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WAVE COUNTRY REPORT 2019

The Situation of Women's Specialist Support Services in Europe

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WAVE COUNTRY REPORT 2019

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List of acronyms

BME	black, minority, ethnic
EU	European Union
GBV	gender-based violence
IC	Istanbul Convention
LGBTQI	lesbian, gay, bi-sexual, transgender, queer, intersex
N/A	no information available
NGO	non-governmental organization
RCC	rape crisis centre
SART	sexual assault response team
SV	sexualised violence
SVA	sexual violence advocate
SVRC	sexual violence referral centre
VAW	violence against women
WSS	women’s specialist support services
–	not applicable

Foreword

This year the WAVE Network celebrates its 25th anniversary building a world free from gender-based violence (GBV). Since WAVE was established in 1994, the Network became a movement for change by campaigning, advocacy, capacity building, research, networking and information exchange. Data collection has been conducted by WAVE since 2008, when the first WAVE Country Report was published. Since that time, it is published regularly in order to monitor the situation of women's specialist support services.

The Istanbul Convention understands that "violence against women is a manifestation of historically unequal power relations between women and men".¹ In order to balance the gap and improve the situation of women, the effort made by NGOs needs to be adequately supported. Based on our research it is acknowledged that we are far from implementation of Istanbul Convention and Council of Europe minimum standards:

- › **There is a gap of 62% of bed spaces in shelters accessible to women, and only 5 out of 46 countries meet the Istanbul Convention's minimum standard**
- › **46% of national women's helplines don't meet the convention's minimum standard**
- › **There is a gap of 62% in women's centres in Europe, according to the Council of Europe minimum standards**
- › **There is a 99% gap in specialist services for women affected by sexualised violence (rape crisis centres and sexual violence referral centres) as required by standards set in the Convention in countries outside of the EU; and EU countries are missing 87%**
- › **Many countries do not recognize femicide as a separate form of violence and therefore do not collect data related to this crime**

Reading through the report it will be clear that the basis for creating a Europe free from violence against women (VAW) is accepting the fact that gender-based violence is a structural problem in our society and it needs to be addressed through sustainable, long-lasting funding to women's support services and work addressing the three levels of prevention. WAVE is therefore calling all institutions and state agencies for ring fenced grant funding to specialist women's organisations working to end VAWG. WAVE urges states to work with women's NGOs in order to improve and increase service provision to meet demand, and to ensure that preventive work is based on awareness raising and education around early intervention and recognition of violence.

The focus of this report is women survivors of violence and their children. It has been produced in order to show the actual state of women's support services. In reading this report, it is critical to remember that actions you take will directly impact the funding situation of women's NGOs and therefore their strategic development affecting their capacity to support all survivors of violence.

The defence of human rights, and women's rights particularly, has always been challenging. Gender inequality is deeply rooted in patriarchal society and accepted as status quo. With the backlash on women's rights that has been experienced in many European countries in recent years we have seen a reversal on policies protecting women's reproductive rights as an example and the decommissioning of women's services. Defending such practices represents the de facto acceptance of gender inequality by state and the impunity in addressing violence against women and discrimination of minoritized groups for example the LGBTQI community or undocumented migrant women. Historically, WAVE has mobilised for a transformative redress addressing structural inequality and strengthening human rights responses. We have always aimed to address oppression as experienced by women in society by holding states accountable for their actions, and inaction, that have resulted in perpetuating inequality.

In addition to information on women's shelters, centres and helplines, this year's report will also cover data and analysis on services supporting survivors of sexualised violence. WAVE included a focus on sexualised violence as per specific recommendation Article 25 of the Istanbul Convention and in recognition of the work done by the WAVE Working Group on sexualised violence. The extent of the problem, well known in the feminist movement, has been widely discussed in the mainstream media more recently with the spread of #MeToo in October 2017.

We proudly present the WAVE Country Report 2019 and acknowledge the contributions by the WAVE Network's Member organizations, WAVE Board, and finally, the WAVE Office staff in producing the report. We invite you to join the WAVE Network in stepping up for a world where every person, regardless of their gender expression or gender orientation, can live their life free from violence. Read the report, share the information with your local community, and use the hashtag to step up on social media: #StepUpWAVE

Alicja Świtoń (WAVE Executive Manager) and **Pille Tsopp-Pagan** (President of WAVE Network)

Vienna, December 2019

¹ Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence, 2012, p. 4 (Preamble).

Executive summary

The WAVE Country Report 2019 provides an overview of statistics related to women's specialist support services from 46 European countries. For the purposes of this report, WAVE refers to the countries mentioned with the general term of "European countries", referring to the 46 European countries which are Members of the WAVE Network, although we are conscious that these 46 countries do not reflect all European countries. Some data sets include only partial figures for these countries. In some occasions, it is relevant in data sets to point out the difference between EU Member States and European countries outside of the EU. A more detailed explanation of limitations of the data collection process can be found in chapter 1 on Methodology.

This report is divided into three sections. The first section contains a methodology and glossary, while the second contains detailed chapter analysis of national women's helplines, shelters accessible to women, women's centres, specialist services for survivors of sexualised violence, and femicide. These two sections are followed by country profiles, providing a closer look into the national situation of service provision in 46 European countries.

An important document setting standards for the provision of women's specialist support services² in Europe is the Istanbul Convention. The Convention is the strongest and broadest international treaty to tackle gender-based violence and aims at zero tolerance for such violence. This is the status of signatures and ratifications of the Istanbul Convention (IC) among the 46 European countries as of 21 November 2019:

The Convention has been signed by 45 countries: Albania, Andorra, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, UK, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Republic of Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine.

The Convention has been ratified by 34 countries: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Croatia, Republic of Cyprus, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Malta, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovenia, Spain, Sweden, Switzerland, Turkey.

The Convention was signed by the European Union in June 2017.

Despite the Istanbul Convention not being signed or ratified in all European countries, the Convention still sets a critical standard for service provision which all countries should follow. The standards laid out in the Istanbul Convention are also reinforced and supported by the Council of Europe through the 2008 report on minimum standards for support services.³



National women's helplines

A helpline qualifies as a national women's helpline if it is a service provided specifically for women and it only, or predominantly, serves women survivors of violence. A national women's helpline should operate 24/7, should be free of charge and should serve survivors of all forms of GBV. Other important elements of a national women's helpline are to have a widely advertised public number and provide referrals to other relevant services. It should operate nationally and provide adequate support to women from all regions; this means the staff must be properly trained and have a gender-specific approach towards violence against women, offer effective communication skills and be knowledgeable about regional situations and all relevant provisions.⁴

National women's helplines are in many cases the first point of contact for a woman who is experiencing gender-based violence and looking for support. The relative anonymity of this support often encourages and enables women who would find it difficult to seek help in person, to make a first vital step towards safety. National women's helplines provide immediately accessible help for both women who are, for example, intending to leave a violent relationship, as well as to those who are not yet ready to leave and who can, with the support of telephone advice, plan the necessary steps towards leav-

2 For more information about what a women's specialist support service is, please see Chapter 3 "Importance of providing specialist women's specialist support services" and Section III Glossary.

3 The Council of Europe report "Combating violence against women: minimum standards for support services" (2008) can be found online here: [https://www.coe.int/t/dg2/equality/domesticviolencecampaign/Source/EG-VAW-CONF\(2007\)Study%20rev.en.pdf](https://www.coe.int/t/dg2/equality/domesticviolencecampaign/Source/EG-VAW-CONF(2007)Study%20rev.en.pdf)

4 WAVE Report 2017 Glossary p. 11.

ing or even just increase their overall safety in their current situation. Another vital aspect of national women's helplines is that they break isolation and enable many women to take a first and important step towards leaving a violent relationship. This applies especially to women in rural and/or remote areas, where other specialised support services may not be available in the immediate vicinity. Having access to a free 24/7 advice line can make the vital difference towards accessing at least preliminary support and ultimately moving towards independence.

The Istanbul Convention specifies in Article 24 that "parties shall take the necessary legislative or other measures to set up state-wide round-the-clock (24/7) telephone helplines free of charge to provide advice to callers, confidentially or with due regard for their anonymity, in relation to all forms of violence covered by the scope of this Convention". The Explanatory Report further stresses the recommendation, that every country should establish at least one free national helpline covering all forms of VAW operating 24 hours a day, seven days a week and providing crisis support in all relevant languages.⁵ However, WAVE data research 2019 demonstrates that there are still significant gaps in the provision of 24/7 women's helplines in a number of EU countries and countries outside of the EU.

TABLE 1: Overview of findings on national women's helplines in Europe

	Total number of countries with national women's helplines	Free of Charge	Operating 24/7	National women's helplines which are both free of charge and operating 24/7 (= meeting the standard of the IC)
Europe (46)	35	32	27	25
EU Member States (28)	21	20	17	16
European countries outside the EU (18)	14	12	10	9

Compared to the last WAVE Country Report 2017, 25 of 35 countries with at least one national women's helpline (71%) meet Istanbul Convention standards, which is a 5% increase from 2017. However, of all 46 European countries including those without a national women's helpline, the number is significantly lower, with **only 25 out of 46 (52%) European countries meeting Istanbul Convention requirements for provision of national women's helpline**. Ten countries with a national women's helpline do not meet Istanbul Convention standards (Belarus, France, Hungary, Latvia, Liechtenstein, North Macedonia, Poland, Russian Federation, Slovenia and Turkey) and five of these countries have ratified the Istanbul Convention (France, North Macedonia, Poland, Slovenia and Turkey). This demonstrates that, despite some countries having ratified the Convention, there remains a gap between ratification of the Convention and effective implementation of the Convention. In addition to this, in several countries, women's helplines are unable to rely on the state for sufficient support, or support at all, and therefore must seek financial aid from other sources. This results in often unsustainable (and unstable) operational income.

National women's helplines – KEY FINDINGS

- › 75% of EU countries and 78% of countries outside the EU have at least one national women's helpline.
- › 32 out of 35 European national women's helplines operate free of charge, while 27 out of 35 operate 24/7.
- › 71% of the national women's helplines existing in Europe meet Istanbul Convention standards, meaning they are free of charge and operating 24/7.
- › Only 52% of all European countries meet Istanbul Convention standards for provision of a national women's helpline.

All European countries also have other types of helplines available for women survivors of GBV. For instance, regional helplines are available ensuring that women survivors of GBV can receive support. Regional helplines should provide support for all forms of VAW (as this would, e.g. prevent repeat referrals and immediately meet the needs of the survivor) and they should be available 24/7. However, not all regional helplines meet these standards in some countries, as some regional helplines only provide support for, e.g. one particular form of violence, or are only available during operating hours of a shelter or counselling centre; however, regional helplines, despite not meeting standards, are still a valuable resource, particularly when no national women's helpline is available.

⁵ Istanbul Convention Explanatory Report, Article 24 p. 82.

Recommendations

- › States must guarantee sustainable funding for national women's helplines, as viable service provision cannot be guaranteed where national women's helplines rely on volunteers or private donations to operate.
- › All European countries must establish at least one national women's helpline which provides specialist support to all forms of gender-based violence, operates 24/7 and is free of charge.
- › The provision of national women's helplines must also ensure that all survivors are able to receive support through ensuring availability of multilingual support.
- › The telephone number of national women's helplines should be widely advertised across the country.
- › Staff must be adequately trained and have a gender-specific approach of violence against women, including have knowledge about the regional situation and all relevant provisions.
- › National women's helplines should be equipped to provide referrals to other relevant services.



Shelters accessible to women

The term "women-only shelters" refers to shelters which are specialist support services only for women survivors of violence and their children (if any) and provide safe accommodation and empowering support, based on a gender-specific approach towards understanding violence and focusing on the human rights and safety of survivors.

Women-only shelters are crucial to ensuring women's safety, as well as their children, when they are fleeing from a violent partner, by providing emergency accommodation and crisis support. They are also a vital place of recovery and re-empowerment for women who are experiencing domestic violence.

In previous reports, women-only shelters were classified as 'women's shelters'; however, it has become more important to differentiate between shelters which provide support only to women survivors of GBV and shelters which provide support to both men and women survivors. For instance, as gender-neutral legislation is forcing women's shelters to accommodate men as well, an important safe-space for women is lost. It is likely that women who have experienced violence by male perpetrators will therefore either be discouraged from seeking help at gender neutral shelters or will be forced into an uncomfortable living-situation, making the likeliness of their return to the perpetrator's home even more likely. Meanwhile, gender neutral legislation is also seen to be targeting BME (Black Minority Ethnic) women's specialist services specifically, as seen in the United Kingdom where funding for such organisations has been cut drastically.

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

The Istanbul Convention Article 23 calls for the provision of appropriate, easily accessible shelters for survivors (and their children) of domestic violence in sufficient numbers and recommends that safe accommodation should be available in every region. The Explanatory Report specifies that one family space⁶ be available per 10,000 inhabitants.⁷ The shelter spaces should also allow immediate and safe accommodation, preferably around the clock. However, it further specifies that the number of shelter places should depend on the actual need. This provision strongly highlights why adequate and comprehensive data collection on GBV and women's specialist support services is important: without correctly demonstrating the impact and extent of GBV, service provision and funding therefore is also likely to be insufficient.

When determining in the analysis if a country meets Istanbul Convention standards, the number of beds available in shelters accessible to women (rather than women-only shelters) are compared with the standard. This is because the Istanbul Convention requires that support be made available to all survivors of GBV, while also recognizing that women are the primary users of shelters which support survivors of domestic violence.

6 One family shelter place is considered to be the equivalent of one shelter bed space in the methodology of this report. WAVE is aware that the Istanbul Convention and its Explanatory Report refer to family places when assessing whether a country meets the minimum standards for women's shelters – the minimum requirement being one family place (covering two beds, one for a woman and one for a child) per 10,000 head of population. Nevertheless, the decision was made to use the term 'bed spaces', to avoid any confusion regarding the number of persons that can be accommodated in one family shelter place.

7 Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence: Explanatory Report (2011), p. 81.

TABLE 2: Overview of findings on shelters accessible to women in Europe

	Total Population	Shelters accessible to women	Number of bed spaces needed	Existing number of bed spaces	Number of beds missing	Number of countries which meet IC minimum standard
Europe (46)	840,919,693	2,350	84,092	31,943	52,149 (62%)	5
EU Member States (28)	512,379,225	1,914	51,238	24,962	26,276 (51%)	3
European countries outside the EU (18)	328,540,468	436	32,854	6,981	25,873 (79%)	2

This table demonstrates that although shelter accommodation is available in a wide number of European countries, most nevertheless fall short of Istanbul Convention requirements. Data collected from 46 European countries shows that **62% of needed beds are missing**. In EU member states, 51% of needed beds are currently missing, while in the other European countries outside of the EU, 79% of beds are missing.

Overall these figures demonstrate that within Europe, only **five countries meet Istanbul Convention requirements for shelter provision** (Liechtenstein, Luxembourg, Malta, Norway and Slovenia). When insufficient beds are available at a shelter, and/or when the survivor is undocumented or has a precarious migration status, she may be declined a place as well. Lack of capacity and space to accommodate the survivor and her children was cited as the most common reason for shelters to decline women access. This indicates that limited capacities of, and beds within, women's shelters (often connected to lack of funding) are putting the lives of women and children at risk. In most countries, women's shelters are accessible 24/7, however their geographical coverage varies considerably from county to country. More detailed information about the national situation of shelter provision can be found in the country profiles.

Shelters accessible to women – KEY FINDINGS

- › Currently 2,350 shelters are available for women experiencing domestic violence in Europe, providing a total of 31,943 bed spaces to women and their children.
- › Out of 46 European countries, only five meet the minimum standards of the Istanbul Convention for bed spaces for shelter provision.
- › 25 out of 28 EU Member states (89%) and 16 out of 18 countries outside of the EU (89%) fail to meet IC standards on minimum required bed spaces in shelters accessible to women survivors of domestic violence.

Compared to the WAVE Country Report 2017, shelter provision within Europe has improved, with an increase of not only the number of shelters accessible to women, but also the number of bed spaces. However, it is important to interpret these figures with caution, as the WAVE Country Report 2017 classified women-only shelters as women's shelters. This time an attempt has been made to differentiate between services that are women-only and those which provide support to all survivors of GBV. An increase in 2018 is mostly related to the differences in methodology, and the fact that all shelters operating with a gender-specific approach accessible to women are counted, and not only those which are strictly women-only. More information about data collection can be read in Chapter 1, Methodology.

Recommendations

- › It is important to preserve the independence and autonomy of women's shelters, so that they can provide support to all women survivors by taking a human rights-based, gender specific approach.
- › The need to provide sustainable funding to women's shelters is critical for ensuring continuity of their work. Governments must ensure these vital support services receive adequate, long-term funding.
- › Laws regulating funding of women's shelters should ensure these services can provide accommodation and specialist support to all women survivors of GBV and their children, irrespective of whether they are undocumented migrants or have a precarious migrations status.
- › Women's shelters must be staffed by professionals who have received adequate training on how to prevent and respond to GBV and must put the survivor and her needs at the centre of all interventions.

- › **One of the most important factors influencing the policy-making process in the field of VAW is reliable, accurate and comparable data across countries. Data collection is therefore an essential component for demonstrating how many women survivors of violence and their children access shelters and how many are turned away. It is important to improve existing data collection methods so as to collect better, more comprehensive and reliable data on the number of women's shelters and the services they provide.**



Women's centres

The WAVE Network understands 'women's centres'⁸ as women's services providing non-residential specialist support to women survivors, serving only or predominantly women survivors of violence and their children. The following are examples of services subsumed under the term: women's counselling and women crisis centres, supporting women survivors of all forms of gender-based violence; regional crisis centres on domestic violence; pro-active intervention centres serving survivors as a follow-up to police interventions; specialist services for black, minority ethnic women, migrant and refugee women survivors of GBV; outreach services; specialist services supporting survivors of human trafficking, female genital mutilation and so-called 'honour-based' killings; and other types of services.

The overall importance of women's specialist support services is clearly stated in the Explanatory Report of the Istanbul Convention "the aim of such a specialised support is to ensure the complex task of empowering victims through optimal support and assistance catered to their specific needs. Much of this is best ensured by women's organizations..."⁹

Women's centres offer flexible, tailored and holistic support to women and their children who are experiencing GBV. Good practice examples and the overall experience of the WAVE Network has shown that this kind of specialist non-residential support ensures that women from all backgrounds can better manage crisis situations through adequate safety interventions, get to know their rights and entitlements, and thus increase their independence from, e.g. an abusive partner, and reduce their overall isolation.

For the same reason that women's shelters and national women's helplines have their own chapters within this report, specialist services for survivors of sexualised violence are also separately outlined in the following chapter and therefore excluded from this chapter and data collection for women's centres. Although most women's centres can provide support to survivors of sexualised violence as well, these three specialist forms of services for women survivors of GBV have their own minimum Istanbul Convention and/or Council of Europe standards and therefore also require unique attention separate from general women's centre provision.

The data collected for the WAVE Country Report 2019 clearly shows that a majority of the 46 European countries do provide non-residential specialist support services. However, the type of support service provided varies greatly from country to country, as does the source of funding. Some countries have a great variety of different centres, whereas others predominantly feature general support centres. Funding sources vary widely with EU countries in most cases being able to rely on government funding, and countries outside of the EU rely often on foreign funders or even private donors.

According to the Council of Europe¹⁰, the minimum standard for provision of counselling services to survivors of violence against women is one per 50,000 women. This is the standard that has therefore been applied to the data when determining the number of women's centres missing in Europe; however, it is important to note that not all women's centres necessarily provide counselling services (most do however), and this is one limitation in the data collection and analysis.

8 Please view the Glossary in Section III for a full definition of women's centres.

9 Istanbul Convention Explanatory Report, p. 80 (Article 22 §132).

10 Council of Europe (2008), Combating violence against women: minimum standards for support services, Council of Europe: Strasbourg.

TABLE 3: Overview of findings on distribution of women's centres in Europe

	Total Female Population	Total Number of Women's Centres	Number of women's centres needed	Number of women's centres missing
Europe (46)	433,715,059	3,323 ¹¹	8,675	5,352 (62%)
EU Member States (28)	261,832,242	2,594	5,237	2,643 (50%)
European countries outside the EU (18)	171,882,217	729	3,438	2,709 (79%)

42 of 46 countries have at least one women's centre, which is approximately 91%. Most of the women's centres exist in EU countries (2,594) while approximately 729 are in countries outside of the EU. Four countries do not have specialist women's centres (Cyprus, Hungary, Netherlands and Belarus), and in some of these cases, other organizations such as women's shelters provide non-residential support to women survivors of GBV.

Of all women's centres reported in Europe, there are a great variety of types of centres available. Nine countries (Azerbaijan, Estonia, Georgia, Iceland, Kosovo, Lithuania, Norway, Slovenia and Ukraine) report having women's centres which are accessible to all survivors of GBV, without a gender-specific approach. However, 14 countries (Bosnia and Herzegovina, Bulgaria, Croatia, France, Germany, Italy, Liechtenstein, Montenegro, Poland, Romania, Russian Federation, Serbia, Spain and UK) report having centres which offer specialist support only to women survivors of GBV, and 19 countries report having both types of centres available, catering to all survivors of GBV as well as to women-only.

40 of 42 country respondents reported that women's NGOs are running part, or all, of the women's centres in their countries. However, other NGOs and government agencies also run some of the women's centres, with approximately 20 countries having other NGOs operating the centres; 21 countries reported having government agencies running women's centres; and five countries have other organizations, such as religious groups, running the centres.

Most women's centres, as the basis of their work, provide counselling, advice and advocacy, and other support services, e.g. representation at court, police or social services. 23 out of 41 European countries (56%) with at least one women's centre have services providing only specialist support, e.g. for a particular form of GBV, such as for survivors of forced marriage, female genital mutilation and so-called 'honour-based' violence or trafficking.

Women's centres – KEY FINDINGS

- › **There is currently a minimum of 3,323 women's centres in Europe.**
- › **42 European countries have at least one women's centre, while four countries do not have any specialised women's centres.**
- › **78% of these centres are in EU countries, while 22% are in countries outside of the EU.**
- › **Overall there is a wide variety of women's centres throughout Europe, however the most prevalent types of services provided are: counselling, advice and advocacy support, including regarding legal options, housing, employment, other support services, and representation at court, police or social services.**
- › **Only seven countries have women's centres available in all regions of the country; however, 18 countries have women's centres in most regions.**

Compared with findings from the WAVE Country Report 2017, the total number of reported women's centres in Europe has decreased. In 2016, there were reportedly a total of 3,861 women's centres – this is a difference of 538 women's centres. However, this difference is also due to the lack of precise data in some countries. For example, no data is available for the number of women's centres in Germany in 2018, but in the WAVE Country Report 2015 it was stated that Germany had 420 women's centres.¹²

11 This number is likely much higher, since some countries could not provide an exact number of women's centres and are indicated in the profiles as N/A (Germany, Poland, Denmark, Romania, Switzerland, Norway, Malta). In other cases, such as the United Kingdom and Russian Federation, an estimated number of women's centres is provided.

12 WAVE Country Report 2015, p. 42.

Despite the vast majority of countries provide at least one women's centre, this does not reflect an adequate level of service provision. Applying the minimum Council of Europe standard of one counselling centre per 50,000 women, a consistent lack of adequate support services for survivors of GBV emerges. In the 46 countries analysed, 62% of the recommended women's centres are missing. Specifically, in 28 EU Member States, 50% of the recommended centres are missing, while in 18 European countries outside of the EU, 79% of the recommended women's centres are missing.

Recommendations

- › **According to the Istanbul Convention, general support centres are not sufficient to address the needs of women affected by GBV. However, they play an important role in providing first assistance and refer survivors to specialist women's support services.**
- › **Efforts must be made to guarantee an adequate offer of women's centres, providing specialist service for women survivors of violence and their children, if any, and based on a gender-specific approach to violence. In particular, appropriate funding must be allocated to establish specialist women's centres in the countries where they do not exist yet or are not in adequate numbers to provide support to all survivors of GBV in all regions.**
- › **State funding should be allocated to women's centres in order to ensure that enough services are available, that these services are sufficiently spread throughout the countries and are accessible for all women survivors of GBV. Effort must be made particularly by the governments that are not providing funding for women's centres or where the funding is not sufficient.**
- › **Only half of the countries (23) provide some kind of specialist support services, e.g. in cases of forced marriage, female genital mutilations, so-called 'honour-based' violence or trafficking in persons. Women belonging to these groups face additional barriers when trying to receive support, and additional effort must be made by governments to ensure the existence, adequate funding and geographical coverage of specialist support services.**
- › **Data recording on the different types of women's centres needs to be unified e.g. through a common European definition of what constitutes a women's centre, to more accurately reflect the actual existing number of service centres in relation to the Istanbul Convention.**



Specialist services for survivors of sexualised violence

Sexualised violence is a particularly traumatic form of GBV which can encompass a range of acts, such as sexual abuse, rape, sexual harassment, cyber violence and sex trafficking. More specifically, sexualised violence (SV) is any form of non-consensual act (or attempt to obtain an act) of a sexualised nature without a person's freely given consent.

Article 25 of the Istanbul Convention makes specific reference to the provision of support for survivors of sexualised violence, requiring that states provide for the establishment of "appropriate, easily accessible rape crisis or sexual violence referral centres" for survivors, with the recommendation being one centre available for every 200,000 inhabitants. These specialist services must have a "particularly sensitive response by trained and specialised staff",¹³ and provide critical services such as immediate medical care and forensic examinations, trauma support, information, and guidance in potential legal cases including navigating secondary victimization through judicial decisions.

As mentioned throughout this report (see above section about women's centres, as well as the introductions to Chapter 6 (Women's Centres) and Chapter 7 (Specialist services for survivors of sexualised violence), some women's centres can provide support to women survivors of SV. However, not all women's centres are able to provide women survivors of SV with all the necessary support. For this reason, as well as for the particularly traumatic nature and of sexualised violence, WAVE specifically focuses on the provision of rape crisis centres (RCC) and sexual violence referral centres (SVRC) available in a country which reduce re-traumatization and decrease the risk of being referred to other services due to their specialised focus on sexualised violence.

A rape crisis centre (RCC) is understood to be a specialist centre for sexualised violence which offers long-term help that focus on counselling and therapy by offering face-to-face counselling, support groups and contact with other services. These centres also support survivors during court proceedings by providing advocacy and other practical help.¹⁴

¹³ Istanbul Convention Explanatory Report, p. 82 (Art 25 §138).

¹⁴ Istanbul Convention Explanatory Report, p. 83 (Art 25 §140).

A sexual violence referral centre (SVRC) may specialise in immediate medical care, forensic practice and crisis intervention, and can be placed in hospital settings to respond to survivors of recent sexualised violence. These centres can also carry out medical assistance and refer survivors to other specialist community-based centres.¹⁵

Service provision for survivors of sexualised violence varies greatly throughout Europe, depending on, e.g. history, social needs, political situations and legislation. The understanding and different models of support for survivors of SV are therefore also diverse and unique. In many cases, women's centres which support all forms of GBV can also provide support to women survivors of sexualised violence. However, the provision of RCCs and SVRCs is an important Istanbul Convention and Council of Europe standard, especially given the particularly critical specialised services they provide for survivors of sexualised violence and the lack of specialist services which exist in Europe for survivors of SV.

The findings below do not necessarily reflect a lack of awareness within other women's centres about SV – in fact, many women's centres do provide adequate support to survivors of SV; however, the findings do represent a concerning trend within Europe in which: sexualised violence receives little attention within mainstream media; in which sexualised violence remains a largely 'taboo' form of GBV and therefore under-funded; in which government services do not see the importance of funding RCCs or SVRCs or investing in prevention programmes specifically to SV; and in which national legislation disregards the impact and prevalence of sexualised violence. In fact, many European countries within their definitions of rape still require 'force', some countries do not recognize the notion of consent, and some countries recognize rape only if occurring in heterosexual relationships. The lack of awareness within Europe on a societal and political level about sexualised violence is alarming, and by providing this focus on sexualised violence within the WAVE Report, WAVE aims to reverse this trend.

RCCs and SVRCs provide critical immediate, holistic and specialist care survivors of SV need, while at the same time reducing the number of referrals they may receive if contacting other services, and increasing their breadth of information and knowledge of opportunities in crisis situations specifically related to SV. **This focus on RCCs and SVRCs in no way discounts the work other women's centres may provide for survivors of SV, but rather focuses on a particular form of specialist service provision which should be a standard for all European countries, as required by the Istanbul Convention and Council of Europe.**

TABLE 4: Overview of findings on rape crisis centres and sexual violence referral centres in Europe

	Total Population	Number of needed services to meet IC standard	Number of rape crisis centres/sexual violence referral centres	Number of services missing
Europe (46)	840,919,693	4,205	357	3,848 (92%)
EU Member States (28)	512,379,225	2,562	338	2,224 (87%)
European countries outside the EU (18)	328,540,468	1,643	19	1,624 (99%)

There is a severe lack of specialist support services for survivors of sexualised violence in Europe, with approximately 87% of rape crisis centres or sexual violence referral centres missing in EU countries and 99% missing in non-EU countries. Half of the countries provide at least one RCC or SVRC, with the most services located in Germany. However, only **one** country (Iceland) meets Istanbul Convention requirements for having one RCC or SVRC per 200,000 inhabitants.

Many women who experience sexualised violence in Europe, therefore, are referred to other women's centres in the country which provide more general GBV support. Not all these women's centres specialise in SV or have the capacity to provide survivors of sexualised violence with the information or support that they need. The lack of specialised services for survivors has resulted in the establishment of other services having to provide women and men with support, information and referrals in cases of emergency. This results in the capacity and resources of existing women's centres being overstretched.

Just over half (54%) of European countries report having other services in their countries which support women survivors of sexualised violence (although are not rape crisis centres or sexual violence referral centres). Most of these services provided are counselling services, as well as medical support services. Finally, specific helplines for survivors of sexualised violence exist in 33% of European countries.

¹⁵ Istanbul Convention Explanatory Report, p. 82 (Art 25 §141).

As data collection in 2019 marks the first attempt of the WAVE Network to collect information specifically on specialist services for survivors of sexualised violence, comparison to previous data is not currently possible.

Services for survivors of sexualised violence – KEY FINDINGS

- › Only half of 46 European countries have at least one RCC or SVRC, with a total of 353 such centres in all of Europe.
- › Countries outside of the EU are missing 99% of services as required by standards set in the IC, and EU countries are missing 87%.
- › 33% of European countries have specific helplines for survivors of sexualised violence.
- › Over half (54%) of European countries have other services (other than RCC and SVRCs) in their countries which support women survivors of sexualised violence.

Recommendations

- › Due to the particularly traumatic nature of sexualised violence, and the consequently unique needs survivors of SV have, 45 out of 46 European states must improve efforts to establish an adequate amount of rape crisis centres and sexual violence referral centres according to the Istanbul Convention standard of one per 200,000 population.
- › States must invest in appropriate public awareness-raising campaigns focusing on prevention of sexualised violence to reduce stigma and victim-blaming associated with sexualised violence. Prevention efforts should include sexual education and consent and be extended to education systems targeting youth. The state should adequately financially support any relevant prevention efforts being carried out by women's NGOs and specialist women's support services.
- › Appropriate training for authorities e.g. police, judiciary, teachers and the health sector, must be provided and should be carried out with a gender-specific approach on sexualised violence.
- › Legislation on sexualized violence, including the development of definitions pertaining to sexualized violence, must be developed and coordinated together with expertise from specialist women's support services supporting survivors of sexualised violence.

Femicide

Femicide is the most extreme form of violence against women that victims can experience in a continuum of violence. The term 'femicide' refers to the gender-related killing of women and girls. Femicide crimes are connected to historically unequal power relations between women and men, which instil a sense of possessiveness, dominance and superiority over women by men.

Femicide may occur in the private or public sphere, with perpetrators often being intimate partners, family members or persons known to the victim.¹⁶ However, femicide can also occur outside the family sphere and may be perpetrated by strangers and acquaintances.

In the context of data collection on femicide, it is important to distinguish between data collected at the national and at the international level. Some forms of femicide are more prevalent in some countries than in others, as this depends on the socio-cultural background existing in a given country.

States should collect and publish accurate data on the number of femicides occurring in a given country, disaggregated by age and sex of victims and perpetrators, and, most importantly, indicating the relationship between the perpetrator and the victim.¹⁷

¹⁶ Preventing and eradicating femicide, WAVE thematic paper, 2017, p. 1.

¹⁷ Preventing and eradicating femicide, WAVE thematic paper, 2017, p. 5.

Data collection efforts on femicide are also regularly undertaken by women's organisations such as Women's Aid Federation England (UK), Casa delle donne per non subire violenza di Bologna (Italy) and feminicidio.net (Spain), covering femicides perpetrated both inside and outside the family or domestic sphere. Given that there is no harmonized data collection across European countries on the number of femicide victims, the WAVE Network aims to contribute to existing data collection efforts by collecting additional information from women's organizations that are Network Members.

Data collection on femicide victims in Europe – KEY FINDINGS

- › There were at least 1,070 victims of femicide in 2018 (31 of 46 countries provided data).
- › In all countries surveyed, government institutions from the criminal justice system and/or national statistical institutes regularly collect data on the number of homicide victims; however, this data is not always disaggregated by the sex of victims and perpetrators, nor by the relationship between victims and perpetrators.
- › Ten out of 46 countries have women's organizations which are carrying out their own data collections and record the number of femicide victims through media reporting and/or collecting data from police records.

The data on femicide collected for this report show that there are serious gaps in the availability and comparability of data concerning the recorded number of femicide victims in the 46 countries surveyed, and the relationship between victims and perpetrators. Data on the number of femicide victims was not available in 15 of the countries surveyed, and the relationship between victims and perpetrators is not systematically recorded in all countries. In most countries in which data on the number of femicide victims is available, only those femicide victims who were killed by current or former intimate partners and other family members are included. This ultimately leaves out those femicide victims who were killed by perpetrators outside the family sphere. Therefore, the data collected on the number of femicide victims only gives a partial picture of the scope of this phenomenon.

Recommendations

- › As a starting point, official accurate statistics on the number of homicide victims, which are regularly collected in countries, should be disaggregated by the sex of victims and perpetrators. Furthermore, the relationship between victims and perpetrators should also be recorded for all homicide victims. This would make it possible to disentangle the number of femicide victims committed by current and former intimate partners and other family members from all homicide victims.
- › States should make efforts to include the category of 'femicide victims' when collecting data on all homicide victims and also count femicide victims perpetrated outside the family sphere.
- › States should make efforts to include the category of 'femicide victims' when collecting data on all homicide victims and also count femicide victims perpetrated outside the family sphere.

1. Methodology

The WAVE Country Report 2019 gives an overview of the situation of women's specialist support services in Europe, putting an emphasis on four key areas of service provision – women's helplines, shelters accessible to women, women's centres and specialist services for survivors of sexualised violence. This approach is in line with relevant provisions about specialist support services enshrined in the Istanbul Convention, in Articles 22, 23, 24 and 25. Furthermore, this report seeks to highlight which European countries, within and outside of the EU, meet the minimum standards from the IC regarding service provision for the national women's helpline, shelters accessible to women survivors of GBV, specialist services for survivors of sexualised violence and the minimum standards set by the Council of Europe for provision of women's centres.

Countries included in the data collection

The data analysed in the report covers 46 European countries and were collected from WAVE Delegates of each country, with the support of staff from the WAVE office. As far as the UK is concerned, Delegates from each of the UK countries (England, Scotland, Wales and Northern Ireland) filled out a questionnaire. Country profiles were drafted for each of the UK countries, however when looking at service provision in the EU and all 46 European countries, the UK was considered a single country. Two questionnaires were also filled out by Delegates from Belgium, one covering Flanders (the Flemish-speaking part) and another one covering Brussels and Wallonia (the French-speaking part). One country profile was drafted for Belgium, covering the overall situation of service provision existing in the country while providing specific information for each of these two regions. The country profile of the Republic of Cyprus includes also the services of the northern territory of Cyprus, although the government does not exercise effective control over this area, which is administered by Turkish Cypriots. The country profile of the Republic of Moldova includes a separate paragraph giving an overview of the situation of service provision in Transnistria, which is a breakaway region located in the narrow strip of land between the river Dniester and the Ukrainian border (internationally it is recognized as part of the Republic of Moldova). An innovative approach undertaken in the production of this report was that WAVE collected data through its online questionnaire, i.e. the Data Collection Tool, which was first developed in 2016.

Methodological approach to assess service provision

The data collection includes the 28 Member States of the European Union and 18 other European countries. This report presents data and information on women's specialist support services covering the year 2018. As in previous years, data on national women's helplines, shelters accessible to women and women's centres were collected from all 46 countries represented within the WAVE Network directly from country Delegates. This time, the methodological approach expanded to include a specific section for specialist services for survivors of sexualised violence and another section for femicide victims. Where data was unavailable for the year 2018, older data may have been provided (which is referenced in footnotes).

