Austria, none of the existing crisis accommodation has safety measures. In four Member States (DK, EE, ES, SK) and Croatia, no data were available.

Figure 2.3.10: Information on support services for women survivors of IPV in the EU-27 and Croatia, 2012



Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

Even if temporary crisis accommodation/hostels exist in the EU and, in principle, are accessible to women survivors, the general lack of safety precautions would not meet many of the women's specific safety needs. A similar problem is the acceptance of accompanying children. In the majority of the Member States, accompanying children are accommodated in **all or most** of the general shelters (BE, DK, EL, ES, FR, LV, LT, HU, MT, AT, PL, PT, RO, SI, SK, FI, SE). In nine Member States, only some general shelters accept accompanying children (BG, CZ, DE, EE, IE, IT, LU, NL, UK); Croatia did not provide such information. This limits women's access to temporary crisis accommodation, since many would not leave their children behind.

Putting together a European Union overview of data and information about temporary or crisis accommodation remains a huge challenge.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: Shelters are an essential support service and their provision is a good indicator of the level of victim support available in the EU. Information on women's shelters needs to be collected systematically in all 27 Member States and Croatia since it acts as an indicator of progress, or otherwise, in the area.

Information on the use of women's shelters is available in only 15 Member States. In order to improve data collection on this indicator, information on the following is needed: the availability and quality of provision; the range of services offered; the provision for children; the use of shelters; the number of women and children users — with users broken down into those housed and those using other services and, if possible, the number of individual women and number of women not able to be accommodated. Data should also be available on the amount of state funding for shelters per year and what proportion of the shelter costs it covers.

2.3.5 Guide on available support/ Official information available on the Internet

Concept: Public information on support services summarises two indicators: guides on available support and official information on the Internet regarding violence against women. Providing information for women survivors of IPV is essential to increasing women's awareness of support services and other options available to them for their safety and protection. It also serves as an effective way to raise awareness among the general public.

Data overview: All 27 Member States and Croatia provided data and information on the availability of public information on support services for women (Annex III, Table 2.9). Twenty-six Member States and Croatia provide public information on support services for women, in different formats. In Bulgaria, there is no information available to women on support services. The majority of Member States (except RO), where information about support services is publically available, provide this information on government websites. Almost all Member States (except HU, SK) and Croatia have this type of information available on the websites of the service providers. Almost all Member States (except EL, HU, MT) provide information on the websites of women's organisations.

Twenty-three Member States (except BG, LV, HU, RO) and Croatia provide information leaflets in public places. In almost all Member States (except BG, EE, EL, LV, HU, RO), information is available in health service centres. In 19 Member States (BE, CZ, DK, EE, EL, ES, FR, IT, CY, LV, LU, MT, NL, AT, PL, PT, SI, FI, UK) and Croatia, information is broadcast on television and, in many more, the information is broadcast on the radio (except BG, HU, RO, SK; in DE data were not available).

Information is also available in newspapers, magazines and on billboards: in 22 Member States (BE, CZ, DK, DE, EE, IE, EL, ES, FR, IT, CY, LV, LT, LU, MT, NL, AT, PL, PT, SI, FI, UK) and Croatia, information is available in newspapers and magazines and in 15 Member States (BE, CZ, DK, IE, ES, FR, CY, LT, LU, NL, AT, PL, PT, SI, UK) and Croatia, information is available on billboards (Figure 2.3.10). Seven Member States cited other methods of disseminating information on support services, such as bus shelters, the metro, smartphone applications and social media sites (e.g. Facebook) (BE, IE, LT, MT, AT, FI, SE). There are also other examples of ways of disseminating information about support services, often linked to specific campaigns (EL, SE) or celebrating relevant international days (ES) ⁽⁷²⁾.



Almost all Member States provide information on support services for women victims of IPV in other languages, such as minority languages and English. In Slovakia, information is not available in English; and in Croatia, information is not available in English or any other minority language. Information was not available for France or Portugal: in Poland, data was available only on the provision of information in English. The most frequent minority languages cited included French, Spanish, Turkish, Arabic and Russian. It is important to note that each Member State and Croatia experience a different level of migration and existence of diverse minority groups, and that data should not be used for the purpose of comparability as some countries tend to have more homogenous populations than others ⁽⁷³⁾.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: The provision of information on support services for women victims of IPV is widespread in the majority of Member States.

The extent to which information on support services is available, including in relevant languages, is a measure of quality rather than a service option. Developing criteria on the minimum provision of information on support services, including its extent and language availability, would be an important measure of the quality of service provision in EU and assist in data collection.

2.3.6 Special police units/task forces supporting victims

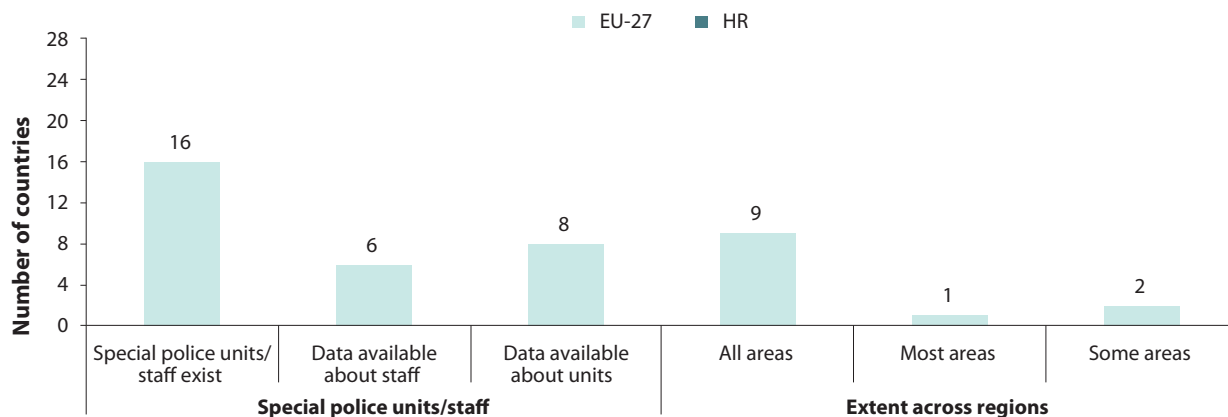
Concept: This indicator measures the availability of specialised police units/task forces that have a specific role to support women subject to IPV. Specialised police units/task forces provide emergency or crisis safety support to protect women, thus having protection as the primary role. These units also need to provide a clear indication to perpetrators that IPV is taken seriously by the authorities; this can impact on the success of any investigation and prosecution. Both specialists and front-line police officers have a role in holding perpetrators accountable. This requires basic training of all police officers and protocols on prevention and protection, not just the provision of specialised units/task forces. This indicator is different from the systematic mainstream training of all police officers in IPV which is recommended for all police officers to receive (Section 1.3.4).

Data overview: Sixteen Member States report having special police units/staff (BE, CZ, DK, DE, IE, ES, FR, IT, CY, MT, AT, PT, SI, FI, SE, UK). From the new Member States that joined after 2004, only four have such police units (CZ, CY, MT, SI). National data on the number and extent of special police units/task forces specifically trained to support women survivors of IPV was available in all but five Member States (DE ⁽⁷⁴⁾, SI, FI, SE, UK) (Annex III, Table 2.10).

In Ireland, there is a task force of 35 police officers assigned to monitor the implementation of the policy on domestic violence across the country. There is also a specialised police unit, which provides advice and assistance to police officers around the country. This unit does not work solely on IPV cases as it also tackles child abuse and pornography. Six Member States have special police officers trained to deal with victims of IPV against women (BE, IE, ES, FR, AT, SI). In Austria, there are two specialist DV Liaison Officers in every city and a district police unit, approximately 4 000 in total. In Belgium, there were 195 such police officers in most regions, in 2010. Spain had a total of 1 994 specially trained police officers located in the major cities.

Eight Member States declared that they have special police units (CZ, DK, IE, FR, IT, CY, MT, PT). Depending on the size of the population, each Member State has a specific number of police units dealing also with IPV or DV: in Cyprus and Malta, there is one police unit; in Portugal, there are 573 special police units; in Italy, there are 700 such police units that cover IPV, but also deal with investigations on sexual crimes against women and children, and stalking; in France, family protection units have been put in place in all subdivisions of the regions — in urban areas, the units are placed within the police at the level of *département* but also locally (in ‘public safety zones’). In the police districts which were not able to create such local units, local referents for family protection were appointed.

The extent of special police units/task forces varies with the majority being provided in all areas, (DK, IE, FR, IT, CY, MT, AT, PT, SE), in most areas (BE), in all major cities (ES) or in two major cities (CZ) (Figure 2.3.11). No information is available about the extent of their police units in four Member States (DE, SI, FI, UK).

Figure 2.3.11: Special police units/task forces for the protection of women in the EU-27 and Croatia, 2012

Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

Lithuania has a new law on domestic violence (2012) and also plans to develop specially trained police units. In Poland, all police officers are trained in the Blue Card System — a form of recording incidents of VAW which allows women to report violence to the police and other statutory agencies.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: Specialised police units are crucial to carry out investigations, to obtain evidence and bring cases to court for successful prosecution and to train front-line police. It is important to emphasise that only specialised police units/officers who have had extensive training can be included in this indicator.

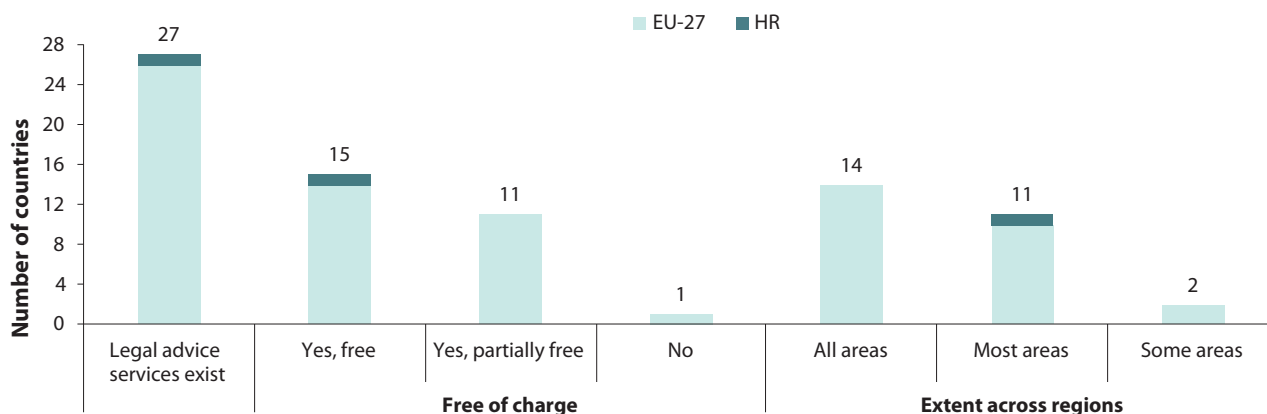
In order to improve the data collection on this indicator, clear information should be publicly available on whether such units/staff exist and what their role is in the prevention and protection in cases of IPV against women. If this information is publicly available, it may also assist in the coordination and cooperation between the police and other statutory agencies and NGOs running support services for women survivors of IPV.

2.3.7 Legal advice for victims

Concept: The provision of free or affordable legal advice accessible to women survivors of IPV is an indicator that measures survivors' ability to access their rights. It can serve as a measure of women survivors' empowerment through access to knowledge (CoE, 2008b: 13). Such legal advice includes applying for an injunction or a civil protection order, filing for divorce, resolving issues related to child custody or contact with children, and legal advice on immigration or residency rights.

Data overview: Data and information on the provision of legal services, payment for such services and their availability based on regional distribution were available from all 27 Member States and Croatia. The comparability of the data is limited due to differences in the definition of the provision of this service. For example, in the United Kingdom, legal advice is provided by staff specifically trained to work with women victims of IPV. In Finland, the service overlaps with other types of legal services and information is not centralised, thus legal advice is provided by rape crisis centres and general victim support centres. In the Netherlands, there is no specialised legal advice for women survivors of IPV but there are some organisations that provide support to victims of domestic violence (Slachtofferhulp Nederland) ⁽⁷⁵⁾.

In the majority of Member States and Croatia, it was indicated that legal services are provided for free or are partially free (free in BE, DK, EL, ES, FR, IT, CY, LT, LU, HU, MT, AT, RO, FI, HR; partially free in BG, CZ, EE, IE, LV, PL, PT, SI, SK, SE, UK) (Annex III, Table 2.11). In some cases, the service is means-tested (IE, MT, SI). Within the collected data, there were Member States that voluntarily indicated that legal services are provided by staff trained in working with women survivors of IPV ⁽⁷⁶⁾. In Poland, free legal consultations are provided to women victims of DV by state attorneys or specialised institutions. In Germany, women are required to pay for legal advice and are fully or partially reimbursed only on application and based on an assessment to see if they meet particular criteria. In Spain, a woman survivor of IPV is legally entitled to immediate legal advice, though a request for free legal advice must be made: this is means-tested, and, if refused, women survivors have to pay for any legal services obtained. In Sweden, where the service is legally mandated, the first 2 hours are provided at a lower than usual cost; a victim of crime may also receive a free aggrieved party council after a preliminary investigation into the crime has been introduced ⁽⁷⁷⁾.

Figure 2.3.12: Legal advice services for women survivors of IPV in the EU-27 and Croatia, 2012

Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

In 14 Member States, legal advice is available in all regions (BE, BG, DK, IE, ES, FR, LT, HU, MT, AT, PT, FI, SE, UK) (Figure 2.3.12). In 10 Member States (DE, EE, EL, IT, CY, LV, PL, RO, SI, SK) and Croatia, legal advice is available in most regions. In Luxembourg, such services are only available in the capital city and in the Czech Republic, these services are offered only in the major cities.

Free legal advice is an important indicator of the quality of services for women survivors of IPV. For a country to qualify as having good legal advice for women survivors of IPV, the service, regardless of the amount of time needed, should be free or partially free based on a means test, made available to the victim within a reasonable time, and the provision of which should be stipulated in the law. Services should be readily available across regions and can be available through non-specialised public or private organisations provided that the legal advisors are specially trained in dealing with survivors of IPV. To improve data collection on the indicator, information on the number of organisations delivering specialised service per administrative region should be collected, as well as the amount of funding allocated and the extent of the service provided.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: Receiving appropriate legal advice is an important step for women survivors of IPV to exercise their right to protection and to rebuild their lives. This type of legal advice includes applying for an injunction or a civil protection order, filing for divorce or separation, resolving issues related to child custody or contact with children, housing and financial advice and legal advice on immigration or residency rights. It is important that the services are provided by legal professionals trained in the issues of VAW including IPV and are free or affordable for women survivors of IPV.

2.3.8 Support/courses for women to re-enter the labour market

Concept: This indicator measures the availability of labour programmes specifically to help women survivors of IPV to enter or re-enter the labour market. Empowering women survivors of IPV to rebuild their lives includes supporting them in gaining independence and (re)joining the labour market. Employment can create independence and help women survivors avoid social exclusion and poverty, which could further increase their risk of experiencing violence in the future. The provision of employment services has been identified as essential in providing important long-term help for victims (Istanbul Convention, 2011). This request is also part of the CoE recommended minimum standards for the initial assessment of a woman entering a shelter (CoE, 2008b: 48).

Data overview: Six Member States (EL, ES, FR, IT, LT, AT) and Croatia have specific labour programmes to help women survivors of IPV enter or re-enter the labour market. Run by women's counselling centres in some Member States (IT, AT⁽⁷⁶⁾), they exist in every region (AT) or in most regions (EL, ES, IT, HR). In France and Lithuania, no data was provided on their extent across regions. Not all women survivors of IPV have access to such programmes, if they exist.

In some countries that do not have labour programmes, other measures are available. Three Member States provided information on the existence of these types of programmes (CZ, RO, SK). The programmes are run by NGOs and funded through the European Social Fund. Similar temporary labour programmes are run in other Member States. In the Netherlands, there has been a pilot programme in place since 2011 to develop these types of labour programmes but they are not yet in place.

Several Member States provided data on generic programmes open to anyone, including women survivors of IPV (BG, IE, ES, CY, MT, PL, SE). In Malta, there is a generic labour programme for multi-discriminated groups. In Ireland, there are both generic programmes and a specific programme just for women survivors⁽⁷⁹⁾. In Spain, women victims who are assessed as not being able to re-enter the labour market are provided with financial aid⁽⁸⁰⁾. As information on generic labour programmes was not requested, several Member States did not provide such information.

In 21 Member States, there are no specific labour programmes for women victims of IPV. Such support is fundamental in ensuring that women survivors of IPV have equal access to employment, a right of all European Union citizens (European Commission, 2010a: 13, CoE, 2008b: 31). Gaining financial independence is critical in escaping violence. The availability of such programmes is a good indicator of the level of services provided for women subject to IPV.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: Labour and training programmes for women survivors of IPV are only available in six Member States. In some countries, they are run by women’s counselling centres. In other Member States, it was not possible to access information on who provides this service.

The availability of labour programmes is a good indicator of the level of services provided for women subject to IPV. There is a need for labour programmes which are suitable and welcoming to women survivors of IPV. These can be specific programmes for certain groups of women and appropriate general programmes delivered by staff trained to understand the issue. Women survivors of IPV should automatically be eligible for such general labour programmes. Efforts need to be made across the EU to ensure the delivery of appropriate and supportive labour programmes for women victims of IPV. These need to be delivered on a regular basis and be accessible geographically, with multilingual support available, if required, and include a right to training and support for labour market re-entry when women have lost their jobs due to IPV⁽⁸¹⁾. While programmes that are specifically tailored to their needs provide the most effective form of support, such programmes can be part of a general provision if the staff is fully trained in how to support women survivors of IPV. Quality criteria should be developed, against which such programmes should be regularly evaluated, including delivery by fully trained staff on issues of VAW and IPV. An agreed criterion would assist in ensuring a clear definition and expectation of what this support service should entail.

2.3.9 Health protocols for the victims

Concept: National health protocols include protocols for providing standards for screening, referral, intervention, documentation and evaluation. This indicator provides information on the availability of protocols that provide standards for health professional responses to women survivors of IPV. National health protocols on how to respond to women survivors of IPV are important to ensure the delivery of an appropriate high-quality service and the necessity to respond to the needs of women.

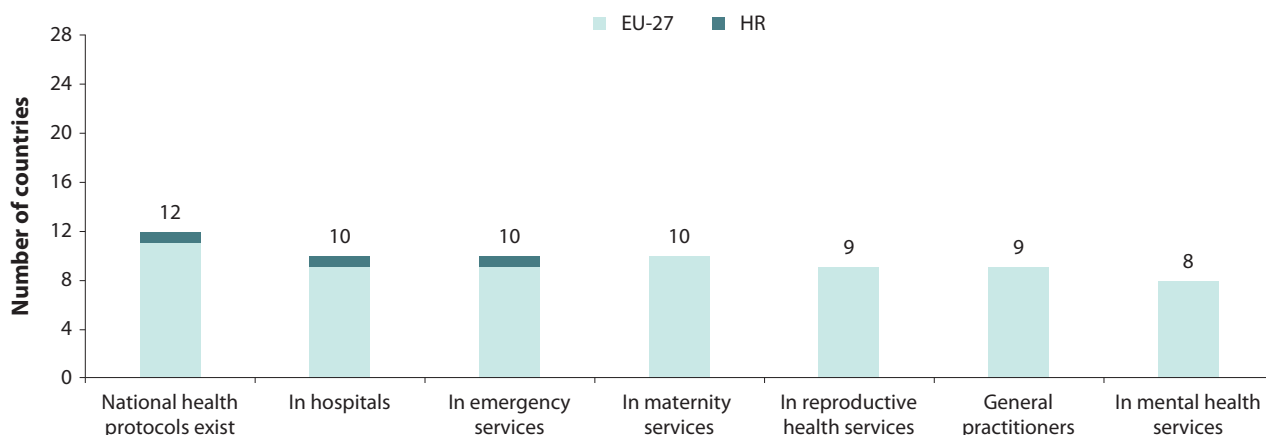
Data overview: Eleven Member States (BE, CZ, IE, ES, CY, LV, NL, AT, SK, FI, UK) and Croatia indicated having national health protocols. Eight Member States have national health protocols in all identified healthcare institutions: hospitals, emergency services, maternity services, reproductive health services, general practitioners and mental health services (BE, CZ, ES, CY, NL, AT, SK, UK). Nine Member States (BE, CZ, IE, ES, CY, NL, AT, SK, UK) and Croatia have national health protocols in hospitals and in emergency services; in Latvia, national health protocols are available only in reproductive services and, in Finland, only in maternity services. In Croatia and Ireland, health protocols are not present in reproductive health services and general practitioners, and, in Croatia, are also absent from maternity and mental health services (Annex III, Table 2.13).

National health protocols provide standards for the response of health professionals to women survivors of IPV (Figure 2.3.13). They are not available in 16 Member States (BG, DK, DE, EE, EL, FR, IT, LT, LU, HU, MT, PL, PT, RO⁽⁸²⁾, SI, SE). Protocols are an important means to ensure that staff are aware of and trained in the appropriate action required to support women victims of IPV.

The current data were collected at national level. In Member States with a decentralised health system, data could not be collected, thus information on the situation at regional or local level is not provided.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: When women turn to the health sector, they usually (unless specifically asked) do not talk about their experiences of violence. For the majority of victims, the hospitals or regular health checks are ‘permissible’ activities, by their controlling partners. Therefore, it is extremely important that the issue of IPV is addressed by health staff who know how to refer the women, and know about appropriate interventions and are able and willing to document the injuries for future use, if the victim does not want to take any legal steps at that point.

Figure 2.3.13: National health protocols dealing with women survivors of IPV in the EU-27 and Croatia, 2012

Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

A national health protocol is rather a quality measure of service provision than a service in itself. The mere existence of a national health protocol does not show any evidence of its implementation or about the quality of the implementation. This indicator is not appropriate for the measurement of support provided to women survivors of violence. In addition, if the healthcare system is decentralised and/or insurance based, there will be no central information on protocols and training in the use of health protocols. The data available on this indicator is limited because there is no uniform definition in use.

2.3.10 Coordination of the public support system

Concept: The coordination of the public support system takes place at national, regional and local level. Coordination at the national level is essential as it can ensure the coordination of all levels. The extent of national coordination at the policymaking level and its presence in national action plans represents a good indicator for the extent of coordination of the public support system.

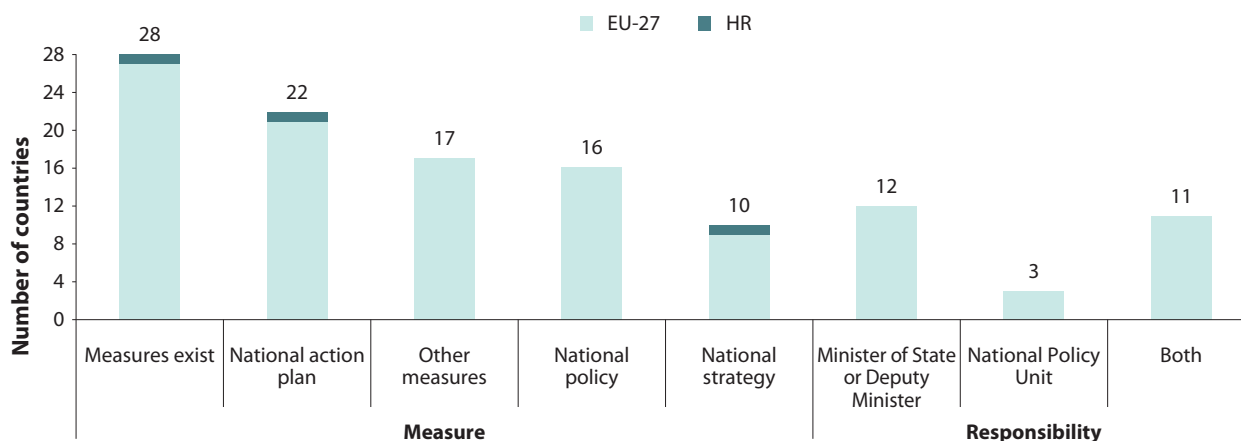
Data overview: Women survivors of IPV have a range of complex needs requiring multi-agency support. Agencies working effectively together can improve the quality of service delivery and reduce the quantity of services involved (WAVE, 2006: 53).

Coordinating multi-agency support has long been identified as good practice. Multi-agency support is not automatically effective: it requires a range of elements including agreed definitions, goals, procedures and principals for working together, such as sharing information and divisions of responsibility and, importantly, centrally locating the needs and rights of the survivor (CoE, 2008b: 24).

Guidelines for NAPs note the importance of including a system of coordination and integration and building multi-sector approaches. This includes developing and implementing shared standards across sectors and information-sharing systems and protocols between relevant agencies (UN, 2010: 60–1) and specifying the different roles of different agencies and organisations (Kelly et al., 2011: 23). To identify which NAPs support coordination, the extent to which a coordinating body is responsible for coordinated national policies, and if NGOs are part of the coordinating body, was examined.

All 27 Member States and Croatia have some national coordination of the public support system including a NAP, national strategy or other measures (Figure 2.3.14). Twenty-five Member States (except AT, RO) and Croatia have a NAP or national strategy addressing violence against women or domestic violence (for more on NAPs, see Section 1.3.2) and, in addition, 15 of them adopted other measures to address VAW. In Austria and Romania, the lack of a NAP and/or national strategy is covered by the existence of other measures that address violence against women or domestic violence.

According to the *WAVE Country Report 2011*, the coordinating body responsible for the implementation, coordination and monitoring of the NAP is mentioned in all but two Member States (BG, FR) and Croatia. In 12 Member States (DE, IE, EL, FR, CY, LV, LT, LU, MT, NL, PT, UK) and Croatia, this body is an inter-ministerial committee. Three inter-ministerial committees have decision-making powers, for example in Ireland. In Slovakia and Finland, they are not inter-ministerial committees but have decision-making powers and include representatives of NGOs. In five Member States, the coordinating body provides policy advice (CZ, DE, LU, MT, UK). In four Member States, it also includes representatives of NGOs (except MT).

Figure 2.3.14: Measures in the EU-27 and Croatia to address VAW, 2012

Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012 and existing secondary sources.

Sixteen Member States have national policies on the coordination of local service provision (DK, DE, IE, EL, ES, FR, IT, CY, LV, LU, NL, PL, PT, SI, FI, UK). The other 11 Member States (BE, BG, CZ, EE, LT, HU, MT, AT, RO, SK, SE) and Croatia do not.

In the majority of cases, a minister or deputy minister has overall responsibility for the NAP, whereas in three Member States, responsibility lies with a national policy unit (BG, SK, FI).

Twenty-four Member States have coordination devices at policy level, which is the national government. In 10 Member States, coordination is placed within the national government (CZ, EE, IE, EL, FR, LU, HU, MT, PL, SI); in nine Member States, coordination is provided by the national government together with regional and local government (DK, ES, IT, LV, NL, PT, SK, FI, UK). In four Member States, coordination is placed with the national, regional and local government and NGOs (BE, DE, LT, SE). In Cyprus, it is the national government and NGOs who take on this task. No devices are present at the policy level in Bulgaria, Romania and Croatia. No data is available for Austria.

An essential requirement for the coordination of public support services is the provision of a range of high-quality services, with funding and which function well. There is a need for further research to identify the allocation of funding for the implementation of NAPs.