In the WAVE Country Report 2017, data was collected about the availability of women's centres in Europe. The definition of women's centres can encompass a broad range of women's centres, from intervention centres to centres for survivors of trafficking to family justice centres. WAVE recognizes that not all women's centres necessarily provide counselling, e.g. some focus primarily or solely on prevention work and advocacy, and this will be improved upon in future data collection efforts. Within women's centres, rape crisis centres and sexual violence referral centres were also categorized, making the analysis challenging to demonstrate the very important distinctions between services, particularly for those specialist services which support survivors of sexualised violence. Although sexualised violence can also be a form of domestic violence, previous data collection efforts have demonstrated that it is crucial that specific, specialised services for survivors of sexualised violence be analysed separately from women's centres, especially given that sexualised violence is a particularly traumatic form of GBV which can encompass a range of acts. Importantly, sexualised violence can be committed irrespective of the relationship between the perpetrator and the survivor, in any setting, including but not limited to home and work.

Some of the women's centres listed in the women's centres chapter in this report do provide some support for women survivors of sexualised violence; however, this support is not always specialised for survivors of sexualised violence and may often result in repeat referrals, as many survivors have unique needs e.g. immediate forensic testing, trauma support and medical services, which general women's centres supporting all survivors of GBV do not necessarily have the capacity to provide.

Finally, another important reason for developing a separate analysis of specialist services for survivors of sexualised violence in this report is that Article 25 of the Istanbul Convention makes specific reference to the provision of support

for survivors of sexualised violence, requiring that states provide for the establishment of “appropriate, easily accessible rape crisis or sexual violence referral centres” for survivors, with the recommendation being one centre available for every 200,000 inhabitants.

When it comes to the process of signing and ratifying the IC, information has been updated in this report according to the situation from November 2019.

Standards used for assessing the capacity of women’s shelters

When assessing the capacity of women’s shelters to accommodate women and their children, one family shelter place is considered to be the equivalent of one shelter bed space in the methodology of this report. WAVE is aware that the Istanbul Convention and its Explanatory Report refer to family places when assessing whether a country meets the minimum standards for women’s shelters – the minimum requirement being one family place (covering two beds, one for a woman and one for a child) per 10,000 head of population.¹⁸ Nevertheless, the decision was made to use the term ‘bed spaces’, to avoid any confusion regarding the number of persons that can be accommodated in one family shelter place. As noted by the Council of Europe in its monitoring report from 2014, “beds have become the established measure of take-in capacity, recognising that the number of women who can stay in a shelter varies depending on the number of children they bring with them. It refers to the number of persons, women and/or children, who can stay at the shelter at any one time.”¹⁹ This report covers all shelters accessible to women existing in each of the countries surveyed, encompassing shelters that are women-only, and those which are accessible to all survivors of GBV, i.e. women and men. Previous reports published by WAVE did not differentiate between these two types of shelters, and only referred to ‘women’s shelters’.

Sources for population data

Population data presented in the country profiles and tables were retrieved from Eurostat’s database and cover the year 2018, unless otherwise specified. This is because for certain countries such as the Russian Federation, data for 2018 were unavailable at the time this report was finalized, therefore the latest year with available data was selected. A different source was used for retrieving population data of the four countries (England, Scotland, Northern Ireland and Wales) encompassing the UK.

The online Data Collection Tool

The Data Collection Tool is based on a mapping report published by WAVE in 2016 and includes minimum standards for data collection required by the Istanbul Convention.²⁰ The Data Collection Tool was first used for the previous Country Report published by WAVE in March 2018. Since then the online tool was completely redesigned, to make it more user-friendly. In addition to this, the number of sections and questions included in the online questionnaire were also shortened and reformulated, so as to make the data and information requests more explicit and concise. This was done in an effort to facilitate the data collection process and ensure more countries are able to submit replies to the questionnaire and provide updated data on women’s support services.

Before starting the actual data collection process for the WAVE Country Report 2019, the online Data Collection Tool was piloted in four countries (England, Spain, Albania, Georgia) in April 2019. The aim was to gather feedback from country Delegates who are responsible for filling out the online questionnaire. Thanks to the pilot phase, it was possible to make further improvements to the structure of sections and formulation of questions, and ensure the questionnaire is concise, yet comprehensive at the same time.

The new online tool consists of five sections and four introductory questions. The sections were divided into core and additional questions, to highlight which questions are to be prioritized by the responders, in case of insufficient data or available human resources to gather all the information needed to fill out the questionnaire. The data presented in this report was directly collected from women’s specialist support services. Country Delegates were encouraged to consult with other WAVE Members in their countries and relevant government agencies when filling out the questionnaire, particularly with regard to the number of specialist services available in 2018. Not all the country Delegates who filled out the questionnaire had capacities to do this, hence in some instances an organisation which runs women’s shelters also had

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

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

20 WAVE (2016): WAVE Mapping, Administrative data collection by women’s support services in Europe: national women’s helplines, shelters, and centres, Vienna. http://files.wave-network.org/researchreports/WAVE_Mapping_2015.pdf

to report on the number of available women's centres and/or support services for survivors of sexualised violence. While all country Delegates made efforts to ensure the data and information supplied through the questionnaire are accurate, the figures presented should be interpreted with caution. It is also worth emphasizing that in some cases, respondents were unable to obtain all relevant information and data. This was either because of limited capacities or because government agencies do not make the data available to the public and could therefore not present the whole picture of specialist support services available in their country.

The entire online questionnaire consists of approximately 50 questions, many of these with multiple choice answers. Definitions of the types of specialist support services respondents were asked to report on were inserted directly into the online Data Collection Tool. Even though efforts were made to ensure the same type of services were counted in each country, respondents sometimes interpreted the definitions differently. Some country Delegates requested to have the questionnaire in Word Document format, so as to translate into their local language and circulate to other relevant NGOs and government agencies responsible for data collection on support services for survivors of GBV. The questionnaire that was circulated as of the beginning of June until mid-July 2019 (an extension was granted to Delegates who were unable to meet the first deadline) via the online Data Collection Tool also sought to identify how many femicide victims were recorded in a country in 2018, if the state collects data on women's specialist support services, if these data are available to the public, and lastly what kind of data on femicide victims are collected in each country.

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

Research aim

This research focused on quantitative data, represented by the number of services available in the surveyed countries, however qualitative information was also collected, to better highlight whether and how countries meet the IC standards for provision of national women's helplines, shelters accessible to women and specialist services for survivors of sexualised violence, as well as how many meet Council of Europe minimum standards for women's counselling centres. The main aim of this report was to survey the situation of specialist support services for women and girls in 46 European countries, and identify current gaps concerning service provision. The report gives an overview of the number of women's helplines, shelters accessible to women, including bed spaces, available in all EU and other European countries surveyed. Information on the number and type of women's centres available in all 46 countries and available specialist services for survivors of sexualised violence is also presented in detail, particularly the number of rape crisis centres and sexual violence referral centres available, according to IC standards.

Research design

The research design applied to this report focused on methods that enabled the collection of primary quantitative and qualitative data. Hence, the online questionnaire was divided into five core sections assessing service provision for national women's helplines, women's shelters, women's centres, specialist services for survivors of sexualised violence and the number of femicide victims recorded in a country in 2018. Apart from asking respondents to indicate the number of existing services in their countries, the questionnaire also addressed important issues related to service provision, such as accessibility of women's shelters and the national women's helpline, whether these services are provided free of charge and what their geographical coverage is, and relationship between femicide victims and perpetrators recorded in the countries surveyed in 2018.

Data analysis and limitations of collected data

The questionnaire was sent out in June 2019 to all country Delegates, and the information supplied through the online questionnaire was checked by WAVE staff to ensure its accuracy and reliability, making sure it coincides with relevant data collected by WAVE in previous years. Moreover, throughout the data collection process, comparisons were also made to data presented in previous reports published by WAVE, to identify any notable patterns and changes regarding service provision for women survivors of violence. One of the limitations of the questionnaire refers to the way in which the definitions were interpreted by the respondents, the types of services they reported on and how they classified these. Not all members of the WAVE Network have the same understanding of definitions of women's specialist support ser-

vices; developing a common understanding of definitions in this sector is a long-term goal of the WAVE Network. It is also important to note that not all country profiles were finally approved by the country Delegates.

An important indication given by the data analysed in this report is that there are serious gaps in the availability and comparability of data concerning the recorded number of femicide victims in the 46 countries surveyed, and the relationship between victims and perpetrators. This is because data on the number of femicide victims was not available in 16 of the countries surveyed. In most countries in which data on the number of femicide victims is available, only those femicide victims who were killed by current or former intimate partners and other family members are included.

With regard to the section about shelters accessible to women, women's centres and support services for survivors of sexualised violence, it is important to interpret these figures with caution. All sections reflect, to an extent, different interpretations of definitions which may lead to inconsistent/incomparable data. For example, some respondents listed only government-run helplines as national women's helplines, instead of helplines run by specialist women's support services, because that was their interpretation of a 'state-wide' helpline. Furthermore, some respondents did not count state-run shelters for survivors of GBV in the section about shelters accessible to women, whereas other respondents also included state-run facilities. Even though the services accounted for are possibly women-only, they may very well be run by government services or faith-based organizations, not always necessarily women's NGOs, or even with a gender-specific approach.

The WAVE Country Report 2017 classified women-only shelters as women's shelters. The methodological approach taken by this report differentiates between services (shelters) that are women-only and those which provide support to all survivors of GBV. An increase in 2018 is mostly related to the differences in methodology, and the fact that all shelters accessible to women are counted, and not only those which are women-only, but also those which are accessible to all survivors of GBV, i.e. women and men.

As in the section about women's shelters, the figures about women's centres should be interpreted with caution. Women's centres follow a different classification in this report: specialist services for survivors of sexualised violence are counted in a different section, while in the previous WAVE Country Report they were included in the section about women's centres. This is one of the factors that contributed to a decrease in number of women's centres in this report: 3,309 women's centres are included, while in the WAVE Country Report 2017 there were 3,861. Additionally, seven countries²¹ could not provide specific data regarding the number of women's centres available. Therefore, the number of women's centres in Europe is likely higher than the one reported. The Data Collection Tool used for this report included clearer and more comprehensive definitions of women's support services than in the past. For this reason, some countries were able to provide specific numbers when indicating the number of women's centres operating in their countries in 2018 (some respondents were only able to report that a type of service was available in their country, without being able to give an exact number), that as a result differs from the one presented in the WAVE Country Report 2017, although the number of women's centres did not necessarily change in these countries.

The lack of common definitions within the Network pertaining to specialist support services for sexualised violence resulted in occasional misinterpretation of questions and categories. In some countries where specialist support services do not exist for survivors of sexualised violence, there are general women's centres for all survivors of GBV which can provide some services such as counselling. In instances such as this, therefore, respondents sometimes included these services twice: first under the women's centres section and then again under the section for specialist support services for survivors of sexualised violence. This would result in services being duplicated twice in different sections and required further clarification and consultation between WAVE office staff and respondents for determining the most accurate category and to avoid duplication of services.

The section pertaining to specialist services for survivors of sexualised violence aims to showcase specialist support services specifically for survivors of sexualised violence, rather than general services for women survivors of GBV (in particular, to highlight the availability of rape crisis centres and sexual violence referral centres). Unfortunately, these types of specific services are lacking in most European countries as the data reveals, however this does not necessarily mean that there are no services in general for survivors of sexualised violence in some countries. Where relevant, other services for survivors of sexualised violence are indicated as 'other services for survivors of sexualised violence' in the chapter. It is also important to note that not all services mentioned in the analysis are gender-specific or survivor-centred (particularly the medical services); this is a weakness in the data collection where the questionnaire did not ask specifically whether the services operated with certain types of standards which are safe and comfortable for the survivor, and this will be elaborated on in the future.

21 Denmark, Estonia, Germany, Malta, Poland, Romania and Norway could not provide the number of women's centres available.

2. Tables

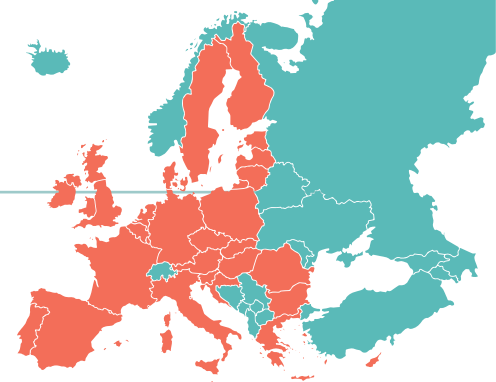


TABLE 5: National women's helplines in EU Member States (2018)

Country	Existence of a National Women's Helpline	National Women's Helplines Free of Charge	National Women's Helplines Operating 24/7	National Women's Helplines Free of Charge and Operating 24/7 (= meeting the standard of the IC)
Austria	yes	yes	yes	yes
Belgium	no	/	/	no
Bulgaria	yes	yes	yes	yes
Croatia	no	/	/	no
Republic of Cyprus	yes	yes	yes	yes
Czech Republic	no	/	/	no
Denmark	yes	yes	yes	yes
Estonia	yes	yes	yes	yes
Finland	yes	yes	yes	yes
France	yes	yes	no	no
Germany	yes	yes	yes	yes
Greece	yes	yes	yes	yes
Hungary	yes	yes	no	no
Ireland	yes	yes	yes	yes
Italy	yes	yes	yes	yes
Latvia	yes	yes	no	no
Lithuania	yes	yes	yes	yes
Luxembourg	no	/	/	no
Malta	no	/	/	no
Netherlands	no	/	/	no
Poland	yes	no	yes	no
Portugal	no	/	/	no
Romania	yes	yes	yes	yes
Slovakia	yes	yes	yes	yes
Slovenia	yes	yes	no	no
Spain	yes	yes	yes	yes
Sweden	yes	yes	yes	yes
United Kingdom	yes	yes	yes	yes
England	yes	yes	yes	yes
Northern Ireland	yes	yes	yes	yes
Scotland	yes	yes	yes	yes
Scotland	yes	yes	yes	yes
TOTAL (28)	21 (yes) 7 (no)	20 (yes) 1 (no)	17 (yes) 4 (no)	16 (yes) 12 (no)

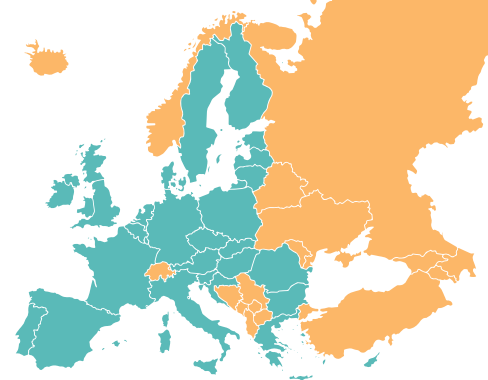


Table 6: National women's helplines in European countries outside of the EU (2018)

Country	Existence of a National Women's Helpline	National Women's Helplines Free of Charge	National Women's Helplines Operating 24/7	National Women's Helplines Free of Charge and Operating 24/7 (= meeting the standard of the IC)
Albania	yes	yes	yes	yes
Armenia	yes	yes	yes	yes
Azerbaijan	no	/	/	no
Belarus	yes	yes	no	no
Bosnia & Herzegovina	yes	yes	yes	yes
Georgia	yes	yes	yes	yes
Iceland	yes	yes	yes	yes
Kosovo	yes	yes	yes	yes
Liechtenstein	yes	no	yes	no
North Macedonia	yes	yes	no	no
Republic of Moldova	yes	yes	yes	yes
Montenegro	yes	yes	yes	yes
Norway	no	/	/	no
Russian Federation	yes	yes	no	no
Serbia	no	/	/	no
Switzerland	no	/	/	no
Turkey	yes	no	no	no
Ukraine	yes	yes	yes	yes
TOTAL (18)	14 (yes) 4 (no)	12 (yes) 2 (no)	10 (yes) 4 (no)	9 (yes) 9 (no)

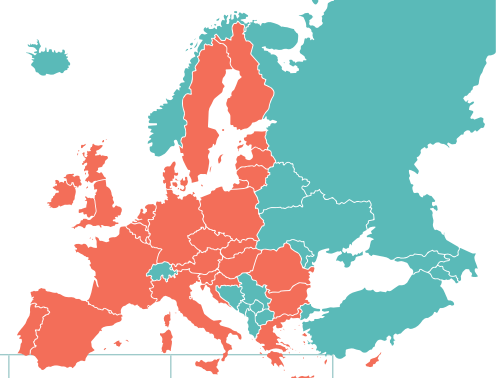


TABLE 7: Shelters accessible to women in EU Member States (2018)

Country	Total Population	Total number of shelters accessible to women	Existing number of beds	Number of beds needed	Number of beds missing	Percentage of beds missing
Austria	8,822,267	30	766	882	116	13%
Belgium	11,398,589	25	597 ²²	1,140	543	48%
Bulgaria	7,050,034	11	120	705	585	83%
Croatia	4,105,493	18	296	411	115	28%
Republic of Cyprus	864,236	3	36	86	50	58%
Czech Republic	10,610,055	4	96	1,061	965	91%
Denmark	5,781,190	48	451	578	127	22%
Estonia	1,319,133	16	75	132	57	43%
Finland	5,513,130	28	202	551	349	63%
France	66,926,166	52 ²³	2,797 ²⁴	6,693	3,896	58%
Germany	82,792,351	360	6,408	8,279	1,871	23%
Greece	10,741,165	25	470	1,074	604	56%
Hungary	9,778,371	25	167	978	811	83%
Ireland	4,830,392	22	145	483	338	70%
Italy	60,483,973	232	789 ²⁵	6,048	5,259	87%
Latvia	1,934,379	11	140	193	53	28%
Lithuania	2,808,901	0	0	281	281	100%
Luxembourg	602,005	10	216	60	0	0%
Malta	475,701	6	111	48	0	0%
Netherlands	17,181,084	N/A	800	1,718	918	53%
Poland	37,976,687	35	20 ²⁶	3,798	3,778	99%
Portugal	10,291,027	39	679	1,029	350	34%
Romania	19,530,631	84	920	1,953	1,033	53%
Slovakia	5,443,120	9	232	544	312	57%
Slovenia	2,066,880	31	445	207	0	0%
Spain	46,658,447	265 ²⁷	2,726 ²⁸	4,666	1,940	42%
Sweden	10,120,242	161 ²⁹	354 ³⁰	1,012	658	65%
United Kingdom ³¹	66,273,576	364	4,904	6,627	1,723	26%
England	55,977,178	271	3,847	5,598	1,751	31%
Northern Ireland	1,881,641	14	332	188	0	0%
Scotland	5,438,100	36	481	544	63	12%
Wales	3,138,631	43	244	314	70	22%
TOTAL (28)	512,379,225	1,914	24,962	51,238	26,276	51%

22 Only the women-only shelters are included, since the mixed shelters either are not providing specialized support for victims of GBV or the support provided does not comply with the standards of the IC.

23 The number covers only the network FNSF.

24 The number covers only the network FNSF.

25 Data available only for 120 women-only shelters, referring to 2017.

26 Data available only for the shelter run by the Women's Rights Centre.

27 Number provided refers to 2017.

28 Number provided refers to 2017.

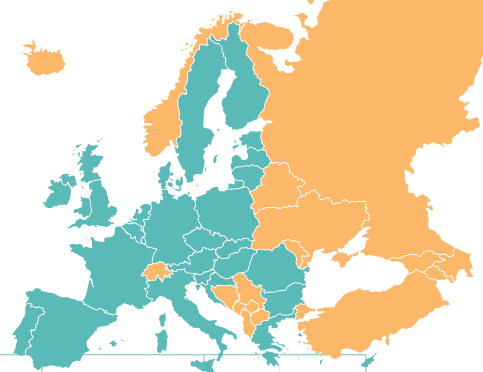
29 Data from WAVE CR 2015.

30 Data from WAVE CR 2015.

31 United Kingdom encompasses England, Northern Ireland, Scotland and Wales.



TABLE 8: Shelters accessible to women in European countries outside of the EU (2018)



Country	Total Population	Total number of shelters accessible to women	Existing number of beds	Number of beds needed	Number of beds missing	Percentage of beds missing
Albania	2,870,324	20	270	287	17	6%
Armenia	2,972,732	2	9	297	288	97%
Azerbaijan	9,898,085	3	95	990	895	90%
Belarus	9,491,823	5	72	949	877	92%
Bosnia & Herzegovina	3,502,550	8 ³²	178 ³³	350	172	49%
Georgia	3,729,633	7	100	373	273	73%
Iceland	348,450	1	22	35	13	37%
Kosovo	1,798,506	1	140	180	40	22%
Liechtenstein	38,114	1	10	4	0	0%
North Macedonia	2,075,301	8	35	208	173	83%
Republic of Moldova	3,547,539	8	174	355	181	51%
Montenegro	622,359	3	45	62	17	28%
Norway	5,295,619	47	1,146	530	0	0%
Russian Federation	143,666,931 ³⁴	95	434	14,367	13,933	97%
Serbia	7,001,444	12	257	700	443	63%
Switzerland	8,484,130	38	400	848	448	53%
Turkey	80,810,525	144	3,454	8,081	4,627	57%
Ukraine	42,386,403	33 ³⁵	140 ³⁶	4,239	4,099	97%
TOTAL (18)	328,540,468	436	6,981	32,854	25,873	79%

32 Data from WAVE CR 2017.

33 Data from WAVE CR 2017.

34 Latest year with available data on EUROSTAT is 2014.

35 14 shelters are women- only and 19 are for both women and men victims of GBV.

36 The number of beds covers the women-only shelters.

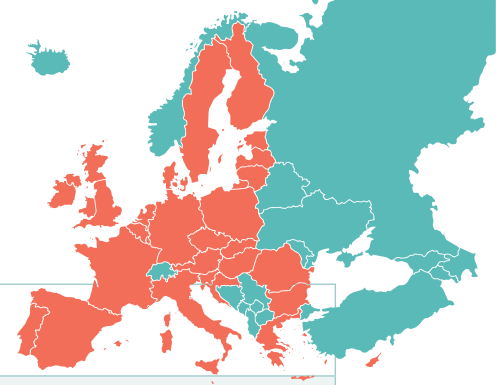


TABLE 9: Women's centres in EU Member States (2018)

Country	Number of Women's Centres	Types of Women's Centres
Austria	34	Intervention centres; centres for migrant, minority, undocumented, Roma women; centres for survivors of forced; marriage; centres for advice, providing counselling and advocacy
Belgium	16	Women's centres providing counselling; specialist support; advice and advocacy; family justice centres
Bulgaria	18	For women survivors of GBV and their children providing information and advice; counselling; practical support; court accompaniment; outreach services; residential services.
Croatia	1	Centre for women survivors of GBV providing counselling, specialist support (forced marriage, so-called "honour-based violence", female genital mutilation, trafficking in persons and advice and advocacy (legal options, housing, employment, other support services, representation at court/ police/social services) and non-residential support services
Republic of Cyprus	0	–
Czech Republic	26	Centres for survivors of GBV providing counselling, specialist support, advice and advocacy
Denmark	N/A	Women's centres providing counselling, specialist services, advice and advocacy for survivors of GBV
Estonia	15	Centres for all survivors of GBV providing counselling, child psychology, psychotherapy, legal advice and representation in court.
Finland	34	Centres for all survivors of GBV and women-only centres providing counselling, advice and advocacy
France	181	Centres for women survivors of GBV providing counselling, legal advice and practical advice
Germany	N/A	Centres for women survivors of GBV providing counselling, legal support and therapy support groups
Greece	57	Centres for women survivors of GBV providing counselling, advice and advocacy
Hungary	0	–
Ireland	39	Women's centres providing non accommodation services; specialist service for victims of trafficking and prostitution (counselling, advice, advocacy, outreach, court accompaniment)
Italy	253	Centres for women survivors of GBV providing counselling, advice and advocacy
Latvia	9	Centres for women survivors of GBV providing counselling, child psychologist, psychotherapy, legal advice and representation in court; support for survivors of human trafficking.
Lithuania	17	Specialized help centres for survivors of domestic violence providing counselling, advice & rights advocacy at governmental institutions, PTSS assessment, litigation
Luxembourg	8	Centres for all survivors of GBV providing counselling, specialist support, advice and advocacy
Malta	N/A	Centres for all survivors of GBV and women-only centres providing counselling, advice and advocacy
Netherlands	0	Centres for all survivors of GBV and women-only centres providing counselling, advice and advocacy
Poland	N/A	Centres for all survivors of GBV and women-only centres providing counselling, advice and advocacy
Portugal	130	All survivors of GBV centres; women survivors of GBV centres, providing counselling, social and psychological support; legal advice
Romania	N/A	Centres only for women survivors of GBV providing counselling, advice, advocacy and emergency accommodation
Slovakia	20	Centres only for women survivors of GBV centres; and centres for all survivors of GBV providing counselling, advice and advocacy
Slovenia	15	Centres for all survivors of GBV and centre for survivors of trafficking, providing counselling, specialist support, advice and advocacy
Spain	110	Centres only for women survivors of GBV providing counselling, legal advice and advocacy
Sweden	200	Women's crisis centres and young women empowerment centres providing counselling, advice and advocacy, specialist support, centres for survivors of trafficking, forced marriage, female genital mutilation
United Kingdom	1,411	All survivors of GBV centres; women survivors of GBV centres providing non-residential centres; specialist support, e.g. Nexus; black women, migrant, minority ethnic women centres; regional crisis centres; forced marriage, genital mutilation and human trafficking centres; housing and employment support, counselling, advice and advocacy
Total	2,594	–

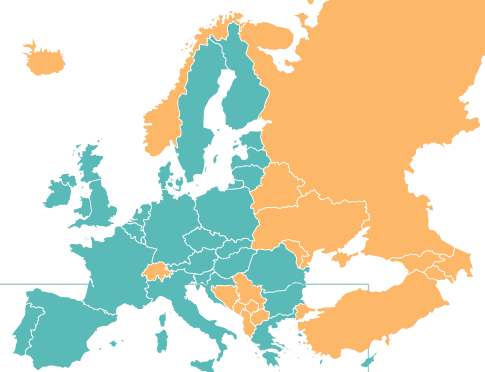


TABLE 10: Women's centres in European countries outside of the EU (2018)

Country	Number of Women's Centres	Types of Women's Centres
Albania	13	The women's centres providing both non-residential support services (e.g. counselling and advice regarding: legal options, housing, employment, other support services, representation at court/police/social services) and residential support services (e.g. emergency accommodation)
Armenia	4	Centres for all survivors of GBV; centres only for women survivors of GBV providing counselling; specialist support; advice and advocacy
Azerbaijan	11	The women's centres providing non-residential and residential support services for all survivors of GBV; counselling, specialist support, advice and advocacy
Belarus	0	–
Bosnia & Herzegovina	8	The women centres providing counselling centres; specialist support; advice and advocacy
Georgia	18	The women's centres providing non-residential support services (e.g. advice, counselling), residential support services (e.g. emergency accommodation), advice and advocacy (legal options, housing, employment, other support services, representation at court/police/social services and other).
Iceland	4	All survivors of GBV centres providing counselling, advice, advocacy
Kosovo	3	Centres for all survivors of GBV providing counselling and specialist support
Liechtenstein	1	Centres for women survivors of GBV including counselling, advice and advocacy
North Macedonia	10	Centres for only women survivors of GBV providing legal advice, counselling and economic empowerment
Republic of Moldova	10	Centres for all survivors of GBV and centres for women-only providing advice and advocacy, counselling, specialist support, non-residential support services
Montenegro	3	Centres for women survivors of GBV providing counselling for all forms of GBV
Norway	N/A	The women's centres providing counselling centres; victims of trafficking centres; crisis centres; legal advice and healthcare
Russian Federation	150	Centres for women in difficult situations, including survivors of GBV offering counselling
Serbia	27	Centres for women survivors of GBV and specialist support centres for women survivors of trafficking; black, minority, ethnic women centres providing counselling, advocacy advice and specialist support
Switzerland	N/A	Centres for all survivors of GBV and centres for women-only, provide counselling, specialist support, advice and advocacy
Turkey	374	Centres for women survivors of GBV providing mostly non-residential support; pilot implementation of residential support in a few municipalities.
Ukraine	93	Centres for all survivors of GBV providing counselling, specialist support (for survivors of trafficking in persons), advice and advocacy regarding housing options, employment opportunities, legal aid, representation at court
Total	729	–



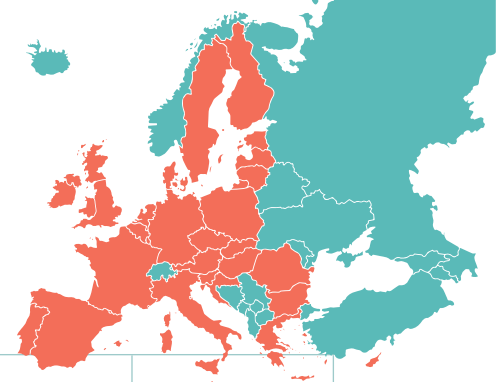


TABLE 11: Specialist services for sexualized violence in EU Member States (2018)

Country	Total population	Total number of rape crisis centres and/or sexual violence referral centres	Number of needed services for survivors of sexualized violence according to minimum standard from IC	Number of missing services for survivors of sexualized violence	Percentage of missing services for survivors of sexualized violence
Austria	8,822,267	9	44	35	80%
Belgium	11,398,589	3	57	54	95%
Bulgaria	7,050,034	1	35	34	97%
Croatia	4,105,493	1	21	20	95%
Republic of Cyprus	864,236	0	4	4	100%
Czech Republic	10,610,055	0	53	53	100%
Denmark	5,781,190	1 ³⁷	29	28	97%
Estonia	1,319,133	4	7	3	39%
Finland	5,513,130	2	28	26	93%
France	66,926,166	0	335	335	100%
Germany	82,792,351	183	414	231	56%
Greece	10,741,165	0	54	54	100%
Hungary	9,778,371	0	49	49	100%
Ireland	4,830,392	16	24	8	34%
Italy	60,483,973	0	302	302	100%
Latvia	1,934,379	4	10	6	59%
Lithuania	2,808,901	0	14	14	100%
Luxembourg	602,005	1 ³⁸	3	2	67%
Malta	475,701	1 ³⁹	2	1	58%
Netherlands	17,181,084	16	86	70	81%
Poland	37,976,687	0	190	190	100%
Portugal	10,291,027	2	51	49	96%
Romania	19,530,631	N/A ⁴⁰	98	N/A	N/A
Slovakia	5,443,120	0	27	27	100%
Slovenia	2,066,880	N/A ⁴¹	10	N/A	N/A
Spain	46,658,447	9	233	224	96%
Sweden	10,120,242	N/A ⁴²	51	N/A	N/A
United Kingdom	66,273,576	78	331	253	76%
England	55,977,178	51	280	229	82%
Northern Ireland	1,881,641	1	9	8	89%
Scotland	5,438,100	17	27	10	37%
Wales	3,138,631	9	16	7	43%
TOTAL (28)	512,379,225	338	2,562	2,224	87%

37 At least one service is available.

38 At least one service is available.

39 At least one such service exists; exact number is not available.

40 N/A, information not available.

41 N/A, information not available.

42 N/A, information not available.

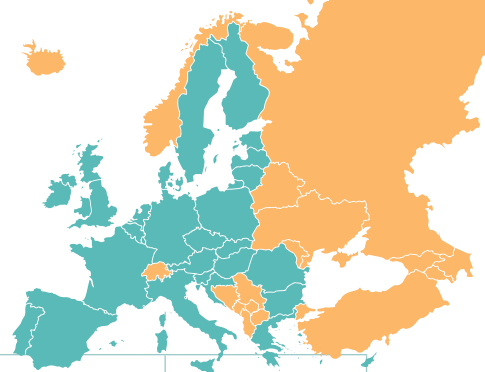


TABLE 12: Specialist services for sexualized violence in European countries outside of the EU (2018)

Country	Total population	Total number of rape crisis centres and/or sexual violence referral centres	Number of needed services for survivors of sexualized violence according to minimum standard from IC	Number of missing services for survivors of sexualized violence	Percentage of missing services for survivors of sexualized violence
Albania	2,870,324	2	14	12	86%
Armenia	2,972,732	1	15	14	93%
Azerbaijan	9,898,085	0	49	49	100%
Belarus	9,491,823	0	47	47	100%
Bosnia & Herzegovina	3,502,550	1 ⁴³	18	17	94%
Georgia	3,729,633	0	19	19	100%
Iceland	348,450	3	2	0	0%
Kosovo	1,798,506	0	9	9	100%
Liechtenstein	38,114	0	0	0	N/A
North Macedonia	2,075,301	3	10	7	71%
Republic of Moldova	3,547,539	0	18	18	100%
Montenegro	622,359	0	3	3	100%
Norway	5,295,619	N/A ⁴⁴	26	N/A	N/A
Russian Federation	143,666,931 ⁴⁵	1	718	717	99%
Serbia	7,001,444	7	35	28	80%
Switzerland	8,484,130	0	42	42	100%
Turkey	80,810,525	0	404	404	100%
Ukraine	42,386,403	1	212	211	99%
TOTAL (18)	328,540,468	19	1,643	1,624	99%

43 At least one service is available.

44 Information is not available.

45 Latest year with available data on EUROSTAT is 2014.

3. Importance of providing women's specialist support services

There is wide recognition of the need to create support services which enable women to realise their right to live a life free from violence and have access to support, justice, redress and rehabilitation. The Istanbul Convention establishes that all women survivors of violence have the right to support by specialist women's support services, and the Council of Europe developed a set of minimum standards for support services.⁴⁶ The Istanbul Convention urges states to introduce, develop and improve national policies to tackle VAW, and among other, empower survivors by avoiding secondary victimization, ensure special training for professionals working in the field of eliminating VAW and undertake regular research and data collection on VAW. The approach taken by the IC to tackle VAW is based on the concept of comprehensive and coordinated policies encompassing all relevant measures to prevent and combat VAW and domestic violence, placing the rights of the survivor at the centre of all policy measures and interventions.⁴⁷

Article 22 of the Istanbul Convention requires parties to the Convention to set up a well-resourced specialist support sector for survivors of GBV. Their complex task is to support survivors by empowering them and ensuring optimal support and assistance catered to their specific needs. The Explanatory Report of the Istanbul Convention emphasises the importance for these services to be sufficiently spread throughout the country and easily accessible to all survivors.⁴⁸ The types of support included can refer to, but are not limited to the following: services providing shelter and safe accommodation, immediate support and collection of forensic medical evidence in cases of sexualised violence and rape, short and long-term counselling, advocacy and outreach services, telephone helplines providing counselling to survivors and directing them to the right type of service.

Measures supporting survivors of GBV must be implemented by way of effective cooperation among all relevant agencies, institutions and organisations (according to Article 2 of the IC). All measures providing support to survivors should be based on a gender-specific approach to VAW and domestic violence and must prioritize the human rights and safety of women survivors and their children (if any). Services, such as women's shelters, should therefore aim to ensure the empowerment and economic independence of women survivors of violence. These principles, enshrined in the IC, are also important principles which have been implemented by the WAVE Network over the past years (see past WAVE Country Reports which address the availability of specialist support services in Europe).⁴⁹



4. National Women's Helplines

Introduction

Among the core services that women turn to for immediate support and advice are national women's helplines, making them one of the most vital and life-saving support services for women experiencing GBV. Women's helplines are not only beneficial for survivors, but they also provide advice to other groups. Women's helplines are critical resources also for friends and family of survivors who are seeking information, support and referrals.

The European Agency for Fundamental Rights (FRA) study demonstrates that one of the primary needs of women survivors of violence is to have someone to talk to and to support them.⁵⁰ Having the option to speak to someone is reported by women survivors as more important than, for instance, receiving medical help or reporting to the police. National women's helplines provide women with the opportunity, to not only speak to a trusted person— but to also be informed of their rights and their options (such as safety measures and legal protection orders, making a police report, discussing available services in their community to make informed decisions, or providing information on the forensic process).

46 Council of Europe (2008), *Combating violence against women: Minimum standards for support services*, Council of Europe: Strasbourg.

47 Thematic Paper: *The importance of women's specialist support services in Europe*, WAVE (2018), p. 4-5.

48 Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence: Explanatory Report (2011), p. 80.

49 WAVE Country Reports are available at: <https://www.wave-network.org/category/reports/page/3/>

50 FRA, 2014, p. 67.

Standards for the provision of a national women's helpline⁵¹ set by the Istanbul Convention establishes that states must provide specialist women's support services and at least one national (i.e. state-wide) women's helpline to address all forms of violence against women, operating 24/7, free of charge, and in all relevant languages. Other important elements of a national women's helpline are to have a **widely advertised public number** and provide referrals to other relevant services. These are important benchmarks to follow, regardless of whether they have ratified the Convention. The Convention also specifies that national women's helplines, as specialist support services for survivors of violence, need to be based on a **gendered-understanding** of violence against women and should provide **victim-centred** support focused on the **safety and rights** of the survivor.

Unique about national women's helplines is that in many cases they are the first point of contact for a woman who is experiencing gender-based violence and looking for support. The relative **anonymity** of this support often encourages and enables women who would find it difficult to seek help in person, to make a first vital step towards safety. National women's helplines provide immediately accessible help for both women who are, for example, intending to leave a violent relationship, as well as to those who are not yet ready to leave and who can, with the support of telephone advice, plan the necessary steps towards leaving or even just increase their overall safety in their current situation. Another vital aspect of national women's helplines is that they break isolation and enable many women to take a first and important step towards leaving a violent relationship. This applies especially to women in rural and/or remote areas, where other specialised support services may not be available in the immediate vicinity. Having access to a free 24/7 advice line can make the vital difference towards accessing at least preliminary support and ultimately moving towards independence.

Support provided by national women's helplines should be **free of charge**, since some women may be experiencing economic violence by their partners and have limited financial means. When reaching out to women's helplines which fulfil Convention standards, women can do so knowing that their conversation remains **confidential**, a crucial element since many survivors can not only feel shame and embarrassment after experiencing violence, but also fear repercussions. For instance, many survivors lack trust in institutions such as the police or fear their abuser could discover their attempts to seek help – which endanger the survivor and their children (if any). The principle of the right of all women to receive protection and support without discrimination in the Istanbul Convention also requires that support must be provided to different groups of women survivors, such as women with disabilities, lesbian women and migrant and refugee women (including undocumented migrant women).

Finally, important for national women's helplines is that the service is provided by **independent specialist women's NGOs**, who are best equipped to run them and support women survivors of violence. For decades in Europe, women's NGOs have been at the forefront of safeguarding women's human rights and protecting survivors of GBV. Women's organizations have firmly established themselves as experts in the field and have gained an in-depth knowledge and insight into the global epidemic of violence against women, including having established standards for service provision of national women's helplines. Therefore, women's NGOs should be funded for their work via sustainable governmental financial support, which is also a requirement of Article 8 of the Istanbul Convention.

Findings of national women's helplines in Europe

TABLE 13: Overview of service provision of national women's helplines in Europe

	Total number of countries with national women's helplines	Free of Charge	Operating 24/7	National women's helplines which are both free of charge and operating 24/7 (= meeting the standard of the IC)
Europe (46)	35	32	27	25
EU Member States (28)	21	20	17	16
European countries outside the EU (18)	14	12	10	9

⁵¹ Article 24 of the Istanbul Convention does not mention that the helpline should be women-specific, however in conjunction with Article 22, there is an obligation for the provision of women's support services. Therefore, for the purpose of this report, Istanbul Convention standards for provision of national helplines will refer to national women's helplines.

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

Most countries within Europe (76%), or 35 of 46 countries, have at least one national women's helpline, providing support for survivors of GBV. The remaining 24% of countries do not have a national women's helpline, but do have other national or regional helplines, for example providing support to survivors for a specific form of violence.

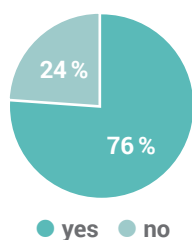


FIGURE 1: Number of European countries with at least one national women's helpline

This amounts to 75% of EU countries (21 of 28) and 78% of non-EU countries (14 of 18 countries) with at least one national women's helpline.

Compared to 2017, these figures have remained relatively the same, with the only differences being **Azerbaijan** and **Latvia**: in the former, the helpline has remained the same, however it only provides service for one particular form of violence and therefore cannot qualify as a national women's helpline supporting all survivors of GBV. In **Latvia**, there is one state-wide women's helpline, which is free of charge, but does not operate 24/7. In **Iceland** the helpline is operated by one women's shelter located in Reykjavik. Given the relatively small population size of Iceland, this helpline is a national women's helpline as women from all over the country can call the shelter and be connected to other services if needed.

24% of the countries (11 out of 46 European countries) which reported not having a national women's helpline offering specialist support for all forms of VAW remain the same as reported in 2017, apart from Azerbaijan. Eight of these countries are within the EU (Belgium, Croatia, Czech Republic, Luxembourg, Malta, Netherlands and Portugal) and the remaining four are outside of the EU (Azerbaijan, Norway, Serbia and Switzerland).

The reasons for not having established a national women's helpline are numerous. In some cases, such as in Belgium, Cyprus and historically in Norway, regional helplines are more relevant than one nation-wide helpline. For example, helplines within **Belgium** are based on the state structure and language differences within the country, resulting in each of the two large linguistic communities having their own helpline(s) – the French-speaking and Flemish-speaking parts. With **Norway** being such a large country geographically, women's shelters and 47 other regional helplines have been regarded as best suited for supporting women survivors of GBV. However, at the time of publication in 2019, a national women's helpline has since been established in Norway as a three-year pilot programme. Run 24/7 by the Secretariat of the Shelter Movement and free of charge, this new helpline meets the Istanbul Convention standards.

In other cases, national helplines for women do exist, but they only provide support for one specific form of violence and may operate with a gender-neutral approach. For instance, one of the national helplines available in **Azerbaijan** run by Clean World Social Union is specifically for survivors of human trafficking, while the other helpline (which receives funding from OSCE) is for survivors of domestic violence. **Portugal's** national helpline is run by the Commission for Citizenship and Gender Equality and supports all survivors of domestic violence with a gender-neutral perspective. Meanwhile in the **Netherlands**, one national helpline specialises in domestic violence and child abuse and is an initiative of the Dutch government run by regional NGOs.

In other instances, where no national women's helpline exists, regional helplines are available ensuring that women survivors of GBV can receive support. Regional helplines should provide support for all forms of violence against women (as this would, e.g. prevent repeat referrals and immediately meet the needs of the survivor). Regional helplines should also be available 24/7. However, not all regional helplines meet these standards in some countries, as some regional helplines only provide support for, e.g. one particular form of violence, or are only available during operating hours of a shelter; however, regional helplines, despite not meeting standards, are still a valuable resource, particularly when no national women's helpline is available. For instance, in **Croatia** 15 regional helplines are run by NGOs support women survivors of GBV, and in **Serbia**, local SOS hotlines run by women's NGOs are available, in addition to a state-run helpline for all survivors of domestic violence. Important to note here is that the state helpline in Serbia is gender-neutral and can be operated by men or by national authorities such as police.

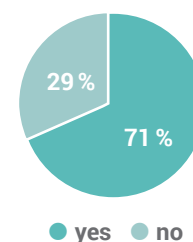
Indeed, many of the alternative helplines available in the countries without a national women's helpline operate from a gender-neutral stance or do not provide specialist support (e.g. aiding survivors of all crime through a more generic helpline). For instance, in the **Czech Republic** it is easier to receive state funding if the beneficiary is providing services for both women and men (gender-neutral approach), and therefore the helplines tend to serve a broader public. The helpline for survivors of criminality and domestic violence is run by the White Circle of Safety free of charge and 24/7 however without a feminist approach. While **Malta's** generic helpline offers support for survivors in situations of child abuse, human trafficking, domestic violence and for individuals experiencing drug or alcohol abuse.

National women's helplines meeting Istanbul Convention standards

Of the 35 European countries with at least one national women's helpline, 25 countries operate both free of charge and 24/7. This means that 71% of the existing national women's helplines in Europe meet Istanbul Convention standards.

FIGURE 2: Number of national women's helplines which meet Istanbul Convention standards

The number of countries which meet Istanbul Convention standards for national women's helpline provision has improved since 2017, with the number steadily increasing. In the WAVE Report 2015, only 52% of the national women's helplines met Convention standards for operating a helpline both free of charge and 24/7, while in 2017 this number jumped to 66% - this is a 19% increase over four years. The countries which have improved their status to meet the standards of the Istanbul Convention are Republic of Cyprus, Greece and Iceland.



Ten countries with a national women's helpline do not meet Istanbul Convention standards (Belarus, France, Hungary, Latvia, Liechtenstein, North Macedonia, Poland, Russia, Slovenia and Turkey) and five of these countries have ratified the Istanbul Convention (France, North Macedonia, Poland, Slovenia and Turkey). This demonstrates that, despite some countries having ratified the convention, there remains a gap between ratification of the Convention and effective implementation of the Convention. Further evidence of this lack of implementation is that, of the 11 countries which do not have a national women's helpline at all, eight have ratified the Convention, while three of the remaining four countries have signed the Convention.

For instance, **Turkey** was one of the first to sign the Convention in 2011 and then ratify in 2012; however the state continues to financially support the state-run helpline (free of charge and 24/7) which offers general social support to different groups, e.g. families, women, children and people with disabilities), while the specialist Emergency Domestic Violence Hotline in Turkey, run by the women's NGO Federation of Women Associations of is unable to operate 24/7 and free of charge due to receiving no state funding.

Funding should be noted as one of the reasons why national women's helplines may not be able to operate both 24/7 and free of charge. In several countries, women's helplines are unable to rely on the state for sufficient support, or support at all, and therefore must seek financial aid from other sources. This results in often unsustainable (and unstable) operational income. For instance, funding for national women's helplines in **Hungary, Poland** and **Russian Federation** remain limited, with financial resources primarily coming from donations and international funding as opposed to state funding. More information about this can be found in the following section.

Funding for national women's helplines

32 countries of the 35 with a national women's helpline answered the question about the main source of funding for the helplines. From the data collected, 69% (24 countries) have at least one national women's helpline which received some form of state funding in 2018 for operating the helpline. State funding can be realized in different ways, for instance through local authorities and municipalities or through federal funding.

In most of the countries which receive state funding, 16 countries indicated that state funding was the primary source of funding for the helpline. There is no clear pattern between the type of agency which runs the helpline and receiving state funding. In **Austria**, the helpline is run by a women's NGO and the state funds most of the costs of the helpline, as donations are not a reliable income and only make up a small amount of the funding source. In other countries, such as **Finland**, the helpline is state-financed and coordinated through a governmental body (although it is run by an NGO). Whereas in countries such as **Germany**, the helpline is solely run by a governmental agency/ministry, or in **Kosovo** the helpline is run by the state prosecutor under the Victims' Advocacy and Assistance Office.

In cases where national women's helplines do not receive any form of state funding, private donations and international funding, e.g. Norway Grants, are the main sources of funding to keep the helplines alive, as is the case with **Armenia, Hungary, North Macedonia, Russian Federation** and **Ukraine**.

In two countries (Belarus and Slovakia), the national women's helplines rely on international funding. For example, the national women's helpline in **Slovakia**, National Helpline for Women Experiencing Violence, is funded by the European Social Fund.

In other countries, national women's helplines rely mostly or solely on other sources of funding, such as private donations, international funding, voluntary work or European structural funds. For instance, the national women's helpline in **Bosnia and Herzegovina** operates completely on a voluntary basis and does not receive any form of government funding. Two national women's helplines in **North Macedonia** which are run by NGOs rely mostly on voluntary work to keep the helpline in operation, as well as receive some international funding.

Lack of state funding for national women's helplines can be related to several factors, such as: the reported lack of government cooperation and engagement with women's NGOs; and the lack of legal mandate on government funding for specialist women's support services. Particularly challenging for those countries without state funding is the lack of recourse to international conventions which hold states accountable, e.g. ratification of the Istanbul Convention.

Furthermore, most of the countries which report relying on private donations and international funding to operate the helpline are not part of the European Union (Armenia, Belarus, North Macedonia, Russian Federation and Ukraine). In this case, the national women's helplines are also unable to access EU project funding or structural funding. This is a particularly challenging situation for **Russian Federation**, where the government has introduced the "foreign agent law" requiring NGOs to declare foreign funding and forcing them to register as a "foreign agent".

Existence of other national helplines in Europe

In cases where there are no national women's helplines which serve predominantly women or all forms of violence against women, there are other national helplines which also provide support to women survivors of GBV. These additional helplines may not always be specialist or gender-specific, however in the eleven countries where there are no national women's helplines in 2018 (Azerbaijan, Belgium, Croatia, Czech Republic, Luxembourg, Malta, Netherlands, Norway, Portugal, Serbia and Switzerland), other helplines can provide a crucial service to women who may otherwise not have support.

In some countries there is also a need for other national helplines which have a specific focus on a particular form of GBV. For example, the Suvanto helpline in **Finland** specialises in assisting elderly women and promoting safe living for people in old age, and the helpline Bawso in **Wales** provides 24/7 support to black, Asian and minority ethnic survivors. Four countries specifically mentioned having a specialist helpline for human and/or sex trafficking (**Azerbaijan, Estonia, Hungary and Ireland**). The helpline in Estonia for survivors of trafficking also support survivors of prostitution. Two countries (**UK and the Netherlands**) report having national stalking helplines.

In several cases, regardless of their being a national women's helpline in the country or not, women's shelters and women's centres tend to also provide local helpline services (Croatia, Czech Republic, Iceland, Ireland, Italy, Luxembourg, Montenegro, Poland, Serbia, Slovakia, Sweden and Switzerland), 18 countries report having several regional helplines to support survivors of GBV. For instance, there are 34 local domestic violence helplines within **Ireland** as well as 15 rape crisis centres which operate part-time local helplines. **Serbia's** 26 local SOS hotlines run by women's NGOs also provide support for women survivors of GBV. **Sweden** has two regional helplines: the first is Terrafem which works for the rights of women, particularly immigrant women of all ages to live in a society without violence and abuse. Terrafem's work is based on a perspective of both gender and ethnicity. Tjejjouren.se is a chat for young girls operated in cooperation between the member organizations of Unizon and Roks.

Furthermore, 15 countries (Albania, Armenia, Belgium, Bosnia and Herzegovina, Finland, France, Germany, Hungary, Iceland, Ireland, Netherlands, Norway, Russian Federation, Sweden and UK) have a helpline which specifically supports survivors of sexualised violence. Providing this sort of service is particularly important as 14 countries with national women's helplines reported that sexualised violence was one of the most frequently reported type of violence experienced by callers. More information about helplines which specialise in providing support for survivors of sexualised violence will be provided in chapter 7 about specialist services for survivors of sexualised violence.

Conclusions

The number of countries with at least one national women's helpline providing support to survivors of gender-based violence has remained relatively the same over the last two years, with 75% of European countries providing such a service. One improvement since the last reporting period is the amount of countries which meet Istanbul Convention standards for the national helpline to be both 24/7 and free of charge. 71% of the existing national women's helplines meet Istanbul Convention standards, which is an 5% increase from 2017. However, of all 46 European countries including those without a national women's helpline, the number is significantly lower, with **only 52% of all European countries meeting Istanbul**

Convention requirements for provision of national women's helpline.

Linked to the availability of a national women's helpline, as well as its ability to meet Istanbul Convention standards, is funding. 69% of countries with a national women's helpline receive some form of state funding. Unfortunately, this is not the case for all national women's helplines; in which case, many helplines rely on private donations and international funding to operate.

In countries where no national women's helpline exists, there are at least regional or local helplines which can support women survivors of GBV. Some of these helplines are operated through women's shelters and women's centres with limited opening hours, and some have a specialist focus, e.g. providing support to only women survivors of domestic violence, or supporting women survivors of trafficking. It remains crucial that all countries have a national women's helpline, which is not only available 24/7 and free of charge, but which is also capable of supporting women's special needs facing different forms of violence, or is able to refer women with unique cases on to other services in the country. The helpline phone number should also be widely advertised across the country.

Recommendations

- › **States must guarantee sustainable funding for national women's helplines, as viable service provision cannot be guaranteed where national women's helplines rely on volunteers or private donations to operate.**
- › **All European countries must establish at least one national women's helpline which provides specialist support to all forms of gender-based violence, operates 24/7 and is free of charge.**
- › **The provision of national women's helplines must also ensure that all survivors are able to receive support through ensuring availability of multilingual support.**
- › **The telephone number of national women's helplines should be widely advertised across the country.**
- › **Staff must be adequately trained and have a gender-specific approach to violence against women, including have knowledge about the regional situation and all relevant provisions.**
- › **National women's helplines should be equipped to provide referrals to other relevant services.**

5. Shelters accessible to women



Introduction

Women's shelters are essential services which provide women and their children, if any, with a safe haven when fleeing from violence. When subjected to GBV, women need to resort to a support system in order to regain their lives and independence. Women's shelters which provide not only safe accommodation, but also specialised support such as psychological counselling, legal advice, representation at court and employment advice, are important services which save women's lives.

The IC urges ratifying states to ensure that shelters for all women survivors of violence against women and domestic abuse are available in all regions of a country and are easily accessible and ensure immediate – preferably around the clock – safe accommodation to women and their children. The minimum standard recommended in the Explanatory Report of the IC requires one family place to be available per 10,000 head of population.⁵² On average, this amounts to one family place per 10,000 population, covering two beds, one for a woman and one for a child. The methodology of reports published by WAVE always counted bed spaces, according to which one family shelter place equals one bed, thus representing a lower standard than the minimum standard from the Explanatory Report of the IC. The Convention also states that this is a minimum standard, and the number of shelter places to be made available depends of the actual need encountered in a given country.⁵³

According to article 23 of the IC, shelters should go beyond provision of a safe place to stay for women and children

⁵² Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence, article 22; Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence: Explanatory Report (2011), p. 81.

⁵³ Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence: Explanatory Report (2011), p. 81.

affected by domestic violence; these services must enable women and children to cope with traumatic experiences, regain their self-esteem and lay the foundations for an independent life of their own choosing.⁵⁴ Along the years, WAVE has developed quality standards for running women's shelters based on the rights and needs of women and children and offering empowering services.⁵⁵ According to these quality standards, the pivotal aim of any women's shelter is to support survivors of violence to overcome powerlessness and to empower these women so that they can lead a self-determined life once again.⁵⁶

Numerous studies and survivor stories have highlighted the benefits of women's shelters and the added value they bring to society by helping survivors regain their lives and reach their full potential.⁵⁷ These services strive to empower women and to help them realize their right to live a life free from violence. The IC requires states to allocate adequate resources to women's shelters so as to ensure comprehensive and specialised support is provided to all women survivors and their children. It is advisable that ratifying and non-ratifying states comply with this minimum requirement concerning service provisions.

Findings on the situation of shelters accessible to women in Europe

Distribution of shelters accessible to women survivors of GBV in EU member states and European countries outside of the EU

Data collected from 46 European countries show that in 2018 there were 1,914 shelters accessible to women survivors of GBV in the 28 EU countries. These shelters had a capacity of approximately 24,962 shelter places (or bed spaces).⁵⁸ The remaining 18 countries outside of the EU had 436 shelters accessible to women survivors of GBV, with an overall capacity of 6,981 shelter places. Only three countries in the EU (Malta, the Netherlands and Slovenia) currently meet the minimum requirement from the IC.

Outside of the EU, two more countries, Norway and Liechtenstein, meet the minimum standard of one bed per 10,000 head of population. **Albania, Kosovo and Montenegro** are close to meeting the minimum amount of required shelter places, as less than 30% of beds are currently missing in each of these three countries.

Out of the 28 EU countries only 11% (three countries) currently meet the minimum standard of the IC; out of the remaining 18 non-EU countries, only 11% (two countries) meet the minimum standard.

In eight EU countries, up to 50% of shelter places are currently missing (13 % in Austria, 48% in Belgium, 22 % in Denmark, 43% in Estonia, 23% in Germany, 34% in Portugal, 42% in Spain and 26 % in the United Kingdom). The biggest gaps regarding service provision for shelters accessible to women seem to be in European countries outside of the EU. These include countries such as Armenia, Azerbaijan, Belarus, Russian Federation, and Ukraine, where over 90% of beds are currently missing. In 11 out of the 18 non-EU countries over 50% of the minimum amount of required bed spaces are currently missing.

TABLE 14: Overview of service provision for shelters accessible to women

	Total Population	Total number of shelters accessible to women	Existing number of bed spaces	Number of bed spaces needed	Number of beds missing	Percentage of bed spaces missing
Europe (46)	840,919,693	2,350	31,943	84,092	52,149	62%
EU Member States (28)	512,379,225	1,914	24,962	51,238	26,276	51%
European countries outside the EU (18)	328,540,468	436	6,981	32,854	25,873	79%

In 2018 there were 2,350 shelters accessible to women with an overall capacity of 31,943 bed spaces in the 46 countries surveyed. When comparing these figures with the number of women's shelters and shelter bed spaces presented in the

54 Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence: Explanatory Report (2011), p. 81.

55 *Away from violence: Guidelines for setting up and running a women's refuge*, WAVE (2004), http://files.wave-network.org/trainingmanuals/Away_from_Violence_2004_English.pdf

56 *Away from violence: Guidelines for setting up and running a women's refuge*, WAVE (2004), p. 19.

57 *Hidden value: Demonstrating the extraordinary impact of women's voluntary and community organisations* (2011). Available at: [http://www.socialvalueuk.org/app/uploads/2016/03/Hidden%20Value_WRC%20SROI%20Report_%202011%20\(2\).pdf](http://www.socialvalueuk.org/app/uploads/2016/03/Hidden%20Value_WRC%20SROI%20Report_%202011%20(2).pdf)

58 One shelter place equals one bed in the methodology of this report.

WAVE Country Report 2017 (referring to the reporting year 2016), it seems that there has been a significant increase in the availability of such services. In 2016 there were a total of 1,915 women's shelters in all 46 European countries, with an overall capacity of 26,951 bed spaces.⁵⁹

It is important to interpret these figures with caution, as the WAVE Country Report 2017 classified women-only shelters as women's shelters. This time an attempt was made to differentiate between services that are women-only and those which provide support to all survivors of GBV. An increase in 2018 is mostly related to the differences in methodology, and the fact that all shelters accessible to women are counted, and not only those which are women-only, but also those which are accessible to all victims of GBV, i.e. women and men.

FIGURE 3: Number of shelters accessible to women and shelter bed spaces available in EU Member States and European countries outside of the EU

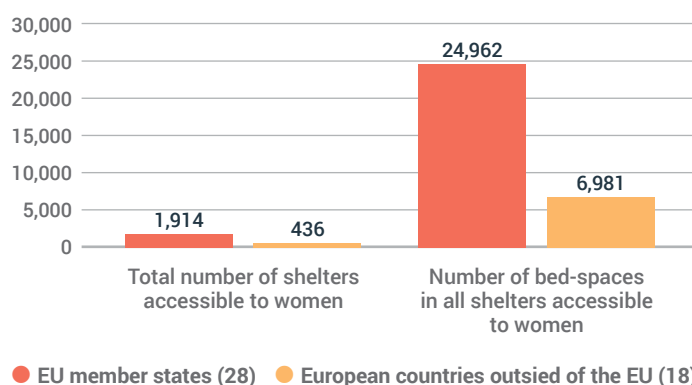


FIGURE 4: Share of shelters accessible to women in EU Member States and European countries outside of the EU

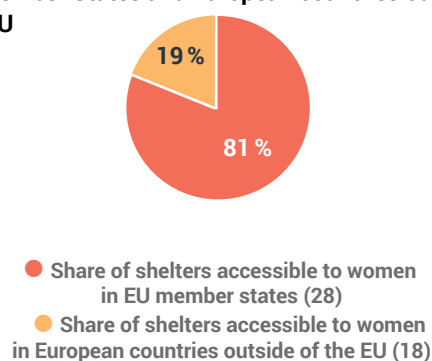
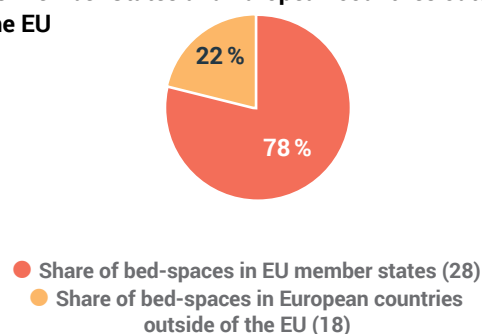


FIGURE 5: Share of bed spaces accessible to women in EU Member States and European countries outside of the EU



Total population EU Member States: 512,379,225 / Total population European countries outside of the EU: 328,540,468

Service provision at the shelters for women survivors of GBV

In the majority of countries participating in the data collection, women survivors of GBV can receive accommodation at the shelter and further specialised support free of charge. However, when insufficient beds are available at the shelter, when the shelter is unable to meet the specific needs of a survivor and when the survivor is undocumented or has a precarious migration status, accommodation may be declined at the shelter. In most countries women's shelters are accessible 24/7, however their geographical coverage varies considerable from country to country. For example, in **Germany, Sweden** and **Ukraine** women's shelters are available in most cities. Women's shelters in **Turkey** were reported to be available in all cities, while in **Ireland** they are available in major cities and in **Iceland** in the capital city only.

The most common forms of violence reported by survivors in women's shelters in 2018 were physical, emotional, sexual and economic violence. The three types of in-house services most often provided by women's shelters in 2018 were case-work, counselling, legal advice and referrals/collaboration with other services.

Lack of capacity and space to accommodate the survivor and her children, was cited as the most common reason for women's shelters having to decline admission. This indicates that limited capacities of women's shelters are putting the lives of women and children at risk, as they may not be given accommodation in emergency situations.

⁵⁹ WAVE Country Report 2017, p. 19.

The length of stay at the women's shelters varies significantly. In the majority of countries, survivors can stay for up to six months at the shelter. In some countries such as the **Czech Republic, Germany, Kosovo, Norway, Netherlands** and **Montenegro**, women can stay for a period of up to one year or longer at the shelter.

The most common sources of funding for the women's shelters in EU and non-EU countries are national and local authorities, donations from foundations and individuals and international funding.

Shelters for specific groups of women

Several countries such as Germany, Bulgaria, Spain and Romania, Portugal, the Netherlands, Austria, Albania and Switzerland reported to have specialised shelters for specific groups of women, such as women affected by forced marriage and so-called 'honour-based' violence, lesbian and transgender women, and women survivors of human trafficking.

Specific shelters for women survivors of human trafficking were the most widely reported specialised shelters for specific groups of women. Eleven out of the 46 countries included in the data collection reported to have one shelter for women survivors of human trafficking: Armenia, Austria, Albania, Azerbaijan, Cyprus, Greece, Kosovo, North Macedonia, Portugal, and Switzerland. Bulgaria, Romania, Spain and Sweden reported to have several (more than one) shelters for women survivors of human trafficking. Services providing temporary accommodation to victims of human trafficking are also available in **Hungary**. In the **UK**, Wales has some shelters for minority ethnic women, which also provide support to women victims of human trafficking and modern slavery. Most women's shelters in the **Republic of Moldova** also provide support to survivors of human trafficking, while Transnistria, a breakaway region in the Republic of Moldova, has one women-only shelter, which provides support to both survivors of GBV and survivors of human trafficking.

Germany reported to have several shelters for women survivors of forced marriage. Austria reported to have only one shelter for the aforementioned group of women. **Germany, Sweden** and **Denmark** reported to have shelters for women survivors of so-called 'honour-based' violence, while the **Netherlands** reported that some women's shelters provide specific facilities for women affected by so-called 'honour-based' violence. In **Albania** some shelters also provide support to women victims of so-called 'honour-based' violence.

As far as the UK is concerned, it was reported that there are some services for survivors of forced marriage and so-called 'honour-based' violence in the **UK** (England and Wales). England and Wales both have shelters providing support to BME women.

Finland, Italy and **Turkey** are some of the few countries in Europe to have specific shelters for migrant women. It was also reported that **North Macedonia** has a shelter for migrant women survivors of violence and that **Spain** has residential services for migrants and asylum-seekers. Notably in **Slovenia**, undocumented migrant women can always access the women-only shelters. The feminist women's shelters in **Belgium** covering Brussels and Wallonia have emergency funds to provide accommodation to survivors without income, including undocumented migrants, who do not have access to social benefits. No country reported to have specific shelters for women affected by female genital mutilation.

Conclusions

Women's shelters remain essential services for women and children survivors of violence, that provide specialist support to empower them to escape from violence and regain control of their lives. Only four (Slovenia, Malta, Latvia and Luxembourg) of the 28 EU countries currently meet the minimum requirement from the IC to provide at least one shelter bed space per 10,000 head of population. Only two (Liechtenstein and Norway) out of the 18 European countries outside of the EU surveyed currently meet the minimum standard for shelter bed spaces provision enshrined in the IC. The biggest gaps regarding availability of shelter bed spaces are encountered in European countries outside of the EU, where 79% of shelter bed spaces are missing, as opposed to 49% of missing shelter bed spaces identified in the 28 EU member states.

Women's shelters in European countries continue to provide life-saving specialist support services to women survivors of violence and their children free of charge. However, women's shelters are obliged to decline admissions because of lack of shelter bed spaces to accommodate a survivor of violence, especially if she has children. Undocumented migrant women may face additional barriers in accessing women's shelters because of funding regulations for women's shelters existing in some countries, which make them ineligible for support.

Recommendations to ensure the sustainability and well-functioning of women's shelters

- › It is important to preserve the independence and autonomy of women's shelters, so that they can provide support to women survivors by taking a human rights-based, gender-specific approach.
- › The need to provide sustainable funding to women's shelters is critical for ensuring continuity of their work. Governments must ensure these vital support services receive adequate, long-term funding, so that they have sufficient capacities and provide services free of charge to all survivors.
- › Laws regulating funding of the women's shelters should ensure these services can provide accommodation and specialist support to all women survivors of GBV and their children, irrespective whether they are undocumented migrants or have a precarious migrations status.
- › Women's shelters must be staffed by professionals who have received adequate training on how to prevent and respond to GBV and must put the survivor and her needs at the centre of all interventions.
- › One of the most important factors influencing the policy-making process in the field of VAW is reliable, accurate and comparable data across countries. Data collection is therefore an essential component for demonstrating how many women survivors of violence and their children access shelters and how many are turned away. It is important to improve existing data collection methods so as to collect accurate, more comprehensive and reliable data on the number of women's shelters and the services they provide.

6. Women's Centres



Introduction

Women's centres belong to the essential specialist support services, together with women's helplines and women's shelters. Women's centres are services providing non-residential specialist support to survivors, serving only or predominantly women survivors of violence and their children (if any). The term "women's centres" include women's counselling and women crisis centres, supporting women survivors of all forms of gender-based violence; regional crisis centres on domestic violence; pro-active intervention centres serving victims as a follow-up to police interventions; specialist services for black, minority ethnic women, migrant and refugee women victims of violence; outreach services; services providing independent domestic violence advisors, and other newer types of services. The kind of support usually provided by women's centres includes information, advice, advocacy and counselling, practical support, court accompaniment, pro-active support, outreach and other services. Women's centres are a specialist service for women survivors of violence and their children, if any, providing empowering short and long-term support, based on a gender-specific approach to violence and focusing on the human rights and safety of survivors.

Most women's centres can provide holistic support to women survivors of sexualised violence, helping to avoid repeated referrals to different support services, which may cause re-traumatisation of the survivor. However, specialised services for victims of sexualised violence (rape crisis centres and sexual violence referral centres) will be analysed in chapter 7, in order to demonstrate the type of specialist support available to survivors of sexualised violence specifically and to align with Article 25 of the Istanbul Convention, which makes specific reference to the provision of support for survivors of sexualised violence, requiring that states provide for the establishment of "appropriate, easily accessible rape crisis or sexual violence referral centres".

Women's centres offer flexible, tailored and holistic support to survivors of GBV, predominantly those who are affected by domestic and sexualised violence. The experience of the WAVE Network and best practice examples have proved the key role played by women's centres:⁶⁰ they ensure that women can better manage crisis situations through adequate safety interventions, that they know their rights and entitlements, hence increasing their independence from an abusive partner and reducing their overall isolation.

The importance of women's specialist support services in providing support for women survivors of violence is clearly stressed in the Explanatory Report of the Istanbul Convention, Article 22, §132: The aim of such specialised support is to ensure the complex task of empowering victims through optimal support and assistance catered to their specific needs. Much of this is best ensured by women's organisations and by support services provided, for example, by local authorities

60 WAVE Thematic Paper: The Importance of Women's Specialist Support Services in Europe, WAVE (2018), p.9.

with specialised and experienced staff with in-depth knowledge of GBV. It is important to note that women's NGOs are often the most knowledgeable and experienced provider of women's centres and according to the results of this report, in 95% of the countries providing women's centres, women NGOs are running part or all the centres.

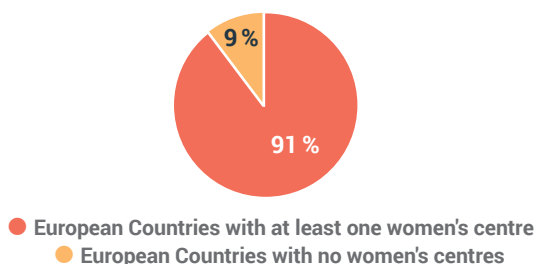
The importance of counselling services, and especially the adequate number and distribution in terms of geography and population, is deeply analysed by the Council of Europe.⁶¹ According to the minimum standards for support services in combating violence against women, there should be at least one counselling service per 50,000 women living in a country. According to this minimum standard and based on the data provided for this report, 62% of the counselling centres needed are still missing in Europe.

Findings on the situation of women's centres in Europe

Availability and geographical distribution of women's centres in Europe

Most of the countries analysed in this report have at least one women's centre, namely 42 countries out of 46 (25 EU countries and 17 non-EU countries). This amounts to 91% of the countries in Europe. There is a minimum of 3,323⁶² women's centres in Europe, 2,594 in EU countries and 729 in non-EU countries. Four countries do not have specialised women's centres (Cyprus, Hungary, Netherlands and Belarus), and in some of these cases other organisations such as women's shelters provide non-residential support to women survivors of GBV as well, even if they do not live in the shelters.

FIGURE 6: Share of European countries with at least one women's centre



Even though the vast majority of countries have at least one women's centre, this does not reflect an adequate level of service provision. According to the Council of Europe,⁶³ the minimum standard for the provision of counselling services to survivors of violence against women is one per 50,000 women. Considering that all the countries providing women's centres reported counselling as one of the main services provided, the following analysis assumes that the women's centres included in this report do provide counselling services and therefore, one women's centre per 50,000 women is needed. However, WAVE recognizes that not all women's centres necessarily provide counselling, e.g. some focus primarily or solely on prevention work and advocacy, and this will be improved upon in future data collection efforts, by determining the specific number of women's centres which do provide counselling.

Applying the Council of Europe's minimum standard to the data collected in this report, a consistent lack of adequate support services to survivors of GBV emerges. In the 46 countries analysed in this report, 62% of the recommended women's centres are missing. Specifically, in 28 EU countries, 50% of the recommended centres are missing, while in 18 European countries outside of the EU 79% of the recommended women's centres are missing, as displayed in the following table.⁶⁴

TABLE 15: Overview of service provision on women's centres in Europe

	Total female population	Total number of women's centres	Number of women's centres needed	Number of women's centres missing	Percentage of women's centres missing
Europe (46)	433,715,059	3,323	8,675	5,352	62%
EU Member States (28)	261,832,242	2,594	5,237	2,643	50%
European countries outside the EU (18)	171,882,817	729	3,438	2,709	79%

61 Council of Europe (2008), Combating violence against women: Minimum standards for support services, Council of Europe: Strasbourg.

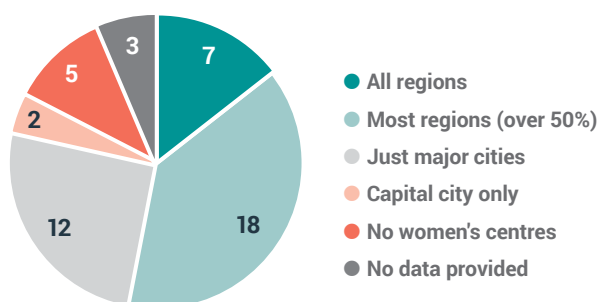
62 This number is likely much higher, since some countries could not provide an exact number of women's centres and are indicated in the profiles as N/A (Germany, Poland, Denmark, Romania, Switzerland, Norway, Malta). In other cases, such as the United Kingdom and Russia, an estimated number of women's centres is provided.

63 Council of Europe (2008), Combating violence against women: Minimum standards for support services, Council of Europe: Strasbourg.

64 The percentage of women's centres missing is based on the number of women's centres reported in this Country Report. Considered that some countries were not able to provide the number of centres, this percentage is likely lower.

In regard to the geographical distribution of women's centres in Europe, seven countries reported the availability of women's centres in all regions,⁶⁵ 18 countries have women's centres in most regions,⁶⁶ 12 countries have women's centres only in major cities,⁶⁷ and two countries have women's centres in the capital city only.⁶⁸ The remaining countries have either no women's centre (four of them, as previously indicated) or did not provide this information (three countries⁶⁹). These findings are displayed in the following figure.