There are a series of legal and policy measures that several Member States have introduced besides their NAPs, measures that require coordination of the public support sector. In four Member States, the laws introducing protection orders also included the provision of multi-agency support services for victims and perpetrators as part of an integrated approach to intervention (DE, CZ, NL, AT). Research into the use of services coordinated with protection orders notes that the better

the coordination, the better the delivery of the support services. There is significant variation in the implementation and provision of such services. The delivery of high-quality coordination largely depends on the level of specialised expertise in IPV against women in the organisations involved (Kelly et al., 2011: 92).

The Spanish Constitutional Act, introduced in Spain in 2004, takes a comprehensive approach to IPV providing for a coordinated approach to support for victims (European Commission, 2010a: 198). Between 2005 and 2007, Spain also introduced state action protocols in cases of gender-based violence and intra-institutional and inter-institutional coordination protocols to ‘lend greater efficiency to interventions’. The main coordination measures are linked to the cooperation between police forces and the judicial system⁽⁸³⁾. There are also several regional coordination protocols in which providers in different agencies are involved, such as specific providers of women’s services, police forces, education, health systems, courts, and social services.

Portugal introduced a law requiring the coordination of the public support system at national, regional and local levels in 2009⁽⁸⁴⁾ and the new law introduced in Romania in 2012 stipulates future collaboration between health, education and social protection systems⁽⁸⁵⁾. Poland introduced regulations providing standards for the coordination of the system for preventing DV in 2005⁽⁸⁶⁾.

Most regions (*Länder*) in Germany design their own action plans based on the NAP, including the coordination of the public support system. In Finland, the national government provides local municipalities with recommendations on how to assist victims of DV, including a coordinated response.



In Italy, regional and local authorities are responsible for defining and planning local interventions and coordination at the local and regional level in close cooperation with support centres for women victims of VAW. Details of service distribution are maintained in an internal database by the Department for Equal Opportunities ⁽⁸⁷⁾ which indicates marked regional differences of provision that the NAP aims to address.

A range of other methods used to promote multi-agency cooperation and networking exist. For example, in Malta, there is a forum for state agencies and NGOs working on IPV which meets every three months to share issues, good practices and support for professionals. The success of networking depends on the individual relationships of the participants.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: The effective coordination of the public support system requires a well-resourced network of women's services, including specialised services and an agreed understanding of the gender-based nature of VAW and IPV.

Each Member State and Croatia has some national coordination of the public support system, be it a NAP, a national strategy or other measures. Twenty-one Member States and Croatia have a NAP that mentions the government as the coordinating body of the policy on IPV. Very few NAPs are evaluated. At the moment, it is difficult to assess the effectiveness of NAPs on the coordination of public support systems. Further research is needed to assess how successful national coordination policies are in the coordination of public support systems at the regional and local level, where services are predominately provided, and on the range of methods used by governments to influence behaviour. Equally important is identifying the level of resources provided for the implementation of the NAP and funding to support service provision and coordination.

Improving the coordination of the public support systems in the EU requires the introduction of protocols on policies and procedures, including on the sharing of information and the involvement of all relevant agencies, and recognising the expertise of NGOs delivering specialised services for women victims of IPV. It also requires adequate resources to support a network of services and coordination forums.

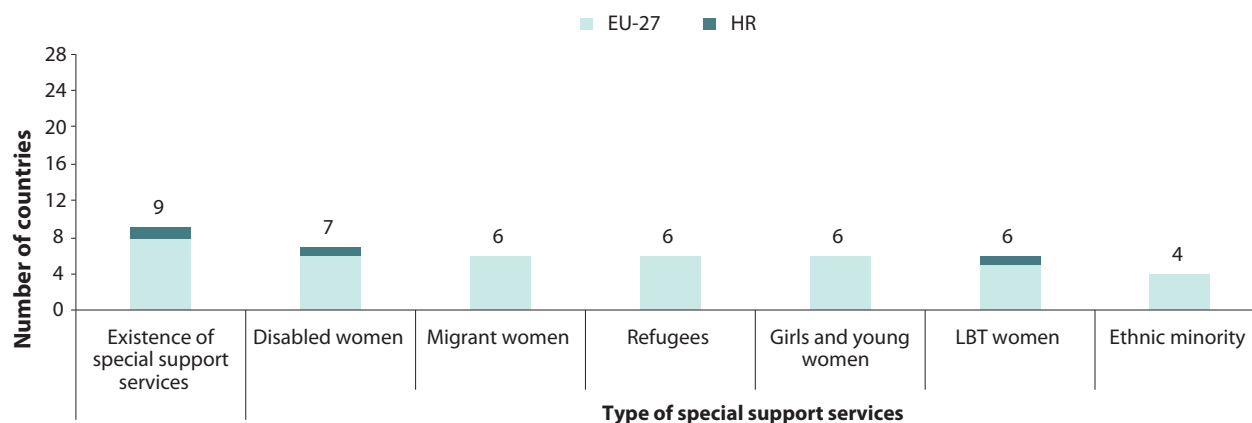
The European Commission's study on feasibility recommended that the European Union expand the exchange of information on developing coordinated inter-agency structures to improve provision and practice (European Commission, 2010a: 21). Promoting recommendations to improve the coordination of the public support sectors and the evaluation of NAPs in the 27 Member States and Croatia and national coordination systems is also important. Improving the coordination of the public support system will result in a better delivery of services for women victims of IPV.

2.3.11 Special support services for vulnerable groups

Concept: Specialised support services provide tailored support specifically for groups of women survivors of IPV who have special needs as they face multiple discrimination. In order to be able to access services, they may need language support, or to be provided with accessibility services, for example wheelchair access, provision for deaf and blind women or personnel who know how to work with women with learning difficulties. These are services that require specially trained personnel, and centres that can ensure accessibility or any other needs.

Data overview: In 19 Member States, no special support services for women facing multiple discrimination were identified. Sometimes, women's shelters and women's centres can diversify their services and accommodate the needs of these women. Even if it was indicated as an integral part of the work in some shelters, it may not always be the case. Some Member States (e.g. DK, IE) offer special support as an integral part of shelter support for victims of IPV. In some instances, shelter workers who have a migrant background are hired to ensure sensitive support to certain women and can provide translation. As these services are dealt with as separate indicators, only specific services are included here.

In eight Member States (DE, ES, CY, AT, SI, FI, SE, UK) and Croatia, at least one special support service exists for women survivors of IPV facing multiple discrimination (Figure 2.3.15). In Spain, Sweden and the United Kingdom, there are services for all groups of women mentioned in the questionnaire. Limited services are offered in two other Member States (CY, SI) and Croatia. Six Member States provide services for migrant women (DE, ES, AT, FI, SE, UK), four Member States for minority women (ES, FI, SE, UK), and in six Member States, special services for refugee women are available (DE, ES, AT, FI, SE, UK). Specific services for LBT women are provided in five Member States (DE, ES, AT, SE, UK) and Croatia. Information on services for disabled women was available from six Member States (DE, ES, AT, SI, SE, UK) and Croatia (Annex III, Table 2.15).

Figure 2.3.15: Services for groups of women facing multiple discrimination in the EU-27 and Croatia, 2012

Source: Data collected through the online questionnaire, March–April 2012, reviewed November 2012.

The lack of data makes comparison between the 27 Member States and Croatia impossible.

Data source: Primary data collected through the online questionnaire, March–April 2012; the data has been through several stages of review by the governments of the Member States: the latest being in November 2012.

Conclusions: Only limited specialised support for women survivors of IPV facing multiple discrimination exists and only eight Member States and Croatia provide at least one such service. There are extremely few specialised support services specifically for groups of women survivors of IPV facing multiple discrimination. The available data is not sufficient and impedes the comparison across the EU. The majority of support services are provided by women's shelters and women's centres for survivors of IPV.

For such services to be able to provide an adequate level of support for women facing multiple discrimination, it is essential that they are inclusive and are able to deliver the appropriate support needed. Women facing multiple discrimination have specific needs: to assume that everyone is treated equally based on the existing legislation fails to recognise that specificity and the multiple nature of discrimination.

This indicator is a measure of the quality of services for women victims of IPV. Data collected on, for example, multilingual support, provision for the special needs of specific groups and staff trained and/or with a similar background would indicate the quality level of provision.

While support for women facing multiple discrimination does not necessarily require the provision of a separate service, particularly for countries with small populations, services available must provide an adequate level of this type of support.

3. Conclusions and recommendations



3. Conclusions and recommendations

The provision of specialised support services for women victims of domestic violence is essential to protect women from this form of violence and enable them to recover and rebuild their lives. Service provision is set out in international legal instruments as part of the human rights obligations of states. It is one of the three strategic objectives of the BPfA on VAW, requiring states to take integrated measures to prevent and eliminate VAW. The European Union has taken a strong position on VAW as an issue of gender equality and as a violation of human rights. All 27 Member States and Croatia have taken legal measures to combat VAW.

This report provides an analysis of the support services that exist in the 27 Member States and Croatia for women victims of domestic violence. It offers an assessment of the progress made in implementing the objectives of the BPfA in the area of VAW and focuses on the sub-indicators of victim support developed by the Danish Presidency of the Council of the European Union in 2002. It presents details of the provision of support services for women victims of IPV in the 27 Member States and Croatia, identifies areas where further services are needed and presents recommendations to improve the quality of services and data collection in this area.

This report shows that there is progress in the provision of support services for women victims of DVAW in the EU. However, more needs to be done. The recent proposal for a directive establishing minimum standards on the rights, support and protection of victims of crime will contribute to achieving this goal (European Commission, 2011b).

Conclusions and recommendations on legislative and policy measures to address domestic violence against women

Within the Member States and Croatia, there is a common recognised approach towards VAW as an issue of human rights and gender equality. The national action plans of the Member States and Croatia take into consideration such a common approach. However, some legal measures developed to address DVAW sometimes utilise a general framework of family protection rather than the common approach of human rights and gender equality. While it is important that DVAW is recognised as a crime, a gender-neutral approach may result in the failure to address the root causes of men's violence against women. Presently, only four Member States (ES, FR, PT, SE) specifically position DVAW as a form of gender-based violence in their criminal codes.

The remaining Member States legislate and follow one of three main approaches in **criminalising**: strengthening general criminal laws; introducing a specific named offence (the majority on family violence); or introducing a higher penalty for family violence by treating the context as an

aggravating factor. These approaches fail to take into account the human rights and gender equality framework needed to deal with DVAW. While there has been significant progress in the criminalisation of DVAW, gaps remain in its implementation, with prosecutions often low compared to the number of reported cases and sanctions rarely sufficient to act as a deterrent. In some countries, women victims still have to resort to a private prosecution.

The safety of women has been a priority for many Member States and there has been a significant increase in the introduction of **protection orders**. A police ban, expelling the perpetrator from the residence and forbidding him to approach or contact the victim for a set period of time, clearly offers the highest level of immediate safety and protection if police are appropriately trained to recognise when a perpetrator poses a danger. The majority of Member States have introduced legal protection orders that are either explicitly designed for cases of DVAW or have been modified to be used against an intimate partner or ex-partner. However, their implementation varies and, thus, so does their effectiveness. Differences are in part due to the diverse legal systems within the EU. Learning from the experience of other Member States, the sharing and adoption of promising practices in different national contexts could help overcome such differences and reach higher levels of efficiency of protection orders.

There are legal provisions for **perpetrator programmes** in 15 Member States but they are not offered in all of these cases. Assessing the effectiveness of these programmes is difficult as few evaluations have taken place. However, no consistency of standards or approach exists within or across countries. Not all perpetrator programmes cooperate with support services for women victims, although it is an essential prerequisite for ensuring women's safety and protection. Guidelines for these types of programmes have been developed (EU, 2008) and, if adopted, would improve the potential for increasing women's safety and holding the perpetrators accountable.

National action plans with strategies to reduce DVAW, framed and elaborated to different extents, are currently in place in 25 Member States and Croatia — a notable and welcome achievement. The majority of Member States and Croatia have a system of public support in their national action plan to coordinate policy on DV. However, very few NAPs are monitored and evaluated; it is therefore not possible to assess their effectiveness on the **coordination of the public support system**. Improving coordination requires the introduction of protocols on policies and procedures, including on the sharing of information and the involvement of all relevant agencies, and recognising the expertise of NGOs delivering specialised services to women victims of DV and their children. Equally important are adequate human and financial resources to support this service provision and



coordination. In order to ensure the effective coordination of the public support system, a well-resourced network of women's services, including specialised services and an agreed understanding of the gender-based nature of VAW are needed.

It is recommended that gender mainstreaming forms an integral part of policies to combat VAW through the development of NAPs. It implies that all relevant agencies and authorities effectively coordinate policies, address gender issues appropriately and integrate a gender perspective into their work. Furthermore, it is recommended that NAPs adopt an integrated approach to combat DVAW, including through the provision of support services that cater to all forms of VAW. Recognising the commonalities between all forms of VAW as a cause and consequence of wider gender inequality is more effective than fragmented actions that address only one form of violence.

Despite the emphasis placed on the importance of **training professionals** by Member States and Croatia, it is often not systematic, nor included in basic training and is neither mandatory nor well-funded. Furthermore, different understandings and definitions of DVAW hinder data gathering and lead to a focus on training in action plans and reports that addresses family violence including child maltreatment, rather than DVAW itself.

Conclusions and recommendations for the improvement of victim support services

The provision of **specialised immediate and long-term services** is essential to support the complex range of needs of women survivors of DVAW and their children. The services include 24-hour hotlines, women's refuges/shelters, specialised advice and counselling centres, specialised police and prosecution units/staff, healthcare, specialised psychological counselling, safe and affordable housing, support for labour market re-entry and other services. It is important that these services are accessible (free of charge, geographically distributed, multilingual, disability friendly), sustainable in the long term, and delivered by staff trained to provide specialised DVAW advice and support. These services need to be accessible to migrant, minority and asylum-seeking women regardless of their legal status, older women, LBT women and women with disabilities. It is important to protect all women from violence and enable them to recover and rebuild their lives, including establishing economic independence possibly through labour market (re-)entry programmes. There have been some significant improvements in service provision, such as the inclusion of services for multiple-discriminated groups in some Member States.

The **level of provision of support services** also varies substantially within the EU in approach, capacity, quality and geographical distribution⁽⁸⁸⁾. In some countries, services for women survivors of DVAW are not gender-specific but included as part of the services offered to all victims of DV.

This approach fails to address the root causes of VAW and has been criticised by the CEDAW Committee as undermining the notion that VAW is a form of discrimination against women. There is also little evidence across the 27 Member States and Croatia of **the evaluation of the use and quality of specialist services**. However, research suggests that EU-level standards and indicators to assess quality are possible and that, therefore, there is a role for the EU to promote a process whereby experts, practitioners and stakeholders can develop these based on existing knowledge.

Sustainable funding, particularly for specialised services for women victims of DVAW and their children, remains a significant problem. This has been compounded by the recent austerity measures in response to the current financial crisis placing such services under greater threat than at any point in the last three decades. Competitive tendering to reduce costs is undercutting small specialist NGOs and may be impacting on quality (Towers and Walby, 2012). While the majority of Member States and Croatia fund some specialised services, this is mainly part-funding and service providers still have to fund-raise to cover costs. Without legal guarantees and sustainable funding, support services for women victims of IPV will remain vulnerable.

Women's NGOs across the EU play a crucial role in the delivery of specialist services. The Council of Europe minimum standards note that funding should not compromise the independence of services (CoE, 2008b: 43). Funding women's NGOs delivering specialist support services, while recognising and respecting their autonomy, is essential to ensure survivors are fully supported.

Conclusions and recommendations on data collection on violence against women

The assessment of measures undertaken to eliminate violence against women in the EU is significantly hampered by the lack of data availability. Primary data for this report was collected at national level by country experts, including government officials, in the 27 Member States and Croatia on the extent, number and actual use of support options for women victims of IPV using an online questionnaire. The differences in how support is organised and understood inevitably meant that experts often had difficulty fitting the realities of the national support and protection structures into a single framework. Inconsistencies in the definitions of VAW or DVAW used by various stakeholders or service providers at national level created difficulties in gathering comparable information. Data were often not publically available⁽⁸⁹⁾ and the experts were often unable to obtain the data required or to provide alternative sources. As the method of collection of information on the provision and use of services applied by different Member States varies, data are not always comparable. Due to limitations in time and scope, data were collected only at national level: some Member States and Croatia with large support systems delivered at regional or

local level frequently did not have data available at national level. On the other hand, data available at national level do not provide a complete picture of the actual provision or use of services. Further research is needed particularly at regional and local level to allow comparability to be confidently asserted. The limited availability of quality primary data on support services for women survivors of DV clearly indicates that reliable, accessible and comparable data remains a significant challenge for the EU Member States and Croatia.

The overview of existing prevalence data, crime statistics and research data have shown that definitions of forms of violence differ widely between violence counted in surveys, institutional contexts and national legal systems. The data therefore cannot be compared within one country or internationally. Measuring the extent of DVAW in the 27 Member States and Croatia is important for the valid interpretation of administrative data such as crime statistics and data on support services. Furthermore, the extent of support needed for women affected by DV should be linked to the extent of the problem in each country/region as well as to the knowledge of who is affected, who has access to support and which groups have no or limited access to support systems. These groups cannot be identified without in-depth research on victims/survivors not presently captured by the legal and support systems.

The European Parliament passed a resolution on priorities and the outline of a recent EU policy framework to fight violence against women, calling on the European Commission to develop and provide annual statistics on violence against women. This resolution also calls on Member States to show clearly in their national statistics the magnitude of violence against women, including its gender-based nature, and to take steps to ensure that data are collected on the sex of the victims, the sex of the perpetrators, their relationship, age, crime scene, and injuries ⁽⁹⁰⁾.

Recommendations for improving data collection have been provided in a number of studies and research expert groups (such as the CAHRV network in 2007 ⁽⁹¹⁾, the Council of Europe study from HEUNI in 2008 ⁽⁹²⁾ and, more recently, the WAVE expert group in 2012 ⁽⁹³⁾). The recommendations following on issues of definitions and different types of data collection were built on the conclusions of these studies.

Challenges of definitions

One of the first key actions required is an agreement on national **definitions and classifications** to be used for surveys, research and administrative statistics. For example, definitions are needed for:

- all forms of violence against women, including the terms 'gender-based violence', 'violence against women' and 'domestic violence'; different professions /institutions use different definitions which jeopardises the comparability of the data being collected — this could be achieved through consultation with all relevant bodies, institutions/professionals and non-governmental organisations as was recently done by the United Kingdom government on DV;
- the terms 'victim' and 'perpetrator';
- the different types of services (e.g. what constitutes a 'women's shelter', a 'telephone helpline', a 'women's centre').

Definitions need to be comparable across the EU Member States and Croatia and applied consistently at national, regional, European and international levels. Within the agreed framework, processes should be set up to enable data collection from all relevant institutions, such as the police, judiciary, health or services sector at state level. This requires funding and an agreement on what data will be collected. As a minimum, data collection should be disaggregated by sex and age of both the victim and the perpetrator, and should also include the type of violence and the relationship of the perpetrator to the victim. The details of data that should be collected are outlined below.

Administrative data

While many EU Member States embarked on the process of collecting population-based prevalence data, service-based administrative data on DVAW is rarely collected. Concrete action is required at national, regional and local levels and within each relevant institution to improve data collection.

To begin the process of **systematic** data collection, it is important to reach an agreement amongst all relevant institutions and professionals to make data collection a priority. A vital next step is to identify those agencies and institutions that work with the issue of VAW. It is also imperative to assess what type of administrative data Member States are currently collecting, and whether the human rights and gender equality nature of VAW is taken into account. Service providers should also identify data concerning the production systems, variables and classifications used.

Many agencies within different areas of operation (police, courts, hospitals, shelters, etc.) already produce data on VAW, but without any systematic coordination. As a result, the classifications applied and the data collected do not follow uniform rules. A realistic objective would be to introduce uniform definitions and a uniform way of recording selected variables for each area of operation (police, courts, hospitals, shelters, etc.). This would facilitate comparison not only between agencies in one country, but also between countries. A national central agency (statistics office or observatory) could play a coordinating role and provide further guidance to each relevant institution. Instructing and training personnel, who will be using data collection systems in their respective institutions, is an important further step.

The types of data to be collected (data should be disaggregated by sex and age of both victim and perpetrator, and specify the type of violence and the relationship between victim and perpetrator) include:

- crime statistics:
 - recorded police contact and/or situations deemed criminal by the police;
 - type of violence (physical, psychological, sexual, other);
 - criminal code/law violated;
 - repeat victimisation (accounting for high-risk victims and repeat perpetrators, link to previous reports);
- criminal justice statistics:
 - number of new cases referred to prosecutor;
 - number of cases brought to trial;
 - number of cases dropped (if possible, causes for cases being dropped, including out-of-court settlements);
 - number of cases convicted (including sentence of perpetrator);
 - repeat victimisation (accounting for repeat perpetrators, link to previous cases);
- healthcare system statistics:
 - type of violence (physical, psychological, sexual, other);
 - severity of violence suffered.

Eurostat should collect administrative data on DVAW at the EU level. This may include the collection of national crime and/or criminal justice data that are sex-disaggregated as a means to identify the gaps in administrative data collection.

Data on support services

Firstly, in order to ensure an accurate, representative and comparable data collection from services for women survivors of DV, such as women's shelters or women's helplines, data collection must cover all the services available in the country. Secondly, it is important to ensure that the services operate continuously to allow for data collection over a multi-year time span. This would result in data collection that is both representative and comparable over time. Furthermore, data should be made publicly available and published at least on an annual basis. Having reached consensus on a harmonised framework of definitions, the following steps could be taken:

- mapping of all services on a national or regional/local level (e.g. helplines, shelters, counselling centres) and provision of funding to these services to keep monthly records on the numbers of women and children users of the service and the number of individual women using the service, or alternatively;
- requiring all services on a national or regional/local level that are funded by the government (e.g. helplines, shelters, counselling centres) to report on the types of services they provide and provision of funding to these services to keep monthly records on numbers of women and children users of a service and the number of individual women using service.

The types of data to be collected (data should be disaggregated by sex and age of victim, and specify the type of violence and the relationship between victim and perpetrator) include:

- helplines:
 - number of calls answered during operating hours;
 - number of calls not able to be answered during operating hours;
 - number of calls not able to be answered outside of operating hours (for helplines that do not operate 24/7);
 - average length of call;
 - repeat calls;
 - other — including the need for multilingual support, type of support needed, type of violence, referred to other services;
- shelters:
 - number of women and their children accepted;
 - number of women and their children turned away/referred elsewhere due to lack of funding or space;
 - average length of stay;
 - repeat visits/stays;
 - other — including the need for multilingual support, type of violence, other non-residential services provided, referred to other services, economic/education/employment background of survivors.

Prevalence surveys

Surveys conducted on a regular basis are needed at national and EU level in order to complement the collection of reliable administrative data in the field of VAW.

At national level, in order to ensure that surveys are representative and comparative over time, governments need to support large population surveys as well as in-depth quantitative and qualitative research in a variety of settings (e.g. households, shelters) carried out on a regular basis (at least 3–5 years).

The types of data to be collected (where appropriate, data should be disaggregated by sex and age of both victim and perpetrator, and specify the type of violence and the relationship between victim and perpetrator) include:

- lifetime and annual rates, including repeated experiences of violence/frequency;
- type of violence experienced (physical, psychological, sexual, other);
- severity of violence experienced;
- consequences/impact of violence experienced (physical and/or psychological health, economic, social consequences).

At European level, two important initiatives should be noted. Firstly, Eurostat has proposed to carry out a victimisation rates and safety feelings in a common EU survey. This EU safety survey (SASU) which will include a module on physical and sexual violence between partners — the results are expected in 2015. Secondly, starting 2011–12, the European Union Agency for Fundamental Rights (FRA) has been carrying out an EU-wide survey on women's well-being and safety in Europe, which is contributing to the initiation of a process leading to continual incremental development in prevalence research. These surveys will support a process of review and development of survey methodology with similar or standardised questions on VAW within modules that could be included in all 27 Member States and Croatia, either within large-scale relevant national surveys and/or within international surveys. The aim of gathering more accurate and more comparable data on reported and unreported cases is a long-term process and has to be achieved through involving a broad scientific community of experts and prevalence researchers from each Member State and Croatia.

Country observatories

Setting up observatories in each Member State and Croatia to collect unified data, alongside developing and agreeing on the use of the same definitions and methodologies would assist in the collection of comparable and harmonised data. This would significantly improve information on VAW and inform policy and strategy development and measures to eliminate it. Observatories should be organised or complemented by scientific research in order to guarantee the collection of valid and reliable data.

Recommendations for a new sub-indicator

Adequate sustainable funding is vital for the provision of a high-quality support system. In the future, it is recommended introducing an additional sub-indicator (Funding for specialist services) to Indicator D6: Domestic violence against women: state measures to eliminate domestic violence against women. This sub-indicator would assist in measuring and comparing the provision of funding between countries. To make funding comparable between each Member State and Croatia, the sub-indicator should be defined in terms of a percentage of GDP, for example the percentage of GDP allocated to the provision of the following specialist support services for women subject to DV in all 27 Member States and Croatia:

- national women's helplines;
- women's shelters;
- women's centres/counselling services.

It is possible to compile information on funding for specialised support services, including those from decentralised budgets, as information available on health service budgets, housing and education show (CoE, 2010: 11). The data for the sub-indicator could be obtained from the yearly records on government spending on specialised services available from the national government ministry responsible for the NAP and the coordination of support services on VAW (e.g. the Ministry of Equal Opportunities, which funds women's shelters and counselling centres in Luxembourg ⁽⁹⁴⁾). Records of local or regional government spending should be considered as well (e.g. in the United Kingdom, this data can be obtained from local authorities). The data collected for the purpose of this report show that 12 Member States (BE, BG, CZ, ES, IT, LU, MT, NL, PL, PT, RO, SI) legislate state funding for specialist services, and five Member States (DK, LT, AT, SK, UK) have the provision for state funding for one of these services in their legislation (Annex III, Table 2.16).



The data on funding for specialised services could become a part of the EU-wide data collection system provided by Eurostat. The European system of integrated social protection statistics (ESSPROS) provides data and information on several social protection expenditures (sickness/healthcare, disability, old age, survivors, family/children, unemployment, housing and other social exclusion) including a coherent comparison between the 27 Member States and Croatia of social benefits to households and their financing. The data collection for the sub-indicator on funding specialised services for victim support in the 27 Member States and Croatia could be integrated into ESSPROS, which would guarantee the availability of comparable and reliable data over time. In this way, the robustness and efficiency of this sub-indicator could be tested.

Annexes



Annex I: Methodology for the collection of data

This annex contains the methodology used to identify and collect data in all 27 Member States and Croatia on:

- the profiles of female victims of domestic violence and male perpetrators;
- the measures to address violence against women adopted by the 27 Member States and Croatia;
- the range, number, extent and actual use of support options for women experiencing intimate partner violence (IPV);
- the quality of supporting options available to women; and
- the coordination of the public support system.

The analysis follows the national level, with very rare reference to regional and/or local level. The European level is addressed only when it comes to legislations and policy documents.

Part A presents the literature review and analysis of secondary sources that were used to collect data on the profiles of female victims of domestic violence and male perpetrators and on legislative and policy measures adopted by the 27 Member States and Croatia in order to address gender-based violence. Prevalence data collected through prevalence surveys and crime statistics were the main sources investigated. Comparative European reports, produced either for the European Commission, Council of Europe and United Nations were the main sources investigated.

Part B presents the collection of primary data on the range, number, extent and actual use of support options for

women victims of IPV, on the quality of the services and the coordination of the support system. The primary data were obtained through a survey and several follow-up interviews. The online survey was based on a structured questionnaire and carried out February–March 2012, followed by more in-depth interviews with the respondents in April 2012.