FIGURE 7: Geographical distribution of women's centres in 46 European countries (number of countries)



Target groups of women's centres in Europe

Women's centres include services of a different nature, which can be offered only to women survivors of GBV or in other cases to all survivors of GBV, including women. Nine countries (Azerbaijan, Estonia, Georgia, Iceland, Kosovo, Lithuania, Norway, Slovenia and Ukraine), which corresponds to 21% of the respondents, reported that the centres available are accessible to all survivors of domestic violence, and not only to women. For example, in **Lithuania** all survivors of domestic violence are entitled to get help at the "specialised health centres" (SHC), since the Lithuanian law on the protection from violence is gender neutral. Nevertheless, more than 90% of the survivors helped by the Lithuanian centres are women.

In 14 countries (33% of the total), women's centres are offering specialised support only to women survivors of GBV (Bosnia & Herzegovina, Bulgaria, Croatia, France, Germany, Italy, Liechtenstein, Montenegro, Poland, Romania, Russian Federation, Serbia, Spain and UK).

In the remaining 19 countries (45% of the total), both kinds of centres exist: centres that offer support only to women survivors of violence as well as centres offering support to women and men survivors of violence, varying from centres applying a gender-specific approach to those applying a gender-neutral approach.

Type of organisations running women's centres

As stated in the Explanatory Report of the Istanbul Convention (Article 22, §132), optimal support and assistance to survivors of GBV is ensured by women's organization. This is reflected in the results of this report: out of 42 countries having at least one women's centre, 40 countries (95%) reported that women's NGOs are running part or all the women's centres. In parallel to women's NGOs, there are other kinds of organizations/institutions running women's centres, such as other NGOs, government agencies and faith-based organizations. In 20 countries (48% of the respondents), there are also other NGOs running women's centres. 21 countries (50%), reported that there are women's centres run by government agencies. Other organisations, for instance faith-based organizations, are running women's centres in five countries (12%). There are ten countries where women's centres are run exclusively by women's NGOs: Bosnia, Bulgaria, Croatia, Italy, Kosovo, Liechtenstein, Moldova, Montenegro, North Macedonia and Serbia. In the cases of Moldova, Montenegro and North Macedonia, this is also reflected in a lack of financial support from the government for women's support service.

Funding for women's centres

As far as the funding for women's centres is concerned, 40 countries out of 46 responded and provided information in this regard. Women's centres mostly rely on a combination of state funding from national/local authorities, donations (by e.g. trusts, foundations, individuals), international funding and other sources. State funding is available in 37 countries, at least to some degree (93% of the countries who provided information concerning the funding). The three countries in which

65 Estonia, Italy, Liechtenstein, Lithuania, Portugal, Sweden, UK.

66 Albania, Austria, Belgium, Finland, Germany, Greece, Ireland, Kosovo, North Macedonia, Norway, Romania, Russian Federation, Serbia, Slovakia, Slovenia, Spain, Turkey, Ukraine.

67 Armenia, Bulgaria, Czech Republic, Denmark, Georgia, Iceland, Latvia, Luxembourg, Moldova, Montenegro, Poland, Switzerland.

68 Croatia, Malta.

69 Azerbaijan, Bosnia & Herzegovina, France.

national/local authorities are not supporting women's centres are Montenegro, Armenia and Moldova. For example, in **Armenia** the lack of funding in 2018 led to the closure of one women's shelter and of seven women's centres. In 26 countries out of 40 (65%), women's centres receive financial support from donations⁷⁰ and in 14 countries (35%) international funding is also available, along with other sources of funding. For instance, some women's centres receive EU funding to run specific projects, as in the case of **Italy, Malta** and **Slovakia**. Other sources of funding include public tenders aimed at social support, as in the case of **Portugal**, or national lottery funds in **Scotland** and **Finland**.

The source of funding varies in EU countries and non-EU countries. 50% of the countries receiving international funding are non-EU countries (7 of 14 countries),⁷¹ despite non-EU countries are only 39% of the total countries analysed in this report (18 of 46 countries): non-EU countries rely more on international funding than EU countries. This funding is provided by the EU itself or by international organizations, and contribute to balancing state funding, which is often scarce in the non-EU countries considered here. The only countries not receiving any state funding are Montenegro, Armenia and Moldova (three non-EU countries), while in North Macedonia only one centre (the Family Centre in Skopje, supporting both survivors and perpetrators) is supported by the state. In Iceland, two women's centres are run on a voluntary basis.

Types of services provided by women's centres

Women's centres can offer a variety of non-residential specialist support services, ensuring an adequate and tailored support to survivors of GBV. The information presented here about the type of services provided is based on the 42 countries which have at least one women's centre, although in the other countries too some kind of non-residential support can be provided. For example, in the Republic of Cyprus women's shelters also offer non-residential support to survivors of violence not residing in the shelter. What emerges from the data collected in 42 countries, although sometimes not detailed,⁷² shows that in all countries there are women's centres providing counselling, advice and advocacy support, including regarding legal options, housing, employment, other support services, representation at court, police or social services, etc. Hence, this kind of services constitute the basis of the work of women's centres in supporting survivors of GBV in Europe.

23 countries (56% of the countries providing at least one women's centre) reported the existence of women's centres offering only specialist support, namely in cases of forced marriage, female genital mutilations, so-called 'honour-based' violence or trafficking in persons. For example, in **Austria** there are nine centres specifically for migrants,⁷³ minority, undocumented and Roma women, as well as for victims of forced marriage.⁷⁴ Belgium, Denmark, Ireland, Latvia, Luxembourg, Norway and Serbia reported having specific centres for survivors of trafficking, although we know from previous Country Reports that also other countries offer this kind of service. In **Norway**, the ROSA centre provides support to survivors of trafficking in the form of a helpline, a shelter, support with legal advice, counselling and healthcare.

In the **UK** (England), there is a variety of services for women survivors of GBV: along with approximately 1,390 women's centres, there are other services such as Independent Domestic Violence Advisors, which are professionals assisting survivors of domestic violence in high risk situations, to secure their safety and the safety of their children, if any. These services, working in close collaboration with women's centres, ensure professional support and reduce the risk of harm in high risk domestic violence cases.

Conclusions

Women's centres are services providing non-residential specialist support and serving only or predominantly women survivors of violence and their children. They ensure flexible, tailored and holistic support to victims of GBV, especially through counselling, advice and advocacy services.

There is a wide variety of women's centres across Europe, that are differentiated in this report based on the kind of services provided, the funding sources, the type of organizations running the centres and the target groups they have.

Out of 46 countries analysed in this report, 42 countries (91%) have at least one women's centre and most of them (95%) reported that women's NGOs are running part or all the women's centres. Women's organizations are often the most knowledgeable and experienced providers of women's centres. Women's centres are also run by other NGOs, governments and other kinds of organisations/institutions. Women's centres include services of different nature, which can be

70 In one of these 25 countries, Montenegro, donations are the only source of funding for women's centres.

71 Georgia, Kosovo, Moldova, North Macedonia, Russia, Serbia and Ukraine.

72 For instance, Russia was not able to provide details about the services provided by women's centres.

73 E.g. the association LEFÖ, which provides a broad spectrum of counselling and support for migrant women.

74 Orient Express provides support to victims of deportation and forced marriage.

offered only to women survivors of GBV or in other cases to all survivors of GBV, including women. Regarding the funding, women's centres mostly rely on a combination of state funding from national/local authorities, donations (by e.g. trusts, foundations, individuals), international funding and other sources. Funding for women's centres is very often insufficient, especially in European countries outside of the EU. The lack of funding results in an insufficient number of centres in Europe: in EU countries, 50% of the necessary women's centres is missing, and in European countries outside of the EU, the percentage of women's centres missing increases up to 79%.

Recommendations

- › According to the Istanbul Convention, general support centres are not sufficient to address the needs of women affected by gender-based violence. However, they play an important role in providing first assistance and refer victims to specialist women's support services.
- › Efforts must be made to guarantee adequate offer of women's centres, providing specialist service for women survivors of violence and their children, if any, and based on a gender-specific approach to violence. In particular, appropriate funding must be allocated to establish specialist women's centres in the countries where they do not exist yet or are not in adequate numbers to provide support to all survivors of GBV in all regions.
- › State funding should be allocated to women's centres in order to ensure that enough services are available, that these services are sufficiently spread throughout the countries and are accessible for all women survivors of GBV. Effort must be made particularly by the governments that are not providing funding for women's centres or where the funding is not sufficient.
- › Only half of the countries (23) provide some kind of specialist support services, e.g. in cases of forced marriage, female genital mutilations, so-called 'honour-based' violence or trafficking in persons. Women belonging to these groups face additional barriers when trying to receive support, and additional effort must be made by governments to ensure the existence, adequate funding and geographical coverage of specialist support services.
- › Data recording on the different types of women's centres needs to be unified e.g. through a common European definition of what constitutes a women's centre, to more accurately reflect the actual existing number of service centres in relation to the Istanbul Convention.

7. Specialist services for survivors of sexualised violence



Introduction

Sexualised violence is a particularly traumatic form of GBV which can encompass a range of acts, such as sexual abuse, rape, sexual harassment, cyber violence and sex trafficking. More specifically, sexualised violence (SV) is any form of contact or non-contact act (or attempt to obtain an act) of a sexualised nature without a person's freely given consent. The Istanbul Convention article 36 explicitly recognizes the importance of consent, which must be given voluntarily "as the result of the person's free will". Importantly, sexualised violence can be committed irrespective of the relationship between the perpetrator and the survivor, in any setting, including but not limited to home and work. In other words, sexualised violence can be perpetrated not only by a current or former partner, or within relationships and marriage, but also outside of relationships, for instance by friends, family members, those in positions of power and strangers.

Although sexualised violence can also be a form of domestic violence, for the reasons mentioned above, it is crucial that there are specific, specialised services for survivors of SV. Some of the women's centres listed in the women's centres chapter do provide some support for women survivors of sexualised violence; however, this support is not always specialised for survivors of sexualised violence and may often result in repeat referrals, as some survivors need, e.g. immediate forensic testing, trauma support, medical services, or accompaniment to the hospital, police or different social services, which general women's centres supporting all survivors of GBV do not necessarily have the capacity to provide.

Article 25 of the Istanbul Convention makes specific reference to the provision of support for survivors of sexualised violence, requiring that states provide for the establishment of "appropriate, easily accessible rape crisis or sexual violence referral centres" for survivors, with the recommendation being one centre available for every 200,000 inhabitants. These

types of centres provide critical services such as immediate medical care and forensic examinations, trauma support, information, and guidance in potential legal cases including navigating secondary victimization through judicial decisions. The Explanatory Report of the Istanbul Convention indicates that, due to the traumatic nature of sexualised violence, specialist support for survivors of SV requires a “particularly sensitive response by trained and specialised staff”,⁷⁵ which services such as rape crisis centres (RCCs) and sexual violence referral centres (SVRCs) are best equipped to provide.

Types of specialised specialist sexualised violence services can include:

- front line police response trained in SV
- specialist policing with SV investigative function
- specialist forensic and medical care
- specialist needs assessment
- specialist psychological care including psychotherapy, counselling, psychology
- specialist SV advocacy services
- specialist prosecutors
- specialist courts
- specialist judges
- confidentiality
- community awareness and education for secondary prevention
- community awareness and education for primary prevention

Evolving services in different countries combine many of these specialist functions under one roof:

- › RCC model – typically combines confidentiality (non-state especially for those not reporting), psychotherapy, advocacy, accompaniment and primary and secondary prevention awareness raising and education, which are all specialist. They serve survivors of both recent and historical SV, as adults or as children, or a combination.
- › SVRCs - typically combines psychological support and accompaniment/advocacy (often provided by RCCs), frontline and specialist policing, specialist forensic and medical care. Typically, only of value in the week immediately after an assault and for follow-up on medical care. Increasingly, SVRCs also provide medium-term psychological support and sometimes seek to engage in community education.
- › Specialist advocates: provide information, accompaniment and advocacy, before, during and after the justice process – may be part of a RCC or independent or other.

According to the 2014 FRA EU-wide survey on violence against women, approximately one woman in five (22%) since the age of 15 (who is or has been involved in a relationship) has experienced physical and/or sexualised violence; the same number (22%) have experienced this type of violence by somebody other than an intimate partner.⁷⁶ As mentioned earlier, although sexualised violence can be a form of domestic violence, this figure by FRA demonstrates that sexualised violence equally occurs outside of intimate relationships.

For the many reasons mentioned above, therefore, the WAVE Country Report 2019 has begun to collect data specifically about SV. This has afforded sexualised violence its own chapter, in order to demonstrate the type of specialist support available to survivors of sexualised violence specifically, and to lobby for the effective implementation of SV services throughout Europe, particularly in countries where such services are lacking or non-existent,⁷⁷ particularly RCCs and SVRCs. This increased focus is also a result of the WAVE Network’s increasing attention to sexualised violence as a severe form of GBV, reflecting recent developments around the world (e.g. legislative developments, #MeToo and other awareness-raising campaigns), aiming to: increase the attention to sexualised violence; advocate for effective service provision; improve national legislation and definitions; and point out the special needs which survivors of sexualised violence have.

RCCs and SVRCs are particularly important in fostering and sustaining multidisciplinary cooperation between other community agencies and organizations which support women survivors of SV. Effectively responding to instances of sexualised violence require not only support from specialist women’s support services, but also sensitive attention from the police, judiciary and healthcare. For instance, the police must be involved if the survivor wishes to make a police report

75 Istanbul Convention Explanatory Report, p. 82 (Art 25 Para 138).

76 2014 FRA EU-wide survey on violence against women, p. 27.

77 According to the 2019 CSSP Executive Summary Report “Mapping of Sexual Violence Services in the Western Balkans and Turkey”, only three of the seven countries (Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, Serbia and Turkey) have identified some sort of specialised sexual violence service. This demonstrates a serious gap in sexual violence services in this region alone, which is a gap also reflected in other European countries.

about her experience and for forensic evidence to be collected in a timely manner; if there is a criminal prosecution the judiciary are necessarily involved, and the health system must be involved for supporting women with immediate medical and forensic attention (also a part of evidence-collection). Therefore, cooperation between specialist women's support services and other agencies and professionals are crucial. Some countries have implemented programmes such as sexual assault response teams (SARTS) or sexual violence advocates (SVAs) which provide immediate support to women survivors, i.e. providing personal accompaniment to the hospital and police station with the survivor and offering information and guidance about her options.

However, the FRA survey demonstrates that survivors of sexualised violence report being less satisfied than survivors of physical violence with their treatment by the police.⁷⁸ Some survivors report that they did not contact any organization or agency for support because they did not know where to turn to for help. About one in four survivors of sexual assault did not contact the police or any other organization after the most serious incident of violence because of feelings of embarrassment.⁷⁹ In fact, for survivors of SV perpetrated by a partner, the most common reason for not contacting any support organization was shame and embarrassment, followed by not wanting anyone to know about the violence as well as not believing that anyone can help.⁸⁰ These numbers are relatively the same for survivors of sexualised violence in which the perpetrator was a non-partner. Important to point out is that these figures are higher for survivors of sexualised violence than for survivors of physical violence. These reasons may be connected to a culture of victim-blaming, in which society and people in positions of authority are not adequately trained or educated about GBV, and sexualised violence in particular.

Therefore, given that healthcare services tend to be one of the first services which women survivors turn to for support, and also understanding that women survivors of sexualised violence tend to experience fear (including fear of the offender or of reprisal) and may need a confidential and discrete response for a number of reasons, RCCs and SVRCs play a vital role in the process of supporting survivors and ensuring that intervention on behalf of other agencies such as police and the health system actually work for survivors, reduce or prevent secondary victimisation and ensure the safety of survivors.

Data collection specifically on specialist service provision for survivors of SV is lacking within Europe, as the following analysis will demonstrate. Therefore, data collected thus far will serve as a baseline and will be improved upon over the years. Important to note, however, is that service provision for survivors of sexualised violence vary greatly throughout Europe, depending on, e.g. historical service developments, social needs, political situations and legislation. The understanding and different models of support for survivors of sexualised violence are therefore also diverse and unique. In many cases, women's centres which support all forms of GBV also provide support to women survivors of sexualised violence. However, one relatively consistent requirement, is the provision of RCCs and SVRCs (a standard by the Istanbul Convention), which is what this chapter will primarily focus on, given the particularly specialised services they provide in addition to counselling and legal advice.

Findings of specialist service provision for survivors of SV

TABLE 16: Overview of findings on rape crisis centres and sexual violence referral centres in Europe

	Total Population	Number of needed services to meet IC standard	Number of rape crisis centres/sexual violence referral centres	Number of services missing
Europe (46)	840,919,693	4,205	357	3,848 (92%)
EU Member States (28)	512,379,225	2,562	338	2,224 (87%)
European countries outside the EU (18)	328,540,468	1,643	19	1,624 (99%)

Total number of rape crisis centres/sexual violence referral centres

Of the 46 countries within Europe, only half (50%) have at least one rape crisis centre or sexual violence referral centre,

78 European Agency for Fundamental Rights, Violence against Women: an EU-wide Survey, Main Results (2014), p. 68.

79 European Agency for Fundamental Rights, Violence against Women: an EU-wide Survey, Main Results (2014), p. 69.

80 European Agency for Fundamental Rights, Violence against Women: an EU-wide Survey, Main Results (2014), p. 66.

with a minimum total of 346 such centres in all of Europe. Most RCCs and SVRCs exist in the EU countries (334), while only 19 exist in non-EU countries. As the Istanbul Convention standard is to have one centre available for every 200,000 inhabitants, these numbers demonstrate a very concerning lack of RCCs and SVRCs throughout Europe. Countries outside of the EU are missing 99% of required services, and countries within the EU are missing 87%.⁸¹

Only one country in Europe, Iceland, meets Istanbul Convention standards for provision of sexualised violence services. The country has three sexualised violence-specific services located in major cities, e.g. two sexual violence referral centres are located in hospitals in Reykjavik and Akureyri which offer emergency medical and psychological support. Ireland nearly meets the IC standard, with only 5% of required SV services missing, offering 23 RCCs and SVRCs; however, this measurement does not take into account factors such as, e.g. geographical distribution.

For all services reported, it is not always clear exactly how many are operating within health services and how many are operating within specialist centres. However, data indicates that some of the centres are reportedly located within hospitals (Denmark, Estonia, Finland, Iceland, Ireland, Republic of North Macedonia, Serbia and UK). For example, four rape crisis centres in **Estonia** are located in each major hospital and provide crisis counselling, STD testing, first-aid for pregnancy prevention and the collection of forensic evidence. Three crisis centres in **Republic of North Macedonia** provide urgent medical support to women and girl survivors of rape and are located in the three main cities of Skopje, Kumanovo and Tetovo. Seven pilot centres for survivors of GBV opened in 2018 in **Serbia** thanks to a project with UN Women and carried out by women's NGOs. These centres are located in seven health institutions and offer 24/7 support combining medical/forensic health services provided by the health institutions with legal and psychosocial support provided by professionals.⁸²

Most of the services are reportedly offered within individual specialist centres outside of hospitals/health systems (Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Iceland, Ireland, Luxembourg, Netherlands, Norway, Portugal, Russia, Spain, Sweden and UK). There is one pilot crisis management centre for victims of sexualised violence in **Albania** called Liliium. This centre is available 24/7 and offers socio-health services provided by a multidisciplinary team of professionals including gynaecologists, paediatricians, psychiatrists, clinical psychologists, social workers, police officers, lawyers and nurses. 16 rape crisis centres exist in **Ireland**, providing individual specialist counselling, advice, advocacy, court and police accompaniment and some other services such as awareness-raising. The 16 RCCs are alongside seven SVRCs in the country which provide the emergency medical and forensic multiagency response (which includes psychological and advocacy support from RCC personnel).

In **Croatia**, there is one individual specialist referral centre for survivors of sexualised violence called Centre for Victims of Sexual Violence, which operates within Women's Room. This centre does not receive state funding which would better provide for stable and long-term financing. Other women's organizations in Croatia (such as Domine from Split, Autonomous Women's House Zagreb and Centre for Women War Victims ROSA from Zagreb, Izvor from Tenja) can also provide support for women survivors of sexualised violence. Although these are not RCCs or SVRCs specifically, they are critical services for women survivors who do not necessarily live in Zagreb.

It should be noted that in **Bulgaria** there is only one centre for survivors of sexualised violence, located in the western part of the country (Burgas). The centre offers the following services: medical assistance, crisis counselling, investigation assistance, and prevention of sexualised violence in Burgas, (e.g. providing of information on assistance, coordination and collaboration with the police and one of the hospitals in the city, referral and placement of survivors of sexualised violence in crisis centres).

An interesting model reported in **Belgium** is the 'one-stop shop' approach. Three sexual assault referral centres in Belgium provide emergency intervention and assistance for survivors of sexualised violence, such as medical help, rape kits, psychological screenings and assistance in filling out a police report. This model is intended to reduce the number of locations a survivor must individually visit after experiencing sexualised violence.

Availability of specialist helplines for SV

National women's helplines must provide support for all forms of GBV, which includes sexualised violence. Therefore, all national helplines in chapter 4 are available to support survivors of sexualised violence. Indeed, sexualised violence is a

81 Not all countries were able to provide specific figures for the number of rape crisis centres or sexual violence referral centres. In the case of Norway and Sweden for instance, it was reported that there are such services available, however no exact number was provided. Therefore, these figures are to be interpreted lightly.

82 This pilot project has since ended as of writing this report in November 2019, and it is unclear how many services remain open.

common form of violence reported to the national women's helplines, with about 14 of 34 national women's helplines (41%) reporting that sexualised violence was one of the most commonly reported forms of GBV by callers. However, for reasons outlined in the Introduction above, many countries find it necessary to provide a helpline service specifically dedicated to sexualised violence.

Therefore, in addition to the national women's helplines outlined in chapter 4 which can also provide support to women survivors of sexualised violence, there are also specific helplines for survivors of sexualised violence which exist in 15 of the 46 European countries (33%). Not all these helplines are available nation-wide, nor are all of them 24/7. However, these helplines provide an important service for survivors in countries, where for instance, centres specifically for survivors of sexualised violence are lacking. Many of the helplines operate within rape crisis centres, or within national networks of rape crisis centres, as for instance in the **UK** and **Ireland**. Additionally, some of the helplines available support all survivors of sexualised violence (both women and men).

In the **UK**, there are national networks which specialise on supporting survivors of sexualised violence. For instance, Rape Crisis Network England and Wales and Rape Crisis Scotland both operate nation-wide helplines for survivors. In addition to the national helpline for survivors of sexualised violence in **Ireland** run by the Dublin Rape Crisis Centre, there are also 15 rape crisis centres which operate part-time local helplines.

Some helplines offer more specialist support regarding sexualised violence. Medica Zenica in **Bosnia and Herzegovina** provides specialist support for women survivors of sexualised violence (particularly survivors of war-related sexual assault) with medical, psychosocial and material assistance. The organization also works together with state institutions, ministries and other NGOs. Through this centre, a helpline is also being run which supports survivors, including survivors of other forms of GBV; however, there is also a unique phone line to support and assist survivors of war-related sexual assault, as well as support their family members.

Other services for survivors of SV

In addition to RCCs and SVRCs, other non-residential services may exist specifically for survivors of sexualised violence. However, these services may not necessarily be gender-specific or survivor-centred. Over half (54%) of the countries, or 25 of 46 European countries, report other services in their countries which support women survivors of sexualised violence. Such types of services being offered are primarily generic counselling services, some within the scope of service provision for general women's centres, however, most have specific counselling centres for sexualised violence. For example, **Sweden** has, in addition to crisis and medical services, centres for women and girls exploited through prostitution, pornography and sex trafficking. **Norway's** Support Centre for Survivors of Incest and Sexual Abuse is primarily a self-help services for adults who have been subjected to incest, sexual abuse and rape.

The second most common form of service provided for survivors of sexualised violence is medical support, followed by legal aid and accompaniment to other services such as police. Women's centres which provide more general support for survivors of GBV and are reported to provide only very limited support for survivors of sexualised violence are not included in this part of the analysis and are instead included in chapter 6 on women's centres. The **Republic of Cyprus** has five medical services present in most regions of the country which support survivors of SV. In the city of Milan, **Italy**, there is one medical centre, while in most regions of Italy, there are other specialist first aid hospitals providing special rooms for survivors of sexualised violence. Similarly, **Kosovo** has ten medical services for sexualised violence survivors located in regional hospitals of all seven regions in the country.

Four countries (Germany, Ireland, Liechtenstein and Romania) have some specialist support for child survivors of sexualised violence, including specifically for minor girls. Other countries, such as **Austria** and **Ireland** have centres which also incorporate prevention work regarding sexualised violence, offering workshops for schools and different trainings.

11 of the 46 countries in Europe (24%) report not having any specialist support centre which focus on supporting women survivors of SV. However, six of these countries (Azerbaijan, Latvia, Liechtenstein, Lithuania, Poland and Switzerland) indicate that, despite there not being specific centres for survivors of sexualised violence, there are services which offer support within the frame of other services, such as women's centres and intervention centres. For instance, **Liechtenstein** and **Lithuania** have some services available for children and adolescent survivors of sexualised violence. While in **Poland**, intervention centres can provide support to survivors, and **Switzerland's** other support services can provide general counselling.

One concerning development in **Turkey** is the lack of any specialist support service for women survivors of sexualised violence. In a country with over 80 million inhabitants, there should be 404 RCCs and/or SVRCs throughout the country.

The NGO-GREVIO shadow Report published by women's NGOs of the Istanbul Convention Monitoring Platform indicate that women and children subjected to sexualised violence apply either to police headquarters, health institutions or public prosecution's offices.⁸³ This line of support tends to lead to re-traumatization of survivors and insufficient support and guidance. The report also reveals that one reason why RCCs or SVRCs are not established is because "authorities determining social policy and public officials consider and deal with sexual violence and abuse as isolated cases".⁸⁴

A network has recently been established called the European Network against Sexual Violence. This network is a feminist network that promotes a child and adult survivor-centred perspective and healing related to sexual trauma. It was founded in March of 2017 as the Regional Network against Sexual Violence. This network continues to grow, with members from, e.g. Bosnia and Herzegovina, Croatia, Ireland, Montenegro, Norway, Romania and Slovenia.⁸⁵

Conclusions

There is a severe lack of specialist support services for survivors of sexualised violence in Europe, with approximately 87% of rape crisis centres or sexual violence referral centres missing in EU countries and 99% missing in non-EU countries. Half of the countries provide at least one RCC or SVRC, with the most services located in Germany. However, only one country meets Istanbul Convention requirements for having one RCC or SVRC per 200,000 inhabitants.

Just over half (54%) of the countries report other services in their countries which support women survivors of SV (although are not rape crisis centres or sexual violence referral centres). Most of these services provided are general counselling services, as well as general medical support services. Some provide more specialist SV support within their work, e.g. women's centres supporting survivors of domestic violence. Finally, specific helplines for survivors of sexualised violence exist in 33% of European countries.

Many women who experience sexualised violence in Europe, therefore, are referred to other women's centres in the country which provide more general GBV support. Not all these women's centres specialise in sexualised violence or have the capacity to provide survivors of sexualised violence with the information or support that they need. This is particularly crucial for larger countries, such as Russia, where only one SVRC is available in the country. The lack of specialised services for survivors has resulted in the establishment of other services having to provide women and men with support and necessary information and referrals in cases of emergency. This results in the capacity and resources of existing women's centres being over-stretched.

Furthermore, the importance of specialist support services for survivors of sexualised violence is crucial because survivors of this form of violence require, e.g. forensic testing and medical care, which is time-sensitive (typically within the first 72 hours). If there are no adequate services in place which specialise in supporting survivors, and which work closely with the health sector and police in providing sensitive and survivor-centred care, survivors are placed in even more vulnerable - even dangerous - situations. Furthermore, without adequate, specialist support, many survivors are left unaware of their rights and options, resulting in, e.g. missing the opportunity to effectively collect and store forensic evidence which may be useful if they decide to make a formal police report at a later date. Specialisation in sexualised violence is also critical in counselling and psychological support to address the particular context of the trauma. Generic counselling is unlikely to be sufficient or to do more than impact the immediate disruptive symptoms of sexualised violence trauma on a temporary basis.

Finally, given that sexualised violence remains a 'taboo' topic in many countries throughout Europe, awareness-raising, education and prevention work are even more important to combat harmful gender stereotypes that contribute to perpetration and victim-blaming. Those in positions of authority, such as in the judicial system and police force, also need critical capacity to separate negative and unhelpful gendered stereotypes out from their roles e.g. that prejudice is understood to be distinct from factual evidence thus guarding against re-victimising survivors, increasing reporting and survivors staying with the justice system. Given women's distrust in authorities, and associated feelings of embarrassment and victim-blaming after experiencing sexualised violence, specialist services for survivors of sexualised violence are crucial in providing women with the advocacy, information and guidance they need to make informed decisions and know and access their rights.

83 <https://rm.coe.int/turkey-shadow-report-2/16807441a1> p. 39.

84 <https://rm.coe.int/turkey-shadow-report-2/16807441a1> p. 40.

85 More information about the network can be found on their website: http://reactagainstsexualviolence.org/?page_id=482

Recommendations

- › Due to the particularly traumatic nature of sexualised violence, and the consequently unique needs survivors of SV have, 45 out of 46 European states must improve efforts to establish an adequate amount of rape crisis centres and sexual violence referral centres according to the Istanbul Convention standard of one per 200,000 population.
- › States must invest in appropriate public awareness-raising campaigns focusing on prevention of sexualised violence to reduce stigma and victim-blaming associated with sexualised violence. Prevention efforts should include sexual education and consent and be extended to education systems targeting youth. The state should adequately financially support any relevant prevention efforts being carried out by women's NGOs and specialist women's support services.
- › Appropriate training for authorities e.g. police, judiciary, teachers and the health sector, must be provided and should be carried out with a gender-specific approach on sexualised violence.
- › Legislation on sexualized violence, including the development of definitions pertaining to sexualized violence, must be developed and coordinated together with expertise from specialist women's support services supporting survivors of sexualised violence.

8. Femicide

Introduction

The term 'femicide' refers to the gender-related killing of women and girls. In broad terms these can be understood as killings of women and girls perpetrated by men because they are women.⁸⁶ These crimes are ultimately connected to stereotyped gender roles associated with women and historically unequal power relations between women and men, which instil a sense of possessiveness and superiority in men over women.

Femicide represents the most extreme manifestation of violence against women that victims often experience in a continuum of violence. This violence may be experienced in the private or public sphere, and the perpetrators are often intimate partners, family members or persons known to the victim.⁸⁷ Femicide also occurs outside the family sphere and may be perpetrated by strangers and acquaintances.

The UN Special Rapporteur on Violence against Women identified the following direct and indirect types of femicide:⁸⁸

Direct types of femicide:

- killings of women and girls as a result of domestic violence, inflicted by an intimate or domestic partner;
- misogynist killings of women;
- killings of women and girls in the name of so-called 'honour';
- armed conflict-related killings of women and girls (as a strategy of war, oppression, or ethnic conflict);
- dowry-related killings of women and girls;
- gender identity and sexual orientation-related killings of women (lesbophobic femicides);
- female infanticide and gender-biased sex selection (feticide); and
- ethnic and indigenous identity-related killings.

Indirect types of femicide:

- deaths due to unsafe or clandestine abortions;
- maternal mortality;
- deaths from harmful practices (for example, those resulting from female genital mutilation);
- deaths linked to human trafficking, drug dealing, small-arms proliferation, organised crime, and gang-related activities;
- the death of girls or women from neglect, starvation, or ill-treatment; and
- deliberate acts or omissions by public servants or agents of the state.

⁸⁶ Radford, Jill and Russell, Diana, *The politics of woman killing*, eds, Twayne Publishers: USA, 1992.

⁸⁷ *Preventing and eradicating femicide*, WAVE thematic paper, 2017, p. 1.

⁸⁸ *Report of the Special Rapporteur on violence against women, its causes and consequences*, Rashida Manjoo, A/HRC/20/16 (23 May 2012), p. 4, http://www.ohchr.org/Documents/Issues/Women/A.HRC.20.16_En.pdf

Findings on the situation of femicide in Europe

TABLE 17: Reported number of femicide victims in EU Member States in 2018

EU Member States	Reported number of femicide victims	Data collected by the state (official sources) and/or other entities
Austria	41 ⁸⁹	No official data on femicide. WSS provide yearly estimates on the number of such killings.
Belgium	36 ⁹⁰	No official statistics on femicide. Homicide data collected by the Federal Department of Justice
Bulgaria	40	No official data on femicide.
Croatia	8 ⁹¹	N/A
Republic of Cyprus	3 ⁹²	No official data on femicide. One NGO from northern Cyprus (Kayad) is collecting data on femicide by conducting media monitoring and issuing police requests.
Czech Republic	15 ⁹³	No official data on femicide.
Denmark	N/A	No official data on femicide.
Estonia	5	Data on domestic violence killings is collected by the Ministry of Justice.
Finland	18	The Finnish Homicide Monitor (FHM) is maintained jointly by the Institute of Criminology and Legal Policy, the Finnish Police College and the Police Department of the Ministry of the Interior. ⁹⁴
France	121	Data on the number of killings of women by current or former intimate partners are collected by Ministry of Interior. ⁹⁵
Germany	147 ⁹⁶	Data collected by Federal Criminal Police Office. They do not use the term 'femicide'.
Greece	6 ⁹⁷	No official data on femicide.
Hungary	77 ⁹⁸	No official data on femicide.
Ireland	7 ⁹⁹	Data on femicide collected by an NGO (Women's Aid).
Italy	115 ¹⁰⁰	Official data on the number of women killed by current or former intimate partners and other family members are collected by the National Statistical Office. Data on femicide is also collected by an NGO.
Latvia	N/A	No official data on femicide.
Lithuania	12 ¹⁰¹	No official data on femicide, only on homicide.
Luxembourg	1 ¹⁰²	Official data collected by the police.
Malta	4 ¹⁰³	No official data on femicide.
Netherlands	N/A	No official data on femicide.
Poland	N/A	No official data on femicide.

89 WSS estimate the majority were killed by current or former intimate partners.

90 Data was collected from a blog by a women's NGO.

91 The women were killed by current or former intimate partners (6) and other family members (2).

92 The three victims were recorded in northern Cyprus after media monitoring.

93 Estimated number provided by a women's NGO based on media monitoring.

94 <https://eige.europa.eu/gender-based-violence/good-practices/finland/finnish-homicide-monitor-fhm>,
<https://www.helsinki.fi/en/institute-of-criminology-and-legal-policy/research/research-projects/finnish-homicide-monitor>

95 <https://www.interieur.gouv.fr/Actualites/Communiqués/Etude-nationale-relative-aux-morts-violentes-au-sein-du-couple>

96 Number of victims from 2017.

97 Estimated number based on media monitoring.

98 The number of women victims of homicide and bodily harm causing death was recorded in 2017. Data is derived from official statistics. No data specifically on femicide is collected by the police or prosecution services

99 The majority of victims were killed by current or former intimate partners.

100 Data was collected by the NGO Casa delle donne per non subire violenza di Bologna. Further information available at <https://femicidiocasadonne.wordpress.com/>

101 The number covers female victims of homicide.

102 The woman was killed by an intimate partner.

103 The victims were killed by current or former intimate partners and other family members.

EU Member States	Reported number of femicide victims	Data collected by the state (official sources) and/or other entities
Portugal	28 ¹⁰⁴	Data on femicide collected by an NGO.
Romania	45 ¹⁰⁵	Data on the number of victims of domestic violence are collected by the state.
Slovakia	33	Some data are collected by the police. They do not always record the relationship between victims and perpetrators.
Slovenia	9 ¹⁰⁶	No official data on femicide, only on homicide.
Spain	48	Official data collected by the Ministry of Equality are available on the number of women killed by current or former intimate partners. ¹⁰⁷ The NGO <i>femicidio.net</i> is also regularly collecting data on femicide.
Sweden	22	The Swedish National Council for Crime Prevention collects data on the number of homicide victims. From these you can disentangle the number of female homicide victims killed by intimate partners.
United Kingdom	139 ¹⁰⁸	One NGO (Women's Aid Federation England) collects data on femicide across all UK countries in cooperation with other NGOs.
TOTAL EU	980	

TABLE 18: Reported number of femicide victims in European countries outside of the EU in 2018

European Countries outside of the EU	Reported number of femicide victims	Data collected by the state (official sources) and/or other entities
Albania	8	State police collects data on domestic violence killings.
Armenia	12 ¹⁰⁹	No official data on femicide. Some data on the number of domestic violence killings are recorded by the police. Women's NGOs are collecting data on femicide victims by conducting media monitoring.
Azerbaijan	N/A	No official data on femicide.
Belarus	N/A	No official data on femicide.
Bosnia & Herzegovina	N/A	No official data on femicide.
Georgia	N/A	No official data on femicide, only on homicide.
Iceland	N/A	No official data on femicide.
Kosovo	6	Police collects data on the number of women killed by intimate partners/husbands
Liechtenstein	0	N/A
North Macedonia	N/A	No official data on femicide.
Republic of Moldova	N/A	No official data on femicide.
Montenegro	N/A	No official data on femicide.
Norway	6 ¹¹⁰	Data on femicide collected by an NGO.
Russia	N/A	No official data on femicide. The Russian Federal State Statistics Service collects data on the number of male and female victims of criminal infringements.

104 The majority were intimate partner killings (19) and the rest were family related (9).

105 The women were victims of domestic violence related killings.

106 Estimated number.

107 <http://www.violenciagenero.igualdad.mpr.gob.es/violenciaEnCifras/home.htm>

108 Includes the number of victims from England, Scotland, Wales and Northern Ireland. The majority of victims were killed by current or former intimate partners (64) and other family members (17).

109 There were up to 12 victims. Estimate is based on police records and media monitoring.

110 The women were killed by current or former intimate partners.

European Countries outside of the EU	Reported number of femicide victims	Data collected by the state (official sources) and/or other entities
Serbia	30 ¹¹¹	No official data on femicide. Women's NGOs collect data on femicide by conducting media monitoring. The femicides recorded only cover women who were killed by current or former intimate partners and other family members.
Switzerland	28 ¹¹²	Police collects data on the number of femicide victims.
Turkey	N/A	No official data on femicide.
Ukraine	N/A	No official data on femicide.
TOTAL non-EU	90	
TOTAL 46 countries	1,070	

Femicide victims recorded in Europe in 2018

Data on the number of femicide victims collected from 46 countries in Europe reveal that there were at least 1,070 victims of femicide in Europe in 2018. Given that there is no harmonized data collection across European countries on the number of femicide victims, this figure represents an undercount. Data on the number of femicide victims were not available in the following countries: Denmark, Latvia, the Netherlands, Poland, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Iceland, North Macedonia, the Republic of Moldova, Montenegro, Norway, the Russian Federation, Turkey and Ukraine. Therefore the 1,070 victims are representative of 31 out of the 46 countries surveyed.

The data analysed in this section were collected through a questionnaire that was circulated among the country Delegates in all 46 countries in which the WAVE Network is represented. The respondents were asked to indicate if there are official data on the number of femicide victims available in their countries. They were also asked to provide the number of femicide victims identified in their countries in 2018 and give information about the relationship between victims and perpetrators. The following perpetrator categories were included in the questionnaire: 'current or former intimate partner', 'other family member', 'acquaintance' and 'other'. The data and information received through the questionnaire were complemented by desk research.

Official statistics from the countries surveyed, when available, only cover killings of women perpetrated by current or former intimate partners and other family members. In all countries government institutions from the criminal justice system regularly collect data on the number of homicide victims. This data is not always disaggregated by the sex of victims and perpetrators. Neither is information on the relationship between victims and perpetrators systematically collected. This makes it difficult to disentangle the number of family and intimate partner-related femicide victims from all recorded female homicide victims.

Official statistics specifically related the number of femicide victims were available in only two of the countries surveyed – France and Spain. The data collected in these countries only cover killings perpetrated by current or former intimate partners and other family members and exclude femicides, or homicides of women with a gendered motivation, committed by other perpetrators. In the following countries the police and prosecution services record data on the number of women killed by current or former intimate partners and women killed in the context of domestic violence, without having a specific category of victims dedicated to femicide: Albania, Armenia, Belgium, Germany, Kosovo, Luxembourg, Slovakia, Romania, and Switzerland. In **Sweden** the Swedish National Council for Crime Prevention collects data on the number of homicide victims, from which it is possible to disentangle the number of female homicide victims killed by intimate partners. In **Italy**, the National Statistical Institute collects data on the female victims of homicide killed by current or former intimate partners and other family members. In the **Russian Federation**, the Russian Federal State Statistics Service collects data on the number of male and female victims of criminal infringements. In **Estonia**, the Ministry of Justice collects data on domestic violence related homicides.

In the following countries women's organisations are conducting their own data collection and record the number of fem-

111 These were killings committed by current or former intimate partners (20) and other family members (10). Number provided is based on media monitoring by a women's NGO.

112 The data was collected by the police. 24 women were killed by current or former intimate partners.

icide victims by doing media monitoring and/or collecting data from police records: Armenia, Austria, Republic of Cyprus (Northern Cyprus), Ireland, Italy, Portugal, Serbia, Spain, the UK and Norway.

In the countries surveyed, official data collected by the police, prosecution services and national statistical services, when available, only capture the killings of women by current and former intimate partners and other family members. Only in **Spain**, the **UK** and **Italy**, the NGOs *femicidio.net*, Women's Aid Federation England and Casa delle donne per non subire violenza di Bologna, include femicides perpetrated outside the family sphere and femicide perpetrated inside the family sphere in their data collection systems.

Conclusions

The data on femicide collected for this report show that there are serious gaps in the availability and comparability of data concerning the recorded number of femicide victims in the 46 countries surveyed, and the relationship between victims and perpetrators. Data on the number of femicide victims was not available in 15 of the countries surveyed (4 EU member states and 11 other European countries outside of the EU), and the relationship between victims and perpetrators is not systematically recorded in all countries. In most countries in which data on the number of femicide victims is available, only those femicide victims who were killed by current or former intimate partners and other family members are included. This ultimately leaves out those femicide victims who were killed by perpetrators outside the family sphere. Therefore, the data collected on the number of femicide victims only gives a partial picture of the scope of this phenomenon.

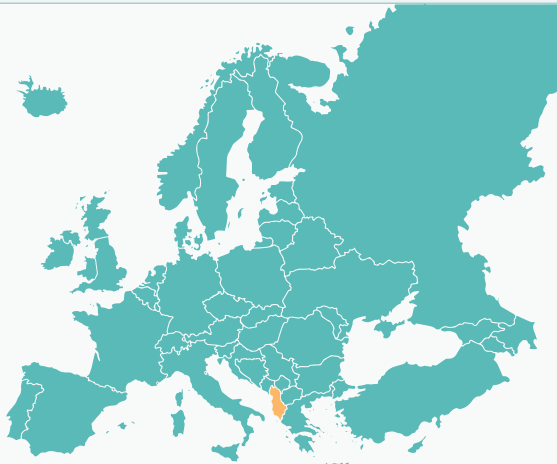
Recommendations to ensure better availability and comparability of data on femicide across European countries

- › As a starting point, official accurate statistics on the number of homicide victims, which are regularly collected in countries, should be disaggregated by the sex of victims and perpetrators. Furthermore, the relationship between victims and perpetrators should also be recorded for all homicide victims. This would make it possible to disentangle the number of femicide victims committed by current and former intimate partners and other family members from all homicide victims.
- › States should make efforts to include the category of 'femicide victims' when collecting data on all homicide victims and also count femicide victims perpetrated outside the family sphere.

9. Country profiles

ALBANIA

GENERAL COUNTRY INFORMATION	
Population	2,870,324
Female population	1,431,715
Member of Council of Europe (year)	1995
Member of European Union (year)	No
Member of United Nations (year)	1955
CEDAW ratified	1994
CEDAW optional protocol ratified	2003
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2013



SUMMARY

There is one national women's helpline in Albania. The national helpline is operating free of charge and is available 24/7. There are currently 11 women-only shelters in Albania. All provide 24/7 support and are free of charge. There are 13 women centres and 2 rape crisis and/or sexualized violence referral centres. Currently, Albania **does meet** the standards of the IC in terms of provisions for the national women's helpline but **does not meet** the standards of the IC for the women's only shelters, missing 6% of recommended beds. Albania also **does not meet** the IC minimum standards for provision of services for survivors of sexualized violence, missing 86% of the recommended services for SV survivors.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	No	100,000

There is one national women's helpline in Albania called the *Linja Kombetare e Keshillimit per Gra dhe Vajza* (National Counselling Line for Women and Girls), (tel.: +355 116/117). The helpline is free of charge and runs 24/7 but does not offer multilingual support. The national women's helpline receives state and international funding. There are three other regional helplines supporting survivors of GBV. The total number of callers that have contacted the national women's helpline in 2018 is 100,000. The three most common forms of violence reported by callers were emotional violence, physical and sexualized violence.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
20	Most cities	Yes	270	17	6%	10,631

There are 11 women-only shelters in Albania with an overall capacity of 170 beds. All women's only shelters are open 24/7; clients are not expected to pay for their accommodation. A distinction should be made between long-term shelters for women and emergency shelters, which amount to ten facilities overall. Shelters in Albania are as follows: National Centre for Domestic Violence, Lilium National Management Centre for Sexual Violence (which is also an emergency centre for all victims of sexualized violence), the LGBT Shelter, National Centre for women, centre for victims of human trafficking and seven other shelters in different municipalities. Women's shelters are located in most cities of Albania: the four national shelters are located in Tirana while the other women's shelters are located in other cities.

The women-only shelters receive both state and international funding. Three national shelters are funded by the state, while the remaining eight are funded by the municipal authorities and international donors. This is done on a project basis; civil society organizations are running the shelters through project implementation.

Organizations providing women's only shelter services for women affected by GBV include: ten women's NGOs with a gender specific/feminist approach, 25 women's NGOs, five faith-based organizations. The most active women's NGOs with a gender-specific/feminist approach are organized within two networks in Albania: The Network against Gender Based Violence and Trafficking (NaGVT) composed of five organizations: Refleksione Women Association, Gender Alliance for Development Centre, Centre for Civic and Legal Initiatives, and Counselling Line for Women and Girls and Shelter, in Tirana. The other network is the Albanian Women's Empowerment Network (AWEN) made up of ten women CSOs. Three CSOs are part of both networks.

On average, women can stay between three to six months in the women's only shelters. The length of stay depends on the nature of the case and particularly on the protection order issued by the court for each case.

In Albania there are two shelters for specific groups of women: an LGBT shelter and the National Centre for women victims of human trafficking, where survivors of trafficking from different nationalities are supported. Minority ethnic women are treated equally as the women with Albanian nationality. The shelters located in the municipalities offer support to women survivors of so-called "honour-based" violence and women survivors of forced marriage. There are no migrant/undocumented women in the women's only shelters. Women with physical and/or mental disabilities are referred to specialized institutions, not women's shelters. Transgender women exist in Albania, however being transgender is unfortunately still taboo and transgender people are almost invisible.

The three most common types of violence reported by the clients of the women-only shelters are physical violence, emotional and sexualized violence.

Three types of in-house services most often provided by women-only shelters in Albania are counselling, referrals, practical advice (housing, move-on accommodation, social benefits and healthcare) and legal advice.

Other types of shelters, in addition to the women-only shelters, include nine shelters for LGBT individuals and women survivors of trafficking. The total number of beds combined amounts to 100 beds. Those shelters receive state and international funding. The central government funds the other shelters from the state budget: National Shelter for women victims of domestic violence, Liliium the Crisis Management Centre for sexual violence and National Centre for victims of human trafficking. All the other shelters are funded by municipalities and international donors. These specific shelters are located in most regions (over 50%), are available 24/7 and are free of charge.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
13	Centres for all survivors of GBV, centres for only women survivors of GBV, centres with specialist support: (forced marriage, honour-based violence, FGM, trafficking in persons) and centres for advice and advocacy	The women's centres provide both non-residential support services (e.g. counselling and advice regarding: legal options, housing, employment, other support services, representation at court/police/social services) and residential support services (e.g. emergency accommodation)

There are 13 women centres in Albania featuring: two for all survivors of GBV; one for women survivors of GBV; one for counselling; one for only specialist support; eight for advice and advocacy (including advice regarding: legal options, housing, employment, other support services, representation at court/police/social services etc). Those centres are run by 25 women NGOs and three government agencies. The women's centres provide both non-residential support services (e.g. advice, counselling etc.) and residential support services (e.g. emergency accommodation) and receive state and international funding. The government provide funds based on the project implementation of calls for proposal issued by the Agency for Supporting the Civil Society, which is a state agency. The women's centres are funded mainly by international donors and local authorities and are located in most regions (50%) of Albania. The total number of women supported by all women's centres in 2018 is 4,951.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
2	12	86%	3	Counselling

There are six support services for survivors of sexualized violence which include: one crisis/medical service, one rape crisis centre, three helplines and one counselling service.


Liliium, the Pilot Crisis Management Centre for all victims of sexualized violence (women, men and children), offers socio-health services provided by a multidisciplinary team of professionals. These include gynaecologists, paediatricians,

psychiatrists, clinical psychologists, social workers, police officers, prosecutors, lawyers and nurses. The Liliium centre is available 24/7. It is a 24 - to 72-hour integrated short-term service for all survivors of sexualized violence, regardless of age, gender, ethnicity, race, sexual orientation or disability. The short-term services provided at this centre are coordinated with other services available in the country to ensure long-term support to survivors. So far Liliium has provided services to 11 minor survivors of sexualized violence.

These services receive state and international funding. The state funds the National Centre for victims of domestic violence and the Liliium crisis centre. All the other services are funded by international donors and local authorities from the municipalities where they are located.

Services for survivors of sexualized violence are available in the capital city only. Sexualized violence has so far been a taboo. The Liliium centre in Tirana is a pilot programme, being the first of its kind in Albania.

ARMENIA

GENERAL COUNTRY INFORMATION		
Population	2,972,732	
Female population	1,564,533	
Member of Council of Europe (year)	2001	
Member of European Union (year)	No	
Member of United Nations (year)	1992	
CEDAW ratified	1993	
CEDAW optional protocol ratified	2006	
Istanbul Convention signed (year)	2018	
Istanbul Convention ratified (year)	No	

SUMMARY

There are two national women’s helplines in Armenia, free of charge and available 24/7. The country **does meet** the Istanbul Convention standards for the provision of a national women’s helpline. There are two shelters accessible to women, providing approximately nine beds; according to Istanbul Convention standards, there should be 297 beds available. Therefore, Armenia **does not meet** the IC standards for the provision of shelters accessible to women. There is one rape crisis centre in the country, and 80% of the required rape crisis centres and/or sexualized violence referral centres is missing. Armenia **does not meet** the IC standards for the provision of support services for survivors of sexualized violence. Finally, there are four women’s centres in Armenia which support survivors of GBV.

The state collects scarce data on women’s support services and these data are not available to the public, except for specific cases upon request of the police.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN’S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
2	Yes	Yes	Yes	3,454

There are two national women’s helplines available in Armenia operated by women’s NGOs. There was a third helpline operating only until April 2018. The helplines are free of charge, operate 24/7 and offer multilingual support in Armenian, English and Russian. The Women’s Support Centre is operating one helpline (tel.: +374 998 878 08). The Women’s Rights Centre is running the National Hotline for Women Victims of Domestic Violence and their children (tel.: +374 105 428 28), and it was also running another helpline number (tel.: +374 0800 80 850), which was available until April 2018. Funding for the helplines comes from donations, e.g. from trusts, individuals and foundations and international funding. None of the national women’s helplines is operated or funded by the state.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
2	Capital city	Yes	9	288	97%	330,303

There were three shelters accessible to women in Armenia until April 2018. One of them was a women's-only shelter operated by women's NGO with gender-specific approach and provided five beds. This shelter closed in April 2018. There is also a shelter for women and children not operating under a feminist approach and one shelter for survivors of trafficking. The last two shelters can offer accommodation to survivors of GBV, if the women's shelter does not have beds available. All shelters are run by NGOs and operate only in the capital city. No state funding is allocated to run the shelters, which are supported by donations. Women can stay in the shelters for an average of three to six months. The most common types of violence reported by clients were physical, emotional and sexualized abuse. The shelters offer services as casework, counselling and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
4	Centres for all survivors of GBV; centres only for women survivors of GBV	Counselling; specialist support; advice and advocacy

There are four women's centres in Armenia, two in the capital city and two in other cities. With the closing of a women's shelter in April 2018, also seven women's centres operated in the frame of the same project were closed in 2018. There are women's centres for all survivors of GBV, including women, and centres only for women survivors of GBV. The centres provide counselling services, specialist services and advice and advocacy for survivors of domestic violence. Two of the women's centres are run by women's NGOs. The Women's Support Centre provides both residential and non-residential support services. Funding for the women's centres comes from donations, e.g. trusts, foundations, individuals and international funding. In 2018, 1,000 women were supported by women's centres in Armenia.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
1	14	93%	1	0

There is one rape crisis centre in Armenia, the Sexual Assault Crisis Centre Armenia (SACC). Funding for the centre comes from donations, e.g. trusts, foundations and individuals, and international donors. Due to limited funding, it can provide support to 20 clients per year.

There is no specialized shelter for survivors of sexualized violence – the state supports a shelter for survivors of trafficking and has allocated several spots there for SV cases, but the SACC usually works with an organization which has shelter for domestic violence cases, since it tends to be a safer option.

Counselling, psychological and legal support are among the services provided by the rape crisis centre. It also runs a 24/7 hotline for survivors of sexualized violence. Sexualized violence services are only available in the capital city, but they can provide their services around the country.

AUSTRIA

GENERAL COUNTRY INFORMATION

Population	8,822,267
Female population	4,483,749
Member of Council of Europe (year)	1956
Member of European Union (year)	1995
Member of United Nations (year)	1955
CEDAW ratified	1982
CEDAW optional protocol ratified	2000
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2013



SUMMARY

There is one national women's helpline in Austria that operates 24/7, is free of charge and provides multilingual support. There are 30 women's shelters throughout the country with 766 beds available and nine counselling centres for survivors of sexualized violence. Currently, Austria **does meet** the Istanbul Convention standards for service provision of a national women's helpline, however it **does not meet** the Istanbul Convention standards for women's shelters provision and services for sexualized violence, as Austria needs 116 more beds to meet IC standards for women's shelters, and 80% of recommended SV services are also missing. There are 34 women's centres in Austria, located in most regions. The state collects data from all the women's specialist support services that are funded by national authorities (the NGOs must send yearly reports to the funding authorities). However, the data is not publicly available.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	8,581

There is one national women's helpline in Austria called Frauenhelpline gegen Gewalt (Women's Helpline Against Violence) (tel.: +43 0800 222555). It operates 24/7, is free of charge and provides multilingual support in Arabic, Bosnian-Croatian-Serbian, English, German, Romanian, Turkish and Hungarian. The women's helpline also provides support for hearing-impaired and deaf women. The main source of funding for the helpline is state funding, and it receives some donations too. In 2018, the helpline received 8,581 calls and the most common forms of violence reported were physical violence, verbal violence and stalking. A large proportion of the callers reported experiencing severe mental, psychiatric and depressive crises as a result of violent attacks. Additionally, in Austria there are six regional helplines supporting survivors of GBV.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
30	Major cities	Yes	766	116	13%	11,517

There are 30 women-only shelters in Austria with 766 beds available for women and children. The shelters are located nationwide in all nine federal states and offer 24/7 access. Usually women who have an income are expected to pay a small fee, while women without financial means can stay in a shelter for free. The length of the women's stay in the shelter varies from a few days to several months. In general, it is not possible to stay longer than a year. In Vienna and Tyrol there is also a special housing programme for women after their stay in the shelter that provides an apartment and personal support. In 2018, 1,664 women and 1,620 children – a total of 3,284 people – were accommodated in these 26 shelters.¹ Another shelter is run by Caritas for women (Haus Miriam) with 20 beds available for women with psychiatric illnesses,

¹ User statistics are available for the 26 women's shelters that are part of the two women's shelters networks (AÖF - Autonomous Women's Shelters and ZÖF - Association of the Austrian Women's Shelters).

social problems and homeless women. Moreover, there are two shelters for survivors of forced marriages (run by the NGO Verein Orient Express) with approximately 20 beds and one shelter for survivors of trafficking (run by the NGO Verein Lefö/IBF) with approximately 12 beds. The most common types of violence reported by the clients to the women's shelters in Austria were violence against children, fear of escalation of pre-existing forms of violence and high-risk situations. The main reasons for having to decline referrals in the shelters were no space/capacity to accommodate the survivor with her children and the survivors being ineligible for support (for example if the woman was an undocumented migrant, if there was lack of evidence that the women experienced GBV, or if the shelter was unable to meet the women's needs).

3. WOMEN'S CENTRES

Total number of centres	Types of centres ²	Types of services provided
34	Centres for women survivors of GBV; centres for all survivors of GBV	Counselling, specialist support (e.g. forced marriage, trafficking survivors, migrants), advice and advocacy

There are 34 women's centres in Austria, located in most regions. There are nine intervention centres available, providing various support services for survivors of violence, and approximately nine centres for migrant, minority, undocumented, and Roma women, as well as for victims of forced marriage. There is also a counselling centre for women with disabilities. Twenty-nine of these centres are run by women's NGOs, while 5 are run by other NGOs. National and/or local authorities fund most women's centres in Austria, while specific projects are funded through international funds (e.g. calls from EU institutions). A small part of the women's centres' funding comes from private donations. Women's centres in Austria support approximately 30,000 women per year.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing ³	% of SV services missing	Helplines for survivors of SV	Other available services
9	35	80%	0	prevention programmes, counselling, legal advice

There are nine specialized counselling centres for survivors of sexualized violence in Austria located in six of the nine Austrian provinces. In Vienna, there is also a counselling centre specifically for girl survivors of sexualized violence (*Mädchenberatung*) and an NGO (*NOTRUF – Beratung für vergewaltigte Frauen und Mädchen*) specialized in counselling, crisis intervention, psychosocial and legal assistance for women and girls. In Vienna and in Styria there are two associations working in the field of prevention of sexualized violence (i.e. offering workshops for schools and trainings).

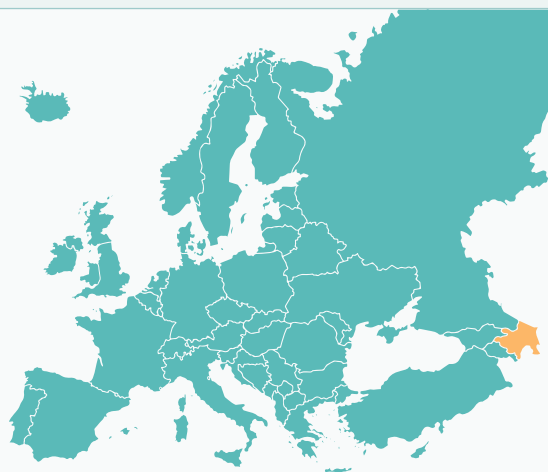
² For all survivors of GBV, including women; only for women survivors of GBV; other.

³ According to the standard from the IC, there should be 1 rape crisis or sexual violence referral centre per 200,000 population.

AZERBAIJAN

GENERAL COUNTRY INFORMATION

Population	9,898,085
Female population	4,960,058
Member of Council of Europe (year)	2001
Member of European Union (year)	No
Member of United Nations (year)	1992
CEDAW ratified	1995
CEDAW optional protocol ratified	2001
Istanbul Convention signed (year)	No
Istanbul Convention ratified (year)	No



SUMMARY

There is currently no national women's helpline in Azerbaijan, which means the country **does not meet** the minimum standard of the IC regarding provision of a national women's helpline. Azerbaijan also **does not meet** the minimum standards of the IC for provision of national women's shelters, as 90% of services are currently missing. Although there are 11 women's centres located in several regions throughout the country, there are no rape crisis centres and/or sexualized violence referral centres in Azerbaijan, therefore the country **does not meet** the minimum standards from the IC for provision of services for survivors of sexualized violence.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is currently no national women's helpline in Azerbaijan. However, there are some additional services available in the country. There is a helpline for survivors of human trafficking (tel.: +994 153); which is run by an NGO and receives funding from the Ministry of Interior. This helpline is available 24/7 and free of charge but does not offer multilingual support.

The organisation Clean World Social Union also runs a helpline for survivors of human trafficking (tel.: +994 125 1111 51), which is funded by the Ministry of Interior since 2005. Clean World Social Union also has a phonenumber supporting survivors of domestic violence (tel.: +99 41 240 856 69), which receives funding from the OSCE.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
3	Major cities	Yes	95	895	90%	104,190

There are two women-only shelters in Azerbaijan. One is run by the organisation Clean World Social Union and is located in Baku. Another one is run by an organisation called Tamas and is located in the region of Ganja. Both shelters ensure 24/7 access and provide services free of charge. The shelter run by Clean World Social Union has a capacity of 30 beds and the shelter run by the organisation Tamas has a capacity of 15 beds. These two shelters receive financial support through donations and international funding. Both women-only shelters are run by women's NGOs with a gender-specific and feminist approach.

In addition to the women-only shelters, there is a shelter funded by the Ministry of Interior for victims of human trafficking. That shelter has an overall capacity of 50 beds.

The Ministry of Social Affairs also operates some support services which offer 30 beds for men and women, and an additional 30 beds only for minors.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
11	Non-residential and residential support services for all survivors of GBV, men and women	Counselling, specialist support, advice and advocacy

There are 11 women's centres located in several regions throughout the country. These are run by the government agency, the Committee for Families, Women and Children. These centres provide support for all survivors of GBV, including women.

The centres provide the following services: counselling, specialist support (in cases such as forced marriage, honour-based violence, trafficking in persons), advice and advocacy (regarding legal procedures, housing, employment, other support services and representation at court, police and social services).

The centres are run by women's NGOs and government agencies. The centres also provide accommodation in emergency situations. The centres receive funding from national and local authorities.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

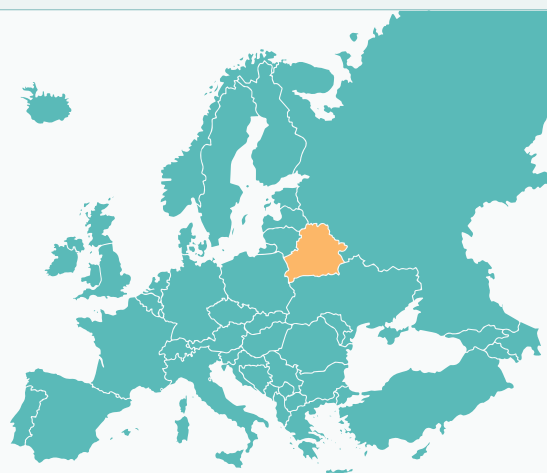
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	49	100%	0	Psychological counselling, legal advice, medical assistance and accommodation

Provision of support services for survivors of sexualized violence is very limited throughout the country. The organisation Clean World Social Union, the organisation Tamas, the Union of Azerbaijani Children and another organisation in Sugamit offer some support to survivors of sexualized violence. The services provided include psychological counselling, legal advice, medical assistance and accommodation. These organisations receive financial support from donations and international funding.

BELARUS

GENERAL COUNTRY INFORMATION

Population	9,491,823
Female population	5,070,289
Member of Council of Europe (year)	No
Member of European Union (year)	No
Member of United Nations (year)	1945
CEDAW ratified	1981
CEDAW optional protocol ratified	2004
Istanbul Convention signed (year)	No
Istanbul Convention ratified (year)	No



SUMMARY

There is one national women's helpline in Belarus, however this helpline **does not meet** the minimum standards from the IC for service provision of the national women's helpline. Belarus also **does not meet** the minimum standards from the IC for provision of women's shelters, missing 92% of recommended beds and Belarus **does not meet** the minimum standards for SV service provision for survivors of sexualized violence, missing 100% of the recommended services. Belarus also fails to have women's centres for survivors of gender-based violence. Furthermore, the state does not collect data on women's specialist support services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	No	No	1,417

There is one national women's helpline in Belarus, called the National Hotline for Survivors of Domestic Violence (*Общенациональная горячая линия для пострадавших от домашнего насилия*, tel.: 8-801 100 8 801). The hotline is run by the International Public Association Gender Perspectives.

The helpline is free of charge but does not operate 24/7 and does not offer multilingual support. The national women's helpline is run from financing received from international funding. In 2018, 1,417 callers connected the national women's helpline, with the three most common forms of violence reported being psychological, physical and economic violence. There are three additional regional helplines supporting survivors of GBV in Belarus.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
5	Major cities	Some	72	877	92%	131,831

There are five women-only shelters in Belarus, with 72 beds available. Some of these shelters have 24/7 access, and women are not expected to pay for their accommodation. Funding for women-only shelters mainly comes from donations, e.g. trusts, foundations and individuals, and through international funding. One women's shelter run by women's rights organisation was closed in 2017 due to the end of funding for the project. The second shelter for women run by a faith-based organisation was closed in 2018 due to lack of resources. Among those shelters that continue working, one is run by feminist organisation Radislava and four others by SOS Children Village. One shelter for women and children offers its services in the Mogilev region and all other are in Minsk and the Minsk region.

One shelter is run by an NGO with a gender-specific/feminist approach and another one is run by another NGO. There are no specific shelters for migrant/undocumented women, women with disabilities, minority ethnic women, transgender women, lesbian women, women survivors of trafficking or elderly women, women survivors of so-called "honour-based" violence, women survivors of forced marriage or female genital mutilation.

Women-only shelters are only available in major cities – Minsk, the capital, and within the greater Minsk region, and Mogilev as the regional centre. On average, women can stay in the women-only shelters for up to one year. The three most common types of violence reported by clients to the women-only shelters were psychological, physical and economic. The three types of in-house services most often provided by the women-only shelters are casework, referrals/collaboration with other services and practical advice, e.g. housing/move-on accommodation, social benefits and health care. Besides the five women-only shelters, there are no other shelters for survivors of GBV.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
0	-	-

There are no women's centres in Belarus specifically for women survivors of GBV. There are, however, some centres which provide non-residential support such as casework, referrals/collaboration with other services and practical advice. Survivors of GBV can receive assistance in 134 so called "crisis rooms" that function as part of state social centres across the country. Crisis rooms do not offer specialised assistance to GBV survivors, or only to women, but to women and men in different crisis situations.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

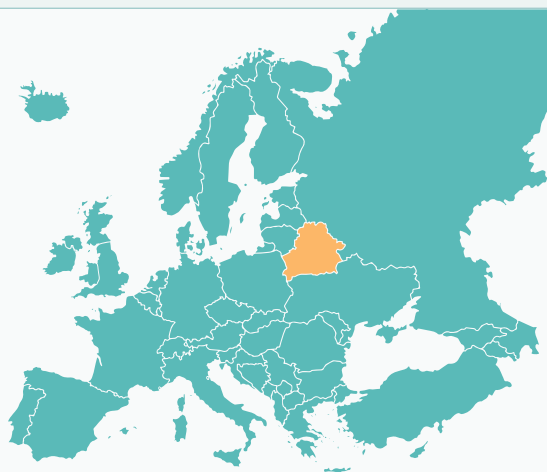
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	47	100%	0	-

There are no services for women and girl victims of sexualized violence in Belarus.

BELGIUM

GENERAL COUNTRY INFORMATION

Population	11,398,589
Female population	5,784,371
Member of Council of Europe (year)	1949
Member of European Union (year)	1958
Member of United Nations (year)	1945
CEDAW ratified	1985
CEDAW optional protocol ratified	2004
Istanbul Convention signed (year)	2012
Istanbul Convention ratified (year)	2016



SUMMARY

Belgium **does not meet** the Istanbul Convention standards for the provision of a women's helpline as there is no state-wide women's helpline; however, there are different regional helplines offering support for survivors of violence, both in Brussels and Wallonia and in Flanders. There are 25 women's shelters with 597 beds and approximately 16 women's centres in Belgium. Belgium **does not meet** IC standards for women's shelters provision, as 33% of the recommended beds is missing, and it **does not meet** the IC standards for support services for survivors of sexualized violence, as 95% of the required rape crisis centres and/or sexualized violence referral centres are missing.

Belgium collects data on women's specialist support services, which is publicly available. This is true throughout the country, including in Brussels, Flanders and Wallonia. In 2019, the Belgian government submitted its first report to GREVIO.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is no national helpline for the entire country of Belgium, as due to the structural and language differences existing within the country there are distinct helplines for each of the two main linguistic communities (the French-speaking and Dutch-speaking parts).

For the French-speaking part of the country, there are three helplines available: *Écoute violences conjugales* (domestic violence helpline, tel.: 0800 30 0 30), SOS Viol, a sexualized violence helpline (tel.: +32 0800 98 100) and *Mon Mariage M'appartient*, a helpline for survivors of forced marriage (tel.: +32 0800 90901). None of the titles indicate that they are specifically for women, and in some cases, perpetrators and third parties can receive information (e.g. the helpline for domestic violence). However, all three of these helplines are run by feminist organisations. In Flanders, there is one helpline (tel.: +32 1712), which is not specifically for women survivors of GBV. It is run by the Centres for General Welfare Work (*Centra voor Algemeen Welzijnswerk – CAW*) and child abuse trust centres (*Vertrouwenscentra kindermishandeling – VK*). The helpline is free of charge and offers multilingual support in Dutch, English and French, but it is not available 24/7.

Funding for women's helplines in the regions of Brussels and Wallonia comes from state funding from national/local authorities. Funding for the helpline in Flanders comes from state funding from national/local authorities and donations from fundraising efforts. The three most common forms of violence reported by callers to the helpline in 2018 were child abuse, intimate partner violence and violence against adults. For the Flanders region, there is one other regional helpline supporting survivors of GBV, *Tele-Onthaal*, (tel.: +32 106). It is a general support line available 24/7 for all possible questions including GBV. In 2018, they received 4,518 phone calls regarding victimisation (not specific GBV).

The helplines in Brussels and Wallonia are run by several women's shelters, including CVFE, Solidarité femmes and CPVCF. The women's helplines are free of charge and available 24/7 (except for *Mon Mariage M'appartient*), but outside of office hours, the calls are transferred to the general social helpline (tel.: +32 107), where trained volunteers, and not specialized professionals, are answering. The helplines in Brussels and Wallonia are not multilingual. As mentioned, this is related to the fact that the helplines are regional rather than national. The Flemish helpline offers support mainly in Dutch, but also English and French are available; it is not available 24/7. In 2018, 9,000 callers contacted the French-speaking women's helplines while 5,126 callers reached the Dutch-speaking helpline.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
25 ⁴	Major cities	Most	597	543	48%	19,093

Brussels and Wallonia have eight women-only shelters with a total of 306 beds. All these shelters offer 24/7 access, and women are expected to pay for their accommodation. The main sources of funding for the shelters are state funding from national/local authorities and donations, e.g. by trusts, foundations and individuals.

Flanders has 17 women's only shelters with 291 beds in total. Some of the shelters offer 24/7 access, and women are expected to pay for their accommodation. Funding for the women's only shelters comes from state funding from national/local authorities and donations raised through fundraising.

In Belgium, a daily fee is required to stay in the shelter – while there is no charge for support, there is one for accommodation. Those who do not have the money to pay can apply to a public social action centre to help with the fee.

In terms of organisations providing women-only shelter services for women affected by GBV, in Brussels and Wallonia, five are run by women's NGOs with a gender-specific/feminist approach, one is state-run and two are run by other NGOs. There are shelters in the region apart from the women-only shelters which can provide support to survivors of GBV. In total, there are 18 of these other shelters with 624 beds in total. These shelters cannot provide specific GBV counselling and services, and survivors of GBV can be hosted in these shelters while waiting for a place in women-only shelters, which often don't have the capacity to accommodate all women in need. The feminist women's shelters in Brussels and Wallonia have emergency funds for housing survivors without income, e.g. undocumented migrants who don't have access to social benefits.

In the Flemish community, the Centres for General Welfare Work (*Centra voor Algemeen Welzijnswerk – CAW*) are responsible for providing residential accommodation for women who are in serious danger. These CAW centres are recognised and funded by the Flemish government. There are 50 shelters, apart from the women-only shelters, which can provide support to survivors of GBV, with 597 beds in total. These shelters are mixed shelters (both men and women), where accommodation is more flexible, for example offering transition to individual housing in studios and apartments rather than group shelters. These shelters can accommodate homeless people but may also shelter survivors of violence. In addition, there are night shelters funded by local authorities who primarily focus on homeless people and provisions for emergency housing.

The women-only shelters exist in few cities in Brussels and Wallonia: there are two in Brussels, one in Liège, one in La Louvière, one in Tournai, one in Eupen, one in Namur and one in Braine l'Alleud. In Flanders, women-only shelters exist in most cities.

On average, women can stay in the women-only shelters in Brussels and Wallonia for 3-6 months. Most women's shelters operate for a six-month period that is renewable once. The state-operated shelter is an emergency shelter that has a maximum stay of 15 days. In Flanders, women can stay in the women's only shelters for up to three months.

Additionally, there are also three shelters for survivors of trafficking in Belgium (in Brussels, Liège and Antwerp).

The three types of in-house services most often provided by the women-only shelters in Brussels and Wallonia are casework, counselling and practical advice, e.g. housing/moving accommodation, social benefits and health care. In Flanders they are counselling, referrals/collaboration with other services and practical advice, e.g. housing/move-on accommodation, social benefits and health care.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
16	For all survivors of GBV, including women; Only for women survivors of GBV	Counselling; only specialist support; advice and advocacy

There are approximately 16 women's centres in Belgium. In Brussels and Wallonia, there are five for all survivors of GBV, including women, and seven only for women survivors of GBV. However, there are no official lists or statistics on such centres in Wallonia. Some feminist NGOs and municipalities developed their own domestic violence ambulatory service over the last ten years, e.g. there are at least five such municipalities and three NGOs who have done so. There is a myriad of initiatives for specific forms of violence, but there is no directory or overview either for the approaches nor the services provided. In Flanders, there are four centres for all survivors of GBV, including women.