Part C presents the challenges and shortcomings in the primary and secondary data collection process.

The current report uses, as a starting point, the indicators in area D of the Beijing Platform for Action (BPfA) on domestic violence against women (D1–D7) presented by the Council of the European Union in December 2002:

- D1: Profile of female victims of violence
- D2: Profile of male perpetrators
- D3: Victim support
- D4: Measures addressing the male perpetrator to end the circle of violence
- D5: Training of professionals
- D6: State measures to eliminate domestic violence against women
- D7: Evaluation.

The specific focus of this report is a particular form of domestic violence: intimate partner violence (IPV) against women by men. Since the sub-indicators were presented to the Council, no data at European level were collected in order to present the situation in the 27 Member States and Croatia. This report is the first such endeavour.



Part A: Literature review and secondary sources

Prevalence surveys were collected at:

- (a) national level: Annex II, Table 1.1;
- (b) European level: *WAVE Country Reports 2008 to 2011*;
- (c) international level: reports published under the Coordination Action on Human Rights Violation (CAHRV, 2006, 2006a, 2007); International Violence Against Women Survey (1997–2005) by the UN and HEUNI; UN Women (2011), *Violence Against Women Prevalence Data: Surveys by Country*; CoE (2010), *Protecting women against violence*.

Information on prevalence data was obtained from original reports of national and international prevalence surveys as well as concentrated and systematic information on European Union surveys that were published by international research networks. Where original data and information from the national surveys was not available in English, publications from the research networks were used. When further clarification was required, WAVE Focal Points and country experts⁽⁹⁵⁾ were consulted or country experts that had participated in CAHRV.

The data obtained from the prevalence surveys collected were analysed and compared in relation to the number, age and sex of respondents, and methodology, as well as the structure and contents of the questionnaires. Additionally, the prevalence data taken from the surveys were illustrated and compared in a table. Where gaps or unclear data still existed, national prevalence researchers and criminologists were contacted⁽⁹⁶⁾. The data was also compared to the UN Women VAW data and with the data collected by Hagemann-White (CoE, 2010) for the analytical study of the Council of Europe. The focus was to present data collected since 2003. Where this was not possible, data collected earlier were presented.

Data on **crime statistics** were collected from publicly available sources. The data obtained were analysed with regard to the structure and accuracy of data given on IPV, to the forms of violence included, and the type of information on victim and perpetrator that was available. Additionally, data on the numbers of fatalities as well as survivors of DV were collected. For further clarification, where needed, WAVE Focal Points and national experts were contacted.

To assess **state measures and relevant laws**, reports on perpetrator programmes and the provision of training, national action plans (NAP) were collected. Sources included:

- State Reports and Shadow Reports⁽⁹⁷⁾ prepared for the sessions of the Committee of the Elimination of

Discrimination Against Women (CEDAW) of the UN and the Committee's concluding comments;

- the UN Secretary General's database of legislation and policies on VAW (launched in 2009)⁽⁹⁸⁾;
- documents collected for the meetings of the Ad Hoc Committee on preventing and combating violence against women and domestic violence of the Council of Europe (CAHVIO, 2009a);
- Directive 2011/99/EU of the European Parliament and of the Council of 13 December 2011 on the European protection order;
- Realising Rights Project (2009–11);
- *Feasibility study to assess the possibilities, opportunities and needs to standardise national legislation on violence against women, violence against children and sexual orientation violence* (European Commission, Directorate-General for Justice, 2010a);
- WAVE Focal Points provided information on recent legislative and policy developments during February–April 2012.

A range of other material was also examined including in-depth comparative studies such as:

- QUING: Quality in Gender+Equality Policies project 2006–11;
- publications of the European's Women's Lobby;
- reports produced by the Expert Group on Gender Equality and Social Inclusion, Health and Long-Term Care Issues (EGGSI) of the European Commission;
- *WAVE Country Reports 2008 to 2011*.

Discrepancies were identified when comparing information from different sources. For example, governments' information to the Council of Europe monitoring process, national experts' comments to the feasibility study and the EGGSI report (2010), observatory experts' comments to the European Women's Lobby (EWL) Report (2011) may differ, as questions were asked in different ways in each survey, and informants vary in their areas of specific knowledge. To clarify the discrepancies and arrive at an accurate assessment, the full documents of DV legislation, legislation on protection orders, and national action plans were collected, in English.

The analysis of the gaps identified in the data in terms of accessibility, reliability and comparability is presented in this report in the conclusions and recommendations.

Part B: Primary data collection for support services

Information on the range, number, extent and actual use of support options for women experiencing intimate partner violence (IPV) was collected from each of the 27 Member States and Croatia through an online survey. The survey was carried out at national level and did not aim to collect information for regional or local level.

Following the list of sub-indicators presented in 2002 for indicator D3: Type of victim support, the following support options were targeted:

- hotlines or helplines (i.e. 24-hour hotline etc.);
- women's crisis centres/shelters (including number of shelters per population, number of requests for shelter, number of refusals, funding of centres);
- counselling centres;
- emergency services (i.e. emergency health services, police, social services, etc.);
- special police units/task forces supporting the victims;
- legal advice for the victims;
- publicly available official information (i.e. on the Internet, TV, leaflets, through other sources) regarding domestic violence against women;
- support/courses/training in order to help victims re-enter the labour market;
- health protocols that provide standards for screening, assessment, intervention, documentation and evaluation;
- special support services for vulnerable groups (i.e. young women and girls, LGBT, women with a migrant background, female refugees and foreigners);
- guide on the available support;
- support measures for perpetrators (e.g. training for perpetrators, therapy for perpetrators, others).

The survey was carried out online, using Survey Monkey as technical support, and was based on a questionnaire containing **84 qualitative and quantitative questions** (the questionnaire is provided at the end of this chapter). The Word version of the questionnaire was sent accompanying the online version. It was built on the WAVE questionnaire used for collecting information on services. The questions aimed to collect information on support options for women, understood as services that provide the support women survivors of IPV need. Questions on general services, general temporary accommodation and general helplines that women could access for support were also included. To address possible differences in assumptions of what constitutes a specific or a general service, definitions on the differences between general and specialist shelters and helplines were provided. The definitions were included at the beginning of each section, with examples provided.

The main focus was to collect information on the immediate services women escaping violence need, such as women's national helplines, women's shelters and women's centre/services. Being a survey carried out at national level, only data on national health protocols were collected. In order to capture the depth of support services available, the section on women's counselling centres was extended to include services that did not depend on women being able to physically access a women's centre, such as Independent Domestic Violence Advisors (IDVAs). The indicator for police units was also extended to include specific staff in recognition of the role given to specialised police officers in some countries.

Two questions focused on the availability of secondary data on the quality of support services. Six questions concentrated on the coordination of the public support system.

The questionnaire was tested by the WAVE research team and the EIGE project team, initially in Word format and then online. The online questionnaire was also tested by WAVE staff and volunteers and with the WAVE Focal Point in Estonia.

In each of the 27 Member States and Croatia⁽⁹⁾, respondents were identified from a range of national experts, knowledgeable on the situation of support options in their country. NGO experts from networks or national organisations with an overview of knowledge and data on support services for women victims of DV in their country were sought. Government experts in charge of actions to combat VAW/gender equality were approached and asked to coordinate the government response to the questionnaire and liaise with relevant government officials and departments as required. Academic experts on the issue were also approached to give a further perspective. Where possible, they were contacted directly by the WAVE Focal Point and informed about the study and asked if they would participate. A formal e-mail invitation was sent to all experts to participate in the study. The accompanying EIGE letter explained the purpose of the study and the type of information needing to be collected.

Two hundred and twenty-three experts were approached in the 27 Member States and Croatia. The aim was to have an answer from at least one expert from each group in every Member State (and 12 from the UK's four countries: England, Northern Ireland, Scotland and Wales). The government experts approached identified the most appropriate official to coordinate the government response and at least one government expert completed the questionnaire in every country. In Spain, a regional government expert



also responded due to their level of knowledge. In almost all Member States (except EL) and Croatia, at least one NGO expert responded and in six Member States (BG, IE, IT, MT, PT, FI), two NGO experts responded to the questionnaire. Three NGO experts responded in the United Kingdom, even though the aim was to receive four completed questionnaires. The most difficult group to obtain answers from were academic experts. In 12 Member States (BG, DK, DE, IE, EL, ES, FR, LU, PL, SK, FI, UK), even if an agreement to complete the questionnaire was reached, the experts failed to do so. In Malta and Portugal, two academic experts responded. Only seven Member States (DK, DE, EL, FR, LU, PL, SK) had responses from fewer than three experts, but only in 15 Member States (BE, CZ, EE, IT, CY, LV, LT, HU, MT, NL, AT, PT, RO, SI, SE) and Croatia did at least one expert from each group complete the questionnaire. In total, there were 32 government experts⁽¹⁰⁰⁾, 35 NGO experts and 18 academics. Table 1 presents the response rate by type of expert in the Member States and Croatia.

The questionnaires were sent out at the end of February 2012 and the experts were asked to complete it and respond within 3 weeks. Due to delays in answering, the

period was extended by 6 additional weeks. In order to ensure responses, follow-up e-mails and phone calls were made during April 2012. The data collection was completed by 30 April 2012. Twelve of the 97 questionnaires sent out were not completed. Data from the completed questionnaires were entered into Excel spread sheets for reconciliation. Where data were missing, conflicting or clarification or supplementary information was required and was available, follow-up telephone interviews were carried out with the experts to reconcile the data. Experts were informed of any contradictions and reminded of the definition for the support service, if necessary, to verify responses. Only data on gender-specific women's shelters for women survivors of IPV were counted as women's shelters, with non-gender-specific shelters, including those providing specific support to all survivors of IPV being included in the section on general temporary accommodation. The same process was followed with national women's helplines and general helplines and women's centres. Gender-specific shelters or women's centres, or services for multiple discrimination groups that provide support for other forms of VAW were not included as this study only concerns services for women survivors of IPV.

Table 1: Questionnaire respondents (number of experts)

	Experts approached	Experts agreed	Completed the questionnaire			
			Total	Government experts	NGO experts	Academic experts
BE	8	3	3	1	1	1
BG	9	3	3	1	2	0
CZ	9	3	3	1	1	1
DK	8	2	2	1	1	0
DE	5	3	2	1	1	0
EE	8	5	3	1	1	1
IE	9	4	3	1	2	0
EL	3	1	1	1	0	0
ES	10	3	3	2	1	0
FR	15	4	2	1	1	0
IT	9	5	4	1	2	1
CY	5	3	3	1	1	1
LV	5	4	3	1	1	1
LT	6	4	3	1	1	1
LU	6	2	2	1	1	0
HU	6	6	3	1	1	1
MT	8	6	5	1	2	2
NL	7	3	3	1	1	1
AT	7	3	3	1	1	1
PL	8	4	2	1	1	0
PT	10	5	5	1	2	2
RO	12	4	3	1	1	1
SI	7	3	3	1	1	1
SK	3	2	2	1	1	0
FI	8	4	3	1	2	0
SE	6	3	3	1	1	1
UK(*)	22	13	7	4	3	0
HR	4	3	3	1	1	1
Total	223	108	85	32	35	18

(*) For the United Kingdom, one government expert for each country and NGO experts from England, Northern Ireland and Scotland.

Original sources provided by experts were checked. If the data provided by the expert differed from original sources, data from the original sources were used and referenced. The latest available data for each indicator were used. Where no data were available or contradictions remained and no original source was available, further information was sought from WAVE Focal Points, with the *WAVE Country Report 2011*. Answers provided during follow-up e-mails and telephone calls were recorded and any amendments to the data noted in the country sheets. A reconciled data column was added to each country spreadsheet comprising the final data for each question. Data from the four countries of the United Kingdom was reconciled separately and then reconciled data from all four countries was combined into one United

Kingdom spreadsheet. Data from all 27 Member States and Croatia tables were then transferred into a matrix for the different indicators and systematically analysed to compare the availability of service options.

Evaluation reports on the quality of support options (secondary sources) were sought through the questionnaire, if they were available in English, French or German. Any other studies on the quality of services provided by WAVE Focal Points complemented this information. The answers showed that a limited amount of systematic national-level evaluation of support options was available in these languages and that the majority of the found reports are focused on the provision of services rather than on assessing their quality.



There were six questions on the coordination of the public support system in the questionnaire. The answers received were corroborated with information from secondary data such as national action plans, reports from the UN Secretary-General's database on VAW and CEDAW Committee reports. The criteria used to identify which NAPs support coordination was informed by the recommendations for good practices on

NAPs identified by the UN Expert Group ⁽¹⁰¹⁾. These included if the national action plan has a coordinating body responsible for coordinated national policies and if NGOs are part of the coordinating body and the funds allocated for the implementation of the national action plan in 2010 and 2011. The primary data collected in March–April 2012 went through several stages of review by the governments of the Member States.

Challenges

Despite meticulous and systematic review of prevalence data and crime statistics, minimal imprecision might be present. The current report did not aim to conduct a study on the prevalence and crime statistics: it just presents an overview of what exists so far. Gaps in the data were identified and presented and recommendations developed.

The time frame allocated for data collection was short (March–April 2012). Therefore, data were not collected for regional and local levels. The service providers were not contacted directly. This represents a shortcoming of the current report as services are mainly provided at regional and local level. The information collected covers the overall situation and provides an estimation: for a comprehensive evaluation of these services, a wide-ranging, longer-term study at the regional and local level across the 27 Member States and Croatia is needed.

Several experts were unable to obtain the data required or provide alternative sources. The main difficulty was that data were often not publically available ⁽¹⁰²⁾. Thus, it was the case for the numbers of, or use of, certain support services at the national level, as the methods of collection varied and this made it difficult to compare. It became clear that further research is needed at the regional and local level to allow for better comparability. The availability of data on large countries with split responsibilities for services (national and regional), such as Germany, was limited ⁽¹⁰³⁾.

The widespread collection of data and information within this study does give a clear picture of the challenges of obtaining data on support services for women survivors of IPV across the 27 Member States and Croatia.



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Online Questionnaire

EIGE's Study on the Area D of the Beijing Platform for Action: Violence against women in the European Union Support Services for women survivors of domestic violence

Thank you for agreeing to answer this online questionnaire. The purpose of the online questionnaire is to collect data on the range, extent and number of support options for women victims of IPV. This information is being collected by Women Against Violence Europe (WAVE) for a study for the European Institute for Gender Equality based in Vilnius, Lithuania. The study, which will cover all the 27 EU Member States and Croatia, is follow up of the implementation of the Beijing Platform for Action objectives formulated in the area on violence against women, with a focus on support services for women survivors/victims of domestic violence.

Below is a Word version of the questions that are in the questionnaire on Survey Monkey and instructions on how to complete it. **Please read the questions first** before beginning the online questionnaire, this will enable you to prepare the information required before beginning the online version. The **government official** completing the questionnaire is asked to **coordinate their government's response** to the questionnaire with colleagues in relevant government departments to ensure a comprehensive response as the questionnaire is only being sent to one government official in each country.

Definitions used in the online questionnaire

IPV includes a range of sexually, psychologically and physically coercive acts used against adult and adolescent women by husbands, common-law partners, boyfriends, ex-husbands, ex-partners or ex-boyfriends, whether the couple has been living together or not. In the following questionnaire the focus is on IPV against women. The terms 'victims' and 'survivors' are used interchangeable in the questionnaire.

Service options

The questionnaire aims to collect data on specialised support services that are tailored to the specific needs of women survivors of IPV, it will also collect data on general

services that women survivors of IPV can also access. At the beginning of each page, details are given of the service for which information is required, questions on general services are followed by a section with questions on specific services. Please ensure that you do not include details of general services in the sections on specialised services as it is very important for the study to differentiate between these two different types of service options.

Specialised services are services set up to ensure the complex task of support women survivors of IPV and are therefore tailored to their specific needs. These services are provided by specialised and experienced staff with in-depth knowledge of gender-based violence. The types of support that such dedicated services provide include shelter and safe accommodation, immediate medical support, short and long-term psychological counselling, trauma care, legal counselling, advocacy and outreach services, telephone helplines to counsel and direct survivors to the right type of service and specific services for children as victims or witnesses.

General services are those that provide services to people with a range of different needs including victims of crime, mental health problems, and homeless people. Services include homeless shelters, family shelters, mother and child home, general advice centres and helplines.

Instructions for filling in the questionnaire

It will not be possible to go back through the online questionnaire to change an entry once you have moved to the next page as data entered is saved once you click to move on to the next page. You can stop the survey part way through if necessary and return to it later. Please make sure you have saved the page you are on before exiting. When returning to the survey you will automatically be returned to the next page to be completed. It might take one hour to complete the entire questionnaire.



Information sources are requested in the answer to some questions, particularly with regard to the number of a particular service. Please give details of the institution that collects such data or the name, title, date of the document and website link if available of where such information is provided. If you collect the information yourself, please say so.

Every question requires at least one answer; if data is not available or you do not know it is possible to select these options as an answer. If the answer *Data not available* is in text box format, a written response is required so please write

No data not available in the text box. **If you do not know the information requested**, please give details of where the information can be found with web link where possible.

We appreciate all the assistance you provide. Your contribution will really help us to collect good quality data on your country. Please complete the questionnaire by **16 March 2012**, thank you. If you have any questions please contact Barbara Stelmaszek, WAVE Network and Project Coordinator (e-mail: barbara.stelmaszek@wave-network.org; Tel. +43 0 15482720 ext. 20).

INDICATORS SERVICES	QUESTIONS
<p>A. Contact details</p>	<p>Thank you for agreeing to answer questions for a study for the European Institute for Gender Equality on the extent, number and actual use of the support options for women victims of IPV in your country. IPV includes a range of sexually, psychologically and physically coercive acts used against adult and adolescent women by husbands, common-law partners, boyfriends, ex-husbands, ex-partners or ex-boyfriends, whether the couple has been living together or not.</p> <p>Contact details Please provide your contact details. This information will not be made public but may be used to contact you if we have any queries regarding your answers.</p> <p>1. Please give contact details. Each field requires an answer.</p> <p>1. Country: _____</p> <p>2. Full name: _____</p> <p>3. Organisation or institution: _____</p> <p>4. Position: _____</p> <p>5. E-mail address: _____</p> <p>6. Phone Number with international dialling code: _____</p> <p>7. Skype ID (if available): _____</p> <p>2. What is your role? Please choose one.</p> <p><input type="checkbox"/> Government official/civil servant</p> <p><input type="checkbox"/> Expert from a national women's support service/network</p> <p><input type="checkbox"/> Academic expert</p> <p><input type="checkbox"/> Other (please specify) _____</p> <p>3. What country are you providing information on? Please choose one.</p> <p><input type="checkbox"/> Austria <input type="checkbox"/> Denmark <input type="checkbox"/> Hungary <input type="checkbox"/> Malta <input type="checkbox"/> Slovenia</p> <p><input type="checkbox"/> Belgium <input type="checkbox"/> Estonia <input type="checkbox"/> Ireland <input type="checkbox"/> Netherlands <input type="checkbox"/> Slovakia</p> <p><input type="checkbox"/> Bulgaria <input type="checkbox"/> Greece <input type="checkbox"/> Italy <input type="checkbox"/> Poland <input type="checkbox"/> UK-England</p> <p><input type="checkbox"/> Cyprus <input type="checkbox"/> Spain <input type="checkbox"/> Lithuania <input type="checkbox"/> Portugal <input type="checkbox"/> UK-Northern Ireland</p> <p><input type="checkbox"/> Czech Republic <input type="checkbox"/> Finland <input type="checkbox"/> Luxembourg <input type="checkbox"/> Romania <input type="checkbox"/> UK-Scotland</p> <p><input type="checkbox"/> Germany <input type="checkbox"/> France <input type="checkbox"/> Latvia <input type="checkbox"/> Sweden <input type="checkbox"/> UK-Wales <input type="checkbox"/> Croatia</p>



INDICATORS SERVICES	QUESTIONS
<p>B. Shelters</p> <p>General Shelters</p>	<p>General shelters Please give information on general shelters that women experiencing violence could access but that do not provide a specific service for women experiencing IPV. This includes mother and child homes, family shelters and homeless shelters.</p> <p>Please do not include here women's shelters that provide specific services. Information on these services should be included in the section on women's shelters.</p> <p>4. Are there general shelters that also serve women victims of IPV in country? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: women's shelters.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: women's shelters.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: women's shelters.</p> <hr/> <p>5. What types of shelters that also serve women victims of IPV exist in country? Please choose all applicable.</p> <p><input type="checkbox"/> Mother and child homes</p> <p><input type="checkbox"/> Family shelters (for families with all sorts of problems)</p> <p><input type="checkbox"/> Homeless shelters</p> <p><input type="checkbox"/> Other shelters - please list type(s): _____</p> <p>6. Who provides these shelter services? Please choose all applicable.</p> <p><input type="checkbox"/> The State <input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Civil Society Organisations <input type="checkbox"/> Don't know - where this data can be found? _____</p> <p><input type="checkbox"/> Both Civil Society Organisations and the State</p> <p><input type="checkbox"/> Someone else. Please specify: _____</p> <p>7. What was the total number of all of such shelters? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>

INDICATORS SERVICES	QUESTIONS
	<p>8. Do such shelters exist in all provinces/Länder/region? Please choose one.</p> <p><input type="checkbox"/> All regions</p> <p><input type="checkbox"/> Most regions</p> <p><input type="checkbox"/> Just major cities</p> <p><input type="checkbox"/> Capital city only</p> <p><input type="checkbox"/> Something else. Please specify: _____</p>
	<p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found?</p> <p>_____</p>
	<p>9. Do these shelters have security precautions (secret location, alarm system, access restrictions, video monitoring etc.)? Please choose one.</p> <p><input type="checkbox"/> All shelters</p> <p><input type="checkbox"/> Most</p> <p><input type="checkbox"/> Some</p> <p><input type="checkbox"/> None</p>
	<p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found?</p> <p>_____</p>
	<p>10. Do these shelters take children of women survivors of IPV? Please choose one.</p> <p><input type="checkbox"/> All shelters</p> <p><input type="checkbox"/> Most</p> <p><input type="checkbox"/> Some</p> <p><input type="checkbox"/> None</p>
	<p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found?</p> <p>_____</p>
	<p>11. How long can women survivors of IPV and their children stay in these shelters on average? Please choose one.</p> <p>Please give source - institution, name, title, date and website link.</p> <p><input type="checkbox"/> Less than 1 week _____</p> <p><input type="checkbox"/> Up to 1 month _____</p> <p><input type="checkbox"/> Up to 3 months _____</p> <p><input type="checkbox"/> 3 - 6 months _____</p> <p><input type="checkbox"/> 7 - 12 months _____</p> <p><input type="checkbox"/> More than 12 months _____</p> <p><input type="checkbox"/> No limit _____</p>
	<p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found?</p> <p>_____</p>



INDICATORS SERVICES	QUESTIONS
	<p>12. Are there publicly available national statistics on the number of users of general shelters? Please choose one.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No ⇒ please continue with next service: women's shelters.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: women's shelters.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: women's shelters.</p> <hr/> <p>13. What was the number in total of places/beds in these shelters provided for the use of women survivors of IPV and their children? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>14. How many women survivors of IPV in total were accommodated in these shelters? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>



INDICATORS SERVICES	QUESTIONS
	<p>19. Information on women's shelters.</p> <p>A. Do women's shelters enable women to bring their children with them? (Include all women's shelters accepting children regardless of age limits). Please choose one.</p> <p><input type="checkbox"/> All shelters</p> <p><input type="checkbox"/> Most</p> <p><input type="checkbox"/> Some</p> <p><input type="checkbox"/> None</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found?</p> <hr/> <p>B. What proportion of women's shelters has specific staff whose job is to support children? Give approximate percentage. Please choose one.</p> <p><input type="checkbox"/> All shelters</p> <p><input type="checkbox"/> Most</p> <p><input type="checkbox"/> Some</p> <p><input type="checkbox"/> None</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found?</p> <hr/> <p>20. Do women's shelters exist in all provinces/Länder/regions? Please choose one.</p> <p><input type="checkbox"/> All regions</p> <p><input type="checkbox"/> Most regions</p> <p><input type="checkbox"/> Just major cities</p> <p><input type="checkbox"/> Capital city only</p> <p><input type="checkbox"/> Something else. Please specify. _____</p> <hr/> <p>21. How many of the women's shelters have security precautions (secret location, alarm system, access restrictions, video monitoring etc.)? Please choose one.</p> <p>Please give source - institution, name, title, date and website link.</p> <p><input type="checkbox"/> All shelters _____</p> <p><input type="checkbox"/> Most _____</p> <p><input type="checkbox"/> Some _____</p> <p><input type="checkbox"/> None _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found?</p> <hr/> <p>22. How many women's shelters provide services free of charge (no charge or women receive welfare/housing benefits to cover costs)? Please choose one.</p> <p>Please tell us the circumstances in which women may have to pay.</p> <p><input type="checkbox"/> All shelters _____</p> <p><input type="checkbox"/> Most _____</p> <p><input type="checkbox"/> Some _____</p> <p><input type="checkbox"/> None _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found?</p>

INDICATORS SERVICES	QUESTIONS
	<p>23. How long can women and their children stay in women's shelters on average? Please choose one.</p> <p>Please give source - institution, name, title, date and website link.</p> <p> <input type="checkbox"/> Less than 1 week <input type="checkbox"/> Up to 1 month <input type="checkbox"/> Up to 3 months <input type="checkbox"/> 3 - 6 months <input type="checkbox"/> 7 - 12 months <input type="checkbox"/> More than 12 months </p> <p> <input type="checkbox"/> No limit <input type="checkbox"/> Data not available <input type="checkbox"/> Don't know </p>
	<p>24. How many shelters also provide non-residential support to women in the community? Please choose one.</p> <p>Please give source - institution, name, title, date and website link.</p> <p> <input type="checkbox"/> All shelters _____ <input type="checkbox"/> Most _____ <input type="checkbox"/> Some _____ <input type="checkbox"/> None _____ </p> <p> <input type="checkbox"/> Data not available <input type="checkbox"/> Don't know </p>
	<p>25. What is the number of places/beds/family places for women and children available in women's shelters? Please choose one.</p> <p>Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p> <input type="checkbox"/> Most recent number available _____ </p> <p>Year and source - institution, name, title, date and website link _____</p> <p> <input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____ </p> <p>Year and source _____</p> <p> <input type="checkbox"/> Data not available <input type="checkbox"/> Don't know - where this data can be found? _____ </p>
	<p>26. Is state funding provided for women's shelters? Please choose one.</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with question 29. <input type="checkbox"/> Data not available ⇒ please continue with question 29. <input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with question 29. </p>



INDICATORS SERVICES	QUESTIONS
	<p>27. State provision of funding to women's shelters</p> <p>A. What is the source of state funding? Please choose one.</p> <p><input type="checkbox"/> National</p> <p><input type="checkbox"/> Regional/local</p> <p><input type="checkbox"/> Both national and regional</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>B. Is state funding mandated by law? Please choose one.</p> <p><input type="checkbox"/> Yes, please specify law or provision. _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p><input type="checkbox"/> No _____</p> <p>28. How much state funding is provided per year for women's shelters? Please give answer in euro. Please choose one.</p> <p><input type="checkbox"/> Most recent amount available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>29. Are there public national statistics on the number of users of women's shelters in country? Please choose one.</p> <p><input type="checkbox"/> Yes, please specify source - institution, name, title, date and website link of the national statistics available.</p> <p><input type="checkbox"/> No ⇒ please continue with next service: counselling centres.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: counselling centres.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: counselling centres.</p>

INDICATORS SERVICES	QUESTIONS
	<p>30. How many women were accommodated in women's shelters/refuges? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>31. How many children were accommodated in women's shelters? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>32. How many women and children were not able to find a place in women's shelters due to lack of places? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>



INDICATORS SERVICES	QUESTIONS
<p>C. Counselling centres</p>	<p>Information on Non-Residential Women's Centres/Services Please provide information on non-residential women's centres/services that provide day support of any kind (information, advice, counselling, practical support, court accompaniment, legal information, proactive support, outreach etc.) to women survivors of IPV and their children. These include intervention centres providing legal, social and health assistance to women, women's crisis and counselling centres, women's drop in advice centres and floating support services providing practical and emotional help to women in the community.</p> <p>Please do not include general women's centres that support women on other issues such as social inclusion, poverty, employment, gender equality, or sexual violence centres for survivors of rape or sexual abuse.</p> <p>33. Are there non-residential women's centres/services for women survivors of IPV in country? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: helplines.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: helplines.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: helplines.</p> <hr/> <p>34. Who provides these centres/services? Please choose all applicable. Please choose one.</p> <p><input type="checkbox"/> The State <input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Civil Society Organisations <input type="checkbox"/> Don't know - where this data can be found? _____</p> <p><input type="checkbox"/> Both Civil Society Organisations and the State</p> <p><input type="checkbox"/> Someone else. Please specify: _____</p> <hr/> <p>35. What is the number of such women's centres/services? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <hr/> <p>36. What is the total number of organisations delivering such women centres/services? Please choose one.</p> <p><input type="checkbox"/> Total number: _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>

INDICATORS SERVICES	QUESTIONS																																																																																																								
	<p>37. What types of support do women's centres/services provide? Please choose one in each row.</p> <table border="1"> <thead> <tr> <th></th> <th>All</th> <th>Most</th> <th>Some</th> <th>Few</th> <th>None</th> <th>Data not available</th> <th>Don't know</th> </tr> </thead> <tbody> <tr> <td>Counselling</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Information and advice</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Advocacy</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Intervention safety support (provided by legally recognised victim protection centres)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Independent domestic violence advice</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Legal advice</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Court accompaniment</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Networking with other support services</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Outreach and floating support in the community</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Resettlement support</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Specialist support for children/young people</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Something else. Please specify.</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>If you don't know please indicate where this data can be found. _____</p>		All	Most	Some	Few	None	Data not available	Don't know	Counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Intervention safety support (provided by legally recognised victim protection centres)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Independent domestic violence advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Legal advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Court accompaniment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Networking with other support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Outreach and floating support in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Resettlement support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Specialist support for children/young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Something else. 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	<p>38. In how many provinces/Länder/regions do such women's centres/services exist? Please choose one</p> <p><input type="checkbox"/> All regions <input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Most regions <input type="checkbox"/> Don't know - where this data can be found?</p> <p><input type="checkbox"/> Just major cities _____</p> <p><input type="checkbox"/> Capital city only _____</p> <p><input type="checkbox"/> Something else. Please specify. _____</p>																																																																																																								
	<p>39. Is state funding provided for national women's centres/services? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with question 42.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with question 42.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with question 42.</p> <p>_____</p>																																																																																																								

INDICATORS SERVICES	QUESTIONS
	<p>40. Information on state provision of funding to national women's centres/services?</p> <p>A. What is the source of state funding? Please choose one.</p> <p><input type="checkbox"/> National _____</p> <p><input type="checkbox"/> Regional/local _____</p> <p><input type="checkbox"/> National and regional/local _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>B. Is state funding mandated by law? Please choose one.</p> <p><input type="checkbox"/> Yes, please specify law or provision _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p><input type="checkbox"/> No _____</p> <p>41. How much state funding is provided per year for the national women's centre/services? Please give amount in euro. Please choose one.</p> <p><input type="checkbox"/> Most recent amount available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Data not available _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>42. Are there national statistics on the number of users of women's centres/services? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: helplines.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: helplines.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: helplines. _____</p> <p>43. How many women used these centres/services? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>

INDICATORS SERVICES	QUESTIONS																												
<p>D. Helplines National General Helpline</p>	<p>General national helplines for victims of violence Please provide information on general national helplines that women experiencing IPV could access. This type of helpline does not provide a specific service for women experiencing IPV. Such type of helplines include: national victim support helplines, helplines for victims of other forms of violence such as trafficking or stalking.</p> <p>Please do not include here national helplines specifically for women's survivors of IPV or that primarily support women survivors of IPV such as domestic violence helplines. Information on these services should be included in the section on national helplines for women.</p> <p>44. Are there general national helplines for victims of violence that also support women survivors of IPV in country? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: women's helplines. <input type="checkbox"/> Data not available ⇒ please continue with next service: women's helplines. <input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: women's helplines.</p> <hr/> <p>45. What types of general national helplines for victims of violence are there that women survivors of IPV can access in country? Please choose all applicable.</p> <p><input type="checkbox"/> National trafficking helpline <input type="checkbox"/> National helpline for all victims of crime <input type="checkbox"/> National stalking helpline <input type="checkbox"/> National helpline for so-called 'honour crimes' <input type="checkbox"/> National helpline for lesbian, gay, bisexual, and transgender people experiencing domestic violence (LGBT) <input type="checkbox"/> Other helpline(s). Please provide additional details with name(s) _____</p> <hr/> <p>46. Do any of these general national helplines operate 24 hours every day? Please choose one in each row.</p> <table border="0" style="width: 100%;"> <thead> <tr> <th></th> <th style="text-align: center;">Yes</th> <th style="text-align: center;">No</th> <th style="text-align: center;">Does not exist</th> </tr> </thead> <tbody> <tr> <td>National trafficking helpline</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>National helpline for all victims of crime</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>National stalking helpline</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>National helpline for so-called 'honour crimes'</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>National helpline for LGBT people experiencing domestic violence</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Other helpline(s). Please provide additional details with name(s)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table>		Yes	No	Does not exist	National trafficking helpline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	National helpline for all victims of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	National stalking helpline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	National helpline for so-called 'honour crimes'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	National helpline for LGBT people experiencing domestic violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other helpline(s). Please provide additional details with name(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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INDICATORS SERVICES	QUESTIONS	Yes	No	Does not exist
	<p>47. Are any of these helplines a free phone line? Please choose one in each row.</p> <p>National trafficking helpline <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Does not exist <input type="checkbox"/></p> <p>National helpline for all victims of crime <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Does not exist <input type="checkbox"/></p> <p>National stalking helpline <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Does not exist <input type="checkbox"/></p> <p>National helpline for so-called 'honour crimes' <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Does not exist <input type="checkbox"/></p> <p>National helpline for LGBT people experiencing domestic violence <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Does not exist <input type="checkbox"/></p> <p>Other helpline(s). Please provide additional details with name(s) _____ <input type="checkbox"/> Does not exist <input type="checkbox"/></p>			
	<p>48. Who provides these helpline services? Please choose all applicable.</p> <p><input type="checkbox"/> The State <input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Civil Society Organisations <input type="checkbox"/> Don't know - where this data can be found? _____</p> <p><input type="checkbox"/> Both Civil Society Organisations and the State _____</p> <p><input type="checkbox"/> Someone else. Please specify: _____</p>			
	<p>49. Are there publicly available national statistics on the number of calls to these helplines? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: women's helplines.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: women's helplines.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: women's helplines. _____</p>			
	<p>50. How many calls per year in total did these helplines receive? Please give the year and the source for all answers selected.</p> <p>National trafficking helpline _____</p> <p>National helpline for all victims of crime _____</p> <p>National stalking helpline _____</p> <p>National helpline for so-called 'honour crimes' _____</p> <p>National helpline for LGBT people experiencing domestic violence _____</p> <p>Other helpline(s), give names _____</p> <p><input type="checkbox"/> Don't know - please indicate where this data can be found _____</p>			

INDICATORS SERVICES	QUESTIONS
	<p>51. How many calls from women victim of IPV per year in total did these helplines receive? Please give the year and the source for all answers selected.</p> <p>National trafficking helpline _____</p> <p>National helpline for all victims of crime _____</p> <p>National stalking helpline _____</p> <p>National helpline for so-called 'honour crimes' _____</p> <p>National helpline for LGBT people experiencing domestic violence _____</p> <p>Other helpline(s), give names _____</p> <p><input type="checkbox"/> Don't know - please indicate where this data can be found _____</p>
<p>National Women's Helpline</p>	<p>National women's helpline for women survivors of IPV Please provide information on national women's helpline(s). This is a helpline operating nationally and serving only or primarily women victims of IPV. It provides women with counselling, crisis intervention, online safety planning and referral to relevant agencies, referring other callers experiencing domestic violence to relevant support agencies and providing advice on appropriate support agencies to family and friends. Such helplines include violence against women helplines or national domestic violence helplines that serves mainly women.</p> <p>Please do not include again information on other national/general helplines, such as helplines providing general advice to victims of crime or helplines for specific forms of violence against women such as trafficking. If there is more than one national women's helpline please answer the questions below as an average for all.</p> <p>52. Is there a national women's helpline supporting women survivors of IPV in country? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: emergency services.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: emergency services.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: emergency services.</p> <hr/> <p>53. Who provides the national women's helpline services? Please choose all applicable.</p> <p><input type="checkbox"/> The State <input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Civil Society Organisations <input type="checkbox"/> Don't know - where this data can be found?</p> <p><input type="checkbox"/> Both Civil Society Organisations and the State</p> <p><input type="checkbox"/> Someone else. Please specify: _____</p> <hr/> <p>54. Does the national women's helpline operate 24 hours every day? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> No, please tell us the number of hours and days a week it operates. <input type="checkbox"/> Don't know - where this data can be found?</p> <p>_____</p>



INDICATORS SERVICES	QUESTIONS
	<p>55. Is the national women's helpline a free phone line? Please choose one.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, please tell us the charges. _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <hr/> <p>56. Is state funding provided for national women's helpline? Please choose one.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No ⇒ please continue with question 59.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with question 59.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with question 59. _____</p> <hr/> <p>57. Information on state provision of funding to the national women's helpline?</p> <p>A. What is the source of state funding? Please choose one.</p> <p><input type="checkbox"/> National</p> <p><input type="checkbox"/> Regional/local</p> <p><input type="checkbox"/> Both national and regional</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>B. Is state funding mandated by law? Please choose one.</p> <p><input type="checkbox"/> Yes, please specify law or provision _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <hr/> <p>58. How much state funding is provided in total per year for national women's helpline? Please give amount in euro. Please choose one.</p> <p><input type="checkbox"/> Most recent amount available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>

INDICATORS SERVICES	QUESTIONS
	<p>59. Are there public national statistics on the number of calls to the national women's helpline? Please choose one.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No ⇒ please continue with next service: emergency services.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: emergency services.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: emergency services.</p> <hr/> <p>60. How many calls did the national women's helpline receive including from family members and others? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>61. How many women survivors of violence called the national women's helpline per year? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>

INDICATORS SERVICES	QUESTIONS
<p>E. Emergency services</p>	<p>Emergency Services for Women Survivors of IPV Please provide information on emergency services primarily for women survivors of IPV. These are services provided by specially trained staff, such as emergency services in hospitals for women survivors of IPV, emergency social services teams providing immediate support such as emergency accommodation for women at risk, special proactive or mobile psycho-social support.</p> <p>Please do not include general emergency services such as accident and emergency services in hospitals.</p> <p>62. Are there emergency services for women victims of IPV in country? Please choose one.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No ⇒ please continue with next service: available information.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: available information.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: available information.</p> <hr/> <p>63. What types of emergency services exist for women survivors of IPV? Please choose all applicable.</p> <p><input type="checkbox"/> Emergency services in hospitals specifically for women survivors of IPV</p> <p><input type="checkbox"/> Emergency interventions by social services</p> <p><input type="checkbox"/> Emergency accommodation for women at risk</p> <p><input type="checkbox"/> Mobile psycho-social support of victims</p> <p><input type="checkbox"/> Something else - please specify: _____</p> <p>64. In how many provinces/Länder/regions do such emergency services exist? Please choose one</p> <p><input type="checkbox"/> All regions</p> <p><input type="checkbox"/> Most regions</p> <p><input type="checkbox"/> Just major cities</p> <p><input type="checkbox"/> Capital city only</p> <p><input type="checkbox"/> Something else. Please specify: _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p> <hr/> <p>65. Are there national statistics on the number of women using such emergency services? Please choose one.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No ⇒ please continue with next service: available information.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: available information.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: available information.</p> <hr/>

INDICATORS SERVICES	QUESTIONS
	<p>66. How many women used the emergency services? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____</p> <p>Source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Most recent number available _____</p> <p>Year and source - institution, name, title, date and website link _____</p> <p><input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____</p> <p>Year and source _____</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>
<p>F. Publicly available official information regarding domestic violence against women</p>	<p>Public information on support services for women survivors of IPV Please provide information on the availability of public information on support services for women survivors of IPV such as brochures leaflets or information available in print, on TV or radio or through the internet in your country.</p> <p>67. Does the national government, provide public information on support services for women survivors of IPV in country?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: special police service.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: special police service.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: special police service.</p>
	<p>68. Where is such information available? Please choose all applicable and give website links where available.</p> <p>Website links</p> <p>_____</p> <p><input type="checkbox"/> Government websites</p> <p>_____</p> <p><input type="checkbox"/> Support services websites</p> <p>_____</p> <p><input type="checkbox"/> Women's organisations/networks websites</p> <p>_____</p> <p><input type="checkbox"/> Leaflets in public places e.g. libraries, community centres</p> <p>_____</p> <p><input type="checkbox"/> Health services e.g. doctors surgeries, hospitals</p> <p>_____</p> <p><input type="checkbox"/> On television</p> <p>_____</p> <p><input type="checkbox"/> On radio</p> <p>_____</p> <p><input type="checkbox"/> Newspapers, magazines</p> <p>_____</p> <p><input type="checkbox"/> On billboards</p> <p>_____</p> <p><input type="checkbox"/> Something else - please specify. _____</p>



INDICATORS SERVICES	QUESTIONS
	<p>69. Is such information available in other languages beside the official language(s) for every service?</p> <p>All Most Some</p> <p>National minority languages <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Which languages _____</p> <p>In English <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> _____</p> <p>None <input type="checkbox"/> <input type="checkbox"/> Data not available <input type="checkbox"/> <input type="checkbox"/> Don't know - where this data can be found? _____</p>
<p>G. Special police/units/ task forces supporting the victims</p>	<p>Special Police Units/Staff Please give information on special police units or specialised officers dealing with IPV against women. Such units are usually responsible for investigating domestic violence crimes and co-ordinating responses to domestic violence incidents, e.g. specialist Domestic Violence Liaison Officers who work with partner agencies in domestic violence cases or Community Safety Police Units specialising in domestic violence investigation.</p> <p>70. Are there special police units/staff for women victims of violence in country? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No → please continue with next service: legal advice. <input type="checkbox"/> Data not available → please continue with next service: legal advice. <input type="checkbox"/> Don't know - where this data can be found → please continue with next service: legal advice.</p> <hr/> <p>71. How many special police units/staff were there? Please choose one.</p> <p><input type="checkbox"/> Number in 2010: _____ Source - institution, name, title, date and website link _____ <input type="checkbox"/> Most recent number available _____ Year and source - institution, name, title, date and website link _____ <input type="checkbox"/> Not able to assess the amount, an estimate can be provided _____ Year and source _____ <input type="checkbox"/> Data not available <input type="checkbox"/> Don't know - where this data can be found? _____</p> <p>72. In how many police force areas do such units/staff exist? Please choose one.</p> <p><input type="checkbox"/> All <input type="checkbox"/> Data not available <input type="checkbox"/> Most <input type="checkbox"/> Don't know - where this data can be found? <input type="checkbox"/> Just police forces in major cities <input type="checkbox"/> Only police forces in the capital city <input type="checkbox"/> Something else. Please specify. _____</p>

INDICATORS SERVICES	QUESTIONS
<p>H. Legal advice for the victims</p>	<p>Legal advice for women victims of IPV Please give information on the availability of legal advice in your country for women victims of IPV to ensure they are protected and able to rebuild their lives. Such legal advice includes advice with applications for an injunction or civil protection order and with family matters (divorce, child contact, residency) debt, benefit issues, housing issues and immigration.</p> <p>73. Is legal advice available for women victims of IPV in country? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: support courses. <input type="checkbox"/> Data not available ⇒ please continue with next service: support courses. <input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: support courses.</p>
	<p>74. In how many provinces/Länder/regions is it possible to get such legal advice? Please choose one.</p> <p><input type="checkbox"/> All regions <input type="checkbox"/> Most regions <input type="checkbox"/> Just major cities <input type="checkbox"/> Capital city only <input type="checkbox"/> Something else. Please specify.</p> <p><input type="checkbox"/> Data not available <input type="checkbox"/> Don't know - where this data can be found?</p>
	<p>75. Is such legal advice free of charge? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> Partially yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Data not available <input type="checkbox"/> Don't know - where this data can be found?</p>
<p>I. Support/courses/training in order to help victims re-enter the labour market</p>	<p>Programmes to help women survivors of IPV re-enter the labour market Please provide information on specialized programs set up to help women survivors of violence enter or re-enter the labour market.</p> <p>76. Are there any specialised labour entry/re-entry programmes for women survivors of violence in country? Please choose one.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No ⇒ please continue with next service: health protocols. <input type="checkbox"/> Data not available ⇒ please continue with next service: health protocols. <input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: health protocols.</p>

INDICATORS SERVICES	QUESTIONS
	<p>77. In how many provinces/Länder/regions do such programmes exist? Please choose one.</p> <p><input type="checkbox"/> All regions</p> <p><input type="checkbox"/> Most regions</p> <p><input type="checkbox"/> Just major cities</p> <p><input type="checkbox"/> Capital city only</p> <p><input type="checkbox"/> Something else. Please specify. _____</p> <p><input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found? _____</p>
<p>J. Health protocols that provide standards for screening, assessment, intervention, documentation and evaluation</p>	<p>Health Protocols Please provide information on the availability of national health protocols on how to respond to women survivors of IPV in the health sector. Such protocols include protocols for providing standards for screening, referral, intervention, documentation and evaluation.</p> <p>78. Are there national health protocols from the ministry of health or the national health institution that provide standards for response to women survivors of IPV in country? Please choose one.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No ⇒ please continue with next service: special support.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next service: special support.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next service: special support.</p> <hr/> <p>79. Which health institutions/services do they apply to? Please choose one.</p> <p><input type="checkbox"/> Hospitals</p> <p><input type="checkbox"/> Maternity services</p> <p><input type="checkbox"/> General practitioners</p> <p><input type="checkbox"/> Emergency services</p> <p><input type="checkbox"/> Reproductive health services</p> <p><input type="checkbox"/> Mental health services</p> <p><input type="checkbox"/> Something else - please specify. _____</p>
<p>K. Special support services for vulnerable groups</p>	<p>Special support services for women facing multiple discrimination Please provide information on any special support services specifically for groups of women survivors of IPV who have special needs because they face multiple discrimination or have additional needs. This would include services with specially trained staff that provide appropriate cultural and language support and can address racism and homophobia and centres set up to address accessibility and other needs of disabled women.</p> <p>80. Are there specific services for women survivors of IPV who face multiple discrimination and have special needs in country?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No ⇒ please continue with next section: general comments.</p> <p><input type="checkbox"/> Data not available ⇒ please continue with next section: general comments.</p> <p><input type="checkbox"/> Don't know - where this data can be found ⇒ please continue with next section: general comments.</p> <hr/>

INDICATORS SERVICES	QUESTIONS																																												
	<p>81. For which groups of women survivors of IPV who face multiple discrimination and have specific needs are there special services available in country? Please choose one in each row.</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"></td> <td style="width: 10%; text-align: center;">Yes</td> <td style="width: 10%; text-align: center;">No</td> <td style="width: 10%; text-align: center;">Data not available</td> <td style="width: 10%; text-align: center;">Don't know – where this data can be found?</td> </tr> <tr> <td>Migrant women</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Minority ethnic women</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Female refugees</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Girls and young women under 18</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Lesbian, gay, bisexual and transgender women</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Women who are disabled</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Other groups of women – please specify</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>		Yes	No	Data not available	Don't know – where this data can be found?	Migrant women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Minority ethnic women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Female refugees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Girls and young women under 18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lesbian, gay, bisexual and transgender women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Women who are disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other groups of women – please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
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	<p>82. For any group that you answer yes to above please give number of such special services available, give year and source - institution, name, title, date and website link.</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;"></td> <td style="width: 15%; text-align: center;">Number of services</td> <td style="width: 15%; text-align: center;">Year</td> <td style="width: 30%; text-align: center;">Source</td> </tr> <tr> <td><input type="checkbox"/> Migrant women</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> Minority ethnic women</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> Female refugees</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> Girls and young women under 18</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> Lesbian, gay, bisexual and transgender women</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> Women who are disabled</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> Other groups, give names, number year and source</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> No such services available</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> Data not available</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><input type="checkbox"/> Don't know – where this data can be found?</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> <td style="text-align: center;">_____</td> </tr> </table>		Number of services	Year	Source	<input type="checkbox"/> Migrant women	_____	_____	_____	<input type="checkbox"/> Minority ethnic women	_____	_____	_____	<input type="checkbox"/> Female refugees	_____	_____	_____	<input type="checkbox"/> Girls and young women under 18	_____	_____	_____	<input type="checkbox"/> Lesbian, gay, bisexual and transgender women	_____	_____	_____	<input type="checkbox"/> Women who are disabled	_____	_____	_____	<input type="checkbox"/> Other groups, give names, number year and source	_____	_____	_____	<input type="checkbox"/> No such services available	_____	_____	_____	<input type="checkbox"/> Data not available	_____	_____	_____	<input type="checkbox"/> Don't know – where this data can be found?	_____	_____	_____
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INDICATORS SERVICES	QUESTIONS																																																																																
L. General comments on support services	General comments on support services for women survivors of IPV																																																																																
	<p>83. In the last two years has any official action taken by the government to reduce spending affected the provision of services to women survivors of IPV? Please choose one.</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes - please state how? _____</p> <p>84. Please add here any further information on the range, extent and number of support services for women victims of IPV in country?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>																																																																																
M. Evaluation reports and National quality standards <i>To collect sources of information on the quality of services</i>	<p>Questions on the availability of information on the quality of support services for women Please provide information on the availability of evaluation reports on support services for women survivors of IPV in the official language of your country and in English.</p> <p>85. Are there any evaluation reports in the official language of in country or in English of the following women's support services available? Please choose all applicable and give website links in both languages were available. Please choose one in each row.</p>																																																																																
	<table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 45%;"></th> <th style="width: 10%; text-align: center;">Yes - in official language only</th> <th style="width: 10%; text-align: center;">Yes - in English only</th> <th style="width: 10%; text-align: center;">Yes - in official language and English</th> <th style="width: 10%; text-align: center;">References and links to all reports</th> <th style="width: 5%; text-align: center;">No</th> <th style="width: 5%; text-align: center;">Don't know</th> <th style="width: 5%; text-align: center;">Data not available</th> </tr> </thead> <tbody> <tr> <td>Women's counselling centres/services</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Emergency services</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Women's helplines</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Women shelters/refuges</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Special police units/task forces</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Legal advice for the victims</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Programmes to help victims re-enter the labour market</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Health protocols</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Special support services for groups facing multiple discrimination</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table>		Yes - 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INDICATORS SERVICES	QUESTIONS																																																																																
	<p>86. Do national quality standards for domestic violence services exist in country? Please choose one in each row.</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;"></td> <td style="width: 15%; text-align: center;">Yes - created by the state</td> <td style="width: 15%; text-align: center;">Yes - created by the services</td> <td style="width: 15%; text-align: center;">Yes - created by state and services</td> <td style="width: 15%; text-align: center;">Reference and links to national quality standards</td> <td style="width: 10%; text-align: center;">No</td> <td style="width: 10%; text-align: center;">Data not available</td> <td style="width: 10%; text-align: center;">Don't know</td> </tr> <tr> <td>Women shelters/refuges</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Women's counselling centres/services</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Emergency services</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Women's helplines</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Special police units/task forces</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Legal advice for the victims</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Programmes to help victims re-enter the labour market</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Health protocols</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Special support services for groups facing multiple discrimination</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>_____</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>		Yes - 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N. Questions on the coordination of the public support system	<p>Coordination of the public support system Please provide information on any national action plans or National Strategies on violence against women, domestic violence or gender equality that include measures to address IPV against women. National Action Plans or national strategies often aim at providing a coordinated approach to the public support system. Please provide information on this and on the devices used for the coordination of the public support system.</p> <p>87. Is there a national action plan or National Strategy on violence against women or domestic violence or gender equality that includes measures to address IPV against women in country? Please choose one.</p> <p><input type="checkbox"/> Yes national action plan. Please give name(s), timeframe and website link(s) _____</p> <p><input type="checkbox"/> Yes National Strategy. Please give name(s), timeframe and website link(s) _____</p> <p><input type="checkbox"/> Yes both national action plan and national strategy. Please give name(s), timeframe and website link(s). _____</p> <p><input type="checkbox"/> No ⇨ please continue with question 89.</p> <p>88. Who is responsible for the national action plan or Strategy? Please choose all applicable.</p> <p>Yes. Please give English source – institution, name, title, date and website link(s).</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Minister of State</td> <td style="width: 15%; text-align: center;"><input type="checkbox"/></td> <td style="width: 15%; text-align: center;"><input type="checkbox"/></td> <td style="width: 15%; text-align: center;"><input type="checkbox"/></td> <td style="width: 15%; text-align: center;"><input type="checkbox"/></td> <td style="width: 10%; text-align: center;">Data not available</td> <td style="width: 10%; text-align: center;">Don't know – where this data can be found?</td> </tr> <tr> <td>Deputy minister</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>National policy unit</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Minister of State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Data not available	Don't know – where this data can be found?	Deputy minister	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	National policy unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																											
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INDICATORS SERVICES	QUESTIONS																					
	<p>89. Is there a national policy on the coordination of local service provision? Please choose one.</p> <p><input type="checkbox"/> Yes. Please give details. <input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> Don't know - where this data can be found <input type="checkbox"/> Don't know - where this data can be found</p> <p><input type="checkbox"/> No</p>																					
	<p>90. What are the coordination devices? Please choose all applicable.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;">National government</td> <td style="width: 25%; text-align: center;">Regional/local government</td> <td style="width: 25%; text-align: center;">Civil Society Organisations</td> <td style="width: 25%; text-align: center;">No national coordination policy</td> <td style="width: 25%; text-align: center;">Data not available</td> <td style="width: 25%; text-align: center;">Don't know - where this data can be found?</td> </tr> <tr> <td>At policy level</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>At services level</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>		National government	Regional/local government	Civil Society Organisations	No national coordination policy	Data not available	Don't know - where this data can be found?	At policy level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	At services level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<p>91. Are there any other legal or policy measures outside the national action plan/strategy which require the coordination of different agencies such as legal, social, health, employment, and housing? Please choose one.</p> <p><input type="checkbox"/> Yes. Please give details. <input type="checkbox"/> Data not available</p> <p><input type="checkbox"/> No <input type="checkbox"/> Don't know - where this data can be found</p>																					
	<p>92. Is there anything you would commend in the coordination of the public support system as good practice in country?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>																					
THANK YOU	<p>Thank you for completing this questionnaire. For further information, contact:</p> <table style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Barbara Stelmaszek Network and Project Coordinator WAVE NETWORK Tel. +43 15482720 Ext.20 E-mail: barbara.stelmaszek@wave-network.org Skype ID: barbara.stel</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Ioana Borza EIGE Gender Expert European Institute for Gender Equality (EIGE) Tel. +370 52394176 E-mail: ioana.borza@eige.europa.eu</p> </td> </tr> </table>	<p>Barbara Stelmaszek Network and Project Coordinator WAVE NETWORK Tel. +43 15482720 Ext.20 E-mail: barbara.stelmaszek@wave-network.org Skype ID: barbara.stel</p>	<p>Ioana Borza EIGE Gender Expert European Institute for Gender Equality (EIGE) Tel. +370 52394176 E-mail: ioana.borza@eige.europa.eu</p>																			
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Annex II: Tables for Chapter 1