⁴ Only women's only shelters are included, since the mixed shelters either are not providing specialized support for survivors of GBV or the support provided does not comply with the standards of the IC.

The types of services provided by the women's centres in Brussels and Wallonia include counselling, only specialist support (forced marriage, so-called "honour-based" violence, female genital mutilation, trafficking in persons), advice and advocacy (including legal options, housing, employment, other support services, representation at court/police/social services, etc.) and other types of services. In Flanders, Family Justice Centres utilize a chain-approach model by social services, judicial services and the police. There is intensive case management of high-risk cases, and on-site services such as peer group for survivors, survivor support from voluntary co-operators, self-defence courses, services for migrants and asylum seekers, legal advice from lawyers, advice on debt and counselling are available.

Women's centres in Brussels and Wallonia are run by women's NGOs (7) and government agencies (5). The main sources of funding for Belgian women's centres come from state funding from national/local authorities and donations, e.g. by trusts, foundations and individuals. Women's centres are located in most regions of Belgium (over 50%). In Flanders, one women's centre is run by other NGOs and three are run by government agencies. In Flanders, women's centres are only located in major cities. Family Justice Centres can be found in Antwerp, Hasselt and Mechelen.

In Flanders, Family Justice Centres provide mainly non-residential support services. For survivors of human trafficking, both non-residential and residential support services are offered. Funding for the women's centres is derived from state funding from national/local authorities, donations from fundraising efforts and international funding.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
3	54	95%	1	Generalist social services

There are services for women and girl survivors of sexualized violence in Belgium, both in Brussels and Wallonia as well as in Flanders.

Three state-organised *Centres de Prise en charge de violences sexuelles* (Sexual Assault Referral Centres, CPVS/SARC) opened in November 2017 in Liège and Gent. The CPVS provide one-stop emergency intervention and assistance for survivors of sexualized violence, such as medical help, rape kits, psychological screenings and assistance in filing a police report if desired.

SOS Viol is the only NGO which provides long-term support for survivors of sexualized violence. While they have a feminist background, they also work with male survivors. This organization only operates in Brussels. SOS Viol also runs a free helpline, but they do not have the means to operate it 24/7.

Additionally, there is all manner of generalist social services that can provide counselling in the case of sexualized violence, e.g. family planning centres, centres for mental health and centres for sexually abused children.

The main source of funding for other SV centres in Brussels and Wallonia comes from state funding from national/local authorities and donations, e.g. by trusts, foundations and individuals. In Flanders, they receive state funding from national/local authorities – it comes from the Belgian government at a national level. Sexualized violence services in Belgium are located just in major cities.

BOSNIA AND HERZEGOVINA

GENERAL COUNTRY INFORMATION

Population	3,502,550
Female population	1,962,040 ⁵
Member of Council of Europe (year)	2002
Member of European Union (year)	No
Member of United Nations (year)	1992
CEDAW ratified	1993
CEDAW optional protocol ratified	2002
Istanbul Convention signed (year)	2013
Istanbul Convention ratified (year)	2013



SUMMARY

There are two national women's helplines in Bosnia and Herzegovina, one covering the Federation of Bosnia and Herzegovina and the other covering Republika Srpska. They both operate 24/7 and free of charge. Therefore, Bosnia and Herzegovina **does meet** the Istanbul Convention standards in terms of provision of a national women's helpline. There are eight shelters accessible to women survivors of GBV, but 49% of the required beds are missing, therefore, Bosnia and Herzegovina **does not meet** the IC requirements for the provision of shelters accessible to women. There are also eight women's centres, run by women's NGOs which are funded through international and domestic funding. There is one organisation providing support to survivors of sexualized violence, which corresponds to 94% of the required rape crisis centres and/or sexualized violence referral centres missing: Bosnia and Herzegovina **does not meet** Istanbul Convention standards for provision of SV services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
2	Yes	Yes	N/A	3,474 ⁶

There are two national women's helplines in Bosnia and Herzegovina called SOS line for domestic violence. One of them (tel.: +387 1265) covers the Federation of Bosnia and Herzegovina, while the other (tel.: +387 1264) covers Republika Srpska. Both helplines are free of charge and available 24/7. In the Federation of Bosnia and Herzegovina, the SOS helpline 1265 is run by five women's NGOs (*Association „Medica“ Zenica, Vive žene Tuzla, Žena BiH Mostar, Fondacija lokalne demokratije Sarajevo, Žene sa Une Bihać*) and one Center for Social Work. In Republika Srpska, the SOS helpline 1264 is run by United Women Foundation from Banjaluka, Budućnost from Modriča and Lara from Bijeljina. In 2018, this helpline received 3,474 calls. The helplines are not receiving government fundings and are run on a voluntary basis. The most common form of violence reported by callers is gender-based violence against women.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
8	Major cities	Yes	178 ⁷	172	49%	19,677

There are eight safe houses (women's shelters) in Bosnia and Herzegovina. Five of these are located in the Federation of Bosnia and Herzegovina and the other three are in Republika Srpska. Women shelters are available 24/7 and are free of charge. Women can stay in the shelters for up to six months.

⁵ The most current available data on Eurostat is from 2013.

⁶ Data available only for SOS Helpline 1264.

⁷ WAVE Country Report 2017.

In the Federation, the shelters are run by women's NGOs: *Medica Zenica* in Zenica, *Fondacija lokalne demokratije* in Sarajevo, *Vive žene* in Tuzla, *Žene sa Une* in Bihać and *Žena BiH* in Mostar. According to the Law on Protection against Domestic Violence of the Federation, women's shelters should be funded the following way: 70% of the total funding should be provided by the Federation and 30% of the funding should be provided by the cantonal government. However, in practice, the law is not implemented and the funding provided at the federal level is far less than 70%.

In Republika Srpska, women's shelters are financed by the Government of Republika Srpska (70%) and several local authorities (30%). In 2018, 82 people were accommodated in the women's shelters (22 women and 60 children). 90% of the perpetrators were men and survivors were mostly women. Both perpetrators and survivors were mainly aged 31–50 years old. The most common types of violence reported by the clients to the women's shelters were physical violence, psychological violence, intimate partner violence and inter-generational violence (especially father-son and viceversa).

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
8 ^a	For women survivors of GBV	Counselling, specialist support, advice and advocacy

There are eight women's centres, run by women's NGOs which are funded through international and domestic funding. All women's centres offer information and advice, counselling, advocacy, multilingual support, risk assessment and safety planning, and legal advice.

4. Support services for survivors of sexualized violence (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
1	17	94%	1	N/A

The centre *Medica Zenica* offers comprehensive assistance and support for survivors of sexualized violence and it runs a helpline to support and assist survivors of war-related sexual assault and their family members.

BULGARIA

GENERAL COUNTRY INFORMATION

Population	7,050,034
Female population	3,627,625
Member of Council of Europe (year)	1992
Member of European Union (year)	2007
Member of United Nations (year)	1955
CEDAW ratified	1982
CEDAW optional protocol ratified	2006
Istanbul Convention signed (year)	2016
Istanbul Convention ratified (year)	No



SUMMARY

Bulgaria has two national women's helplines available 24/7 and free of charge, but they do not offer multilingual support. There are 11 women-only shelters with a capacity of approximately 120 beds. There is only one specific centre for survivors of sexualized violence located in the Black Sea region. There are approximately 18 women's centres located in major cities throughout the country which provide residential and non-residential support to women survivors of GBV and their

⁸ WAVE Country Report 2017.

children. Therefore, Bulgaria **does meet** the IC standards regarding provision of the national women’s helpline but **does not meet** the IC standards for women’s shelters provision (missing 83% of recommended beds) and **does not meet** IC standards for provision of support services for survivors of sexualized violence (missing 97% of recommended services).

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN’S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
2	Yes	Yes	No	200 ⁹

Bulgaria has two national women’s helplines. One of them is run by the Alliance for Protection against Gender Based Violence (tel.: +359 0800 11977). It is available 24/7, free of charge, and offers professional support to survivors of domestic violence. The other one is run by Animus Association and is called the National Helpline for Survivors of Violence (tel.: +359 080018676). This helpline is also available 24/7, free of charge and is operated by volunteers.

Both national women’s helplines are run by NGOs. None of the two helplines provide multilingual support. The two national women’s helplines received funding in 2018 from national/local authorities, donations and international funding. The three most common forms of violence reported by callers to the national women’s helplines in 2018 were domestic violence, sexualized violence and stalking.

Aside from the above national women’s helplines, there are three other regional helplines run by women’s NGOs. These helplines provide support to survivors of GBV in over 12 locations in Bulgaria. These additional helplines can be contacted during regular working hours.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
11 ¹⁰	Major cities	Yes, most	120 ¹¹	585	83%	58,750

There are eight specialized crisis centres in Bulgaria which provide accommodation to women affected by GBV. Women with children can also receive accommodation in these crisis centres. There are also three shelters for women survivors of human trafficking. Overall, these facilities have a capacity of approximately 120 beds.

The length of stay at the women’s shelters is between 3-6 months. These women-only shelters are only available in major cities. There are no other specific shelters for groups of women besides the three shelters for survivors of human trafficking.

All eight specialized crisis centres are run by women’s NGOs with a gender-specific and feminist approach.

Most of the women-only shelters ensure 24/7 access and women are not expected to pay for their accommodation. The main sources for these shelters in 2018 was state funding from national/local authorities. Some funding was also received through donations from foundations and individuals, and some international funding was also received.

The three most common reasons for women-only shelters having to decline referrals in 2018 were insufficient capacity/space to support the survivor and insufficient capacity/space to accommodate the survivor with her children. The most common forms of violence reported by clients to the women-only shelters in 2018 were physical, verbal and sexualized abuse and economic violence. The in-house services most often provided by the women-only shelters in 2018 were case-work, counselling, referrals/collaboration with other services and legal advice.

In addition to the women-only shelters, there are other shelters for survivors of human trafficking and crisis centres for abused children, including girls. It is estimated that there are nine such additional services; their overall bed capacity to accommodate survivors is unknown.

9 The helpline run by the Alliance for Protection against GBV received over 200 calls in 2018. All people who contacted the helpline were referred to specialist support.

10 Number covers the women-only shelters.

11 Number covers the women-only shelters.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
18	For women survivors of GBV and their children	Information, advice, advocacy counselling, practical support, court accompaniment, pro-active support, outreach services, others, and residential support

There are approximately 18 women's centres in Bulgaria. These facilities provide support to women survivors of GBV and their children. The support services provided include counselling, advice and advocacy regarding legal options, housing, employment, referrals to other support services and representation at court and police. The women's centres are run by women's NGOs and they provide both residential and non-residential support.

Women's centres received funding in 2018 mostly from the state and national authorities, mainly through tenders related to specific projects. Additional funding was secured through donations from foundations and individuals. Some international funding was also received. Women's centres are available only in major cities.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing ¹²	% of SV services missing	Helplines for survivors of SV	Other available services
1	34	97%	-	Counselling centres run by women's NGOs

There is one centre for survivors of sexualized violence in Bulgaria located in the Black Sea region. The centre provides counselling, legal advice and medical assistance to survivors. Besides this centre, there are other counselling centres run by women's organizations which can provide some support to survivors.

CROATIA

GENERAL COUNTRY INFORMATION

Population	4,105,493
Female population	2,123,694
Member of Council of Europe (year)	1996
Member of European Union (year)	2013
Member of United Nations (year)	1992
CEDAW ratified	1992
CEDAW optional protocol ratified	2001
Istanbul Convention signed (year)	2013
Istanbul Convention ratified (year)	2018



SUMMARY

There is no national women's helpline in Croatia. Therefore, Croatia **does not meet** the IC standards for provision of the national women's helpline. Croatia has 19 women-only shelters with 141 beds; however, in order to meet IC standards, the country would need a total of 411 beds. Therefore, Croatia **does not meet** the IC standards for women's shelters provision, as 66% of services are currently missing. There is one rape crisis centre in Croatia. The country **does not meet** the IC standards for provision of services for survivors of sexualized violence, missing 95% of the required SV services. Finally, there is one women's centre in Croatia for women survivors of GBV. The state does collect data on women's specialist support services, and this information is available upon request.

¹² According to the standard from the IC, there should be 1 rape crisis or sexual violence referral centre per 200,000 population.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is no national women's helpline in Croatia. However, there are 15 other regional helplines supporting women survivors of GBV in Croatia. All other regional helplines supporting survivors of GBV are run by NGOs and do not receive systematic funding from government authorities. There are also 15 regional helplines, usually run by a women shelter's or a centre's phone line, which support women survivors of GBV.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
18	Major cities	Some	296	115	28%	13,870

There are 18 shelters for victims of domestic violence located in the major cities of Croatia with an overall capacity of 296 beds. Only 8 of these are women-only shelters and are run by women's NGOs. The amount of bed spaces available in the women-only shelters is 142. The other 10 shelters are run by the Catholic Church and government agencies. While some operate 24/7, all of them are free of charge. Only some of them receive state funding but this is not systematic. There seems to be no other shelters in Croatia aside from women-only shelters, which provide support for GBV survivors. On average, women can stay 3 to 6 months in the shelters. In the women-only shelters survivors can stay for up to one year.

There are no specific shelters for the following groups of women: migrant/undocumented women, women with disabilities (physical or mental health condition), minority ethnic women, transgender women, lesbian women, women survivors of trafficking or elderly women, women survivors of honour-based violence, women survivors of forced marriage or female genital mutilation.

The main reasons for having to decline referrals are limited space and capacity. The three types of in-house services which are most often provided are counselling, practical advice (e.g. housing/ move-on accommodation, social benefits, healthcare) and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
1	Only for women survivors of GBV	Counselling, specialist support (forced marriage, so-called "honour-based violence", female genital mutilation, trafficking in persons and advice and advocacy (legal options, housing, employment, other support services, representation at court/police/social services) Non-residential support services

There is one women's centre only for women survivors of GBV in Croatia. The types of services provided are counselling, specialist support (forced marriage, so-called "honour-based" violence, female genital mutilation, trafficking in persons) and advice and advocacy (legal options, housing, employment, other support services, representation at court/police/social services). The centre is run by a women's NGO. It offers non-residential support services. The centre, located in Zagreb, receives state funding, donations and other sources of financial support.


4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
1	20	95%	1	One counselling service that provides legal advice and psychological support

There is one rape crisis centre for survivors of sexualized violence in Croatia operated by the NGO Women's Rom. It has over 150 beneficiaries yearly and provides over 1000 services yearly free of charge. There are some other services for women and girl survivors of sexualized violence in Croatia which provide emotional support, psychosocial support, psychotherapy, legal counselling, accompaniment to institutions, counselling on health services available in state health system. There is one helpline and one counselling service in the capital city. There is also one centre for women victims of war which provides support to women victims of rape and migrant women.

THE REPUBLIC OF CYPRUS

GENERAL COUNTRY INFORMATION	
Population	864,236
Female population	442,728
Member of Council of Europe (year)	1961
Member of European Union (year)	2004
Member of United Nations (year)	1960
CEDAW ratified	1985
CEDAW optional protocol ratified	2002
Istanbul Convention signed (year)	2015
Istanbul Convention ratified (year)	2017



SUMMARY

There are two women's helplines operating in the Republic of Cyprus. They are free of charge, operate 24/7 and offer multilingual support. Therefore, the Republic of Cyprus **does meet** the Istanbul Convention standards for the provision of a women's helpline. There are three women's shelters in the Republic of Cyprus, one available in the northern territory of Cyprus and two in the government-controlled areas, with a total of 36 beds available. The country **does not meet** the IC standards for women's shelters provision, with 58% of the required beds missing. Also, Cyprus **does not meet** the IC standards for the provision of services for survivors of sexualized violence, as there are no specialized services available. There are no women's centres in the Republic of Cyprus.

The Republic of Cyprus does not exercise effective control over the northern territory of the country, which is administered by the Turkish Cypriots authorities. Therefore, it is not possible to identify a gap between ratification and effective implementation of the Istanbul Convention, because although the Republic of Cyprus has ratified the Convention, it cannot implement it in the northern part of the country. Since it does not exercise control over that territory, it cannot be held responsible for any gaps in implementation in the northern part of the country. However, the WAVE Country Report 2019 takes into consideration all women's specialist support services according to the standards from the IC.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
2	Yes	Yes	Yes ¹³	880 ¹⁴

There are two women's helplines in the Republic of Cyprus. The first one, Helpline 1440 (tel.: +357 1440), is run by the Association for the Prevention and Handling of Violence in the Family and is active in the government-controlled part of the country. It is free of charge, available 24/7 and offers multilingual support in Greek and English. This helpline is funded by national/local authorities and in the first half of 2018 received a total of 880 calls. The second helpline, Violence Against Women Notice Line (tel.: +357 183), is run by government-run social services and operates in the northern territory of the country. It is free of charge and is available 24/7, but does not offer multi-lingual support. This helpline is supported by government funding. In the Republic of Cyprus, the most common forms of violence reported by callers to the women's helplines were physical, psychological and sexualized violence.

¹³ Only Helpline 1440 offers multi-lingual support.

¹⁴ Data available only for Helpline 1440.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
3	Major cities	Yes	36	50	58%	24,007

There are three women's shelters in the Republic of Cyprus. Two are located in the Greek-Cypriot territory and are run by the Association for the Prevention and Handling of Violence in the Family (SPAVO).¹⁵ These shelters have 29 places available, offer 24/7 access and their services are free of charge. Women can normally stay up to 6-8 weeks in a shelter. The Ministry of Labour, Welfare and Social Insurance provides annual sponsorship for the shelters' operation. Also, several companies and individuals donate products (i.e. food, clothes and cleaning products) or money for the women's and children's needs in the shelters. The third shelter is located in the Turkish-Cypriot territory and is run by the Nicosia Turkish Municipality. This shelter has seven beds available, offers 24/7 access and is free of charge. As the other shelters, it receives funding from the state, as well as private donations. Women can stay in the shelter up to six months, which can be extended in extraordinary circumstances.

Some of the reasons to decline referrals in women's shelters include no space/capacity to support the survivor; survivor was ineligible for support (e.g. alcohol or substances addiction; severe psychiatric problems), or the survivor does not agree with the shelter's regulations. In Cyprus there is also a shelter for women survivors of trafficking which is operated by the Social Welfare Services of the Ministry of Labour, Welfare and Social Insurance.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
0	-	-

There are no women's centres in the Republic of Cyprus.¹⁶ However, women's shelters also offer non-residential support, such as counselling, referrals/collaboration with other services and practical advice.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	4	100%	0	-


There are no rape crisis centres or sexual violence referral centres in the Republic of Cyprus. Survivors of sexualized violence can find support in five medical services present in most regions, or at organizations/institutions such as SPAVO, the Cyprus Family Planning Association, the Social Welfare Services and the police.

¹⁵ The Association SPAVO is opening a third women's shelter in Limassol in 2019.

¹⁶ The Association SPAVO is opening the first women's centre of the Republic of Cyprus in 2019.

THE CZECH REPUBLIC

GENERAL COUNTRY INFORMATION	
Population	10,610,055
Female population	5,390,264
Member of Council of Europe (year)	1993
Member of European Union (year)	2004
Member of United Nations (year)	1993
CEDAW ratified	1993
CEDAW optional protocol ratified	2001
Istanbul Convention signed (year)	2016
Istanbul Convention ratified (year)	No



SUMMARY

There is no national women's helpline in the Czech Republic. Therefore, the Czech Republic **does not meet** the Istanbul Convention standards on provision of a national women's helpline. There are four shelters with 96 beds accessible to women survivors of violence and three of these are women-only, with 91% of the recommended beds currently absent. As a result, the Czech Republic **does not meet** the IC standards for women's shelters provision. There are two counselling centres for survivors of sexualized violence, which translates in 96% of the required centres missing, meaning that the country **does not meet** the IC standards for recommended SV service provision. Additionally, the Czech Republic has approximately 26 women's centres. The Czech Republic does not collect data on women's specialist support services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is no national women's helpline in the Czech Republic. There is a helpline for victims of criminality and domestic violence, operating free of charge and 24/7 by the organization White Circle of Safety (tel.: +420 116 006), although this is not run following a feminist approach. Additionally, survivors of gender-based violence can contact the helplines operated by women's NGOs, but these are not 24/7 and provide only initial support.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
4	Capital city	Some	96	965	91%	110,521

There are three women-only shelters with 86 beds available in the Czech Republic and they are run by women's NGOs with a gender-specific/feminist approach. Of these three, only one of the shelters offers 24/7 access, and women are expected to pay for their accommodation. Additionally, there is also a fourth shelter/flat, providing accommodation to both women and men survivors of violence. The two main sources of funding for women-only shelters are state funding from national/local authorities and donations, e.g. by trusts, foundations and individuals. While there are other shelters in the country, they are focused on resolving the housing crisis of individuals rather than specifically on helping survivors of GBV. Women's shelters exist only in the capital city of Prague, apart from one shelter located in Brno, the country's second biggest city. Women can stay in the women-only shelters for up to a year. There are no specific shelters for, e.g. migrant/undocumented women, women with disabilities or minority ethnic women.

The three main reasons for having to decline referrals are no space/capacity to support the survivor, no space/capacity to accommodate the survivor with her children or the survivor was ineligible for support, for example she was an undocumented migrant, did not experience GBV or the shelter was unable to meet her needs.

The most common types of violence reported by clients to the women-only shelters were domestic violence, including physical violence, psychological violence and economic violence. The three types of in-house services most often provided by the women's only shelters are casework, counselling and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
26	For all survivors of GBV, including women; Only for women survivors of GBV	Counselling; specialist support; advice and advocacy

There are different centres for survivors of domestic violence located in the country: 21 for all survivors of domestic violence, including women, and five only for women survivors of GBV.

Services provided by the centres include counselling, specialist support, advice and advocacy regarding legal options, housing and employment.

Centres for survivors of domestic violence are run by NGOs and government agencies. Most centres for survivors of domestic violence provide only non-residential services.

The 21 centres for all survivors of domestic violence are generic intervention centres that do not recognise the gender-based component of domestic violence, hence do not provide a gender-specific approach towards violence against women.

Five women's centres are run by women's NGOs and three of them provide also residential services for survivors of domestic violence, including emergency accommodation in one of them. Funding for women's centres comes from state funding from national/local authorities, donations, e.g. by trusts, foundations or individuals and from financial donations from commercial companies. Women's centres are located just in major cities. In 2018, a total of 3,942 women were supported by women's centres in the Czech Republic.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
2	51	96%	0	Legal help, counselling

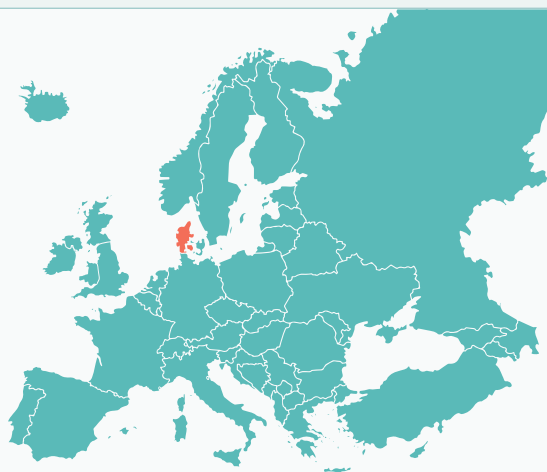
There are two counselling service centres for survivors of sexualized violence, providing legal help and counselling. They are located in Czech Republic's biggest cities, Prague and Brno. There is no specific rape crisis centre for survivors of sexualized violence, and medical services are provided within a state hospital. Additionally, there is an NGO (*Konsent*), dedicated to survivors of sexualized violence, which is run by survivors and organizes awareness raising campaigns.

Funding for the counselling service centres comes from state funding from national/local authorities and through donations, e.g. by trusts, foundations or individuals. Sexualized violence services are only located in the capital city of Prague.

DENMARK

GENERAL COUNTRY INFORMATION

Population	5,781,190
Female population	2,904,717
Member of Council of Europe (year)	1949
Member of European Union (year)	1973
Member of United Nations (year)	1945
CEDAW ratified	1983
CEDAW optional protocol ratified	2000
Istanbul Convention signed (year)	2013
Istanbul Convention ratified (year)	2014



SUMMARY

There is one national women's helpline in Denmark which operates 24/7 and is free of charge. Denmark **does meet** the Istanbul Convention standards for service provision of a national women's helpline. There are 48 women's shelters in Denmark with 451 beds; with 578 beds missing, Denmark **does not meet** the standards for women's shelter provision. Denmark has several women's centres offering specialist support. There are also government services which provide support services for survivors of sexualized violence, such as regional health centres. The state does collect data on women's specialist support services, and this information is made public. LOKK also collects and publishes data on violence against women and children annually, as does the national women's helpline.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	No	26,096

There is one national women's helpline (tel.: +45 702 03 082), run by Lev Uden Vold (Life Without Violence). Lev Uden Vold was established in 2017 by five NGOs including LOKK. This organization provides specific advisory services and collects information and knowledge on aspects of intimate violence in the family. The national helpline is not exclusively for women – it can be used by any survivor of intimate partner or family violence, e.g. women and men, perpetrators and professionals. The helpline operates 24/7 and is free of charge but does not provide multilingual support. The main source of funding allocated to the helpline is from national/local state authorities. The most common type of violence callers reported in 2018 were physical and psychological.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
48	Most cities	Most	451	127	22%	12,819

There are 48 women-only shelters in Denmark, with 451 beds. Most offer 24/7 access, and women are expected to pay for their accommodation. Danish legislation stipulates that individuals pay 84 kroner/day; however, the municipality pays the total cost for the stay, and the state refunds 50% of the total cost.

Funding for women's shelters in Denmark mainly comes from the state via local and national authorities. Some of the shelters are municipally owned and funded, others are private institutions that have funding agreements with their respective municipalities and others are private enterprises/NGOs which charge municipalities for the stay.

In terms of organisations providing women-only shelter services for those impacted by GBV, Denmark has 20 NGOs with a gender-specific/feminist approach, 15 other women's NGOs, 1 faith-based organisation, 11 state organisations and 5 other NGOs. There are five other shelters in the country apart from the women-only shelters which can support survivors of GBV, with 192 beds available. These shelters provide support for both women survivors of violence and their children, as well as women and men who are homeless due to social situations.

Women-only shelters exist in most cities, with shelters throughout the country. On average, women can stay 3-6 months in a shelter. However, the length of stay varies by region, with the longest duration being found in shelters in the capital region as housing tends to be more difficult to obtain there.

There are seven shelters with special access for wheelchair users, and workers there have specific training around working with women with disabilities. There are shelters for women and men who have been subject to so-called “honour” related threats and violence, shelters for women with mental health issues and shelters for women with substance abuse issues.

The main reasons given for shelters having to decline referrals were: no space/capacity to accommodate the survivor with her children; the survivor was not eligible for support (e.g. was an undocumented migrant, did not experience GBV); and women with mental health and/or substance abuse issues are not able to obtain a room in standard shelters (however there are specific shelters for women with these vulnerabilities).

The most common types of violence reported by those staying at the women’s shelters were psychological violence, physical violence and economic violence, e.g. the destruction of material belongings and/or financial control. Casework, counselling and referrals/collaboration with other services were the in-house services reported as being provided most often.

3. WOMEN’S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	All survivors of GBV, including survivors of forced marriage, honour-based violence, female genital mutilation and trafficking	Counselling, specialist services, advice and advocacy

In Denmark, there are numerous women’s centres offering specialist support (shelters with non-residential services for survivors of trafficking and prostitution and advisory services for so-called “honour-related” violence). There are also approximately four anti-trafficking NGOs, three NGOs working specifically with women in prostitution (with four sub-centres), five NGOs working with so-called “honour-related” social control and violence.

In the women’s centres, specialist support services include forced marriage, so-called “honour-based” violence, female genital mutilation and trafficking in persons. Advice and advocacy are also provided, such as legal options, housing, employment, other types of support services and representation at court, police and social services. Some of these centres are NGOs while others are governmental, and the majority are funded by the government. Some of the women’s centres only provide non-residential support services, while others provide these services in conjunction with residential support services.

Funding for women’s centres in Denmark mainly comes from state funding from national and local authorities and from donations from trusts, foundations and individuals. The centres are limited to major cities, and there is no number available for the total amount of women supported by their services.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

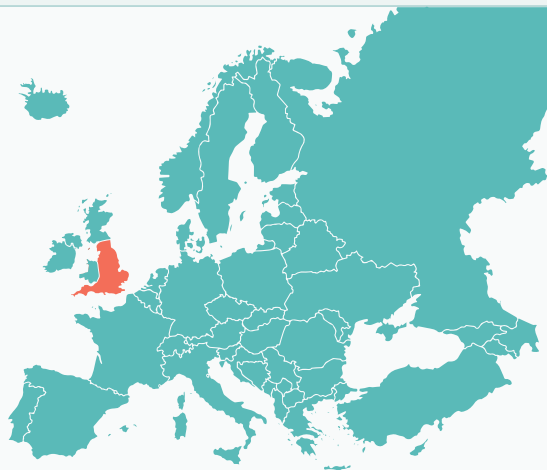
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
1	N/A	N/A	0	Advice, counselling, health support, legal support, victim compensation

In terms of crisis and medical services, there are government services in the health and judicial sectors, such as the regional health centres which assist women survivors of rape/sexual assault. There exists also the Centre for Victims of Sexual Assault in Copenhagen (support provided also for men who are survivors of sexual assault) located within the Rigshospitalet. Funding for support services for survivors of SV is obtained through state funding from local and national authorities. Geographical coverage is limited to major cities within the country.

ENGLAND

GENERAL COUNTRY INFORMATION

Population	55,977,178
Female population	28,309,236
Member of Council of Europe (year)	1949
Member of European Union (year)	1973
Member of United Nations (year)	1945
CEDAW ratified	1986
CEDAW optional protocol ratified	1984
Istanbul Convention signed (year)	2012
Istanbul Convention ratified (year)	No



SUMMARY

There is one national women's helpline in England which is free of charge and available 24/7. England **does meet** IC standards for national women's helpline. There are 271 women's shelters with 3,847 beds in England. Currently, England **does not meet** IC standards for women's shelter provision, with 31% of beds missing. There are also over 1,000 women's centres which provide non-residential services for women survivors of GBV. Approximately 51 rape crisis centres and/or sexual violence referral centres exist in England. Currently, England **does not meet** IC standards for provision of services for survivors of sexualized violence, missing 82% of required services. Furthermore, the state does collect data on women's specialist support services, and this is available to the public.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	108,918

There is one national women's helpline in England called Freephone 24hr National Domestic Violence Helpline (tel.: +44 0808 2000 247) which is free of charge, available 24/7 and offers multilingual support through LanguageLine. Funding for the national women's helplines comes in the form of state funding from national/local authorities as well as donations. In 2018, the helpline received 108,918 calls and 12,732 emails.

There are approximately 132 regional helplines in England, as well as other national helplines available for women in England including:

- Muslim Women's Helpline, run by Muslim Women's Network (tel.: +44 0800 999 5786)
- Finding Legal Options for Women Survivors, run by RCJ Advice (tel.: +44 0203 745 7707)
- Honour Network Helpline, run by Karma Nirvana (tel.: +44 0800 5999 247)
- National Stalking Helpline, run by Suzy Lamplugh Trust (tel.: +44 0808 802 0300)
- Opoka Helpline for Polish Women experiencing violence, run by Opoka (tel.: +44 0300 365 1700)
- Aanchal Helpline, run by Aanchal Women's Aid (tel.: +44 0845 451 2547)

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
271	All cities	All	3,847	1,751	31%	14,551

There are 271 women-only shelters in England with 3,847 beds and all offer 24/7 access. These shelters exist in all cities and women can stay on average 3-6 months in a shelter without being expected to pay for their accommodation. Women-only shelters receive funding primarily from the state (local/national authorities) and through donations. About 113 of the women-only shelter services are run by women's NGOs while 44 are run by other NGOs. Some reasons for having to decline referrals to the women's shelters were: no space/capacity to support the survivor and the survivor was ineligible for support (e.g. the woman was an undocumented migrant, the woman did not experience GBV, or the shelter was unable to meet the woman's needs).

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
1,390	Non-residential services for survivors of domestic violence and other forms of GBV, including specialist services for, e.g. forced marriage, trafficking and female genital mutilation	Counselling; specialist support; advice and advocacy; awareness-raising/prevention-work; support groups and support for children and young people

There are approximately 1,390 women's centres for survivors of GBV in all regions of England. 442 are for all survivors of GBV, while 948 are for women survivors of GBV specifically. The various women's centres provide services such as counselling, specialist support (i.e. for forced marriage, trafficking and female genital mutilation), advice and advocacy, prevention/awareness-raising work, support groups and support for children and young people. About 175 women's centres are run by women's NGOs, and 75 are run by other NGOs. Some of the women-only shelters listed above provide non-residential support as well. Women's centres receive both state funding from national/local authorities as well as donations as primary sources of funding.

Other types of services include independent Domestic Violence Advisors (IDVAs) and multi-agency risk assessment conferences (MARACs). Additionally, Imkaan is a network of organizations which focuses on addressing violence against black and minority ethnic women and girls, including for issues such as domestic violence, forced marriage and so-called "honour-based" violence.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

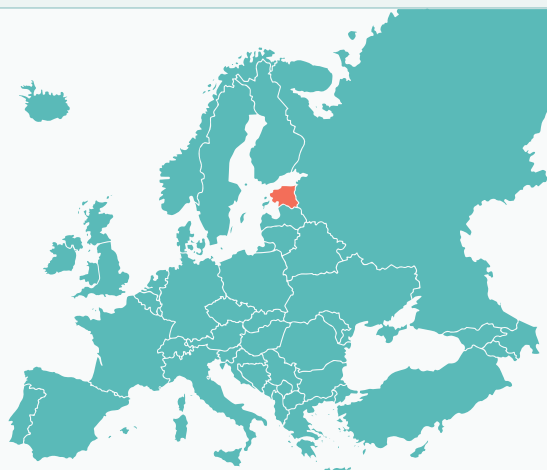
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
51	229	82%	1	Counselling; advocacy and support; crisis/medical support; regional helplines

There are approximately 51 rape crisis centres and 33 crisis/medical services in England for survivors of sexualized violence. Additionally, there is one national Rape Crisis Helpline for survivors of sexualized violence run by Rape Crisis Network, as well as 37 regional helplines. Counselling is usually offered by the rape crisis centres, or via a referral from a doctor to a generic counselling service. These centres receive state funding from local/national authorities and donations and exist in all regions of England. In addition to rape crisis centres and sexual assault referral centres, Survivors Trust is a national umbrella agency with over 100 specialised services for survivors of sexualized violence in the United Kingdom and Ireland.

ESTONIA

GENERAL COUNTRY INFORMATION

Population	1,319,133
Female population	698,049
Member of Council of Europe (year)	1993
Member of European Union (year)	2004
Member of United Nations (year)	1991
CEDAW ratified	1991
CEDAW optional protocol ratified	No
Istanbul Convention signed (year)	2014
Istanbul Convention ratified (year)	2017



SUMMARY

There is one national women's helpline in Estonia which operates free of charge, 24/7 and provides multilingual support. Estonia **does meet** IC standards of national women's helpline service provision. There are 16 women's shelters available with 75 beds (all women's shelters also serve as women's centres in some capacity). With this information, Estonia **does not meet** IC standards for women's shelter provision, missing 43% of beds. Women's shelters provide non-residential services such as counselling. Estonia also has about four rape crisis centres/sexualized violence referral centres located in each major hospital. However, Estonia **does not meet** IC standards for provision of SV services, missing 39% of services. Finally, the state does collect data on women's specialist support services, and this data is available upon request.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	780 ¹⁷

There is one national women's helpline in Estonia called *Ohvriabi Kriisitelefoni* (Victim's Crisis Helpline) (tel.: +372 116 006). The Social Insurance Board Victim's Support Unit is responsible for running and overseeing the helpline. The helpline is free of charge, available 24/7 and provides multilingual support – languages available are Estonian, Russian and English. It is run through state funding from national/local authorities. The main forms of violence reported by callers are psychological, physical and emotional. Furthermore, there are 15 regional helplines in Estonia that support survivors of gender-based violence.

Additionally, Lifeline NPO is a specific helpline for survivors of trafficking and prostitution. Lifeline also organises the International Women's Assistance Centre (tel.: +372 655 8088) in Estonian; (tel.: +372 655 5688) in Russian; and (tel.: +372 15 333) in English for foreign women.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
16	Most cities	All	75	57	43%	17,588

There are 15 women-only shelters in Estonia with 70 beds. There is one other shelter apart from women-only shelters which provides support to survivors of gender-based violence, which has five beds available.