Table 1.1: National prevalence surveys

BE	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2009	18–75	W/M	5 050	47 %	2 014	Yes
<p>Title of the survey/study: <i>Emotional, physical and sexual abuse — the experiences of women and men</i></p> <p>Source:</p> <p>Pieters, J., Italiano, P., Offermans, A.-M., Hellemans, S. (2010), <i>Emotional, physical and sexual abuse — the experiences of women and men</i> (http://igvm-iefh.belgium.be/nl/binaries/41%20-%20Dark%20number_ENG_tcm336-112825.pdf).</p>							
BG	No information on prevalence surveys (2000 or later) is publicly available. The survey on public opinion on domestic violence was carried out in 2003 but no prevalence rates of violence against women based on this survey are publicly available.						
CZ	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2009	18–69	W	:	66 %	1 980	Yes
<p>Title of the survey/study: <i>International Violence Against Women Survey</i></p> <p>Sources:</p> <p>Pikálková, S. (ed.) (2004), <i>International Violence Against Women Survey — Czech Republic/2003: Sociological Research on Domestic Violence Summary</i> (http://studie.soc.cas.cz/index.php3?lang=eng&shw=246);</p> <p>Pikálková, S. (2003), <i>Mezinárodní výzkum násilí na ženách – Česká republika/2003: příspěvek k sociologickému zkoumání násilí v rodině</i> (http://studie.soc.cas.cz/upl/texty/files/200_04-2%20opr%20zformatovany%20text%204%20pro%20tisk.pdf);</p> <p>Johnson, H., Ollus, N., Nevala, S. (2008), <i>Violence against Women — An international perspective</i> (http://www.springer.com/social+sciences/criminology/book/978-0-387-73203-9);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf).</p>							
DK	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2003	18–69	W	:	52 %	3 589	No
<p>Title of the survey/study: <i>International Violence Against Women Survey — An international perspective</i></p> <p>Sources:</p> <p>Johnson, H., Ollus, N., Nevala, S. (2008), <i>Violence against Women — An international perspective</i> (http://www.springer.com/social+sciences/criminology/book/978-0-387-73203-9);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>Balvig, F., Kyvsgaard, B. (2006), <i>Vold og overgreb mod kvinder. Dansk rapport vedrørende deltagelse i International Violence Against Women Survey (IVAWS)</i> (http://www.justitsministeriet.dk/fileadmin/downloads/Forskning_og_dokumentation/vold_mod_kvinder.pdf).</p> <p>More recent survey: National health interview survey, 2005 (data about intimate partner violence have not been published based on this survey)</p> <p>National Institute of Public Health (2007), <i>Men's violence against women — Extent, characteristics and the measures against violence</i> (http://www.si-folkesundhed.dk/upload/english_summary.violence_003.pdf);</p> <p>Karin Helweg-Larsen et al. (2010), <i>The costs of violence — Economic and personal dimensions of violence against women in Denmark</i>, National Institute of Public Health, University of Southern Denmark and Rockwool Fund Research Unit (http://www.si-folkesundhed.dk/upload/summary_the_cost_of_violence-samlet.pdf).</p>							



DE	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2003	16–85	W	:	52 %	10 264	Yes
<p>Title of the survey/study: Representative study of violence against women in Germany</p> <p>Sources:</p> <p>Schröttle, M., Müller, U. (2004), <i>Health, Well-being and Personal Safety of Women in Germany — A Representative Study of Violence against women in Germany, Summary of the central research results</i> (http://www.cahrvi.uni-osnabrueck.de/conference/SummaryGermanVAWstudy.pdf);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>CAHRV (2006), <i>Comparative reanalysis of prevalence of violence against women and health impact data in Europe — Obstacles and possible solutions — Testing a comparative approach on selected studies</i> (http://www.cahrvi.uni-osnabrueck.de/reddot/D_20_Comparative_reanalysis_of_prevalence_of_violence_pub.pdf).</p>							
EE	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2008/09	15–74	W/M	7 267	60 %	3 788	Yes
<p>Title of the survey/study: Safety Survey</p> <p>Sources:</p> <p>Statistics Estonia, Database (http://pub.stat.ee/px-web.2001/l_Databas/Social_life/07Justice_and_security/045Intimate_partner_abuse/02Abuse_during_last_12_months/02Abuse_during_last_12_months.asp);</p> <p>Statistics Estonia, Database (http://pub.stat.ee/px-web.2001/l_Databas/Social_life/07Justice_and_security/045Intimate_partner_abuse/04Abuse_since_age_of_15/04Abuse_since_age_of_15.asp);</p> <p>Eesti Statistika Kvalifikiri 3/10 (Quarterly Bulletin of Statistics Estonia)(2010), <i>Intimate partner abuse — myths and the reality</i> (http://www.stat.ee/38006);</p> <p>Statistics Estonia (2009), <i>Safety Survey — Methodological report</i> (http://www.stat.ee/methodology).</p>							
IE	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2003	18+	W/M	8 191	58 %	3 077	Yes
<p>Title of the survey/study: National Study of Domestic Abuse</p> <p>Sources:</p> <p>Watson, D., Parsons, S. (2005), <i>Domestic Abuse of Women and Men in Ireland — Report on the National Study of Domestic Abuse, The National Crime Council in association with the Economic and Social Research Institute</i> (http://www.esri.ie/pdf/BKMNEXT056_Domestic%20Abuse.pdf);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf).</p>							
EL	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2002/2003	18–60	W	:	:	1 200	Yes
<p>Title of the survey/study: Domestic violence against women: the first epidemiological research in Greece</p> <p>Sources:</p> <p>Mediterranean Institute of Gender Studies (2008), <i>Intercultural Dialogue on Violence against Women</i> (http://www.retepariopportunita.it/Rete_Pari_Opportunita/UserFiles/news/intercultural_dialogue_on_violence_against_women_resource_book_11_6_2008_all.pdf);</p> <p>European Commission (2010), <i>Violence against women and the role of gender equality, social inclusion and health strategies</i> (http://www.genderbasedviolence.am/conimages/Social_Europe_VAW_gender_2010.pdf);</p> <p>United Nations, The UN Secretary-General's database on violence against women (http://sgdatabse.unwomen.org/searchDetail.action?measureId=24229&baseHREF=country&baseHREFId=563);</p> <p>University of Athens (http://www.euroipn.org/daphne_new/Chapter1.htm#_edn6);</p> <p>Ενδο-Οικογενειακή Βία κατά των Γυναικών: Πρώτη Πανελλαδική Επιδημιολογική Έρευνα, 2003 (http://www.kethi.gr/attachments/111_ENDO-OIKOGENEIAKH_BIA_KATA_GYNAIKWN.pdf).</p>							

ES	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2011	18-65	W	8 000	:	7 898	No
<p>Title of the survey/study: Macroencuesta de Violencia de Género 2011 (Survey on Gender Based Violence 2011)</p> <p>Sources:</p> <p>Ministerio de Sanidad, Servicios Sociales e Igualdad, Principales Resultados Macroencuesta de Violencia de Género 2011, 2012 (http://www.observatorioviolencia.org/upload_images/File/DOC1329745747_macroencuesta2011_principales_resultados-1.pdf);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>Sigma Dos, S. A., <i>III Macroencuesta sobre la violencia contra las mujeres — Informe de resultados</i>, Instituto de la Mujer, 2006, Madrid (http://www.unece.org/fileadmin/DAM/stats/gender/vaw/surveys/Spain/publication.pdf).</p>							
FR	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2000	20-59	W	:	:	6 970	No
<p>Title of the survey/study: L'enquête nationale sur les violences envers les femmes en France (The national survey on violence against women in France)</p> <p>Sources:</p> <p>Ministère des Affaires Sociales et de la Santé (http://www.solidarite.gouv.fr/espaces,770/femmes-egalite,772/l-enquete-nationale-sur-les,6168.html);</p> <p>Jaspard, M. et al. (2001), <i>Nommer et compter les violences envers les femmes: une première enquête nationale en France</i> (http://www.ined.fr/fichier/t_publication/138/publi_pdf1_pop_et_soc_francais_364.pdf);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>CAHRV (2006), <i>Comparative reanalysis of prevalence of violence against women and health impact data in Europe — Obstacles and possible solutions — Testing a comparative approach on selected studies</i> (http://www.cahrvi.uni-osnabrueck.de/reddot/D_20_Comparative_reanalysis_of_prevalence_of_violence_pub.pdf).</p> <p>More recent survey: <i>Cadre de vie et sécurité 2007</i> (Living environment and safety) (data about intimate partner violence have not been published based on this survey)</p> <p>Lorraine Tournyol du Clos (2008), <i>Les violences faites aux femmes</i> (http://www.insee.fr/fr/ffc/ipweb/ip1180/ip1180.pdf).</p>							
IT	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2006	16-70	W	:	72 %	25 000	Yes
<p>Title of the survey/study: Violence and abuses against women inside and outside family</p> <p>Sources:</p> <p>ISTAT, <i>Violence and abuses against women inside and outside family</i> (http://www.istat.it/en/archive/34562);</p> <p>Muratore, M. G., (2007), <i>Measuring Violence: Indicators from the Italian Violence against Women Survey</i> (http://www.un.org/womenwatch/daw/egm/vaw_indicators_2007/papers/Invited%20Paper%20Italy%20ISTAT.pdf);</p> <p>Johnson, H., Ollus, N., Nevala, S. (2008), <i>Violence against Women — An international perspective</i> (http://www.springer.com/social+sciences/criminology/book/978-0-387-73203-9);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>Kauko Aromaa and Markku Heiskanen (eds), <i>Victimisation surveys in comparative perspective — Papers from the Stockholm Criminology Symposium 2007</i> (http://www.heuni.fi/Satellite?blobtable=MungoBlobs&blobcol=urldata&SSURlapptype=BlobServer&SSURcontainer=Default&SSURsession=false&blobkey=id&blobheadervalue1=inline;%20filename=ojyw1estdwh5b.pdf&SSURIsscontext=Satellite%20Server&blobwhere=1266335656417&blobheadername1=Content-Disposition&ssbinary=true&blobheader=application/pdf).</p>							
CY	No information on prevalence surveys (2000 or later) is publicly available.						
LV	No information on prevalence surveys (2000 or later) is publicly available.						



LT	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2000	18–74	W	:	:	517	No
<p>Title of the survey/study: Gender-based Violence against Women in the Family</p> <p>Sources:</p> <p>CAHRV (2006), <i>Comparative reanalysis of prevalence of violence against women and health impact data in Europe — Obstacles and possible solutions — Testing a comparative approach on selected studies</i> (http://www.cahr.uni-osnabrueck.de/reddot/D_20_Comparative_reanalysis_of_prevalence_of_violence_pub.pdf);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf).</p> <p>More recent survey: Domestic violence against women and evaluation of the condition of victims 2008 (data about intimate partner violence have not been published based on this survey)</p> <p>CEDAW (2010), Information provided in follow-up to the concluding observations of the Committee — Lithuania — Response by Lithuania to the recommendations contained in the concluding observations of the Committee following the examination of the third and fourth periodic reports of Lithuania on 2 July 2008 (http://www2.ohchr.org/english/bodies/cedaw/docs/CEDAW.C.LTU.CO.4.Add.1.pdf);</p> <p>Tureikyte, D., Žilinskiene, L., Davidavičius, A., Bartkevičiūtė, I., Dačkute, A. (2008), Smurto prieš moteris šeimoje analizė ir smurto šeimoje aukų Būklės įvertinimas. Tyrimo ataskaita (http://www.socmin.lt/index.php?1068221035).</p>							
LU	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2004/05	:	W/M	800	36 %	:	No
<p>Title of the survey/study: European International Crime Survey</p> <p>Sources:</p> <p><i>Methodology of the European Crime and Safety Survey</i> (http://www.europeansafetyobservatory.eu/downloads/WP_methodology.pdf);</p> <p>Michels, T., <i>Crime and Victimization in Luxembourg: results of the European Crime and Safety Survey 2005–07</i> (http://www.europeansafetyobservatory.eu/doc/Crime%20and%20Victimization%20in%20Luxembourg.pdf).</p>							
HU	No information about prevalence survey (2000 or latest) is publicly available						
MT	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2010	18–59	W	:	:	1 200	Yes
<p>Title of the survey/study: Nationwide research study on the prevalence of domestic violence against women in Malta and its impact on their employment prospects</p> <p>Source:</p> <p>M. FSADNI & Associates (MF&A) (2011), <i>The Prevalence of Domestic Violence against Women in Malta</i>, Commission on Domestic Violence (https://secure2.gov.mt/socialpolicy/SocProt/family/domestic_violence/publications.aspx).</p>							
NL	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2009	:	W/M	9 508	68 %	6 427	Yes
<p>Title of the survey/study: A partial study of the victims</p> <p>Sources:</p> <p>Veen, H. C. J. van der, Bogaerts, S., <i>Domestic violence in the Netherlands</i>, Comprehensive synthesis report on the study of victims and perpetrators of domestic violence and the capture-recapture method 2007–10 (full text available only in Dutch) (http://english.wodc.nl/onderzoeksdatabase/1573e-overkoepelend-eindrapport-huiselijk-geweld.aspx);</p> <p>Veen, H. C. J. van der (Ministerie van Justitie, WODC), Bogaerts, S. (Universiteit van Tilburg, Intervict), <i>Huiselijk geweld in Nederland</i>, Overkoepelend syntheserapport van het vangst-hervangst-, slachtoffer- en daderonderzoek 2007–10 (http://www.rijksoverheid.nl/documenten-en-publicaties/rapporten/2011/01/13/huiselijk-geweld-in-nederland.html);</p> <p>WAVE (2011), <i>Country Report 2011</i> (http://www.aodef.at/cms/doc/CR_komplett_2011_NEU.pdf).</p>							

AT	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2011	16–60	W/M	:	:	2 334	No
<p>Title of the survey/study: Gewalt in der Familie und im sozialen Nahraum, Österreichische Prävalenzstudie zur Gewalt an Frauen und Männern (Violence in the family and social environment, Austrian prevalence study on violence against women and men)</p> <p>Source:</p> <p>Kapella, O. et al. (2011), Gewalt in der Familie und im sozialen Nahraum, Österreichische Prävalenzstudie zur Gewalt an Frauen und Männern, Österreichisches Institut für Familienforschung an der Universität Wien, Gefördert aus Mitteln des Bundesministeriums für Wirtschaft, Familie und Jugend über die Familie & Beruf Management GmbH (http://www.oif.ac.at/fileadmin/OEIF/gewaltpraevalenz_12122011.pdf).</p>							
PL	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2004	18–69	W	:	87 %	2 009	Yes
<p>Title of the survey/study: Survey on Violence Against Women in Poland</p> <p>Sources:</p> <p>Johnson, H., Ollus, N., Nevala, S. (2008), <i>Violence against Women — An International Perspective</i> (http://www.springer.com/social+sciences/criminology/book/978-0-387-73203-9);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>Gruszczyńska, B. (2007), Survey on Violence Against Women in Poland — Key Findings, Warszawa (http://sgdatabase.unwomen.org/uploads/Poland%20-%20survey%20on%20violence%20against%20women%20results%202007.pdf).</p>							
PT	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2007	18+	W/M	:	:	:	Yes
<p>Title of the survey/study: Gender Violence in Portugal — A National Survey of Violence against Women and Men</p> <p>Source:</p> <p>Lisboa, M. (2008), <i>Gender Violence in Portugal — A National Survey of Violence against Women and Men — Summary of Results</i> (http://sgdatabase.unwomen.org/uploads/Portugal%20-%20Gender%20Violence%20-%20National%20Survey%20Results.pdf).</p>							
RO	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2004	15–44	W/M	7 496	91 %	6 802	Yes
<p>Title of the survey/study: Reproductive Health Survey Romania</p> <p>Sources:</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>Ministry of Health, Reproductive Health Survey Romania 2004, Summary Report May 2005 (http://www.unec.org/fileadmin/DAM/stats/gender/vaw/surveys/Romania/Romania_Publication.pdf).</p>							
SI	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2009	18–80	W	3 000	25 %	752	No
<p>Title of the survey/study: Nacionalna raziskava o nasilju v zasebni sferi in v partnerskih odnosih (National survey on violence private sphere and into a partnership)</p> <p>Source:</p> <p>Leskošek, V., Mojca, U., Zavirše, D. (2010), <i>Poročilo o nacionalni raziskavi o nasilju v zasebni sferi in v partnerskih odnosih</i> (http://www.uem.gov.si/fileadmin/uem.gov.si/pageuploads/NasiljeRaziskava2010.pdf);</p> <p>WAVE (2011), <i>Country Report 2011</i> (http://www.aoeff.at/cms/doc/CR_komplett_2011_NEU.pdf).</p>							



SK	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2008	18–65	W	:	:	827	Yes
<p>Title of the survey/study: Representative Research on Prevalence and experience of Women with Violence against Women in Slovakia</p> <p>Sources:</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>Bodnárová, B., Filadelfiová, J., Holubová, B. (2008), <i>Representative Research on Prevalence and experience of Women with Violence against Women (VAW) in Slovakia</i>, Institute for Labour and Family Research, Bratislava (http://www.unifem.sk/uploads/doc/VAWSlovakia.pdf).</p>							
FI	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2005	18–74	W	7 213	62 %	4 464	Yes
<p>Title of the survey/study: Violence Against Women in Finland</p> <p>Sources:</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf);</p> <p>Piispa, Mi. et al., 'Violence Against Women in Finland', Summary, Publication No 225, National Research Institute of Legal Policy, 2006, Helsinki (http://www.optula.om.fi/uploads/k2qozv9y1.pdf);</p> <p>Kauko Aromaa and Markku Heiskanen (eds), <i>Victimisation surveys in comparative perspective — Papers from the Stockholm Criminology Symposium 2007</i> (http://www.heuni.fi/Satellite?blobtable=MungoBlobs&blobcol=urldata&SSURlapptype=BlobServer&SSURcontainer=Default&SSURsession=false&blobkey=id&blobheadervalue1=inline;%20filename=ojyw1estdwh5b.pdf&SSURlsscontext=Satellite%20Server&blobwhere=1266335656417&blobheadername1=Content-Disposition&ssbinary=true&blobheader=application/pdf).</p>							
SE	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	1999/2000	18–64	W	10 000	70	6 926	Yes
<p>Title of the survey/study: Men´s violence against women in 'equal' Sweden — a prevalence study</p> <p>Sources:</p> <p>Lundgren, Eva et al., <i>Captured Queen — Men's violence against women in 'equal' Sweden — a prevalence study</i>, 2002, Fritzes Offentliga, Publikationer, Stockholm (http://www.unece.org/fileadmin/DAM/stats/gender/vaw/surveys/Sweden/publication.pdf);</p> <p>CAHRV (2006), <i>Comparative reanalysis of prevalence of violence against women and health impact data in Europe — Obstacles and possible solutions — Testing a comparative approach on selected studies</i> (http://www.cahrvi.uni-osnabrueck.de/reddot/D_20_Comparative_reanalysis_of_prevalence_of_violence_pub.pdf);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf).</p>							
UK	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2004/2005	15–59	W/M	24 498	74 %	:	Yes
<p>Title of the survey/study: British Crime Survey</p> <p>Sources:</p> <p>Finney, A., <i>Domestic violence, sexual assault and stalking: findings from the 2004/05 British Crime Survey</i>, Home Office Online Report 12/06 (http://webarchive.nationalarchives.gov.uk/20110218135832/rds.homeoffice.gov.uk/rds/pdfs/06/rdsolr1206.pdf);</p> <p>UN Women (2011), <i>Violence against Women Prevalence Data: Surveys by Country</i> (http://www.endvawnow.org/uploads/browser/files/vaw_prevalence_matrix_15april_2011.pdf).</p>							
HR	Year of survey	Sample			Response rate	Number of respondents	Publicly available report or summary in English
		Age	Sex	Size			
	2003	18–65	:	:	:	976	No
<p>Title of the survey/study: Interpretacija rezultata istraživanja nasilja nad ženama u republici Hrvatskoj (Interpretation of results of violence against women in the Republic of Croatia)</p> <p>Source:</p> <p>WAVE (2011), <i>Country Report 2011</i> (http://www.aof.at/cms/doc/CR_komplett_2011_NEU.pdf);</p> <p>Otrčak, Diana (2003), Interpretacija rezultata istraživanja nasilja nad ženama u republici Hrvatskoj (http://www.azkz.net/assets/files/INTERPRETACIJA%20-%20NNZ-prosinac%202003.pdf).</p>							

Note: ':' indicates data were not available.

Table 1.2: National crime statistics

EU-27 and Croatia	Official crime statistics available	Time period	Gendered data	Type of violence: IPV or at least FV	Forms of violence	Number of women victims	Percentage of female population	Percentage of all victims	Notes to data	Source
BE	Yes	A	No	IPV	Psychological Physical Sexual Economic	:	:	:	Physical violence between partners: 21 838 cases in 2011	Statistiques policières de criminalité, Belgique 2000–11 (http://www.polfed-fedpol.be/crim/crim_statistieken/2011_trim4/pdf/nationaal/rapport_2011_trim4_nat_belgique_fr.pdf).
BG	Yes	A	V	None	Homicide	:	:	:	The data presented are only for homicide.	European Commission (2012), <i>Exchange of good practices on gender equality — Awareness-raising activities to fight violence against women and girls; Comments paper — Bulgaria</i> (http://ec.europa.eu/justice/gender-equality/files/exchange_of_good_practice_uk/bg_comments_paper_uk_2012_en.pdf); UNECE Statistical Database (http://w3.unece.org/pxweb/dialog/varval.asp?ma=ZZZ_GECr_VictimHomicide_r&path=../database/STAT/30-GE/07-CV/&lang=1&ti=Victims+of+homicide+by+relationship+of+perpetrator+to+victim+and+sex).
CZ	Yes	:	V/O	FV	:	:	:	95	In 2010, 568 case of violence within the same dwelling were recorded.	Czech Statistical Office (2007), <i>Justice, crime — Victims and criminals by selected crimes in 2007</i> (http://www.czso.cz/csu/cizinci.nsf/engtab/6700491EA6); WAVE (2011), <i>Country Report 2011</i> (http://www.aoref.at/cms/doc/CR_komplett_2011_NEU.pdf).
DK	Yes	A	V	FV	Physical Sexual	:	:	:	Each year, 0.1 % (1 per thousand) of adult women in Denmark report to the police that they have been exposed to violence.	<i>The Danish National Observatory on Violence — A team effort working to eliminate men's violence against women</i> (http://www.kvinderadet.dk/files/DNV_English.pdf).
DE	Yes	A	No	None	Physical Sexual Fatalities	:	:	:	Data on rape, sexual assault	Bundesministerium des Innern (2011), <i>Polizeiliche Kriminalstatistik</i> (http://www.bmi.bund.de/SharedDocs/Downloads/DE/Broschueren/2012/PKS2011.pdf?__blob=publicationFile).



EU-27 and Croatia	Official crime statistics available	Time period	Gendered data	Type of violence: IPV or at least FV	Forms of violence	Number of women victims	Percentage of female population	Percentage of all victims	Notes to data	Source
EE	Yes	A	V	IPV	:	:	:	:	Number of cases of male violence against women by a partner or ex-partner in 2009: 4 518. In 2008, the number of registered cases of domestic violence was 3 992.	Ministry of Social Affairs (2009), Input regarding the implementation of the Beijing Declaration and Platform for Action (1995) Estonia (http://www.unec.org/fileadmin/DAM/Gender/documents/Beijing+15/Estonia.pdf); WAVE (2011), <i>Country Report 2011</i> (http://www.aodef.at/cms/doc/CR_komplett_2011_NEU.pdf).
IE	Yes	A	No	IPV	:	:	:	:	There is no gender breakdown of these published offences; 2 367 applications for barring orders were made by a spouse or common law partner in 2011.	The Courts Service of Ireland (2011), <i>Courts Service Annual Report 2011</i> (http://www.courts.ie/Courts.ie/library3.nsf/(WebFiles)/1EAF33B0C5E24F980257A3E0037FCC9/\$FILE/Courts%20Service%20Annual%20Report%202011.pdf).
EL	Yes	:	V	FV	:	:	:	:	Crime statistics reported by the police: in 2008, 116 cases of women survivors of domestic violence were recorded.	WAVE (2011), <i>Country Report 2011</i> (http://www.aodef.at/cms/doc/CR_komplett_2011_NEU.pdf).

EU-27 and Croatia	Official crime statistics available	Time period	Gendered data	Type of violence: IPV or at least FV	Forms of violence	Number of women victims	Percentage of female population	Percentage of all victims	Notes to data	Source
ES	Yes	A	V	IPV	Fatal violent acts	55	0.00	:	The data presented are only for fatal violent acts.	Ministry of Health, Social Policy and Equality (2010), Third Report by the National Observatory on Violence against Women 2010 (http://www.msc.es/ssi/violenciaGenero/publicaciones/colecciones/PDFS_COLECCION/libro7_III_Informe_INGLES.pdf).
FR	Yes	:	V	FM	Physical Sexual	12 337	0.04	83	In 2007, the total number of victims of domestic violence was 14 779.	Ministry of Justice (2008), <i>Evaluation du plan global 2005-07 de lutte contre les violences faites aux femmes — 10 mesures pour l'autonomie des femmes</i> (http://www.justice.gouv.fr/art_pix/1_Rapport_Violences_femmes_20081118.pdf).
IT	Yes	A	V/O	IPV	Physical Sexual	:	:	:	The data presented are only for certain types of crimes: murder, sexual assault.	Ministero dell'Interno (2010), <i>Rapporto sulla criminalità e la sicurezza in Italia 2010</i> (http://www.interno.it/mininterno/export/sites/default/it/assets/files/21/0501_sintesi_rapporto_icsa.pdf).
CY	Yes	A	V	FV	Psychological Physical Sexual	611	0.17	76	In 2009, 611 women and 136 men (aged 18+) were complainants of domestic violence.	Cyprus Police Statistic Office Research and Development Department (http://www.familyviolence.gov.cy/upload/20120127/1327678127-23793.pdf).
LV	Yes	A	V	FV	Physical Sexual	315	0.03	69	Number of victims of domestic violence 2008: 144 men; 315 women	Labklājības Ministrija (2009), Pārskats par bērnu stāvokli Latvijā 2008. gadā (http://polsis.mk.gov.lv/view.do?id=3226).
LT	Yes	A	V	IPV	:	321	0.02	:	In 2009, 321 women suffered from violence used by their spouses, partners or common-law husbands. In 2010, 12 031 gender-neutral family violence cases were investigated by the police.	CEDAW (2010), Information provided in follow-up to the concluding observations of the Committee — Lithuania — Response by Lithuania to the recommendations contained in the concluding observations of the Committee following the examination of the third and fourth periodic reports of Lithuania on 2 July 2008 (http://www2.ohchr.org/english/bodies/cedaw/docs/CEDAW.C.LTU.CO.4.Add.1.pdf); WAVE (2011), <i>Country Report 2011</i> (http://www.aodef.at/cms/doc/CR_komplett_2011_NEU.pdf).

EU-27 and Croatia	Official crime statistics available	Time period	Gendered data	Type of violence: IPV or at least FV	Forms of violence	Number of women victims	Percentage of female population	Percentage of all victims	Notes to data	Source
LU	Yes	A	V/O	FV	:	298	0.12	90	In 2011, 298 women and 33 men were victims of domestic violence. From 331 victims, 300 women and men (96 %) suffered the violence by their spouse, partner or ex-partner.	Comité de coopération entre les professionnels dans le domaine de la lutte contre la violence, <i>Rapport au gouvernement pour l'exercice 2011</i> (http://www.mega.public.lu/pictures/photos/2012/05/Rapport_comit_coop_ration_violence_2011.pdf).
HU	Yes	A	:	:	:	:	:	:	No information is publically available. The Office of the Prosecutor General can provide some statistical data according to special request.	
MT	Yes	A	V	FV	Psychological Physical Sexual Stalking	468	0.23	78		Statistics Office Police GHQ (2009, 2010), <i>Victims and Cases of Violence Reported to the Police during Years 2009 and 2010</i> .
NL	Yes	A	:	FV	Psychological Physical Sexual Threats	:	:	:	In 2008, police figures on domestic violence record that 23 671 cases were reported.	Movisie (2009), Factsheet, <i>Huiselijk geweld: feiten en cijfers</i> (http://www.movisie.nl/onderwerpen/huiselijk_geweld/docs/websheet_huiselijk-geweld_jan_2010.pdf).
AT	Yes	A	:	:	:	:	:	:	In 2010, the police executed 6 759 barring orders.	Republic Österreichs (2011), <i>Kriminalstatistik</i> (http://www.bmi.gv.at/cms/BK/publikationen/krim_statistik/Statistiken_2011.aspx); WAVE (2011), <i>Country Report 2011</i> (http://www.a oef.at/cms/doc/CR_komplett_2011_NEU.pdf).
PL	Yes	A	V/O	FV	Psychological Physical Sexual Economic Negligence	82 102	0.42	87	Victims of domestic violence recorded by 'Blue Card' procedure: 82 102 women; 12 651 men.	Statystyka Policja (2011), <i>Liczba ofiar przemocy domowej wg. procedury 'Niebieskiej Karty'</i> (http://statystyka.policja.pl/portal/st/944/50863/Przemoc_w_rodzinie.html).

EU-27 and Croatia	Official crime statistics available	Time period	Gendered data	Type of violence: IPV or at least FV	Forms of violence	Number of women victims	Percentage of female population	Percentage of all victims	Notes to data	Source
PT	Yes	A	V/O	FV	Psychological Physical Sexual Economic Social	29 251	0.53	82	In 2010, 29 251 women and 6 283 men were victims of domestic violence according to police registration.	Sistema de Segurança Interna — Gabinete do Secretário-Geral, Relatório Anual de Segurança Interna 2010 (http://www.parlamento.pt/documents/XIILEG/RASI_%202010.pdf).
RO	Yes	A	V/O	IPV	Psychological Physical Sexual Economic Social	2 433	0.02	90	In 2009, 3 872 victims of domestic violence were registered.	Ministry of Labour and Social Protection, Romania (2009), Buletin statistic trimestrial în domeniul muncii și protecției sociale nr.4 (68)/2009 (http://www.mmuncii.ro/pub/imagemanager/images/file/Statistica/Buletin%20statistic/2009/familie4_68.pdf).
SI	Yes	:	V	FV	Psychological Physical Sexual Stalking	:	:	:	In 2008, according to national police data, there were 5 064 cases of family violence: the victims of family violence are predominantly women (73 %).	Policija Slovenija (2009), Pri reševanju nasilja v družini ključno sodelovanje med institucijami (http://www.policija.si/index.php/component/content/article/35-sporocila-za-javnost/1296-prireevanju-nasilja-v-druini-kljuno-sodelovanje-med-in).
SK	Yes	A	V	IPV	:	:	:	:	Number of cases of male violence against women by a partner or ex-partner: 2010: 732. Number of cases of intimate partner violence: 2010: 812	WAVE (2011), <i>Country Report 2011</i> (http://www.aodef.at/cms/doc/CR_komplett_2011_NEU.pdf).
FI	Yes	A	V	FV	:	:	:	:	Of all violence reported to the Finnish police, 9 % is family violence against women and 3 % against men.	Salmi, V., Lehti, M., Sirén, R., Kivivuori, J., Aaltonen, M. (2009), <i>Perheväkivalta Suomessa</i> (http://www.optula.om.fi/1247667026356).

EU-27 and Croatia	Official crime statistics available	Time period	Gendered data	Type of violence: IPV or at least FV	Forms of violence	Number of women victims	Percentage of female population	Percentage of all victims	Notes to data	Source
SE	Yes	A	V	IPV	Psychological Physical Sexual	12 790	0.27	78	The number of cases of assault with a close relationship to the victim and gross violation of integrity against women/ men 18 years or older in 2011: 12 790 women and 3 526 men.	The Swedish National Council for Crime Prevention (http://www.bra.se/bra/bra-in-english/home/crime-and-statistics/crime-statistics/reported-offences.html).
UK	:	:	:	:	:	:	:	:	There are no police statistics available on FV for the country as a whole. In Northern Ireland, there were 5 867 domestic abuse crimes recorded in 2010/11 where the victim was a woman aged 18+. In Scotland, incidents with a woman victim represented 82 % of all incidents of domestic abuse in 2009/10.	Police Service of Northern Ireland (2011), <i>Trends in Domestic Abuse Incidents and Crimes Recorded by the Police in Northern Ireland 2004/05 to 2010/11</i> (http://www.psnri.police.uk/domestic_abuse_incidents_and_crimes_in_northern_ireland_2004-05_to_2010-11.pdf); A National Statistics Publication for Scotland (2010), <i>Domestic abuse recorded by the police in Scotland 2009–10</i> .
HR	Yes	:	O	FV	:	:	:	:	Some 1 220 persons reported violent behaviour in their family in 2006.	Državni zavod za statistiku (2008), <i>Nasilje u obitelji 2001–06</i> (http://www.ured-ravnopravnost.hr/site/preuzimanje/dokumenti/nac_strat/statistika/nasilje2007.pdf).

Note: ':' indicates data were not available.

Table 1.3: National action plans

Member State	Years	Title of the NAP and source
BE	2001–03	<i>National plan of action against violence against women</i> <i>Plan d'action nationale contre la violence a l'egard des femmes</i> (http://sgdatabase.unwomen.org/searchDetail.action?measureId=18790&baseHREF=country&baseHREFId=213).
	2004–07	<i>National action plan against domestic violence 2004–07</i> <i>Plan d'action nationale contre les violences conjugales 2004–07</i> (http://sgdatabase.unwomen.org/uploads/Belgium%20-%20Plan%20D'Action%20National%20Contre%20Les%20Violences%20Conjugales%20_2004-2007_%20_FRA_.pdf).
	2008–09	<i>National action plan on combating the violence between partners 2008–09</i> <i>Plan d'action nationale en matière de lutte contre les violences entre partenaires 2008–09</i> (http://sgdatabase.unwomen.org/uploads/NAP%20Lutte%20contre%20Violences%20entre%20Partenaires%202008-2009%20French.pdf).
	2010–14	<i>National action plan to combat intimate partner violence and other forms of domestic violence 2010–14</i> (http://igvm-iefh.belgium.be/nl/binaries/NAP_Engels_tcm336-133536.pdf); <i>Plan d'action nationale de lutte contre la violence entre partenaires et d'autres formes de violences intrafamiliales 2010–14</i> (http://sgdatabase.unwomen.org/uploads/Plan%20National%20de%20Lutte%20contre%20la%20violence%20entre%20Partenaires%20et%20d'Autres%20Formes%20de%20Violences%20Intrafamiliales%202010-2014%20-%20French.pdf).
BG	2007–08	<i>National programme for prevention and protection from domestic violence for the period 2007–08</i> Програма за превенция и защита от домашно насиле за периода 2007–08 г (http://cwsp.bg/upload/docs/Programa_domashno_nasilie_2007_2008.pdf).
	2011	<i>National programme for prevention and protection from domestic violence 2011</i> Национална програма за превенция и защита от домашно насиле за 2011 г (http://www.strategy.bg/StrategicDocuments/View.aspx?lang=bg-BG&Id=698).
CZ	2011–14	<i>National Action Plan for the Prevention of Domestic Violence for the years 2011–14</i> (http://www.mpsv.cz/files/clanky/12194/5_material_NAP_15-04-2011_en.pdf); <i>Národní akční plán prevence domácího násilí na léta 2011–14</i> (http://www.vlada.cz/assets/media-centrum/aktualne/Narodni-akcni-plan-prevence-domaciho-nasilii-na-leta-2011-2014.pdf).
DK	2002–04	<i>The Danish Government's action plan to stop violence against women</i> (http://sgdatabase.unwomen.org/uploads/Denmark%20-%20Action%20Plan%20to%20stop%20violence%20against%20women%202002-2004.pdf); <i>Regeringens handlingsplan til bekæmpelse af vold mod kvinder</i> (http://www.lige.dk/files/pdf/vmk_dk.pdf).
	2005–08	<i>Action plan to stop men's domestic violence against women and children 2005–08</i> (http://sgdatabase.unwomen.org/uploads/Denmark%20-%20Action%20Plan%20to%20stop%20men's%20domestic%20violence%20%20against%20women%20and%20children%202005-2008.pdf); <i>Handlingsplan til bekæmpelse af mænds vold mod kvinder og børn i familien 2005–08</i> (http://www.lige.dk/files/PDF/voldshandlingsplan2005.pdf).
	2009–12	<i>National strategy to prevent violence in intimate relations</i> (http://uk.lige.dk/files/PDF/Vold/Vold_national_strategi_engelsk_2011.pdf); <i>National strategi til bekæmpelse af vold i nære relationer</i> (http://sgdatabase.unwomen.org/uploads/National%20Strategy%20to%20Combat%20Violence%20in%20Close%20Relationships%202010.pdf).
DE	1999–2006	<i>Action plan of the Federal Government to combat violence against women</i> (http://sgdatabase.unwomen.org/uploads/Germany%20-%20Action%20Plan%20of%20the%20Federal%20Govt%20to%20combat%20VAW.pdf); <i>Aktionsplan der Bundesregierung zur Bekämpfung Von Gewalt gegen Frauen</i> (http://www.bmfsfj.de/RedaktionBMFSFJ/Abteilung4/Pdf-Anlagen/gewalt-aktionsplan-gewalt-frauen-ohne-vorwort,property=pdf,bereich=bmfsfj,sprache=de,rwb=true.pdf).
	2007–...	<i>Second Action Plan of the Federal Government to Combat Violence against Women</i> (http://sgdatabase.unwomen.org/uploads/Germany%20-%20Second%20Action%20Plan%20to%20Combat%20VAW.pdf); <i>Aktionsplan II der Bundesregierung zur Bekämpfung von Gewalt gegen Frauen</i> (http://www.bmfsfj.de/RedaktionBMFSFJ/Broschuerenstelle/Pdf-Anlagen/aktionsplan-ii-zur-bek_C3_A4mpfung-von-gewalt-gegen-frauen,property=pdf,bereich=bmfsfj,sprache=de,rwb=true.pdf).



Member State	Years	Title of the NAP and source
EE	2010–14	<i>Development plan for reducing violence for years 2010–14</i> (http://sgdatabase.unwomen.org/uploads/Development%20Plan%20for%20Reducing%20Violence%20for%20Years%202010-2014.pdf); <i>Vägivalla vähendamise arengukava aastateks 2010–14</i> (http://www.just.ee/orb.aw/class=file/action=preview/id=49975/V%E4givalla+v%E4hendamise+arengukava+aastateks+2010-2014.pdf).
IE	2010–14	<i>National Strategy on Domestic, Sexual and Gender-based Violence 2010–14</i> (http://www.cosc.ie/en/COSC/Pages/WP08000151).
EL	2009–13	<i>National programme for prevention and combating of violence against women 2009–13</i> (http://www.isotita.gr/en/var/uploads/english/NATIONAL%20PROGRAMME%20ON%20PREVENTING%20AND%20COMBATING%20VIOLENCE%20AGAINST%20WOMEN%202009-2013.pdf); Εθνικού Προγράμματος για την πρόληψη και καταπολέμηση της βίας κατά των γυναικών 2009-2013 (http://www.isotita.gr/var/uploads/Press/25112009_Ethniko_programma_bia.pdf).
ES	2006	<i>Urgent measures combating gender violence, Medidas urgentes en la lucha de la violencia de género</i> (http://www.msc.es/ssi/violenciaGenero/Documentacion/medidasPlanes/DOC/Medidas_Urgentes_lucha_contra_Violencia_Genero_aprobadas_CMinistros_15_12_2006.pdf).
	2007–08	<i>National plan to heighten awareness and prevent gender-based violence</i> (http://sgdatabase.unwomen.org/uploads/Spain%20-%20National%20Plan%20to%20Heighten%20Awareness%20and%20Prevent%20Gender-Based%20Violence%20(eng).pdf); <i>Plan Nacional de Sensibilización Y Prevención de la Violencia de Género</i> (http://www.observatorioviolencia.org/upload_images/File/DOC1169397048_Plan%20Nacional%2015%20dic.pdf).
	2008–11	<i>The Strategic Plan for Equal Opportunities (2008–11)</i> (http://www.seigualdad.gob.es/en/igualdad/planEstrategico/pdf/PlanEstrategicoDeIgualdadDeOportunidades2008_2009_ENGLISH.pdf); <i>Plan Estratégico de Igualdad Oportunidades (2008–11)</i> (http://www.educacion.gob.es/dctm/ministerio/horizontales/ministerio/igualdad-de-genero/planestrategicofinal.pdf?documentId=0901e72b80b0251b).
	2009–12	<i>Plan against gender-based violence in the immigrant population</i> (http://www.seigualdad.gob.es/en/secretaria/normativa/pdf/Plan_Against_Gender-based.pdf); <i>Plan de atención Y prevención de la violencia de género en población extranjera inmigrante</i> (http://www.seigualdad.gob.es/en/secretaria/normativa/pdf/Plan_Atencion_Prevention.pdf).
FR	2005–07	<i>Global plan to combat violence against women in 2005–07</i> <i>Plan global de lutte contre les violences faites aux femmes 2005–07 — 10 mesures pour l'autonomie des femmes</i> (http://sgdatabase.unwomen.org/uploads/France%20-%20Plan%20in%20the%20fight%20against%20violence%20against%20women%20(2005-2007)%20(fra).pdf).
	2008–10	<i>Twelve targets for combating violence against women — Second triennial global plan (2008–10)</i> <i>Douze objectifs pour combattre les violences faites aux femmes — Deuxième plan global triennal (2008–10)</i> (http://sgdatabase.unwomen.org/uploads/Twelve%20Targets%20for%20Combating%20VAW%20Plan%202008-2010.pdf).
	2011–13	<i>Interministerial plan for the fight against violence against women 2011–13</i> <i>Plan interministeriel de lutte contre les violences faites aux femmes 2011–13</i> (http://sgdatabase.unwomen.org/uploads/Plan%20Interministeriel%20de%20lutte%20contre%20les%20violences%20faites%20aux%20femmes%202011-2013.pdf).
IT	2010–...	<i>National action plan against gender violence and stalking/Piano nazionale contro la violenza di genere e lo stalking</i> (http://www.pariopportunita.gov.it/images/stories/documenti_vari/UserFiles/PrimoPiano/piano_nazionale_antiviolenza.pdf).
CY	2010–13	<i>National action plan for preventing and combating violence in the family (2010–13)</i> Εθνικό Σχέδιο Δράσης για την Πρόληψη και Καταπολέμηση της Βίας στην Οικογένεια (2010–13) (http://www.familyviolence.gov.cy/upload/downloads/actionplan_2010-2013.pdf).
LV	2008–11	<i>Programme for the Reduction of Domestic Violence 2008–11</i> (http://www.hsph.harvard.edu/population/domesticviolence/latvia.domviolence.08.doc); <i>Programma vardarbības ģimenē mazināšanai 2008.-2011.gadam</i> (http://polsis.mk.gov.lv/view.do?id=2754).

Member State	Years	Title of the NAP and source
LT	2007–09	<i>National Strategy for Combating Violence against Women and a Plan of Implementing Measures 2007–09</i> <i>Nutarimas dėl valstybinės smurto prieš moteris mažinimo strategijos ir jos įgyvendinimo priemonių 2007–2009 metų plano patvirtinimo</i> (http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=289640&p_query=&p_tr2=#).
	2010–12	<i>National Strategy for Combating Violence against Women and a Plan of Implementing Measures 2010-2012</i> <i>Nutarimas dėl valstybinės smurto prieš moteris mažinimo strategijos įgyvendinimo priemonių 2010–2012 metų plano patvirtinimo</i> (http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=351089&p_query=&p_tr2=2).
LU	2006–08	<i>National action plan for equality between women and men</i> <i>Plan d'action national d'égalité des femmes et des hommes</i> (http://sgdatabase.unwomen.org/uploads/Luxembourg%20-%20Plan%20d%20action%20national%20d%20egalite%20des%20femees%20et%20des%20hommes%20(2006-2008).pdf).
	2009–14	<i>National action plan for equality of women and men 2009–14</i> <i>Plan d'action national de l'égalité des femmes et des hommes 2009–14</i> (http://sgdatabase.unwomen.org/uploads/Equality%20Men%20and%20Women%20-%202009%20to%202013.pdf).
HU	2010–21	<i>National Strategy Promoting the Equality of Men and Women - Directions and Targets 2010-2021 (National Gender Strategy)</i> (http://www.szmm.gov.hu/download.php?ctag=download&docID=21986); <i>a Nők és Férfiak Társadalmi Egyenlőségét Elősegítő Nemzeti Stratégia – Irányok és Célok 2010–21</i> (http://www.szmm.gov.hu/download.php?ctag=download&docID=21768).
MT	2004–06	<i>Malta National Action Plan on Poverty and Social Exclusion 2004–06</i> (http://sgdatabase.unwomen.org/uploads/Malta%20-%20NAP%20on%20poverty%20and%20social%20exclusion%20(2004-2006).pdf).
	2008–...	<i>Annual reports of Commission on domestic violence</i> (https://secure2.gov.mt/socialpolicy/SocProt/family/domestic_violence/dom_violence_annual_reports.aspx).
NL	2002–08	<i>Private Violence — Public Issue — Summary of the Netherlands Government memorandum on the joint approach to domestic violence</i> (http://www.europrofem.org/contri/2_09_nl/nl-viol/02nl_vio.htm); <i>Privé geweld - publieke zaak. Een nota over de gezamenlijke aanpak van huiselijk geweld</i> (http://sgdatabase.unwomen.org/uploads/the%20Netherlands%20-%20prive_geweld_publiek_zaak.pdf).
	2008–11	<i>Action plan on domestic violence (2008–11): the next phase</i> <i>Plan van aanpak Huiselijk Geweld tot 2011 'De volgende fase'</i> (http://sgdatabase.unwomen.org/uploads/the%20Netherlands%20-%20Plan%20van%20aanpak%20huiselijk%20geweld%202008.pdf).
AT		No NAP on violence against women exists so far, but a more specific NAP on narrower areas of violence has been implemented: Action Plan to Fight Human Trafficking (2007–08; 2009–11; 2012–14) and the NAP for the prevention and elimination of female genital mutilation (2009–11).
PL	2006–16	<i>National action plan for counteracting domestic violence</i> (http://sgdatabase.unwomen.org/uploads/Poland%20-%20National%20Action%20Plan%20for%20Counteracting%20Domestic%20Violence.pdf); <i>Krajowy program przeciwdziałania przemocy w rodzinie</i> (http://www.niebieskalinia.org/download/krajowy_program_ppwr.pdf).



Member State	Years	Title of the NAP and source
PT	1999–2003	<i>I National plan to fight domestic violence 1999–2003</i> <i>I Plano Nacional Contra a Violência Doméstica 1999–2003</i>
	2003–06	<i>II National plan for counteracting domestic violence 2003–06</i> <i>II Plano Nacional Contra a Violência Doméstica 2003–06</i> (http://sgdatabase.unwomen.org/uploads/Poland%20-%20National%20Action%20Plan%20for%20Counteracting%20Domestic%20Violence.pdf).
	2007–10	<i>III National plan against domestic violence 2007–10</i> (http://195.23.38.178/cig/portalcig/bo/documentos/III%20National%20Plan%20Against%20Domestic%20Violence.pdf); <i>III Plano Nacional Contra a Violência Doméstica 2007–10</i> (http://195.23.38.178/cig/portalcig/bo/documentos/Relatorio_interno_III_PNCVD.pdf).
	2011–13	<i>IV National plan to fight domestic violence</i> <i>IV Plano Nacional Contra a Violência Doméstica</i> (http://www.apav.pt/portal/pdf/dr0576305773.pdf).
RO	2005–07	DECISION No 686 of 12 July 2005 for the approval of the National Strategy in the field of preventing and fighting against the domestic violence phenomenon (http://webapps01.un.org/vaw/uploads/Romania%20-%20Govt%20decision%20686%20for%20the%20approval%20of%20the%20National%20Strategy%20in%20the%20field%20of%20preventing%20and%20fighting%20against%20the%20domestic%20violence%20phenomenon%20(2005)doc.doc); HOTARARE Nr. 686 din 12 iulie 2005 pentru aprobarea Strategiei nationale in domeniul prevenirii si combaterii fenomenului violentei in familie (http://www.mmuncii.ro/pub/imagemanager/images/file/Legislatie/HOTARARI-DE-GUVERN/HG686-2005.pdf).
	2008–13	<i>National Strategy for the Protection and Promotion of the Rights of Children 2008–13</i> <i>Strategia Națională în domeniul protecției și promovării drepturilor copilului 2008–13</i> (http://www.copii.ro/Files/Strategia%20Nationala%20in%20domeniul%20protectiei%20dreptu.pdf); (http://www.copii.ro/Files/Planul%20operational%202008%20-%202013_2009195943671.pdf).
SI	2009–14	Resolution on the 2009–14 National Programme on Prevention of Family Violence (http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti__pdf/resolution_prevention_familij_violence_09_14.pdf); Resolucija o nacionalnem Programu preprečevanja nasilja v družini 2009–14 (http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti__pdf/resolucija_nppnd_pr_290109.pdf).
SK	2004	<i>National Strategy for Prevention and Elimination of Violence against Women and in Families</i> (adopted in 2004) <i>Národná stratégia na prevenciu a elimináciu násilia páchaného na ženách a v rodinách</i> (2004) (http://www.gender.gov.sk/index.php?id=729&slD=01ee861386082d0f05c48b12f755cdc2).
	2005–08	<i>National action plan for prevention and elimination of violence against women for the years 2005–08</i> (http://www.gender.gov.sk/index.php?id=797); <i>Národný akčný plán pre prevenciu a elimináciu násilia páchaného na ženách na roky 2005–08</i> (http://www.gender.gov.sk/index.php?id=729&slD=01ee861386082d0f05c48b12f755cdc2).
	2009–12	<i>National action plan for the prevention and elimination of violence against women for the years 2009–12</i> (http://www.gender.gov.sk/index.php?id=799); <i>Národný akčný plán na prevenciu a elimináciu násilia páchaného na ženách na roky 2009–12</i> (https://lt.justice.gov.sk/Attachment/Materi%C3%A11_doc.pdf?instEID=53&attEID=7567&docEID=46239&matEID=1201&langEID=1&Stamp=20090309132717543).
FI	2004–07	<i>Prevention of Intimate Partner and Domestic Violence 2004–07</i> (http://sgdatabase.unwomen.org/uploads/Finland%20-%20National%20Programme%20for%20the%20Prevention%20of%20Intimate%20Partner%20and%20Domestic%20Violence%20(2004-2007).pdf); <i>Lähisuhde ja perheväkivallan ehkäiseminen 2004–07</i> (http://www.stm.fi/c/document_library/get_file?folderId=28707&name=DLFE-3499.pdf&title=Lahisuhde_ja_perhevakivallan_ehkaiseminen_2004_2007_fi.pdf).
	2010–15	<i>Action plan to reduce violence against women</i> (http://sgdatabase.unwomen.org/uploads/Action%20Plan%20to%20Reduce%20Violence%20against%20Women%202011.pdf); <i>Naisiin kohdistuvan väkivallan vähentämisen ohjelma</i> (http://www.stm.fi/c/document_library/get_file?folderId=1087414&name=DLFE-12304.pdf).

Member State	Years	Title of the NAP and source
SE	2007–10	<i>Action plan for combating men's violence against women, violence and oppression in the name of honour and violence in same-sex relationships</i> (http://sgdatabase.unwomen.org/uploads/Sweden%20-%20Action%20Plan%20to%20combat%20mens%20violence%20against%20women,%20violence%20in%20the%20name%20of%20honour%20and%20violence%20in%20same-sex%20relationships.pdf); <i>Handlingsplan för att bekämpa mäns våld mot kvinnor, hedersrelaterat våld och förtryck samt våld i samkönade relationer</i> (http://www.regeringen.se/content/1/c6/09/21/42/ef0318b1.pdf).
	2011–14	Measures for 2011–14 (http://www.sweden.gov.se/sb/d/14974/a/171721Insatser%202011-2014); (http://www.regeringen.se/sb/d/3208/a/168583).
UK	2005–06	<i>Domestic violence — A national report and national domestic violence reduction delivery plan</i> (Annex A) (http://sgdatabase.unwomen.org/uploads/United%20Kingdom%20-%20National%20Report%20and%20Delivery%20Plan%20on%20Domestic%20Violence%202005.pdf).
	2009–...	<i>Together we can end violence against women and girls: a strategy</i> (http://sgdatabase.unwomen.org/uploads/Together%20We%20Can%20End%20Violence%20against%20Women%20and%20Girls%20A%20Strategy%202009.pdf); (http://sgdatabase.unwomen.org/uploads/2009%20Strategy%20Annexes.pdf).
	2011–15	<i>Call to End Violence against Women and Girls — Action Plan</i> (http://sgdatabase.unwomen.org/uploads/Action%20Plan%20on%20VAW%20-%202011.pdf).
HR	2005–07	<i>National strategy of protection against family violence for the period 2005–07</i> <i>Nacionalna strategija zaštite od nasilja u obitelji, za razdoblje od 2005. Do 2007. Godine</i> (http://hidra.srce.hr/arhiva/263/18315/www.nn.hr/clanci/sluzbeno/2004/3143.htm).
	2008–10	<i>The national strategy of protection against family violence for the period 2008–10</i> <i>Nacionalna strategija zaštite od nasilja u obitelji, za razdoblje od 2008. Do 2010. Godine</i> (http://www.vlada.hr/content/download/34461/470463/file/274_2.pdf).
	2011–16	<i>National Security Strategy of Family Violence, for the Period 2011–16</i> <i>Nacionalna strategija zaštite od nasilja u obitelji, za razdoblje od 2011. Do 2016. Godine</i> (http://narodne-novine.nn.hr/clanci/sluzbeni/2011_02_20_422.html).