All women-only shelters offer 24/7 access, and women are not expected to pay for their accommodation. This is paid for by the state, and women can stay in the shelter for up to six months. Funding for these shelters comes from state funding from national/local authorities and donations (e.g. by trusts, foundations, individuals). First level services are funded by the state for women and children who are survivors of domestic violence. Additional services, such as therapy, psychological counselling and legal advice/representation, are not funded, so organisations are working on finding ways to fund additional support that survivors may need.

¹⁷ Refers to the previous helpline 1492 which was operating in 2018 by an NGO.

There are several organisations in Estonia providing women-only shelter services for women affected by gender-based violence. There are 13 women's NGOs with a gender-specific/feminist approach, two other women's NGOs and one state organisation.

Women's shelters exist in most cities. Each county centre has at least one such shelter. Tallinn, the capital city, has multiple shelters. On average, women can stay in these shelters for 3-6 months. Although the maximum stay is six months, it is possible to extend accommodation services. There are no specific shelters for migrant/undocumented women, women with disabilities, or minority/ethnic women, but there are support centres which provide services if needed.

The most common reason a referral to a women-only shelter is declined is because the woman did not experience GBV. Also, shelters are not capable of accommodating disabled women. In these cases, the current solution is to make disabled survivors' homes safe and provide the services there. The three most common types of violence reported by women at the shelters were emotional, physical and economic. The in-house services most often provided at the women-only shelters are casework and counselling.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
15	Centres for all survivors of GBV, including women.	Crisis and social counselling (also including support in applying for job, finding place for living, going to police for statements). Child psychologist, psychotherapy, legal advice and representation in court.

There are 15 women's centres in Estonia, since all women's shelters also serve as women's centres and there is one for each county. While the shelters are accessible only to women, the centres are accessible to all survivors. Women's centres for survivors of gender-based violence are run by several organizations in Estonia: there are 13 women's NGOs with a gender-specific/feminist approach, two other women's NGOs and one state organisation. All centres can also provide accommodation in the shelter if needed.

The main sources of funding for women's centres are state funding from national authorities, project-based funding and donations (e.g. by trusts, foundations, individuals). While general support for women and children is funded by the state, additional services, such as therapy, psychological counselling and legal advice/representation, are poorly funded by the state, that is not covering all related costs. Therefore, organisations need to find additional funding sources to provide survivors with adequate support.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

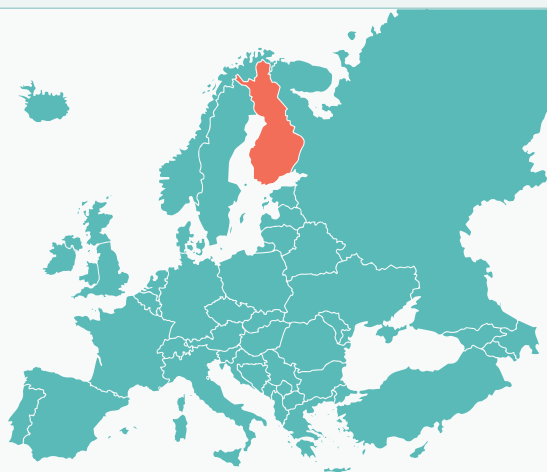
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
4	3	39%	0	Crisis medical services, rape crisis centres, counselling

There are four rape crisis centres in Estonia, one in each major hospital (North, South, East, West). These centres provide crisis counselling, STD testing, first-aid for pregnancy prevention and the collection of forensic evidence. The helpline is the same as the victim crisis line noted above as a national women's helpline (tel.: +372 116 006). Centres operate with state funding from national/local authorities, and the rape crisis centres are only located in major cities.

FINLAND

GENERAL COUNTRY INFORMATION

Population	5,513,130
Female population	2,793,999
Member of Council of Europe (year)	1989
Member of European Union (year)	1995
Member of United Nations (year)	1955
CEDAW ratified	1986
CEDAW optional protocol ratified	2000
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2015



SUMMARY

Finland has one national women's helpline which operates 24/7, is free of charge and provides multilingual support. Therefore, Finland **does meet** IC standards for provision of national women's helpline. The country also has 28 women's shelters (an increase from 19 in 2016) with 202 beds. However, Finland **does not meet** IC standards for women's shelter provision as it is missing 63% of recommended places. There are approximately 34 women's centres in Finland providing counselling advice and advocacy, as well as two rape crisis centres and/or sexual violence referral centres. Finland **does not meet** IC standards for SV service provision, missing 93% of recommended services. Finally, the state does collect data on women's specialist support services, and this data is made public. The National Institute for Health and Welfare collects data from the shelters for survivors of domestic violence and from the national helpline – both are financed because of the implementation of the IC.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	8,891 ¹⁸

Finland has one national 24/7 women's helpline, Nollalinja (The Zeroline against domestic violence and violence against women) (tel.: +358 080 005 005) operated by an NGO, Setlementti Tampere. The helpline is state-financed and coordinated through the National Institute for Health and Welfare.

There are also three other women's helplines: Naisten Linja (Women's Line), operated by an NGO (tel.: +358 0800 02400) provides service in English on Friday from 16-20:00, Finnish from Monday–Friday 16–20:00 and weekends from 12–16:00. Psychological and physical violence, as well as threats of violence, were the most common disclosures to the helplines. Monika-naisten auttava puhelin (Monika Helpline) (tel.: +358 0800 05058) operates Monday–Friday from 9–16:00 and is a service of the NGO Monika Multicultural Women's Association. Tukinainen is an NGO that offers support for the survivors of sexualized violence. They have separate lines for crisis calls (tel.: +358 0800 97899, available Monday–Thursday 9:00–15:00, weekends 15:00–21:00) and legal support (tel.: +358 0800 97895, available Monday–Thursday 13:00–16:00). In addition, Suvanto-linja (Suvanto) for a safe old age (tel.: +358 0800 06776–) specializes in assisting elderly women. Their services are available Tuesdays and Thursdays from 13:00–15:00, and they also offer legal advice for the elderly on Wednesdays from 16:00–18:00. All helplines offer support in Finnish, Swedish and English; Monika also offers Russian and Arabic services. In addition to these national services, there are also 28 regional helplines for survivors of GBV (operated out of shelters) available in Finland.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
28	Major cities	yes	202	349	63%	27,293

¹⁸ This number includes calls from both Nollalinja (8,000) and Women's Line (891)

There are no women-only shelters in Finland. However, in 2018 there were 28 shelters for survivors of violence of all genders, with 202 beds¹⁹, and the shelter users are primarily women, e.g. in 2018 there were 2,498 women, 2,358 children and only 196 men in the shelters. Shelters are coordinated and funded by the National Institute for Health and Welfare, an expert agency working under the Ministry of Social Affairs and Health. In Finland, shelters offer help during crisis, so survivors are permitted to stay as long as they are experiencing an acute crisis (usually up to two months). Shelters in Finland are available in major cities and most commonly offer counselling and practical advisory services. The main reason for declining referrals to Finnish shelters in 2018 was a lack of space and/or the ineligibility of the survivor for service (if the survivor is an undocumented migrant and/or if she did not experience GBV).

In Finland there is also one shelter (Mona-shelter run by Monika) that specifically accommodates migrant women.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
34	For all survivors of violence (29) and for women only (5)	Counselling, advice, advocacy

All 34 centres for survivors of violence in Finland offer counselling and practical and legal advice and advocacy, however the consistency and quality of practical services is quite varied. The funding for these centres is provided from a national lottery fund and by local municipalities. Centres are located in most regions of Finland (over 50%) and are primarily run by NGOs. These services are non-residential, and mostly connected with organisations providing shelters. There are also some women's centres run by local authorities, however the number of them is not available.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
2	27	96%	1	Rape crisis centres, counselling, crisis/medical services, helpline

The Rape Crisis Centre Tukinainen, which is an NGO, provides integrated support and care for all survivors of sexualized violence.

The Seri Support Centre for survivors of sexualized violence is the first of its kind in Finland and it was founded as a model in line with the requirements of the Istanbul Convention. It functions in a hospital in Helsinki. During 2018 there was only this one centre, but three more have opened at the time of this report's publication in 2019.

All helplines mentioned above also support survivors of sexualized violence. Services for women and girls who have experienced sexualized violence exist in major cities.

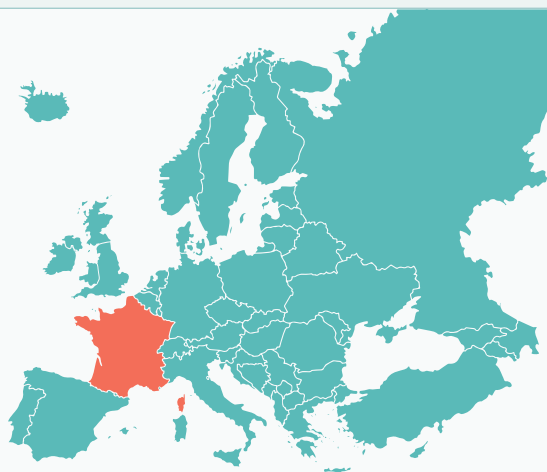
All women's centres also help survivors of sexualized violence, as do shelters when it is part of intimate partner violence.

¹⁹ This is the number of family places (e.g. rooms) which can accommodate one person or a family.

FRANCE

GENERAL COUNTRY INFORMATION

Population	66,926,166
Female population	34,555,600
Member of Council of Europe (year)	1949
Member of European Union (year)	1958
Member of United Nations (year)	1945
CEDAW ratified	1983
CEDAW optional protocol ratified	2000
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2014



SUMMARY

There is one national women's helpline in France which is free of charge and offers multilingual support, however it does not run 24/7. Therefore, France **does not meet** the standards of the Istanbul Convention on the provision of national women's helpline. There are approximately 52 shelters which are members of the network *Fédération Nationale Solidarité Femmes* (FNSF), providing a total of 2,797 beds. France **does not meet** the IC standards for the provision of women's shelters, since 58% of the required beds is missing. There are no rape crisis centres or sexual violence referral centres in France. Currently, the country **does not meet** the IC standards for the provision of support services for survivors of sexualized violence. There are 181 women's centres in France only for women survivors of gender-based violence.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	No	Yes	53,255

There is one national women's helpline in France, Violence Femmes Info (tel.: +33 3919). This helpline addresses all forms of violence against women. The helpline does not operate 24/7 but from 9:00-22:00 Monday through Friday and 9:00-18:00 Saturdays, Sundays and during the holidays. The helpline is free of charge, anonymous and offers multilingual services. The total number of callers in 2018 is estimated at 53,255. In 2018, statistics reported by FNSF show that 98% of the survivors calling are women, 92% of the calls are related to domestic violence and more than one out of ten women have declared receiving death threats. Other NGO-run helplines offer support and counselling services specific to certain forms of violence, such as sexual harassment at work (telephone line operated by the AVFT association), forced marriages ("SOS forced marriage") and violence against women with disabilities ("Ecoute Violences Femmes Handicapées").

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
52 ²⁰	All regions	N/A	2,797	3,896	58%	23,928

The network FNSF regroups a total of 67 partner-organisations addressing violence against women and especially domestic violence. An estimated 77% of the 67 organisations offers shelter to women survivors of violence (around 52 shelters). According to the data provided by FNSF, there is a total of 2,797 beds in France. 5,853 survivors were sheltered in 2018. The shelters also offer both accommodation and specialised support by professionals, such as physical and mental health support, economic and judicial services.

²⁰ Data available only for the network FNSF.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
181	Only for women survivors of GBV	Counselling, legal advice, practical advice

Member organizations of FNSF (67) provide support for women survivors of violence in France. In 2018, they conducted 86,545 interviews with women survivors, received 33,677 women in their centres and 1,015 calls for safety requests. Safety requests implies the geographical removal of the survivor from the aggressor.

In France there are also 114 state-sponsored information centres for women's and families' rights (*Centres d'Informations sur les Droits des Femmes et des Familles - CIDFF*). These centres offer information and support services for women survivors of violence, through the assistance of professional teams (lawyers, psychologists, social workers, family and marriage counsellors). The types of services provided include listening, informing, accompanying women survivors of GBV (intimate partner violence, rape and sexual assault, sexual harassment, sexual mutilation, forced marriages), offering support with police, legal, medical, social and professional actions.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	335	100%	1	Online portal for survivors of sexualized violence

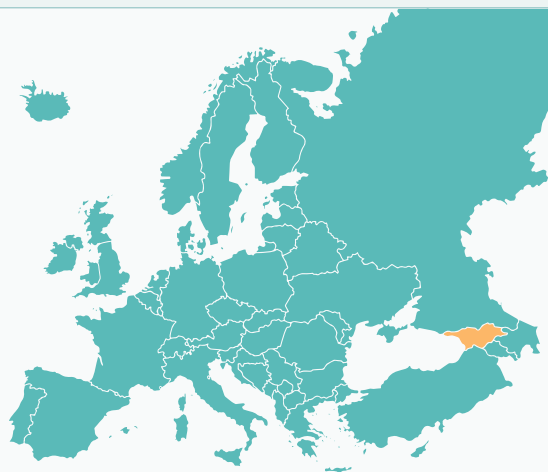
There are no specialized support services for survivors of sexualized violence in France. Victims of rape and sexual violence are referred to the forensic units located in hospitals (UMJs), where a medical examination allows collecting evidence and detecting sexually transmitted diseases. However, victims' access to the forensic units is restricted due to insufficient geographical coverage and due to the prior requirement to file a complaint. Pilot projects to support survivors of sexualized violence exist in France, but they are limited in number given the population and the size of the French territory.²¹ There is one national helpline for survivors of sexualized violence called *SOS Viols Femmes Informations* (tel.: +33 0800 059595), which is run by the organization *Collectif Feministe contre le Viol - CFCV*. The helpline is free of charge, but not available 24/7. The CFCV is also supporting survivors of sexualized violence with group meetings and advice regarding legal assistance.

In France there is an online portal to support survivors of sexualized violence (*Portail de signalement des violences sexuelles et sexistes*, via the website "service-public.fr"). It is free of charge and available 24/7 and consist in a chat with police officers trained to support and counsel survivors of sexualized violence.

GEORGIA

GENERAL COUNTRY INFORMATION

Population	3,729,633
Female population	1,938,074
Member of Council of Europe (year)	1999
Member of European Union (year)	No
Member of United Nations (year)	1992
CEDAW ratified	1994
CEDAW optional protocol ratified	2002
Istanbul Convention signed (year)	2015
Istanbul Convention ratified (year)	2017



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SUMMARY

Georgia has one national women's helpline which is free of charge, 24/7 and provides multilingual support. There are overall seven women-only shelters available only in major cities in Georgia. Lastly, there are 18 women's centres for all survivors of GBV, which are also available only in major cities. Currently, Georgia **does meet** the standards of the IC for the provision of the national women's helpline but **does not meet** IC standards for women's shelters provision, since 73% of beds are currently missing. There are no services for survivors of sexualized violence in Georgia. Therefore, the country also **does not meet** the minimum standards of the IC for provision of services for survivors of sexualized violence. Additionally, the Georgian government collects data on specialist women's support services; these are publicly available.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	1,822

There is one national women's helpline in Georgia called State Fund for Protection and Assistance of (Statutory) Victims of Human Trafficking (tel.: +995 116 006). The national women's helpline offers support and legal advice on issues concerning violence against women, domestic violence, sexualized violence and human trafficking.

The national women's helpline is operated by AVNG and funded by the state. The helpline is free of charge, operates 24/7 and offers multilingual support in Azeri, Armenian, Russian, English and Georgian. The helpline receives state and international funding. The most common form of violence reported by callers in 2018 was psychological violence. There are other regional helplines supporting survivors of GBV in the country.

The total number of callers that have contacted the national women's helpline in 2018 was 1,822. In addition to the national women's helpline there are other regional helplines supporting survivors of GBV in Georgia.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
7	Major cities	Yes	100	273	73%	37,296

There are seven women-only shelters in the major cities of Georgia operating 24/7 with an overall capacity of 100 beds. Women accessing the shelters are not expected to pay for their accommodation. The women-only shelters receive state and international funding.

Organisations providing women-only shelter services to women affected by GBV include: three women's NGOs with a gender-specific/feminist approach and four state-run shelters. There are no other shelters in Georgia besides the women-only shelters. A woman can stay on average between 3-6 months at the shelters. Women can stay at the state-run shelters for a maximum of nine months, while accommodation at the shelters run by NGOs is more flexible.

There are no specific shelters for the following groups of women: migrant/undocumented women, women with disabilities (physical or mental health condition), minority ethnic women, transgender women, lesbian women, women victims of trafficking or elderly women, women survivors of so-called "honor-based" violence, women survivors of forced marriage or female genital mutilation. Nevertheless, many of the existing shelters are adapted to the needs of the afore-mentioned groups of women.

Reasons to decline referrals at the women-only shelters include limited space and capacity to support the survivor. The women's shelters operated by the state request clients to present official documentation presenting evidence of GBV before receiving clients. The most common form of violence reported by clients at the women-only shelters in 2018 was physical violence. The most common in-houses services provided by the shelters in 2018 were: casework, counselling, referrals and collaboration with other services, practical advice regarding housing, social benefits and health care and legal advice.

There are no other shelters aside from the seven women-only shelters providing support to women affected by GBV.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
18	For all survivors of GBV, including women	non-residential support services (e.g. advice, counselling), residential support services (e.g. emergency accommodation), advice and advocacy (legal options, housing, employment, other support services, representation at court/police/social services and other).

There are 18 women's centres for all survivors of GBV in Georgia. These are run by 14 women's NGOs and three are run by government agencies. The women's centres are only available in major cities. Women's centres provide non-residential support services (e.g. advice, counselling) as well as residential support services (e.g. emergency accommodation). Services provided by women's centres include advice and advocacy (regarding legal options, housing, employment, other support services, representation at court/police/social services and other). The centres receive state and international funding. Total number of women supported by all women's centres in 2018 was 630. There are no centres only for women survivors of GBV.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

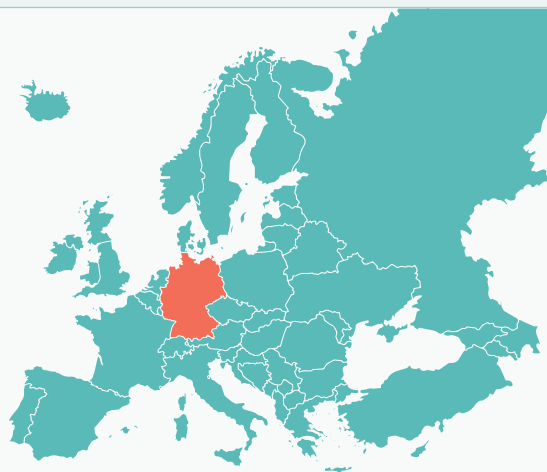
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	19	100%	0	-

There are no specialized services for women survivors of sexualized violence in Georgia.

GERMANY

GENERAL COUNTRY INFORMATION

Population	82,792,351
Female population	41,948,786
Member of Council of Europe (year)	1950
Member of European Union (year)	1958
Member of United Nations (year)	1973
CEDAW ratified	1985
CEDAW optional protocol ratified	2002
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2017



SUMMARY

Germany has one national women's helpline operating 24/7, free of charge, therefore Germany **does meet** the minimum standards of the IC for provision of a national women's helpline. With 360 women's shelters offering 6,408 beds, Germany **does not meet** the minimum standards of the IC for provision of women's shelters, as 23% of beds are currently missing. Furthermore, Germany **does not meet** the minimum standards of the IC for provision of services for survivors of sexualized violence, since 56% of services are missing. Several women's centres are available in Germany, which only support women survivors of GBV and provide mainly non-residential support services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	73,356

Germany has one national women's helpline, called Violence Against Women Helpline (*Hilfetelefon Gewalt gegen Frauen*, tel.: +49 08000 116 016). The helpline is run by the *Bundesministerium für Familie, Senioren, Frauen und Jugend und Bundesamt für Familie und zivilgesellschaftliche Aufgaben*. The helpline is free of charge, available 24/7 and offers multilingual support in Albanian, Arabic, Bulgarian, Chinese, English, Farsi/Dari, French, Italian, Kurdish, Polish, Portuguese, Romanian, Russian, Serbian, Spanish, Turkish and Vietnamese.

Funding for the helpline is procured through state funding from national/local authorities. In 2018, the national women's helpline was contacted by 73,356 callers. The three most common forms of violence reported by callers to the national women's helpline in 2018 were domestic, sexualized and psychological violence. There is one other regional helpline supporting survivors of GBV in Germany called BIG Hotline (tel. no.: +49 306 110 300).

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
360	Most cities	Most	6,408	1,871	23%	12,920

There are approximately 360 women-only shelters in Germany, with 6,408 beds available. These shelters offer 24/7 access in most cases. Depending on which federal county the shelter is located, some women may be expected to pay for their accommodation. This variation is due to the fact that the shelters have different ways of financing themselves. Generally, funding for women-only shelters in Germany comes from state funding from national/local authorities and donations, e.g. by trusts, foundations, individuals.

In terms of organisations providing women's only shelter services, there are organisations run by women's NGOs with a gender-specific, feminist approach, faith-based organisations and other NGOs. There are about 100 women's NGOs with a gender-specific/feminist approach, run by die *Zentrale Informationsstelle der Autonomen Frauenhäuser*; regarding faith-based organisations, 55 shelters are run by *Deutscher Caritasverband* and *Sozialdienst Katholischer Frauen* and 31 by *Diakonie Deutschland*; regarding other NGOs, 41 shelters are run by *Bundesverband der Arbeiterwohlfahrt* and an additional 120 shelters are run by *Paritätischer Gesamtverband*.

There are no other shelters in Germany apart from the women-only shelters which can provide support to survivors of GBV. Women-only shelters exist in most cities in the country, and on average women can stay at the women-only shelters for 3-6 months. More specifically, the length of stay can vary from one week to one year or longer.

There are specific shelters for women survivors of so-called "honour-based" violence, which includes forced marriage. Most of these shelters take in girls and young women up to the age of 21, though a few also take in older women. There is one shelter for girls with disabilities and/or mental illness, which is located in Bielefeld, and there is a specialised shelter for LGBTIQ survivors of forced marriage located in Berlin.

The main reasons women-only shelters had to decline referrals in 2018 were related to lack of space/capacity to support the survivor, no space/capacity to accommodate the survivor with her children and the survivor being ineligible for support, mainly because the shelter was unable to meet the woman's needs.

The most common type of violence reported by clients to the women-only shelters were various forms of GBV. The in-house services most often provided by the women-only shelters in 2018 were casework, counselling, referrals/collaboration with other services and practical advice, e.g. housing/move-on accommodation, social benefits and health care.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	Only for women survivors of GBV	Counselling; specialist support; advice and advocacy

Several women's centres are available in Germany, which only support women survivors of GBV. It was not possible to obtain information about the existing number of women's centres in Germany in 2018. However, in the WAVE Country Report 2015 it was stated that Germany had 420 women's centres.²²

Services provided in 2018 include counselling, specialist support (forced marriage, so-called "honour-based" violence, female genital mutilation and trafficking in persons) and advice and advocacy (e.g. legal options, housing, employment, other support services and representation at court/police/social services).

Women's centres in Germany are run by women's NGOs and other entities. The women's centres provide only non-residential support services, though sometimes both residential and non-residential services are provided by the same centre. There are some shelters which are directly connected women's centres, like for example in Weimar. When a women's centre is connected to a women-only shelters, clients can be directly referred, if needed.

Funding for women's centres is obtained through state funding from national/local authorities. Women's centres are located in most regions of Germany (over 50% of the country).

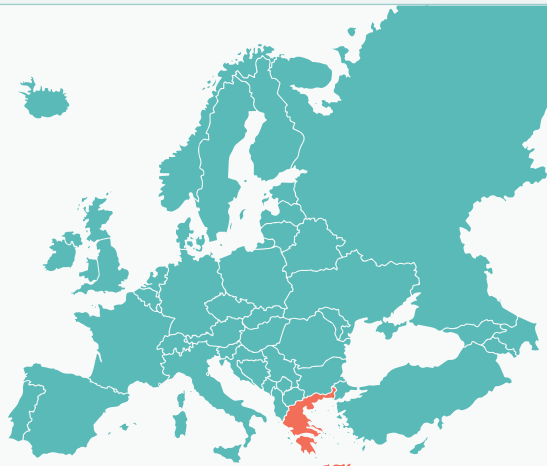
²² WAVE Country Report 2015, p. 42.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing ²³	% of SV services missing	Helplines for survivors of SV	Other available services
183	231	56%	0	Counselling, legal support, therapy support groups

There are 183 services available for women survivors of sexualized violence in Germany. Available services include counselling, legal support, therapy and support groups. Overall, there are 183 rape crisis centres, one general helpline for survivors of GBV and 310 additional counselling services available. Services for sexualized violence for women and girls are funded by national/local authorities. Additionally, there are services for minor girl survivors of sexualized violence. Sexual violence services are available in most regions (over 50%) of the country.

GREECE

GENERAL COUNTRY INFORMATION		
Population	10,741,165	
Female population	5,531,125	
Member of Council of Europe (year)	1949	
Member of European Union (year)	1981	
Member of United Nations (year)	1945	
CEDAW ratified	1983	
CEDAW optional protocol ratified	2001	
Istanbul Convention signed (year)	2011	
Istanbul Convention ratified (year)	2018	

SUMMARY

There are two national women's helpline in Greece, both available 24/7, and one of them is free of charge. Greece **does meet** the Istanbul Convention standards for the provision of a national women's helpline. There are 25 shelters accessible to women in Greece, with approximately 470 beds available. This corresponds to 56% of the required beds missing; therefore, Greece **does not meet** the IC standards for the provision of women's shelters. There are no rape crisis centres or sexual violence referral centres in Greece, therefore the country **does not meet** the IC standards for the provision of support services for survivors of sexualized violence. There are 57 women's centres in most regions of Greece, mostly for women survivors of GBV. The state does collect data on women's specialist support services and this data is made public.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
2	Yes	Yes	Yes	5,190

There are two national helplines in Greece: the SOS Helpline for Abused Women (tel.: +30 15900), run by the General Secretariat for Gender Equality, and the SOS HELPLINE UWAH (tel.: +30 8011116000), run by the Union of Women Association of Heraklion. The SOS Helpline for Abused Women (tel.: +30 15900), operates 24/7 but is not free of charge. Multilingual support is provided in Greek, English and French. The helpline receives state funding and donations, e.g. from trusts, foundations and individuals. The SOS HELPLINE UWAH (tel.: +30 8011116000) operates 24/7, but it does not offer multilingual support. The helplines receive state funding and donations, e.g. from trusts, foundations and individuals. The

²³ According to the standard from the IC, there should be 1 rape crisis or sexual violence referral centre per 200,000 population.

total number of callers that have contacted the national women's helplines in 2018 was 5,190. The three most common forms of violence reported by callers were domestic violence, sexualized violence and trafficking.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
25	Most cities	Yes	470	604	56%	22,854

There are 25 shelters accessible to women survivors of GBV in Greece, with approximately 470 beds. Twenty-two of the shelters are women-only shelters, while three are accessible to all survivors of GBV. The shelters are located in the major cities of Greece, with a relatively good geographical coverage and women are not expected to pay for their accommodation. Only three of these shelters are accessible 24/7 and only in exceptional cases.

Funding for women's shelters mainly comes from the state and donations. Women's shelters are mainly state-run (21 of them), while the others are run by women's NGOs. On average, women can stay 3 to 6 months in the women-only shelters.

The three main reasons for having to decline referrals are limited space and lack of capacity to support the survivor or their children as well as women with psychiatric problems and substance abuse. The three types of in-house services most often provided by women's shelters are counselling, referrals, and legal advice. Additionally, in Greece there is one shelter for women survivors of trafficking.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
57	For women survivors of GBV	Counselling, advice & advocacy (including regarding: legal options, housing, employment, other support services and representation at court/police/social services)

There are 57 women's centres in most regions of Greece, mostly for women survivors of GBV. The types of services provided are mainly counselling and advice and advocacy. Women's centres in Greece are run by the government, by women's NGOs and other NGOs. Women's centres provide mostly non-residential support services (e.g. advice, counselling) as well as residential support services (e.g. emergency accommodation). Women's centres receive both state funding from national/local authorities and donations. The total number of women supported by women's centres in Greece in 2018 was 5,080.²⁴

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	54	100%	No	No

There are no services for women survivors of sexualized violence.

²⁴ Data available for 44 state-run centres.

HUNGARY

GENERAL COUNTRY INFORMATION

Population	9,778,371
Female population	5,106,769
Member of Council of Europe (year)	1990
Member of European Union (year)	2004
Member of United Nations (year)	1955
CEDAW ratified	1980
CEDAW optional protocol ratified	2000
Istanbul Convention signed (year)	2014
Istanbul Convention ratified (year)	No



SUMMARY

There is one national women's helpline in Hungary, however it is not available 24/7 nor is free of charge. There are 25 shelters accessible to women survivors of GBV, with an overall capacity of 167 beds. 83% of beds are currently missing. There are no rape crisis centres or sexual violence referral centres in Hungary, with 99% of recommended SV services currently missing. There are also no women's centres in Hungary. Hungary therefore **does not meet** the minimum standards of the IC for provision of a national women's helpline, women's shelters and support services for survivors of sexualized violence.

The state does not collect data on women's specialist services. There are only a few women's specialist support services in Hungary, which are run by women's NGOs. These NGOs undertake their own data collection efforts. For other relevant specialised support services but following a gender-neutral/gender-blind approach, some data are available to the public, e.g. from websites and reports of service providers, state reports to international bodies and from relevant media articles. Official, government-led data collection efforts in this field do not seem to be comprehensive and systematic; public accessibility to these data is uncertain and fragmented. In some cases, data are only made available upon request.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	No	Yes	N/A

There is one national women's helpline in Hungary called *NANE Segélyvonal* (NANE Helpline, for adult and child survivors of domestic violence, accessible by phone (tel.: +36 06 80 505 101) and e-mail. The helpline is available free of charge, but it does not operate 24/7. The national women's helpline offers some multilingual support.

There are two other helplines, *KERET Segélyvonal* (KERET Helpline), specialized for survivors of sexualized violence, also operated by NANE; and *PATENT Jogsegély* (PATENT Legal Aid), for women living in abusive relationships, also accessible by phone and email. From July 2019, the KERET helpline has been incorporated into the NANE Helpline. KERET – Coalition Against Sexual Violence for the Survivors – was established as a coalition of several NGOs. The coalition has undertaken different activities, one of which was operating a helpline provided by NANE Association. The helplines are run by NANE Women's Rights Association and PATENT, People Opposing Patriarchy Association.

There is also a National Crisis Management and Information Telephone Service (OKIT), but it is not exclusively a women's helpline. It is available 24/7 free of charge and provides survivors of domestic violence, child abuse, trafficking and prostitution with information and helps them to find safe accommodation in an acute crisis.

The other helplines are available free of charge, but they do not all operate 24/7. The helplines offer multilingual support, but it is not generally guaranteed. It depends on the language skills of the operators, though English can normally be offered as a non-native language, both over the telephone and by e-mail. There are no other regional helplines supporting survivors of GBV.

Funding for the national women's helplines mainly comes through donations, e.g. by trusts, foundations and individuals, and from international funding. International funding is understood to be provided as grants received from abroad and by private/grant-giving organizations, not only from the EU but also from other international organisations/institutions.

In 2018, the national women's helpline and the two other helplines for survivors of sexualized violence and for women living in abusive relationships received calls from 1,008 women. As concerns the types of violence reported, verbal-psy-

chological violence, physical violence and economic violence were the most common forms of violence reported to the national women's helpline and the helpline for survivors of sexualized violence operated by NANE Association. With regard to the helpline run by PATENT Association's Legal Aid, cases related to child visitation/forced visitation were over-represented among the calls received.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
25	N/A	N/A	167	811	83%	58,553

There are no women-only shelters in Hungary. There are 25 other shelters providing support to all survivors of GBV, with 167 beds available in total.²⁵ There are different types of services providing accommodation for survivors of domestic violence:

The crisis intervention centres provide accommodation and other services to survivors of domestic violence; the 'Secret Shelter' provides accommodation for survivors of domestic violence whose lives are in danger; Halfway houses provide long-term housing and professional services for survivors of domestic violence and human trafficking, with the aim of supporting their social reintegration; temporary accommodation exists for survivors of human trafficking. The extension of several services started in 2018 and continued in 2019, partly thanks to funding from the EU.

Several government reports present different data referring to the development phase of services which started in 2018-2019. In some cases, e.g. crisis intervention centres or halfway houses, only the minimum capacity is indicated in official reports. In 2018, reported numbers included 15 crisis intervention centres, one secret shelter, six halfway houses and two temporary accommodations. The number of beds for each was as follows: 90 beds for the crisis intervention centres, 29 beds for the two secret shelters and 24 beds for the halfway houses (for three, as a minimum capacity and 24 for temporary accommodation for four). This data is based on the 9th Periodic Report of Hungary to the Committee on the Elimination of Discrimination against Women (2019). The afore-mentioned report also mentions certain specific services available for survivors of trafficking, but these are not women-only services.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
0	-	-

There are no women's centres in Hungary. However, a new type of service was established by the state in 2018 called 'crisis management ambulance'. These provide walk-in consultations without accommodation in domestic violence incidents. As of 2018, there are seven crisis ambulances operating in the country, one in each region.

The crisis ambulances are not women-only services. Four of the seven existing services are operated by the Hungarian Interchurch Aid.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	49	100%	1	N/A

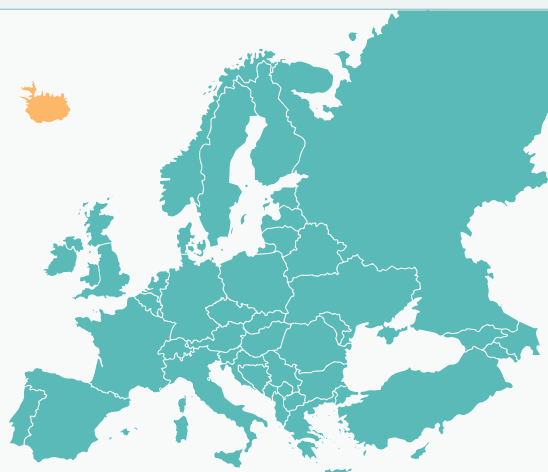
There are no rape crisis centres or sexual violence referral centres in Hungary. There are some services available for women and girl survivors of sexualized violence in Hungary. In 2018, a specific helpline for survivors/survivors of sexual violence (KERET) started to operate; this was subsequently incorporated into the NANE Helpline in July 2019. There are several initiatives seeking to address the issue of sexualized violence and the need to provide support to survivors, but these have not yet taken shape.

²⁵ It is to be noted that the figures presented above regarding available shelters and beds are not specific, but only indicative.

ICELAND

GENERAL COUNTRY INFORMATION

Population	348,450
Female population	170,850
Member of Council of Europe (year)	1950
Member of European Union (year)	No
Member of United Nations (year)	1946
CEDAW ratified	1985
CEDAW optional protocol ratified	2001
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2018



SUMMARY

Iceland has one national women's helpline which operates 24/7, free of charge and provides multilingual support. Therefore, Iceland **does meet** IC standards for provision of national women's helpline. There is one women's shelter in the country with 22 beds. Iceland **does not meet** IC standards for provision of women's shelters, missing 37% of recommended beds. The country also has about four women's centres, such as women's counselling centres and family justice centres. There are also three rape crisis centres/sexual violence referral centres in Iceland, which means that Iceland **does meet** IC standards for SV service provision.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	N/A

There is one national women's helpline in Iceland called *Kvennaathvarfið – símaþjónusta* (The Women's Shelter – Phone Service) (tel.: +354 561-1205) run by Samtök um kvennaathvarf (The Women's Shelter) in Reykjavík. The helpline operates free of charge and 24/7 and provides multilingual support in English and Icelandic with plans to expand into French and Spanish services (and at times in French and Spanish). The main source of funding for the helpline is from the state and from private donors. There is no data on the number of calls received by the helpline in 2018. Domestic violence (various forms) was the most commonly reported.

There are other helplines which support survivors of GBV in Iceland. The Women's Shelter runs a national helpline (tel.: 354 5611205) which also provides counselling and support for women survivors of sexualized violence, and Aflíð in Akureyri runs a regional phone service, in which women can call for support and advice at all times (tel.: +354 8575959).