Annex III: Tables for Chapter 2

Table 2.1: Range of special support services for women survivors of IPV in the EU-27 and Croatia

EU-27 and Croatia	Population (2010)		Emergency services	Counselling centres	Helplines	Shelters	Public information			Police units/staff	Legal advice	Labour programmes	Health protocols	Coordination	Special support
	Total	Women					Existence	Websites	Other						
BE	10 839 905	5 527 684	Y	N	N	Y	Y	Y	Y	Y	N	Y	Y	N	N
BG	7 563 710	3 904 399	N	Y	N	Y	Y	N	N	N	N	N	Y	Y	N
CZ	10 506 813	5 349 616	N	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N
DK	5 534 738	2 791 452	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
DE	81 802 257	41 698 651	N	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
EE	1 340 127	722 804	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
IE	4 467 854	2 251 410	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
EL	11 305 118	5 707 653	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y	Y	N
ES	45 989 016	23 316 596	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
FR	64 694 497	33 377 079	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
IT	60 340 328	31 052 925	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
CY	803 147	405 095	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
LV	2 248 374	1 210 923	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N
LT	3 329 039	1 781 288	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
LU	5 020 066	2 526 660	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
HU	10 014 324	5 257 424	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
MT	414 372	208 057	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N
NL	16 574 989	8 371 513	N	Y	N	Y	Y	Y	Y	N	N	Y	Y	Y	N
AT	8 375 290	4 296 197	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
PL	38 167 329	19 738 587	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N
PT	10 637 713	5 489 510	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N
RO	21 462 186	11 011 093	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N
SI	2 046 976	1 032 869	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
SK	5 424 925	2 787 987	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
FI	5 351 427	2 726 360	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
SE	9 340 682	4 691 668	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
UK	62 026 962	31 518 330	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
EU-27	501 104 164	256 479 830	Y 22 N 5	Y 12 N 15	Y 25 N 2	Y 17 N 10	Y 24 N 3	Y 27 N 0	Y 24 N 3	Y 26 N 1	Y 26 N 1	Y 26 N 1	Y 27 N 0	Y 11 N 16	Y 8 N 19
HR	4 425 747	2 290 578	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'.

Source: Data collected through the online survey, March–April 2012, reviewed November 2012. Eurostat, Population Statistics (demo_r_d2jan).

Table 2.2: Counselling centres/services in the EU-27 and Croatia, 2012

EU-27 and Croatia	Counselling centres/services			Counselling centres			
	Existence of counselling centres/services	Existence of counselling centres	Women's shelters provide services for non-residents	Number of centres (year)	Extent across regions	State funding	Number of women using services (year)
BE	Y	N	All	na	na	na	na
BG	Y	Y	All	12 (2012)	Some	Y	.
CZ	Y	Y	Some	26 (2011)	Most	Y	:
DK	Y	Y	Most	3 (2011)	Some	Y	:
DE	Y	Y	All	600–700 (2010)	Most	Y	:
EE	Y	N	All	na	na	na	na
IE	Y	Y	All	23 (:)	All	Y	5 639 (2010)
EL	Y	Y	Some	25 (2011)	Some	Y	:
ES	Y	Y	Most	:	All	Y	:
FR	Y	Y	:	:	All	Y	:
IT	Y	Y	Most	130 (:)	All	Y	49 224 (2006)
CY	Y	Y	All	7 (2011)	All	Y	989 (2011)
LV	Y	Y	na	1 (2010)	Some	:	208 (2010)
LT	Y	Y	na	15 (:)	Most	Y	:
LU	Y	Y	Most	13 (:)	Most	Y	:
HU	N	N	na	na	na	na	na
MT	Y	Y	Most	1 (:)	All	Y	1 437 (2009)
NL	Y	N	Most	na	na	na	na
AT	Y	Y	All	16 (:)	All	Y	:
PL	Y	Y	All	1 (2012)	Some	Y	:
PT	Y	Y	Most	7 (2010)	All	Y	:
RO	Y	Y	Most	21 (:)	Most	Y	:
SI	Y	Y	All	8 (2010)	Some	Y	:
SK	Y	Y	All	17 (2012)	Most	Y	:
FI	Y	N	All	na	na	na	na
SE	Y	Y	Most	4 (:)	Some	Y	:
UK	Y	Y	Most	:	Most	Y	:
EU-27	Y 26 N 1	Y 22 N 5	All 11 Most 10 Some 2	930–1 030 (for 19 countries)	All 8 Most 7 Some 7	Y 21 N 0	57 497 (for five countries)
HR	Y	Y	Most	29 (:)	Most	Y	:

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not available'; ':' indicates data were not available.

Source: Data collected through the online survey, March–April 2012, reviewed November 2012.

Table 2.3: Counselling centres by type of service provided in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Counselling	Information and advice	Advocacy	Intervention safety support	Independent DV advice	Legal advice	Court accompaniment	Networking	Outreach	Resettlement support	Specialist child support
BE	N	na	na	na	na	na	na	na	na	na	na	na
BG	Y	All	All	All	Most	All	All	Few	Most	Some	Few	Some
CZ	Y	Most	Most	Most	Most	Most	Most	Most	Most	Most	Most	Most
DK	Y	Most	All	Most	None	All	All	None	All	None	None	None
DE	Y	All	All	Few	Some	Most	Some	Some	Most	Few	Few	Few
EE	N	na	na	na	na	na	na	na	na	na	na	na
IE	Y	Some	Most	Most	None	Most	Most	Most	Most	Most	Most	Some
EL	Y	All	All	None	None	:	Few	Few	Most	Few	:	Some
ES	Y	Most	Most	Most	Most	Most	Most	Most	Most	Most	Most	Most
FR	Y	Some	Some	Some	Some	Some	Some	Some	Some	Some	Some	Some
IT	Y	All	All	Some	Most	All	Most	Some	Most	All	Most	Some
CY	Y	Most	Most	Most	None	Most	Some	Some	Most	Most	Most	Some
LV	Y	All	All	All	None	All	All	Most	All	None	:	All
LT	Y	All	All	Most	None	Few	Most	Few	Most	Some	None	None
LU	Y	All	All	Some	Some	Most	Some	All	All	All	All	Most
HU	N	na	na	na	na	na	na	na	na	na	na	na
MT	Y	Most	All	All	Most	All	Some	Most	All	All	Most	Most
NL	N	na	na	na	na	na	na	na	na	na	na	na
AT	Y	All	All	Most	Most	All	All	Most	All	Most	:	All
PL	Y	All	All	All	Most	All	All	:	:	:	:	All
PT	Y	Most	Most	Some	Some	Most	Most	Some	All	Some	Some	Some
RO	Y	Most	Most	Most	Most	Most	Most	Most	Most	Most	Most	Most
SI	Y	All	All	Most	Some	Most	Some	Some	Most	Most	Most	Most
SK	Y	All	All	Some	Some	All	All	Some	Some	Some	None	Some
FI	N	na	na	na	na	na	na	na	na	na	na	na
SE	Y	Most	Most	Most	Some	Most	Most	Most	Most	Some	Most	Some
UK	Y	Some	Most	Most	None	Some	Some	Most	Most	Most	Most	Most
EU-27	Y 22 N 5	All 11 Most 8 Some 3 Few 0 None 0	All 13 Most 8 Some 1 Few 0 None 0	All 4 Most 11 Some 5 Few 1 None 1	All 0 Most 8 Some 7 Few 0 None 7	All 8 Most 10 Some 2 Few 1 None 0	All 6 Most 8 Some 7 Few 1 None 0	All 1 Most 9 Some 7 Few 3 None 1	All 6 Most 13 Some 2 Few 0 None 0	All 3 Most 8 Some 6 Few 2 None 2	All 1 Most 10 Some 2 Few 2 None 3	All 3 Most 7 Some 9 Few 1 None 2
HR	Y	All	All	Some	Few	All	All	Few	Most	All	All	Most

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.4: Emergency services in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Type of emergency services specially for women victims of IPV				Extent across regions	Number of women using emergency services (year)
		Services in hospital	Emergency interventions by social services	Emergency accommodation	Mobile psychosocial support		
BE	Y	Y	Y	Y	Y	All	:
BG	N	na	na	na	na	na	na
CZ	N	na	na	na	na	na	na
DK	N	na	na	na	na	na	na
DE	N	na	na	na	na	na	na
EE	N	na	na	na	na	na	na
IE	N	na	na	na	na	na	na
EL	Y	N	Y	Y	N	Some	161 (:)
ES	Y	Y	Y	Y	N	Most	5 980 (2006)
FR	Y	Y	Y	Y	N	All	:
IT	Y	Y	Y	N	Y	Some	:
CY	Y	Y	Y	Y	Y	All	:
LV	N	na	na	na	na	na	na
LT	N	na	na	na	na	na	na
LU	Y	N	Y	Y	N	Some	:
HU	N	na	na	na	na	na	na
MT	Y	N	N	Y	N	All	:
NL	N	na	na	na	na	na	na
AT	Y	Y	N	N	N	Some	:
PL	N	na	na	na	na	na	na
PT	N	na	na	na	na	na	na
RO	N	na	na	na	na	na	na
SI	Y	N	Y	Y	N	Some	:
SK	N	na	na	na	na	na	na
FI	Y	Y	Y	N	Y	Some	:
SE	N	na	na	na	na	na	na
UK	Y	Y	N	N	Y	All	:
EU-27	Y 12 N 15	Y 8 N 4	Y 9 N 3	Y 8 N 4	Y 5 N 7	All 5 Most 1 Some 6	6 141 (for 2 countries)
HR	Y	Y	Y	Y	N	All	:

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.5: Women's helplines in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Operate 24/7	Free of charge	State funding	Number of calls received (year)	Number of calls from women (year)
BE	N	na	na	na	na	na
BG	N	na	na	na	na	na
CZ	N	na	na	na	na	na
DK	Y	Y	Y	Y	2 500 (2011)	:
DE	N	na	na	na	na	na
EE	Y	N	N	Y	:	:
IE	Y	N	Y	Y	10 055 (2010)	9 753 (2010)
EL	Y	Y	N	Y	5 181 (2011)	2 958 (2011)
ES	Y	Y	Y	Y	67 696 (2010)	47 176 (2010)
FR	Y	N	N	Y	19 707 (2010)	18 721 (2010)
IT	Y	Y	Y	Y	10 800–13 000 (:)	11 000 (2011)
CY	Y	N	Y	Y	1 320 (2011)	989 (2011)
LV	N	na	na	na	na	na
LT	Y	N	Y	Y	13 298 (2010)	:
LU	Y	N	N	Y	385 (2010)	374 (2010)
HU	Y	N	Y	Y	1 314 (2010)	:
MT	N	na	na	na	na	na
NL	N	na	na	na	na	na
AT	Y	Y	Y	Y	7 660 (2010)	6 483 (2010)
PL	N	na	na	na	na	na
PT	N	na	na	na	na	na
RO	N	na	na	na	na	na
SI	Y	N	Y	Y	2 547 (2011)	:
SK	Y	Y	N	Y	593 (2011)	593 (2011)
FI	Y	N	Y	Y	1 366 (2011)	99 % are W (2011)
SE	Y	Y	Y	Y	:	:
UK	Y	Y	Y	Y	:	:
EU-27	Y 17 N 10	Y 8 N 9	Y 12 N 5	Y 17 N 0	144 422–146 622 (for 14 countries)	98 047 (for 9 countries)
HR	N	na	na	na	na	na

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.

Source: Data collected through the online survey, March–April 2012, reviewed November 2012.

Table 2.6: General helplines in the EU-27 and Croatia, 2012

EU-27 and Croatia	National trafficking helpline					National helpline for all victims of crime				National stalking helpline	National helpline for so-called honour crimes	National LBT helpline	Other helplines
	Existence	Existence	Operate 24/7	Free of charge	Number of calls (year)	Existence	Operate 24/7	Free of charge	Number of calls (year)				
BE	N	na	na	na	na	na	na	na	na	na	na	na	na
BG	Y	N	na	na	na	Y	Y	Y	:	N	N	N	Y
CZ	Y	Y	N	Y	:	Y	Y	N	7 898 (2010)	N	N	N	Y
DK	Y	Y	N	Y	:	Y	Y	Y	:	N	Y	N	N
DE	N	na	na	na	na	na	na	na	na	na	na	na	na
EE	Y	Y	N	Y	:	N	na	na	na	N	N	N	N
IE	Y	N	na	na	na	Y	N	Y	:	N	N	Y	Y
EL	Y	Y	Y	N	:	N	na	na	na	N	N	N	Y
ES	Y	Y	Y	N	:	:	:	:	:	N	N	N	Y
FR	N	na	na	na	na	na	na	na	na	na	na	na	na
IT	Y	Y	Y	Y	:	N	na	na	na	Y	N	N	Y
CY	Y	Y	Y	N	:	Y	Y	Y	:	N	N	N	Y
LV	Y	Y	N	Y	96 (2010)	N	na	na	na	N	N	N	Y
LT	Y	N	na	na	na	N	na	na	na	N	N	N	Y
LU	Y	N	na	na	na	N	na	na	na	N	N	N	Y
HU	Y	N	na	na	na	N	na	na	na	N	N	N	Y
MT	Y	N	na	na	na	Y	Y	Y	:	N	N	Y	Y
NL	Y	N	na	na	na	Y	N	N	:	N	N	N	Y
AT	Y	Y	Y	Y	:	Y	Y	Y	13 155 (:)	N	N	N	N
PL	Y	Y	N	N	:	N	na	na	na	N	N	N	Y
PT	Y	Y	Y	:	10 (2010)	Y	N	N	:	N	N	Y	Y
RO	Y	Y	Y	Y	2 183 (2011)	N	na	na	na	N	N	N	Y
SI	Y	Y	N	Y	:	Y	Y	Y	522 162 (2011)	N	N	N	N
SK	Y	N	na	na	na	Y	N	Y	1 312 (2010)	N	N	N	N
FI	Y	N	na	na	na	Y	N	N	:	N	N	N	Y
SE	Y	N	na	na	na	Y	Y	Y	:	N	N	Y	N
UK	Y	Y	N	:	:	Y	N	Y	:	Y	Y	Y	Y
EU-27	Y 24 N 3	Y 14 N 10	Y 7 N 7	Y 8 N 4	2 289 (for 3 countries)	Y 14 N 9	Y 8 N 6	Y 10 N 4	544 527 (for 4 countries)	Y 2 N 22	Y 2 N 22	Y 5 N 19	Y 18 N 6
HR	Y	Y	Y	Y	:	N	na	na	na	N	N	N	N

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.7: Women's shelters in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Number of shelters (year)	Number of beds (year)	Children accepted	Dedicated staff for children	Extent across regions	Security precautions	Free of charge	Length of stay (months)	State funding	Number of women accommodated (year)	Number of children accommodated (year)	Number of women and children not able to find a place immediately (year)
BE	Y	10 (2010)	163 (2011)	All	All	Most	All	None	:	Y	:	:	:
BG	Y	6 (2011)	:	All	None	Some	All	All	3-6	Y	:	:	:
CZ	Y	4 (2012)	80 (2011)	All	Some	Some	All	None	More than 6	Y	390 (2011)	:	:
DK	Y	45 (2011)	430 (2011)	Most	Most	All	Most	All	More than 6	Y	:	:	0 (2011)
DE	Y	387 (2010)	7 000 (2010)	All	Most	Most	Most	Some	3-6	Y	40 000(2012)	:	:
EE	Y	10 (2012)	68 (2011)	All	None	Most	All	All	Up to 3	Y	224 (2011)	114 (2011)	0(2011)
IE	Y	20 (2011)	139 (2011)	All	Some	Most	All	All	More than 6	Y	1 993 (2010)	2 355 (2010)	3 236 (2010)
EL	Y	7 (2011)	106 (2011)	Most	Some	Some	Most	All	3-6	Y	212 (2011)	151 (2011)	110(2011)
ES	Y	148 (2011)	4 500 (2011)	Most	Most	All	Some	All	More than 6	Y	7 407 (2006)	6 984 (2006)	:
FR	Y	42 (:)	1 563 (2010)	All	:	All	All	All	More than 6	Y	2 514 (2010)	2 581 (2010)	:
IT	Y	74 (2010)	395 (2011)	All	Most	Most	Some	Most	3-6	Y	576 (2009)	514 (2009)	:
CY	Y	1 (2012)	12 (2011)	All	None	Some	All	All	Up to 3	Y	33 (2011)	45 (2011)	156 (2011)
LV	N	na	na	na	na	na	na	na	na	na	na	na	na
LT	N	na	na	na	na	na	na	na	na	na	na	na	na
LU	Y	9 (2010)	154 (2010)	All	All	Most	All	Most	More than 6	Y	:	:	:
HU	N	na	na	na	na	na	na	na	na	na	na	na	na
MT	Y	3 (2012)	61 (2010)	All	Some	All	All	All	3-6	Y	152 (2010)	118 (2010)	:
NL	Y	100 (2010)	2 203 (2010)	All	Most	All	All	All	3-6	Y	8 813 (2010)	4 358 (2010)	:
AT	Y	30 (2010)	750 (2011)	All	All	All	All	All	More than 6	Y	1 733 (2010)	1 715 (2010)	:
PL	Y	1 (2012)	28 (2012)	All	All	Some	All	All	Up to 3	Y	33 (2010)	34 (2010)	70 (2010)
PT	Y	37 (2011)	632 (2011)	All	Some	Most	All	All	More than 6	Y	668 (2011)	763 (2011)	:
RO	Y	35 (2011)	:	Most	Most	Most	Most	Most	3-6	Y	:	:	:
SI	Y	18 (2011)	372 (2010)	All	Most	Most	Most	Some	More than 6	Y	:	:	:
SK	Y	2 (2011)	27 (2011)	All	Some	Most	Most	None	:	Y	:	:	:
FI	Y	2 (2011)	:	All	Most	Some	Most	All	:	Y	:	:	:
SE	Y	151 (:)	:	Most	Some	Most	Some	Most	3-6	Y	:	:	:
UK	Y	1 017 (2011)	5 303 (2010)	Most	Some	All	All	All	More than 6	Y	21 722 (2010)	21 764 (2010)	339 (2010)
EU-27	Y 24 N 3	2 159 (for 24 countries)	23 986 (for 20 countries)	All 18 Most 6	All 4 Most 8 Some 8 None 3	All 7 Most 11 Some 6	All 14 Most 7 Some 3	All 15 Most 4 Some 2 None 3	Up to 3:3 3-6:8 More than 6: 10	Y 24 N 0	86 470 (for 15 countries)	41 496 (for 13 countries)	3 911 (for 7 countries)
HR	Y	19 (2012)	342 (2010)	All	All	Most	All	All	More than 6	Y	:	:	:

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.
Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.8: General shelters in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Type of shelters				Number of shelters (year)	Number of places/beds (year)	Extent across regions	Security precautions	Children accepted	Length of stay (months)	Number of women accommodated
		Mother and child shelter	Family shelter	Homeless shelter	Other							
BE	Y	Y	Y	Y	Y	188 (2011)	:	All	Some	Most	:	:
BG	Y	Y	Y	Y	N	:	:	Some	Some	Some	3–6	:
CZ	Y	Y	Y	Y	Y	276 (2010)	3 487 (2010)	All	Some	Some	More than 6	:
DK	Y	N	Y	Y	N	66 (2010)	:	Most	:	Most	Up to 3	:
DE	Y	Y	Y	Y	N	:	:	Most	Some	Some	:	:
EE	Y	Y	N	Y	N	14 (2010)	:	Most	:	Some	More than 6	:
IE	Y	Y	Y	Y	N	:	:	Most	Some	Some	:	:
EL	Y	Y	Y	Y	Y	6 (2011)	:	Some	Most	Most	3–6	:
ES	Y	Y	Y	Y	N	:	:	All	:	Most	:	:
FR	Y	Y	Y	Y	N	:	:	All	Some	Most	:	:
IT	Y	Y	N	Y	Y	:	:	All	Some	Some	More than 6	:
CY	N	na	na	na	na	na	na	na	na	na	na	na
LV	Y	Y	N	Y	N	22 (2010)	1 021 (2010)	Most	Most	Most	1–6	:
LT	Y	Y	Y	Y	N	:	:	Most	Some	All	:	:
LU	Y	Y	Y	Y	Y	8 (2010)	:	Most	All	Some	3–6	:
HU	Y	Y	Y	Y	N	116 (2010)	:	All	Some	All	Up to 3	:
MT	Y	Y	Y	Y	N	2 (2011)	36 (2011)	All	Most	All	1–6	:
NL	Y	Y	Y	Y	Y	:	7 559 (2010)	All	Some	Some	3–6	:
AT	Y	Y	N	Y	Y	:	:	Some	None	Most	:	:
PL	Y	Y	Y	Y	Y	707 (2010)	:	All	Most	Most	:	:
PT	Y	Y	Y	Y	Y	:	:	Most	Most	All	:	:
RO	Y	Y	Y	Y	N	50 (2010)	:	Most	Some	All	3–6	:
SI	Y	Y	:	Y	N	22 (2010)	:	Most	Most	All	:	:
SK	Y	Y	Y	Y	N	107 (2010)	2 629 (2010)	All	:	Most	:	:
FI	Y	Y	Y	N	N	20 (2010)	:	Some	Some	All	:	:
SE	Y	Y	Y	Y	N	:	:	Most	Some	Most	:	:
UK	Y	Y	Y	Y	Y	:	:	Some	Some	Some	:	:
EU-27	Y 26 N 1	Y 25 N 1	Y 21 N 4	Y 25 N 1	Y 10 N 16	1 604 (for 14 countries)	14 732 (for countries)	All 10 Most 11 Some 5	All 1 Most 6 Some 14 None 1	All 7 Most 10 Some 9 None 0	Up to 3: 2 3–6: 5 1–6: 2 More than 6: 3	:
HR	Y	:	:	Y	N	:	:	:	:	:	:	:

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.



Table 2.9: Availability of information on IPV support services for women in the EU-27 and Croatia, 2012

EU-27 and Croatia	Websites					Other available information							Languages available	
	Existence	Existence	Government	Support services	Women's organisations/ networks	Existence	Leaflets in public places	Health services	Television	Radio	Newspapers, magazines	Billboards	National minority languages	English
BE	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Some	Some
BG	N	na	na	na	na	na	na	na	na	na	na	na	na	na
CZ	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Some	Some
DK	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Some	Some
DE	Y	Y	Y	Y	Y	Y	Y	Y	:	:	Y	:	Some	Some
EE	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	Some	Some
IE	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Some	All
EL	Y	Y	Y	Y	N	Y	Y	N	Y	Y	Y	N	All	All
ES	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	All	Some
FR	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	:	:
IT	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Most	Some
CY	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Some	Most
LV	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Some	Some
LT	Y	Y	Y	Y	Y	Y	Y	Y	:	Y	Y	Y	Some	Some
LU	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Most	Some
HU	Y	Y	Y	N	N	N	N	N	N	N	N	N	Some	Some
MT	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N	Some	All
NL	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Some	Most
AT	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Some	Some
PL	Y	Y	Y	:	Y	Y	Y	Y	Y	Y	Y	Y	:	Some
PT	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	:	:
RO	Y	Y	N	Y	Y	N	N	N	N	N	N	N	Some	Some
SI	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Some	Some
SK	Y	Y	Y	N	Y	Y	Y	Y	N	N	N	N	Some	None
FI	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	:	Some	Some
SE	Y	Y	Y	Y	Y	Y	Y	Y	:	Y	N	N	Most	Most
UK	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Some	All
EU-27	Y 26 N 1	Y 26 N 0	Y 25 N 1	Y 23 N 2	Y 23 N 3	Y 24 N 2	Y 23 N 3	Y 21 N 5	Y 19 N 4	Y 22 N 3	Y 22 N 4	Y 15 N 9	All 2 Most 3 Some 18	All 4 Most 3 Some 16 None 1
HR	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	None	None

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.10: Special police units /task forces in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Extent across regions	Number of specialised police officers (year)	Number of specialised police units (year)
BE	Y	Most	195 (2010)	:
BG	N	na	na	na
CZ	Y	Some	:	2 (2012)
DK	Y	All	:	12 (2011)
DE	Y	:	:	:
EE	N	na	na	na
IE	Y	All	35 (2010)	1 (2010)
EL	N	na	na	na
ES	Y	Some	1 994 (2010)	:
FR	Y	All	1 429 (2012)	206 (2012)
IT	Y	All	:	700 (2011)
CY	Y	All	:	1 (2010)
LV	N	na	na	na
LT	N	na	na	na
LU	N	na	na	na
HU	N	na	na	na
MT	Y	All	:	1 (2010)
NL	N	na	na	na
AT	Y	All	4 000 (:)	:
PL	N	na	na	na
PT	Y	All	:	573 (2011)
RO	N	na	na	na
SI	Y	:	50 (2012)	:
SK	N	na	na	na
FI	Y	:	:	:
SE	Y	All	:	:
UK	Y	:	:	:
EU-27	Y 16 N 11	All 9 Most 1 Some 2	7 703 (for 6 countries)	1 496 (for 8 countries)
HR	N	na	na	na

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.11: Legal advice for women victims of IPV in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Extent across regions	Free of charge
BE	Y	All	Free
BG	Y	All	Partially free
CZ	Y	Some	Partially free
DK	Y	All	Free
DE	Y	Most	No
EE	Y	Most	Partially free
IE	Y	All	Partially free
EL	Y	Most	Free
ES	Y	All	Free
FR	Y	All	Free
IT	Y	Most	Free
CY	Y	Most	Free
LV	Y	Most	Partially free
LT	Y	All	Free
LU	Y	some	Free
HU	Y	All	Free
MT	Y	All	Free
NL	N	na	na
AT	Y	All	Free
PL	Y	Most	Partially free
PT	Y	All	Partially free
RO	Y	Most	Free
SI	Y	Most	Partially free
SK	Y	Most	Partially free
FI	Y	All	Free
SE	Y	All	Partially free
UK	Y	All	Partially free
EU-27	Y 26 N 1	All 14 Most 10 Some 2	Free 14 Partially free 11 No 1
HR	Y	Most	Free

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; '?' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.12: Support courses/training to help victims re-enter the labour market in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Extent across regions
BE	N	na
BG	N	na
CZ	N	na
DK	N	na
DE	N	na
EE	N	na
IE	N	na
EL	Y	Most
ES	Y	Most
FR	Y	:
IT	Y	Most
CY	N	na
LV	N	na
LT	Y	:
LU	N	na
HU	N	na
MT	N	na
NL	N	na
AT	Y	All
PL	N	na
PT	N	na
RO	N	na
SI	N	na
SK	N	na
FI	N	na
SE	N	na
UK	N	na
EU-27	Y 6 N 21	All 1 Most 3
HR	Y	Most

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.13: National health protocols in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Institutions					
		In hospitals	In emergency services	In maternity services	In reproductive health services	General practitioners	In mental health services
BE	Y	Y	Y	Y	Y	Y	Y
BG	N	na	na	na	na	na	na
CZ	Y	Y	Y	Y	Y	Y	Y
DK	N	na	na	na	na	na	na
DE	N	na	na	na	na	na	na
EE	N	na	na	na	na	na	na
IE	Y	Y	Y	Y	N	Y	N
EL	N	na	na	na	na	na	na
ES	Y	Y	Y	Y	Y	Y	Y
FR	N	na	na	na	na	na	na
IT	N	na	na	na	na	na	na
CY	Y	Y	Y	Y	Y	Y	Y
LV	Y	N	N	N	Y	N	N
LT	N	na	na	na	na	na	na
LU	N	na	na	na	na	na	na
HU	N	na	na	na	na	na	na
MT	N	na	na	na	na	na	na
NL	Y	Y	Y	Y	Y	Y	Y
AT	Y	Y	Y	Y	Y	Y	Y
PL	N	na	na	na	na	na	na
PT	N	na	na	na	na	na	na
RO	N	na	na	na	na	na	na
SI	N	na	na	na	na	na	na
SK	Y	Y	Y	Y	Y	Y	Y
FI	Y	N	N	Y	N	N	N
SE	N	na	na	na	na	na	na
UK	Y	Y	Y	Y	Y	Y	Y
EU-27	Y 11 N 16	Y 9 N 2	Y 9 N 2	Y 10 N 1	Y 9 N 2	Y 9 N 2	Y 8 N 3
HR	Y	Y	Y	N	N	N	N

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; '?' indicates data were not available.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.

Table 2.14: Coordination of the public support system in the EU-27 and Croatia, 2012

EU-27 and Croatia	Existence	Measure			Responsibility			Coordination devices			Services level		
		National action plan	National strategy	Other measures	Minister of State	Deputy Minister	National policy unit	National government	Regional/local government	Civil society organisations	National government	Regional/local government	Civil society organisations
BE	Y	Y	N	N	Y	N	Y	Y	Y	Y	Y	Y	Y
BG	Y	Y	N	:	N	N	Y	Y	None	Y	None	None	Y
CZ	Y	Y	N	N	Y	N	Y	Y	N	Y	N	N	N
DK	Y	N	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
DE	Y	Y	N	Y	N	N	N	Y	Y	Y	Y	Y	Y
EE	Y	Y	N	N	Y	N	N	Y	N	Y	N	N	N
IE	Y	N	Y	Y	N	N	Y	Y	N	N	N	N	Y
EL	Y	Y	N	N	Y	Y	Y	Y	N	Y	N	N	N
ES	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
FR	Y	Y	N	Y	Y	N	N	Y	N	Y	None	None	Y
IT	Y	Y	N	Y	Y	N	Y	Y	Y	N	Y	Y	Y
CY	Y	Y	N	Y	Y	N	N	Y	N	Y	None	None	Y
LV	Y	Y	N	N	Y	N	N	Y	Y	Y	Y	Y	N
LT	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
LU	Y	Y	N	N	Y	Y	N	Y	N	Y	N	N	N
HU	Y	N	Y	Y	N	N	N	Y	N	N	N	N	Y
MT	Y	Y	N	Y	Y	N	Y	Y	N	Y	N	N	N
NL	Y	Y	Y	Y	Y	N	N	Y	Y	N	Y	Y	Y
AT	Y	N	Y	Y	Y	N	N	:	:	:	:	:	:
PL	Y	Y	N	Y	Y	N	N	Y	N	N	Y	Y	N
PT	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
RO	Y	N	N	Y	N	N	N	N	None	None	None	None	Y
SI	Y	Y	N	:	Y	N	N	Y	N	None	None	None	Y
SK	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	Y	Y
FI	Y	Y	Y	Y	N	N	Y	Y	N	N	Y	Y	Y
SE	Y	N	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y
UK	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
EU-27	Y27 N0	Y21 N6	Y9 N18	Y17 N8	Y21 N6	Y8 N19	Y14 N13	Y24 N0 None 2	Y13 N11 None 2	Y5 N19 None 2	Y14 N7 None 5	Y14 N7 None 5	Y14 N7 None 5
HR	Y	Y	Y	N	N	N	N	None 2	None	None	None	None	None

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; ':' indicates data were not available.

Source: Data collected through the online survey, March–April 2012, reviewed November 2012.

Table 2.15: Special support services for women facing multiple discrimination in the EU-27 and Croatia, 2012

EU-27 and Croatia	Exist	Migrant women		Minority ethnic women		Refugees		Girls and young women		LBT women		Disabled women		Other groups of women		Additional information about number of available services
		Exist	Number	Exist	Number	Exist	Number	Exist	Number	Exist	Number	Exist	Number	Exist	Number	
BE	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
BG	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
CZ	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
DK	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
DE	Y	Y	:	Y	:	Y	:	Y	:	Y	:	Y	:	N	na	No information
EE	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
IE	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
EL	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
ES	Y	Y	:	Y	:	Y	:	Y	:	Y	:	Y	:	Y	:	No information
FR	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
IT	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
CY	Y	N	na	N	na	na	na	Y	:	N	na	N	na	N	na	No information
LV	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
LT	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
LU	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
HU	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
MT	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
NL	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
AT	Y	Y	:	N	na	Y	1 (:)	Y	:	Y	1 (:)	Y	:	N	na	1 for refugees, 1 for LBT women
PL	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
PT	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
RO	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
SI	Y	N	na	N	na	N	na	N	na	N	na	Y	1 (:)	Y	1 (:)	No information
SK	N	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
FI	Y	Y	:	Y	:	Y	:	N	na	N	na	N	na	N	na	3 for migrant, minority and refugees
SE	Y	Y	:	Y	:	Y	:	Y	60 (2012)	Y	:	Y	:	Y	:	at least 4 for migrant, minority and refugees
UK	Y	Y	:	Y	48 (:)	Y	16 (:)	Y	:	Y	:	Y	59 (:)	N	na	No information
EU-27	Y8 N19	Y6 N2	:	Y4 N3	48 (for 1)	Y6 N2	17 (for 2)	Y6 N2	60 (for 1)	Y5 N3	1 (for 1)	Y6 N2	60 (for 2)	Y3 N5	1 (for 1)	
HR	Y	N	na	N	na	N	na	N	na	Y	2 (:)	Y	1 (:)	N	na	No information

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; 'na' indicates 'not applicable'; ':' indicates data were not available; 'LBT women' indicates lesbian, bisexual and transgender women.
Source: Data collected through the online survey, March–April 2012, reviewed November 2012.

Table 2.16: Legal provisions on state funding for victim support services in the EU-27 and Croatia, 2012

EU-27 and Croatia	Country has law for state funding for ...			Country has law for state funding for all three services	Country has law for state funding at least for services which exist
	Women's shelters	Counselling centres	Women's helplines		
BE	Y	na	na	Partially	Y
BG	Y	Y	na	Partially	Y
CZ	Y	Y	na	Partially	Y
DK	Y	N	Y	Partially	Partially
DE	N	N	na	N	N
EE	N	na	N	N	N
IE	N	N	N	N	N
EL	N	N	N	N	N
ES	Y	Y	Y	Y	Y
FR	N	N	N	N	N
IT	Y	Y	Y	Y	Y
CY	N	N	N	N	N
LV	na	:	na	N	N
LT	na	Y	N	Partially	Partially
LU	Y	Y	Y	Y	Y
HU	na	na	:	N	N
MT	Y	Y	na	Partially	Y
NL	Y	na	na	Partially	Y
AT	Y	Y	N	Partially	Partially
PL	Y	Y	na	Partially	Y
PT	Y	Y	na	Partially	Y
RO	Y	Y	na	Partially	Y
SI	Y	Y	Y	Y	Y
SK	Y	N	N	Partially	Partially
FI	N	na	N	N	N
SE	N	N	N	N	N
UK	N	Y	N	Partially	Partially
EU-27	Y 15 N 9 na 3	Y 13 N 8 na 5 DNA 1	Y 5 N 11 na 10 DNA 1	Y 4 Partially 13 N 10	Y 12 Partially 5 N 10
HR	N	N	na	N	N

Note: 'Y' indicates 'Yes'; 'N' indicates 'No'; ':' or 'DNA' indicates data were not available; 'na' indicates 'not applicable'.

Source: Data collected through the online survey, March-April 2012, reviewed November 2012.



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- ⁹ UN ECOSOC Resolution 2009/15: 'In 2013, at its fifty-seventh session, the priority theme will be "Elimination and prevention of all forms of violence against women and girls".'
- ¹⁰ The Treaty on European Union (TEU), Article 2; Charter of Fundamental Rights of the European Union, Article 23 on equality between men and women.
- ¹¹ The Roadmap was the EC strategy in the area of gender equality; Commission of the European Communities, Annex to the communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions *A Roadmap for equality between women and men 2006–10 — Impact Assessment*, Brussels, SEC(2006) 275 of 1 March 2006.
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- ¹⁷ TFEU, Article 83(1).
- ¹⁸ TFEU, Article 82(2)(c).
- ¹⁹ Stockholm Programme — An open and secure Europe serving and protecting the citizen, 17024/09, adopted by the European Council meeting of 10 and 11 December 2009.
- ²⁰ Directive 2011/99/EU on the European protection order provides that a protective measure issued by a competent authority in one Member State shall be recognised and implemented by any other Member State where the endangered person decides to reside or stay.
- ²¹ European Commission (2011b), Proposal for a Directive of the European Parliament and of the Council establishing minimum standards on the rights, support and protection of



victims of crime, Brussels, COM(2011) 275 final of 18 May 2011. On 20 June 2012, the Directive was approved by the Council (see Joint Press Release of the Danish Presidency of the Council of the European Union and the European Commission, on 20 June 2012). The agreed text of the Directive will be put to vote in the European Parliament (<http://eu2012.dk/en/NewsList/Juni/Uge-25/protection-of-victims>).

²² <http://www.womenlobby.org/>

²³ <http://www.wave-network.org/>

²⁴ Each law on domestic violence had its particular political process when adopted: it is not possible to list all of them due to the limited knowledge of the details of each process.

²⁵ The term ‘broad framework laws’ was introduced and defined in the Feasibility study for the European Commission/Directorate-General for Justice (2010a, p. 62), but the reference might be confusing, as the direct reference is to laws in IPV.

²⁶ The CoE provided recommendations in its reports: Final Activity Report of the Council of Europe, *Task Force to Combat Violence against Women, including Domestic Violence* (2008); and the Explanatory Report to the Council of Europe on the Convention on Preventing and Combating Violence against Women and Domestic violence (2011), Article 11.76.

²⁷ Data for the United Kingdom were collected separately for each of the four countries; crime statistics were found in Northern Ireland and Scotland.

²⁸ Statistics are available until 2009 (<http://www.mmuncii.ro>). In 2010, the department responsible for gathering and presenting statistics on VAW was merged with the Agency for Children’s Rights; the government expert from Romania confirmed to EIGE that such statistics continued to be collected, but are not made available to the public on the website due to a lack of resources.

²⁹ For the United Kingdom, this is the case for England and Wales only.

³⁰ Malta is preparing the next NAP on domestic violence for 2013–15. It will reflect on the achievements of the NAP 2008–12 (2nd quarter). The final version of the NAP 2013–15 should be available by the end of 2012.

³¹ The draft NAP for Romania is also framed with reference to all family members.

³² <http://ms.gov.pl/pl/dzialalnosc/przeciwdzialanie-przemocy-w-rodzinie/krajowy-program-przeciwdzialania-przemocy-w-rodzinie/>

³³ The majority of sentences given are fines which not only impact on the family budget (further penalising women victims) but also act to minimise the gravity of the offence; Women’s Human Rights Group (ed.), *NGO Report to the Committee on Elimination of Discrimination against Women on the occasion of Second and Third Report of Republic of Croatia*, Zagreb, 2004, p. 8–9 (http://www.iwraw-ap.org/resources/croatia_Babe%28English%29.pdf).

³⁴ Since 2011, DV has no longer been considered a private matter in Latvia; therefore, the victim is no longer required to bring a private prosecution.

³⁵ See judgments on *Bevacqua v Bulgaria* (2001) and *Branko Tomasic v Croatia* (2009).

³⁶ *S.W. v United Kingdom*, Judgment of 22 November 1995, paragraph 42; and *C.R. v United Kingdom*, Judgment of 22 November 1995, paragraph 40, op. cit. European Commission 2010, p. 52 and 62.

³⁷ Office of the United Nations High Commissioner for Human Rights, Committee on the Elimination of Discrimination against Women, Reporting to the Committee (<http://www2.ohchr.org/english/bodies/cedaw/sessions.htm>).

³⁸ Under the Act, a heavier penalty of 2–5 five years is introduced for assault if the perpetrator is a spouse or partner instead of the usual penalty of 6 months to 3 years.

³⁹ There is variation in the terms used: barring orders, go-orders, removal orders, exclusion orders and eviction orders. All refer to a statutory authority being empowered to order a person who is posing a threat of danger to another person to leave the residence and not to return for a set period of time. The purpose is to ensure immediate physical separation and safety from harm until other longer-term measures can be taken.

⁴⁰ Spain was included in the study because the specialised gender-violence courts can act to remove the perpetrator very quickly: police must remove perpetrator in case of high risk; police cannot issue a barring order but can place the perpetrator in a cell or short-stay jail until courts proceed with barring order.

⁴¹ On 8 March 2012, new legislative provisions were adopted by the Romanian Parliament and promulgated by the President on the Law on prevention and combating family violence (Law No 217/2003 became Law No 25/2012). Chapter VII introduces the ‘Protection order’. The Law contains an Annex which provides a fill-in form for an official request to have a protection order put in place. The measures entered into force in July 2012.

- ⁴² Not all states introduce protection orders with specific legislation. Injunctions have a long common law history in Ireland the United Kingdom, which is too complex to discuss in this overview.
- ⁴³ The law requires fast-tracking of these cases with the first hearing to be held within 4 days both in civil (e.g. separation) and criminal proceedings.
- ⁴⁴ In Poland, in some cases and on different legal bases, it is possible to issue a judgment by default (in absentia). The Polish civil law provides the possibility of the isolation of perpetrators of domestic violence from the victim.
- ⁴⁵ 'Work with Perpetrators of Domestic Violence in Europe', EU Daphne II project 2006–08. In those EU Member States where there is only one perpetrator programme, this is situated in the capital city of the respective country (e.g. CY: one programme in Nicosia; CZ: one programme in Prague; FI: one programme in Helsinki; Slovenia: one programme in Ljubljana). There are more programmes than those which participated in the study.
- ⁴⁶ In Spain, those who receive a penalty, for the first time, of less than two years can choose to follow perpetrator programmes instead of serving in prison. For inmates, the perpetrator programmes are voluntary.
- ⁴⁷ In Poland, there are correction and education programmes for perpetrators committing domestic violence. For example, 'Duluth' programme covers 24 group sessions lasting 3–6 months. These types of programmes for perpetrators committing domestic violence are also implemented under a non-custodial sentence.
- ⁴⁸ We refer here to the institutions within the United Nations and the Council of Europe that monitor this area and set up standards for the Member States: all the EU-27 are Member States to the institutions of the UN and CoE.
- ⁴⁹ Bijleveld, L., Mans, L. (2009), *Women's Rights, some progress, many gaps, Shadow report by Dutch NGOs: examination of the Fifth Report by the Government of the Netherlands on the Implementation of the UN Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), 2005-2008*, Netwerk VN-Vrouwenverdrag (Dutch CEDAW Network) (http://www.iwraw-ap.org/resources/pdf/45_shadow_reports/Netherlands_Shadow_Report_Dutch_CEDAW_Network.pdf).
- ⁵⁰ Such obligations in Ireland only apply to members of the Garda Síochána (police force).
- ⁵¹ The NAPs for Cyprus, Lithuania, the Netherlands and Austria were not accessible because either they do not exist or do not exist in English and thus could not be evaluated.
- ⁵² Plan Against Gender-Based Violence in the Immigrant Population (2009–12)
- ⁵³ CEDAW (2008), *Submission to the United Nations' Committee on the Convention on the Elimination of all Forms of Discrimination against Women*, United Kingdom Women's National Commission (http://www.iwraw-ap.org/resources/pdf/41_shadow_reports/UK_SR_by_WNC.pdf): CEDAW (2008), *SPAIN: Shadow report regarding the VI periodical report presented by Spain to the Committee on the elimination of all forms of discrimination against women made by Plataforma Impacto de Género YA* (http://www.iwraw-ap.org/resources/pdf/44_shadow_reports/Spain_Plataforma_Impacto_de_Genero_YA_shadow_report.pdf).
- ⁵⁴ UN Expert Group, 2005, *Good practices in combating and eliminating violence against women*, pp. 24–5; WAVE Manual, *Away From Violence*, 2006.
- ⁵⁵ Such schemes only apply when it is safe to use them. In 2009, these schemes were reported to have prevented 5 200 cases of homelessness (<http://www.communities.gov.uk/publications/corporate/statistics/homelessnessprevention200910>).
- ⁵⁶ In 2004, Denmark introduced a legal duty for municipalities to provide shelters for women survivors of DV and their children and, in 2008, to provide advisors to assist women with children (CAHVIO, 2009b: 20; European Commission, 2010a: 62). In Sweden, the Social Services Act Chapter 5, paragraph 11 (2001: 453) was amended in 2007 to clarify the obligation of the social welfare committee to provide help and support to, in particular, women subjected to violence and children who have witnessed violence. In addition to the amendment of the law, a series of other complementary measures has been taken to build a comprehensive structure that strengthens the support to this group of people (e.g. intensified supervision of the work of the social services) (Government expert source, Autumn 2012) (<http://www.sweden.gov.se/content/1/c6/07/51/15/97a9fe4e.pdf>).
- ⁵⁷ For example, the situation is very similar in the United Kingdom and Germany: in practice, the vast majority of women in shelters do not have to pay, but employed women may be required to do so. The expert from the United Kingdom chose the reply 'No' and the German expert 'Yes' — doubtless one of many cases in which the forced option of 'Yes' or 'No' can be taken either way.
- ⁵⁸ Korsak et al. (2006), *Rapport sur l'hébergement et le relogement des femmes victimes de violence*, Inspection générale des affaires sociales.
- ⁵⁹ Wolf, Judit et al. (2007), *Measuring Client Satisfaction in Shelters and Housing Projects for Homeless People*, Nijmegen, Netherlands.



⁶⁰ *Map of Gaps — The postcode lottery of Violence Against Women support services in Britain*, End Violence against Women campaign in partnership with the Equality and Human Rights Commission, United Kingdom (Coy et al., 2007).

⁶¹ Safe Ireland (2009), *Outcome Evaluation of Domestic Violence Support and Information Services in Ireland — A pilot study*.

⁶² Kavemann, B., Helfferich, C., Rixen, S. (2012), *Bestandsaufnahme zur Situation der Frauenhäuser, der Fachberatungsstellen und anderer Unterstützungsangebote für gewaltbetroffene Frauen und deren Kinder*, BMFSFJ (in press).

⁶³ 'NGO' is used here as an independent organisation, non-governmental, which provides services and support for issues and problems that concern also the state. This is a very specific relationship, with the establishment of women's NGOs as a key element in activism and support combating VAW. NGO is a term recognised by the Council of Europe and the UN and is included in the Istanbul Convention 2011, which differentiates between NGOs and civil society.

⁶⁴ More information on data collection is available in Annex I, Methodology.

⁶⁵ Idem.

⁶⁶ State funding for women's centres are only mandated in some UK countries, not all.

⁶⁷ In case data on the mobile support services is collected in the future, information should be collected on: who runs the services; if they are a part of a shelter service; whether they are provided in a specific centre or are floating support; the number and location of services; type of service(s) provided in each centre; the number of women and children users; and also the number of individual women. This data would help establish the geographical range of services available and help identify gaps in provision.

⁶⁸ A women's helpline that uses a gender-specific approach providing specialised support to women, and which may accept male callers, but the majority of calls are from women, would also qualify as a women's helpline. Helplines operating exclusively to serve women survivors of other forms of violence, for example, sexual violence, are not included as this study is on services women survivors of IPV.

⁶⁹ The United Kingdom is included here as, although there are four helplines, one in each country, they work together to provide nationwide coverage offering the same or similar services. Countries that have clear regional divisions often do not provide a national women's helpline, but regional helplines throughout the country, though not all are women's

helplines or provide a consistent service: this is the case in Belgium and Germany.

⁷⁰ Article 22 of the Istanbul Convention calls specifically for availability of specialist support services for women victims of violence. In addition to other protective measures, the Convention, in Article 24, addresses the availability of telephone helplines, 'Parties shall take the necessary legislative or other measures to set up state-wide round-the-clock (24/7) telephone lines 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', op. cit, Istanbul Convention, 2011, Article 22.

⁷¹ Since 2007, Spain, as a strong supporter of this idea, has proposed the use of a common telephone number for victims of violence against women to be used in all Member States.

⁷² Spain noted that information was usually broadcast around 25 November as part of the actions to commemorate the UN International Day for the Elimination of Violence against Women.

⁷³ For countries with high levels of immigration, it can be expected that more information would be available in English, which is the case for countries such as Germany, Greece, Spain and Italy (Mannila et al., *Immigrants and Ethnic Minorities — European Country Cases and Debates*, 2010, p. 11).

⁷⁴ In Germany, these police units fall within the competence of the *Länder*. Within the deadline for collecting data for this report, it was not possible to develop a questionnaire on this and send it out to the *Länder* for completion.

⁷⁵ This information was provided by a government expert to EIGE; more information on Slachtofferhulp Nederland is available online (<http://www.slachtofferhulp.nl/>).

⁷⁶ Only a few experts specified this, noting, for example, that in Austria, Bulgaria and Estonia, some limited legal advice is provided by shelters and in Lithuania, legal advice is provided by NGOs specifically targeting women survivors.

⁷⁷ More information in is available online (<http://domstol.se/Funktioner/English/Legal-assistance/If-you-need-advice>).

⁷⁸ In Austria, these programmes are very small scale.

⁷⁹ There are no such programmes in the United Kingdom but in England, employment support is provided tailored to the needs of the individual, including women survivors of IPV.

- ⁸⁰ Article 27 of Constitutional Act 1/2004 of 28 December on integrated protection measures against gender violence, whose implementation rules are developed in Royal Decree 1452/2005.
- ⁸¹ Many victims of IPV are employed but may need to change jobs to be safe from further violence from their partner or ex-partner.
- ⁸² In Romania, there is one city shelter that has a protocol on support for women survivors of IPV with an emergency hospital service, but at local level. This could be examined to see if it can be replicated nationally.
- ⁸³ The Action Protocol for Coordination between Law Enforcement Agencies and Judiciary Bodies for the Protection of Victims of Domestic and Gender-based Violence (2005); the Common Protocol for a Health Care Response to Gender-based Violence (2006); and the Action Protocol for National Law Enforcement Agencies and Lawyers for dealing with Gender-based Violence (2007) (see Spain NAPs, references 8.3).
- ⁸⁴ Portugal Law 112/2009, 16.9.2009.
- ⁸⁵ Romania Law 25/04/2012.
- ⁸⁶ The Act on Countering Domestic Violence 2005 mentions many possibilities for offering support to women victims: medical, psychological, legal, social professional and family counselling; crisis intervention and support; protection from further harm by preventing the abusers from using accommodation occupied by other family members and prohibition on any contact with a victim/restraining order to stay away from them; provision of a safe shelter in a specialist centre for support to victims of domestic violence for a person affected by domestic violence; medical examination to identify the causes and types of injuries resulting from domestic violence and to issue a medical certificate in that respect; provision of assistance in finding a place to live to persons that experience domestic violence and do not have any legal title for the premises occupied together with an offender.
- ⁸⁷ Department for Equal Opportunities of the Presidency of the Council of Ministers, Mappatura dei servizi socio-sanitari collegati al numero di pubblica utilità 1522.
- ⁸⁸ Thus, for example, in the United Kingdom (England) while specific labour programmes for women survivors of IPV do not exist, staff are trained to provide employment support tailored to individuals' needs, working closely with local partner organisations that support survivors of IPV. An expert noted that key to this type of support tailored to the individual 'is the programme of learning and development that is available to help Jobcentre Plus advisers to appropriately engage in difficult conversations with people who are in vulnerable situations, as well as ensuring that at a local level, the right contacts are made with partner organisations that support victims of DV'.
- ⁸⁹ 'Publicly available' is defined here as data that is either posted on the Internet, whether on the website of the organisation or other publication, as well as data that can be made available upon request.
- ⁹⁰ European Parliament, European Parliament resolution of 5 April 2011 on priorities and outline of a new EU policy framework to fight violence against women (2010/2209(INI)) (<http://www.europarl.europa.eu/sides/getDoc.do?type=TA&language=EN&reference=P7-TA-2011-0127>).
- ⁹¹ Martinez, M., Schröttle, M., et al. (2007), *Perspectives and standards for good practice in data collection on interpersonal violence at European Level*, CAHRV (<http://www.cahrvi.uni-osnabrueck.de>); Walby, S. (2007), *Developing Indicators on Violence Against Women*, Lancaster University, Lancaster, United Kingdom.
- ⁹² As many crime statistics are not related to perpetrators but to victims/cases and as those acts are related to very different violent acts defined in the different legal systems different categories are needed. The HEUNI study for the Council of Europe (2008) identified the following as useful categories: spouse, ex-spouse, cohabiting partner, ex-cohabiting partner, boyfriend (not living together), ex-boyfriend, parent ((step) father/mother), child (son/daughter), other family member or relative, friend/acquaintance, stranger. However, this differentiation might be too wide for crime statistics.
- ⁹³ Recommendations for a minimum set of administrative data for police and criminal justice agencies were made. These are published within the 'Guidance Report for the improvement of data on gender-based VAW in the European Union'. The whole report covers suggestions on the collection of administrative data of the following types: police recorded data; criminal justice data; health services data; and data from support services; WAVE, 'Guidance Report for the improvement of data on gender-based violence against women in the European Union', 2012 (to be published).
- ⁹⁴ In 2010, the budget of the Ministry for Equal Opportunities in Luxembourg amounted to EUR 10 275 784, representing 0.10 % of the national budget. State funding for the operating costs of shelters and free services for women was EUR 8 781 389. In 2010, the GDP of Luxembourg was EUR 38 394 million. Proportionally, the budget invested in funding services for women victims of DV represents 0.02 % of the GDP. The other services included in this budget of



EUR 8 781 389 are nurseries for children of women victims of DV (sheltered in specific women's shelters), emergency shelters specifically for girls between the ages of 12 and 21, centres/services providing support to women, girls and/or other related people, SAVVD (Support Service to Victims of Domestic Violence), maternal centres (for women and girls). The data was published in the *Rapport d'activité, Budget du Ministère de l'Égalité des Chances, 2010* (<http://www.mega.public.lu>). The 2011 budget is not yet available. Budgets for previous years are available in the activity reports of the Ministry for Equal Opportunities, which can be consulted on their website.

⁹⁵ WAVE Focal Points are country experts, managers and practitioners from organisations or leading networks of support service providers. They provide the country data for the annual WAVE Country Report on support services.

⁹⁶ Markku Heiskanen (FI), Stéphanie Condon (FR), Jenny Westerstrand (SE) and Sylvia Walby (UK).

⁹⁷ Shadow Reports are produced by NGOs with access to the official government report: they complement the official State Report by providing critical analysis of the country situation.

⁹⁸ The UN Secretary-General's database on violence against women was established in 2009 and is based primarily on

resources received from UN Member States in response to the 2008 questionnaire on VAW and the following updates (<http://sgdatabase.unwomen.org/home.action>).

⁹⁹ Research for the United Kingdom was carried out in the four countries of the United Kingdom: England, Northern Ireland, Scotland and Wales. For each country specialists were sought.

¹⁰⁰ Including the country governments of the United Kingdom: England, Northern Ireland, Scotland and Wales.

¹⁰¹ UN Women, the UN Entity for Gender Equality and the Empowerment of Women.

¹⁰² 'Publically available' is defined here as data that is either posted on the Internet, whether on the website of the organisation or other publication, as well as data that can be made available upon request.

¹⁰³ In Germany, a new study just has been published and provides detailed information on support services: Kavemann, et al. (2012), *Bestandsaufnahme zur Situation der Frauenhäuser, der Fachberatungsstellen und anderer Unterstützungsangebote für gewaltbetroffene Frauen und deren Kinder*, BMFSFJ.

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