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
1	Capital city	yes	22	13	37%	15,839

There is one women's shelter in Iceland, also operated by Samtök um kvennaathvarf (The Women's Shelter). It is open 24/7 with 22 available beds. The shelter is located in the capital city, Reykjavík, and it is operated by a women's NGO with a feminist approach. Women can stay in the shelter as long as they need to, however the average stay is one month. There are no specific accommodations for any minority-identified women. The primary reason for declining referrals to the shelter was when survivors were declared ineligible for support, for example if they were an undocumented migrant, if the shelter could not meet their specific needs and if they did not experience GBV. This is not a reason for women not being able to stay in the shelter, but rather that the needs are different or that women are not able to follow the rules of the shelter, e.g. if they are using drugs or alcohol, or the shelter did not meet their needs, i.e. the survivor needed alternate forms of social support. Women are not expected to pay for their accommodation in the women's shelter.

Psychological, physical and sexualized violence were the most commonly reported to the shelter. The shelter provides counselling and referrals as well as practical and legal advice. In 2017, the shelter accommodated 135 women and 70 children. In addition, the shelter provided counselling support to 240 women who did not use the overnight facilities.²⁶

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
4	Counselling centers, family justice centers	Counselling, advice, advocacy

There are two women's centres in Iceland, supported by both state funds and private donors. These centres are available in major cities and some more remote rural areas. Kvinnaráðgjöfin (The Women's Counselling Centre) is a volunteer-run organization offering legal, social and psychological support for women survivors of violence, open four hours a week in Reykjavík. Aflið, in Akureyri, is a small, volunteer-based organization with limited resources that offer counselling to survivors of all forms of domestic violence. They offer individual and group counselling for survivors. Furthermore, there are two family justice centres, one in Reykjavík and the second in Akureyri.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

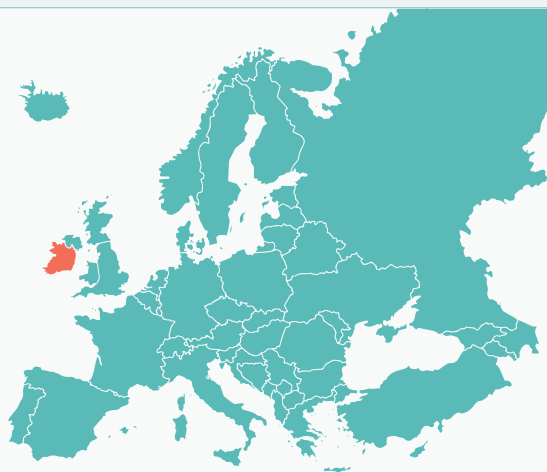
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
3	0	0%	0	Education and counselling

In major cities in Iceland, there are a total of three sexualized violence-specific women's services that provide support for survivors of SV. There are two sexual assault units (sexual violence referral centres) located in hospitals (Reykjavík and Akureyri), run by the local government, which offer emergency medical and psychological support. There is also one centre in Reykjavík called Stígamót. Opened in 1990, Stígamót is an education and counselling centre for survivors of sexual abuse and violence. It provides free counselling for survivors of rape, sexual molestation, sexual harassment, pornographic exploitation and prostitution. Stígamót also conducts workshops and trainings on various aspects of sexualized violence and survivor support, aimed at professionals, interest groups, individuals and government officials.

IRELAND

GENERAL COUNTRY INFORMATION

Population	4,830,392
Female population	2,438,169
Member of Council of Europe (year)	1949
Member of European Union (year)	1973
Member of United Nations (year)	1955
CEDAW ratified	1985
CEDAW optional protocol ratified	2000
Istanbul Convention signed (year)	2015
Istanbul Convention ratified (year)	2019



SUMMARY

There is one national women's helpline in Ireland for all survivors of gender-based violence which is free of charge, 24/7 and provides multilingual support. Ireland **does meet** IC standards for provision of national women's helpline. There are

26 Information retrieved from the Women's Shelter Annual Report. <https://www.kvennaathvarf.is/wp-content/uploads/2019/04/%C3%81rsk%C3%B-Drsla-2018-4.pdf>

also 22 women’s shelters in Ireland with 145 beds, which means that Ireland is missing about 70% of recommended beds and therefore **does not meet** IC standards for women’s shelter provision. Additionally, there are around 39 women’s centres which provide non-residential support as well as support for survivors of trafficking and prostitution. Ireland also has approximately 16 rape crisis centres/sexual violence referral centres (missing about 34% of recommended services) and therefore **does not meet** IC standards for SV service provision. The state does collect data on women’s specialist support services, and this data is made public. However, the data can be limited and therefore other bodies, such as specialist women’s support services themselves, publish more detailed information regarding domestic and sexualized violence services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN’S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	yes	yes	yes	29,202 ²⁷

There are two national women’s helplines in Ireland. The Women’s Aid 24hr National Freephone Helpline (tel.: +353 1800 341 900) is run by Women’s Aid and is a national domestic violence helpline available in over 170 languages through the telephone interpretation service. The helpline operates 24/7 and free of charge. The helpline received 15,835 calls in 2018. The three most common forms of abuse reported to the helpline were emotional abuse (62%), physical abuse (19%) and financial abuse (7%). The main funding for national women’s helplines is state funding (national/local authorities) and donations. The three most common reported forms of sexualized violence were adult rape (44.8%), child sexual abuse (33%) and adult sexual assault (9.5%).

In addition to the above helpline, the Dublin Rape Crisis Center National 24hr Helpline (tel.: +353 0800 77 8888) is run by the Dublin Rape Crisis and received 13,687 calls in 2018. This helpline operates 24/7 and free of charge. The helpline for sexualized violence also provides service for those who are deaf or hard of hearing via a text service from Monday-Friday between 8:00-18:30 (tel.: +353 0868 238 443).

Furthermore, there are 34 local domestic violence helplines around Ireland. Collectively, with the national domestic violence helpline, they receive approximately 50,000 calls annually. In addition to the 15 rape crisis centres which operate part time local helplines, one NGO called CARI specializes in services for child survivors of sexual violence runs a par-time helpline, and the NGO Ruhama supporting survivors of sex trafficking runs a free text service.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
22	Major cities	Most	145 ²⁸	338	70%	33,313

There are 22 women-only shelters in Ireland with a total of 145 beds. Most of the shelters provide 24/7 access and women are not expected to pay for accommodation in the women’s shelter (although in cases where women can afford to make a contribution, services will ask that women pay rent). The two main sources of funding for women’s shelters are state funding from national/local authorities and donations. Women’s shelters exist in major cities, as some counties do not have a women’s shelter. The average length of stay in women’s shelters varies between services. Some women’s shelters have timeframes of up to three months while others will not put a limit on it and instead will determine the length of stay depending on the need. The main reasons for having to decline referrals in 2018 were: no space/capacity to support the survivor, and no space/capacity to accommodate the survivor with her children. Three types of in-house services most often provided by women-only shelters in Ireland are casework, referrals/collaboration with other services, practical advice and legal advice.

There are also a number of homeless charities which provide accommodation for survivors of GBV, although the number is undefined.

3. WOMEN’S CENTRES

Total number of centres	Types of centres	Types of services provided
39	Non-accommodation services, specialist service for survivors of trafficking and prostitution	Counselling, advice, advocacy, helpline, court accompaniment, outreach, childcare

²⁷ Total calls for both helplines.

²⁸ Figure is from the state and indicates emergency refuge family units.

There are 21 non-accommodation services (including one for men) in Ireland which exist in most regions. All services provide a level of counselling (not long-term), advice and advocacy, one-to-one support, helpline, court and other accompaniment, outreach, childcare and support children and support groups. Some of the women's centres provide non-residential services, while some also run shelters. Women's centres receive both state funding from national/local authorities and donations.

There are 17 local women's projects operating around Ireland, together making up the National Collective of Community Based Women's Networks (NCCWN). They have a role in family support, parenting, and childcare support, addressing GBV, promoting women's community leadership and empowerment, and women's health and wellbeing. There is also one specialised service for survivors of trafficking and prostitution called Ruhama.

Furthermore, there is one women-run advocacy group for survivors of female genital mutilation, so-called "honour-based violence" and forced marriage, in addition to other advocacy work.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
16	8	34%	1	support for child survivors of SV, court and police accompaniment, counselling, sexual assault treatment units (medical units)

Approximately 16 rape crisis centres exist in most regions in Ireland. These centres provide individual specialist counselling, some help for supporters of survivors, advice, advocacy, court and police accompaniment, and some other services (e.g. educational/awareness-raising). 15 rape crisis centres also operate part-time local helplines. The main source of funding for rape crisis centres are state funding from national/local authorities and donations. In addition to the rape crisis centres, there are also six sexual assault treatment units (SATU) providing medical support.

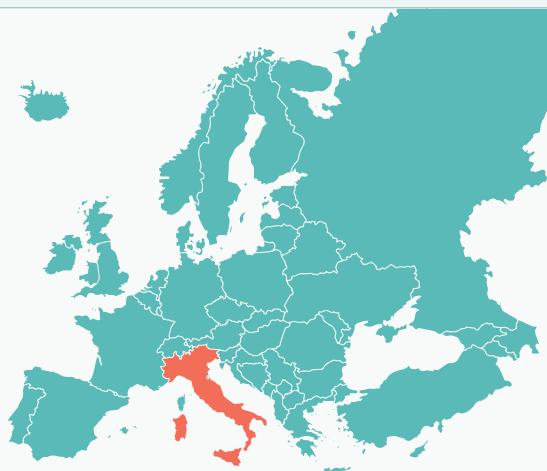
There is a national helpline for survivors of sexualized violence run by The Dublin Rape Crisis Centre (tel. +353: 1800 77 8888).

One NGO called CARL provides a specialist service for child survivors of sexualized violence, including a part-time helpline (tel.: +353 1890 92 45 67).

ITALY

GENERAL COUNTRY INFORMATION

Population	60,483,973
Female population	31,056,366
Member of Council of Europe (year)	1949
Member of European Union (year)	1957
Member of United Nations (year)	1955
CEDAW ratified	1985
CEDAW optional protocol ratified	2000
Istanbul Convention signed (year)	2012
Istanbul Convention ratified (year)	2013



SUMMARY

There is one national women's helpline in Italy, operating 24/7, free of charge and offering multilingual support. Therefore, Italy **does meet** the Istanbul Convention standards for the provision of a national women's helpline. In Italy there are 232

shelters accessible to women, 120 of which are women's only shelters, offering 789 beds. Italy **does not meet** the IC standards for women's shelters provision, since 87% of the required beds are missing. Italy **does not meet** the IC standards for the provision of support services for survivors of sexualized violence, since there are no rape crisis centres or sexual violence referral centres in the country. There are 253 women's centres for women survivors of GBV.

The state collects data on women's specialist support services and these data are public and available online. The first and only statistics available are for the year 2017, but they are based on general definitions of women's support services and do not allow a proper assessment of the compliance with the Istanbul Convention standards.

The network *D.i.Re. – Donne in Rete contro la violenza* (Women's network against violence) collects and publishes data on women's specialist support services as well.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	33,682

There is one national women's helpline in Italy, called *Numero Nazionale Antiviolenza e Stalking 1522* (National helpline against violence and stalking) (tel.: +39 1552), run by the NGO Telefono Rosa. The helpline is free of charge, operates 24/7 and offers multi-lingual support in English, French, Arabic and Spanish. The helpline receives state funding from national and local authorities. The total number of callers in 2018 was 33,682. The three most common forms of violence reported by callers were domestic violence, inquiries about how to reach counselling services and shelters, and gender-based violence. In Italy, women's shelters also provide helpline services to support survivors of GBV.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
232	Most cities	Most	789 ²⁹	5,259	87%	76,659

There are 232 shelters accessible to women in Italy, most of them operate 24/7 and they are free of charge. Of these, 120 are women's only shelters. The shelters are located in most regions of Italy and receive state funding from national and local authorities as well as donations from trusts, foundations and individuals. Organisations providing women-only shelter services for women affected by GBV include 80 women's NGOs with a gender-specific/feminist approach (members of the network D.i.Re) and other NGOs. On average, women can stay in women's only shelters for 3 to 6 months.

The main reasons for having to decline referrals include lack of space and capacity to support the survivors and to accommodate them and their children. The three most common types of violence reported by the clients to the women's shelters are domestic violence, stalking and economic violence. The types of in-house services most often provided by women's shelters are casework, counselling, referrals, practical advice (housing, social benefits, healthcare) and legal advice. In Italy there are also specific shelters for migrant women.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
253	Only for women survivors of GBV	Counselling, advice and advocacy

There are 253 women's centres (*Centri antiviolenza*) in Italy.³⁰ Women's centres are run by women's NGOs and 75% of them receive state funding, while the others are supported by private donations and European funding.³¹ Women's centres are located in all regions of Italy and most of them provide a helpline reachable 24/7. The total number of women supported by women's centres in Italy in 2017 (no data available for 2018) was 49,152. The types of services provided include counselling, psychological and legal assistance, advice and advocacy (i.e. regarding housing, employment, other support services). Additionally, there are other 85 women's centres in Italy, which are not included in the government's statistics, since they do not comply with state requirements.

²⁹ Data available only for 120 women's only shelters, referred to 2017.

³⁰ Italian Institute of Statistics, data for 2017. This includes all women's centres, even if not operating according to a feminist approach and not providing optimal support and assistance catered to the survivors' specific needs.

³¹ Italian Institute of Statistics, data for 2017.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	302	100%	0	Medical services, counselling, legal advice

There are no specialized rape crisis centres in Italy. The 80 women's centres (centri antiviolenza) members of the network D.i.Re can provide support, counselling and legal advice to women and girl survivors of sexualized violence, in line with the Istanbul Convention requirements.

In the city of Milan there is a medical centre providing support to survivors (Soccorso Violenza Sessuale e Domestica "Clinica Mangiagalli") and in most regions of Italy (over 50%) there are other specialised First Aid Hospitals providing special rooms for survivors of sexualized violence. These services are funded by the state and receive donations from trusts, foundations and individuals.

KOSOVO

GENERAL COUNTRY INFORMATION

Population	1,798,506
Female population	910,355
Member of Council of Europe (year)	No
Member of European Union (year)	No
Member of United Nations (year)	No
CEDAW ratified	No ³²
CEDAW optional protocol ratified	No
Istanbul Convention signed (year)	No
Istanbul Convention ratified (year)	No



SUMMARY

There is one national women's helpline in Kosovo, available 24/7, free of charge and offering multilingual support. Kosovo **does meet** the Istanbul Convention standards for women's helpline provision. There are eight women's shelters in Kosovo with approximately 140 beds available. This corresponds to 29% of the recommended beds missing, hence Kosovo **does not meet** the IC standards for the provision of women's shelters. There are no rape crisis centres or sexual violence referral centres in Kosovo. Therefore, the country **does not meet** the IC standards for the provision of support services for survivors of sexualized violence. However, there are three women's centres in Kosovo for all survivors of GBV, including women.

The state does collect scarce data on women's specialist support services, which are available upon request.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	929

³² CEDAW was signed while Kosovo was still part of the former Yugoslavia, in July 1980, and ratified in February 1982. Art. 22 of the Constitution of the Republic of Kosovo includes CEDAW in the International Agreements and Instruments with direct applicability in the Republic of Kosovo and, in the case of conflict, have priority over provisions of laws and other acts of public institutions.

There is a national women's helpline in Kosovo called *Numri i Linjës Ndihmëse* (tel.: +383 080011112). The helpline is available 24/7 and is free of charge. It provides multilingual support in Albanian, Bosnian and Serbian. The helpline is run by the state prosecutor under the Victims' Advocacy and Assistance Office. Funding for the helpline comes through state funding from national/local authorities. Additionally, in Kosovo there are five regional helplines supporting survivors of GBV and they are run by women's shelters. In 2018, 929 callers contacted the national women's helpline. Of these callers, 727 called to report domestic violence, 56 sexualized violence, eight trafficking with human beings, three sexual abuse and one survivor of sexualized violence from the war.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
8	All cities	Yes	140	40	29%	12,846

There are eight shelters accessible to women in Kosovo, with approximately 140 beds available. These shelters are specialized shelters for survivors of domestic violence, they offer 24/7 access and women are not expected to pay for their accommodation. The shelters are run by women's NGOs and receive funds from central and local government, while some receive additional funds from other donors and/or international funding.

Shelters exist in all cities in Kosovo and all eight shelters in the country are women-only, sheltering just women and children. Boys are allowed in these shelters up to the age of 12. On average, women can stay in the women's only shelters for 3–6 months. However, it depends on the specific case. Normally, the shelter offers a first agreement for a maximum 6-month stay, but after that point, women can remain for more than a year if needed.

The main reasons for having to decline referrals in women's shelters are no space/capacity to support and accommodate the survivor, both with and without children. In April 2018, referrals had to be declined due to lack of funding, as government support for all shelters started in May, with limited support available for the first months of 2018. The main reason for declining referrals, then, was due to financial reasons.

The three most common types of violence reported by clients to women-only shelters are physical, emotional and sexualized violence. The types of in-house services most often provided by women's only shelters in Kosovo are casework, counselling, referrals/collaboration with other services, practical advice (e.g. housing/moving accommodation, social benefits, health care) and legal advice.

Additionally, in Kosovo there is also a shelter for women survivors of trafficking and a shelter for children survivors of GBV.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
3	For all survivors of GBV	Counselling, specialist support

There are three women's centres in Kosovo for all survivors of GBV, including women. Additionally, the ten women's shelters also provide non-residential support such as counselling for women and girls who have survived GBV. The type of services provided by the women's centres include counselling, advice and advocacy and specialist support, e.g. in case of forced marriage and trafficking in persons. Funding for women's centres mainly comes from state funding from national/local authorities, and some centres are also supported by donations and international funding. Women's centres are located in all regions of Kosovo. In 2018, 1,295 women were supported by the various women's centres.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	9	100%	0	Medical services

There are no specific services for women survivors of sexualized violence in Kosovo. There are ten crisis/medical services available for sexualized violence survivors and they are located in regional hospitals of all seven regions of the country. All women's centres/organisations in Kosovo also offer counselling for survivors of sexualized violence. Additionally, survivors of sexualized violence can have access to the Forensic Department services, if requested by the prosecutor.

Funding for these services is obtained through state funding from national/local authorities, donations and international funding.

LATVIA

GENERAL COUNTRY INFORMATION

Population	1,934,379
Female population	1,044,738
Member of Council of Europe (year)	1995
Member of European Union (year)	2004
Member of United Nations (year)	1991
CEDAW ratified	1992
CEDAW optional protocol ratified	No
Istanbul Convention signed (year)	2016
Istanbul Convention ratified (year)	No



SUMMARY

There is one national women's helpline in Latvia, free of charge but not operating 24/7, hence the country **does not meet** the Istanbul Convention standards for the provision of a women's helpline. There are 11 women's shelters in Latvia, with at least 140 beds available, corresponding to 28% of beds accessible to women missing, according to the IC requirements. Therefore, Latvia **does not meet** the IC standards for the provision of women's shelters. There are also nine women's centres in Latvia. Latvia **does not meet** the IC standards for the provision of support services for victims of sexualized violence, since 59% of the necessary support services is missing.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	No	Yes	1,463

There is one national women's helpline in Latvia, that offers help specifically to women survivors of violence and/or trafficking, and it is run by the NGO *MARTA Centre* (tel: +371 8000 2012). This helpline is free of charge, but it operates only on working days from 10 a.m. to 6 p.m..

There are also three general national helplines that offer informational and psychological help to all survivors and witnesses of any form of violence or crime, including such crimes as robbery. They are free of charge. One of them operates daily from 7 a.m. to 10 p.m. (tel: +371 116 006) and is run by *SKALBES*, an NGO that offers generalized informative and psychological support. The callers to this helpline can obtain psychological support as well as information on other organizations or authorities that can offer the required type of support in the given situation. *SKALBES* operates also two general crisis hotlines, available 24/7 to all callers (tel: +371 6 7222922, +371 2 7722292).

Theoretically, victims of violence or trafficking could also contact the police or municipal social service helplines; however, due to proven lack of understanding of the phenomenon of GBV and trafficking among most police and social service workers, it is not a popular option.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
11	All cities	Most	140 ³³	53	28%	13,817

There are eleven women's only shelters in Latvia, with at least 140 beds available. They all offer 24/7 access in crisis situations and are located in the cities of Riga, Ozolnieki and Valmiera.

Some of the shelters accommodating women survivors of GBV do not accept women without children and/or intoxicated women and some shelters are not accessible to disabled women.

³³ This number is likely higher, since no data were available for some shelters, such as "Māras centrs" and "Mīlgrāvis", two crisis centres for women with children that closed in 2019.

All the shelters offer 24/7 access in cases of emergency, but the extensive amount of paperwork that must be acquired beforehand (e.g. social service decision) hinders an effective and prompt support in cases of emergency. In most cases women are not expected to pay for their accommodation; however, depending on specific conditions such as the duration of stay and the person's employment status, part of the costs are expected to be paid (e.g., rent and/or payment for electricity, water, etc.). The duration of the stay depends on the specific conditions of each institution, but generally a person can stay in the shelter for up to six months.

One shelter is run by the NGO *MARTA Centre*, that provides anonymous shelter space in crisis situations related to GBV and/or human trafficking. The location of the shelter is publicly unknown so as to protect the survivors and give them complete anonymity. However, the space is limited, providing only two women and/or their children with a place to stay.

Additionally, there are approximately 19 other shelters accessible to women in case of emergency, but these are mainly accommodating homeless people and are not offering specific support for survivors of GBV. Despite the shelters being open to both men and women, some had not seen a single female visitor for years indicating that either the women in need do not know about these shelters or are purposely avoiding them even in emergency situations. These shelters provide at least 600 beds.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
9 ³⁴	Only for women survivors of GBV	Crisis and social counselling (also including support in applying for job, finding place for living, going to police for statements). Child psychologist, psychotherapy, legal advice and representation in court. Support for survivors of human trafficking (e.g. counselling and medical support).

There are multiple organizations in Latvia that provide women with various services, including support for women affected by GBV. Most of these centres, however, are not women-only (e.g. they may also work with children or families) and they provide mostly general psychosocial counselling and help. There are nine centres that specifically offer help to GBV survivors, and of these, there is only one organization that has a specific feminist approach.

Most of the women's centres are supported by state and/or external project funding. However, in Latvia the state funding is not sufficient to offer all the people in need the type of services that they need and for an adequate period of time.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
4	6	59%	-	0

There are approximately four organizations providing support to survivors of sexualized violence as well as to women forced into prostitution. Other than that, there seems to be no widespread recognition of the need to support survivors of sexualized violence by offering specific services. There is no specific helpline for survivors of SV in Latvia. Survivors of sexualized violence can find support in women's centres and hospitals have social workers in place who are organising support services for survivors.

34 This number includes only the centres that can offer support specifically for women, and not the general support services for families.

LIECHTENSTEIN

GENERAL COUNTRY INFORMATION

Population	38,114
Female population	19,224
Member of Council of Europe (year)	1978
Member of European Union (year)	No
Member of United Nations (year)	1990
CEDAW ratified	1995
CEDAW optional protocol ratified	2001
Istanbul Convention signed (year)	2016
Istanbul Convention ratified (year)	No



SUMMARY

There is one national women's helpline in Liechtenstein, which is available 24/7 but is not free of charge. Therefore, the country **does not meet** the Istanbul Convention standards on the provision of a national women's helpline. Liechtenstein has one women's shelter with ten beds available, which is roughly six more than what is required according to the IC: the country **does meet** the IC standards for women's shelters. There is one women's centre in the country only for survivors of gender-based violence and no rape crisis centre or sexual violence referral centre, therefore Liechtenstein **does not meet** the IC standards on the provision of support services for survivors of sexualized violence.

Liechtenstein collects data on women's specialist support services, and the annual report is made public, along with a report for human rights.³⁵

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	No	Yes	Yes	24

There is one national women's helpline in Liechtenstein, *Frauenhaus Liechtenstein* (tel.: +423 380 02 03). The helpline is run by the organisation Frauenhaus Liechtenstein and local telephone charges apply. The helpline is available 24/7, with multilingual support available in English, French and Italian. Funding for the women's helpline comes from state funding from national/local authorities (approximately 60-70%) and donations. The most common forms of violence reported by callers to the national women's helpline were mental, physical and economic violence. The other regional helplines supporting survivors of GBV in Liechtenstein are *Informations- und Kontaktstelle für Frauen (Infra)* (tel.: +423 232 08 80); *Opferhilfestelle*, a general victims' helpline (tel.: +423 236 76 96) which is state-run and not free to call, nor is it available 24/7; *Kriseninterventionsteam (KIT)* (tel.: +423 230 05 06); and *Sorgentelefon für Kinder und Jugendliche in Liechtenstein* (tel.: +423 147) which is a national children's helpline available 24/7 and free of charge.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
1	N/A	Yes	10	0	0%	3,811

There is one women-only shelter in Liechtenstein, the Frauenhaus Liechtenstein, which has three family rooms with ten beds in total. The shelter offers 24/7 access, and normally accommodation is paid for by the state. Funding for women-only shelters comes from state funding from national/local authorities (around 60–70%) and through donations. The shelter is run by a women's NGO with a gender-specific/feminist approach. On average, women stay in the women-only shelter for a period of 3–6 months, but this varies from case to case and they can stay longer in case of need.

35 Menschenrechte in Liechtenstein Zahlen und Fakten 2018.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
1	Only for women survivors of GBV	Counselling, advice and advocacy

There is one women's centre in the country called *Infra Informations- und Beratungsstelle für Frauen* (Information and counselling for Women), which is run by a women's NGO. Additionally, the state is running the *Opferhilfestelle*, a support organisation for all survivors. These centres provide non-residential support services, e.g. counselling, advice and advocacy. Additionally, the women's shelter (*Frauenhaus Liechtenstein*) provides non-residential support. Funding for women's centres comes from both state funding from national/local authorities and donations.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
N/A	-	-	0	-

In Liechtenstein there are no specific support services for survivors of sexualized violence. Nevertheless, there are some services available for children and adolescent survivors of sexual abuse. Medical services are also available at hospitals. It is recommendable to have at least one support service for survivors of sexualized violence, despite the small size of Liechtenstein's population.

LITHUANIA

GENERAL COUNTRY INFORMATION

Population	2,808,901
Female population	1,511,608
Member of Council of Europe (year)	1993
Member of European Union (year)	2004
Member of United Nations (year)	1991
CEDAW ratified	1994
CEDAW optional protocol ratified	2004
Istanbul Convention signed (year)	2013
Istanbul Convention ratified (year)	No



SUMMARY

Lithuania has one national women's helpline which is free of charge, 24/7 and provides multilingual support. Lithuania **does meet** IC standards for provision of national women's helpline. However, there are no women's shelters in Lithuania, which means that Lithuania **does not meet** IC standards for provision of women's shelters (there should be made available 281 beds in women's shelters according to IC standards). Lithuania has 17 women's centres called Specialized Help Centres (SHCs) for survivors of domestic violence, although there are no rape crisis centres and/or sexual violence referral centres in Lithuania, which means that Lithuania **does not meet** IC standards of provision of SV services, missing 14 such services. Finally, the state does collect data on women's specialist support services and this information is made public.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	27,609

There is one national women's helpline in Lithuania called *Pagalbos Moterims Linija* (Helpline for Women) (tel.: +370 8 800 66366) run by Moterų informacijos centras in Vilnius, Klaipėdos socialinės ir psichologinės pagalbos centras in Klaipėda and Association Kauno moterų linija in Kaunas. The helpline operates free of charge and 24/7, as well as provides multi-lingual support in Lithuanian, Russian and English. The main source of funding for the helpline is from the state. In 2018, the helpline received calls from a total of 27,609 callers, with psychological and physical violence being the most common forms of violence reported.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
0	-	-	-	281	100%	0

There are no women's shelters in Lithuania.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
17	Specialized help centres for survivors of domestic violence	Counselling, advice & rights advocacy at governmental institutions, PTSS assessment, litigation

There are 17 women's centres (SHCs) in all regions of Lithuania – 13 of which are run by women's NGOs while the remaining are run by other NGOs. NGOs operating as SHCs remain autonomous NGOs and do other projects in the field such as prevention, awareness raising and lobbying. SHCs provide specialized complex help, including civil empowerment and rights advocacy. Specialized complex help consists of proactive outreach for the survivors (e.g. counselling and providing relevant legal and social information necessary for making informed decisions) in collaboration with policy, prosecutors, courts, the children's rights agencies, and specialized legal and psychological help. SHCs are telephone services, but they also can meet their client in person upon request. SHCs do not provide residential services. The main sources of funding for women's centres are state funding, donations and international funding.

Since the Lithuanian protection from violence in immediate surroundings law is gender-neutral, all survivors of domestic violence are entitled to get help at SHCs, though all 17 SHCs are NGOs and most of them are women's NGOs so they provide gender-sensitive specialized complex long-term and state-guaranteed (free of charge) help and more than 90% of clients are women. In 2018, SHCs provided specialized complex help and assistance for 12,758 survivors of domestic violence.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	14	100%	0	1 centre for children survivors of sexualized violence

There are no services specifically for women and girl survivors of sexualized violence in Lithuania. There is one centre which provides help for children survivors of sexualized violence. However, it is not gender-specific and provides help for both boys and girls. Occasionally survivors of sexualized violence turn to SHC and receive legal assistance and psychological help.

LUXEMBOURG

GENERAL COUNTRY INFORMATION

Population	602,005
Female population	299,425
Member of Council of Europe (year)	1949
Member of European Union (year)	1957
Member of United Nations (year)	1945
CEDAW ratified	1989
CEDAW optional protocol ratified	2003
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2018



SUMMARY

There is no national women's helpline in Luxembourg, and therefore the country **does not meet** the Istanbul Convention standards for the provision of a national women's helpline. There are ten shelters accessible to women offering 216 beds, which exceeds the requirement of the IC. Luxembourg **does meet** the IC standards for the provision of women's shelters. There are eight women's centres, three of which are for all survivors of GBV, including women, and five that are only for women survivors of GBV. There are some support services available for survivors of sexualized violence, but specific data is not available. It is not possible to assess the compliance with the IC standards for the provision of support services for survivors of sexualized violence.

The state does collect data on women's specialist support services, particularly on the collaboration between professionals combating violence against women and the expulsion of perpetrators.³⁶

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

Currently, there is no national women's helpline available in Luxembourg. Women's shelters can be reached by telephone 24/7, but they are not free of charge.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
10	Major cities	Most	216	0	0%	2,787

There are ten women-only shelters in Luxembourg, with 216 beds available.³⁷ Most of these shelters offer 24/7 access. Women who have an income are expected to pay for their accommodation in these shelters, while women with no income are not.

Funding for women-only shelters comes mainly from state funding from national/local authorities and through donations, e.g. by trusts, foundations and individuals. Women-only shelters exist in major cities in the country, and women can stay for an average of 3–6 months. However, women often stay for one year or longer because it tends to be difficult and expensive to secure housing in Luxembourg, which is exacerbated by a lack of social housing programmes.

In terms of organisations providing women's only shelter services for women affected by gender-based violence, there are two women's NGOs with a feminist approach, which run a total of three shelters, and three other women's NGOs running a total of seven shelters. There are no specific shelters available for migrant/undocumented women, women with disabilities, minority ethnic women, transgender women, lesbian women, women of trafficking or elderly women, women

³⁶ *Comité de coopération entre les professionnels dans le domaine de la lutte contre la violence*, last available report year 2017.

³⁷ There are 156 more beds than required by the standards of the Istanbul Convention.

survivors of so-called “honour-based” violence, women survivors of forced marriage or female genital mutilation. However, women who belong to these groups can find accommodation in the other shelters.

The main reasons shelters gave for having to decline referrals were not having the space/capacity to support the survivor, no space/capacity to accommodate the survivor with her children or the survivor was ineligible for support, for example she was an undocumented migrant, there was lack of evidence that she experienced GBV or the shelter could not meet her specific needs (e.g. mental illness, substance abuse).

The three most common types of violence reported by clients to the women-only shelters were psychological, physical and economic violence. The three types of in-house services most often provided by the women-only shelters were reported as casework, counselling and practical advice, e.g. housing/moving accommodation, social benefits, health care.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
8	For all survivors of GBV	Counselling, specialist support, advice and advocacy

There are eight women's centres, three of which are for all survivors of GBV, including women, and five are only for women survivors of GBV. Services provided by the women's centres include counselling, only specialist support (forced marriage, honour-based violence, female genital mutilation and trafficking in persons), advice and advocacy (e.g. regarding legal options, housing, employment, other support services and representation at court/police/social services) and other types of services. The centres are run by women's NGOs. They provide non-residential support but inform and pass on to shelters if wanted. Two of the centres are specialized in providing support to survivors of human trafficking, both men and women.

Funding for women's centres comes mainly from state funding from national/local authorities and donations, e.g. by trusts, foundations and individuals. Women's centres are only located in major cities. In 2018, a total of 1,119 women were supported by women's centres.

Apart from the centres mentioned above, in Luxembourg there is also one centre for girls and two centres for children survivors of domestic violence.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing ³⁸	% of SV services missing	Helplines for survivors of SV	Other available services
1	2	67%	0	'Victim ambulances'

There are services for women and girl survivors of sexualized violence in Luxembourg, providing information, counselling, medical support and psychological support. One women's centre in Luxembourg is a specialised sexual health centre, which includes a rape crisis centre and medical services. There are crisis/medical services provided by hospitals and so-called 'victim ambulances', which document sexualized and physical violence.³⁹ There are no specific rape crisis centres in Luxembourg, but similar services are offered by the general services for sexualized violence survivors. Funding for support services for survivors of SV comes from state funding from national/local authorities. These services are available in major cities.

³⁸ According to the standard from the IC, there should be 1 rape crisis or sexual violence referral centre per 200,000 population.

³⁹ There is a unit for medicolegal documentation of injuries called Umedo, securing biological traces in such a manner that evidence will be available for any legal proceedings in the future; it is operating in four partner hospitals.

MALTA

GENERAL COUNTRY INFORMATION

Population	475,701
Female population	235,102
Member of Council of Europe (year)	1965
Member of European Union (year)	2004
Member of United Nations (year)	1964
CEDAW ratified	1991
CEDAW optional protocol ratified	No
Istanbul Convention signed (year)	2012
Istanbul Convention ratified (year)	2014



SUMMARY

Malta currently **does not meet** the minimum standards from the IC for provision of a national women's helpline, as no national women's helpline exists in the country. With six women's shelters providing 111 beds, Malta **does meet** the minimum standards of the IC for provision of national women's shelters. There are several women's centres in Malta. There are centres for all survivors of GBV, including women, as well as centres for women survivors of GBV and their children. It is not possible to ascertain if Malta meets the minimum standards of the IC for provision of services for survivors of sexualized violence, because the number of existing services are not specified.

The state does not collect data on women's specialist support services, but the data can be broken down by gender upon request by certain state authorities, such as the police and social welfare groups.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is no specific national women's helpline. There is a generic helpline which offers support in situations of child abuse, human trafficking, domestic violence, drug and alcohol abuse and to individuals experiencing difficulty or crisis. The helpline is run by the state agency Foundation for Social Welfare, and it is free of charge, available 24/7 with support offered in English and Maltese. The helpline is run by the state social welfare agency and is operated mainly by trained volunteers. Night workers are paid by the state agency.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
6	Most cities	All	111	0	0%	4,285

There are several women-only shelters, where women can also bring their children, in Malta. There are two emergency shelters, one which is run by the state and another one which is run by an NGO. The NGO shelter has a total capacity of 14 flatlets (small flat) for 14 women and children, with a total of 43 beds, including baby cribs. The state shelter has a capacity of 12 beds.

There is also a second stage women's shelter, where women can move to if they still require support. They have nine flatlets (small flats) with full support, and another three flats with minimum support.

All emergency shelters offer 24/7 access, though the second stage shelters do not. Women are not expected to pay for their accommodation in the women's shelter, but a contribution is appreciated if the woman has an income and is financially stable. Funding for the women-only shelters comes from state funding from national/local authorities, donations, e.g. by trusts, foundations and individuals, international funding and through national or EU-funded projects.

Organisations providing women-only shelter services include faith-based organisations and state-based organisations. However, there is no specific information on the details or names of these organisations. There are other shelters in Mal-

ta apart from the women-only shelters which can provide support to survivors of GBV. Dar Teresa Spinelli has 15 beds; YMCA 'Dar Nikki Cassar' has 30 beds; and Dar Emmaus has 11 beds.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	For all survivors of GBV	Counselling, advice and advocacy, SOAR

There are several women's centres in Malta. There are centres for all survivors of GBV, including women, as well as centres for women survivors of GBV and their children. Services provided by the women's centres include counselling; advice and advocacy, including around legal options, housing, employment, other support services, representation at court/police/social services; and Survivors of Abuse and Resilience (SOAR), which is a survivor-led NGO and self-help group.

Women's centres are run by women's NGOs, other NGOs and government agencies. With the exception of the NGO-run shelter, women's centres do not provide residential support to survivors. Funding for women's centres comes from state funding from national/local authorities, donations, e.g. by trusts, foundations and individuals, international funding and through national or EU-funded projects.


4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
1	-	-	-	Counselling, legal aid

Services for women survivors of sexualized violence are available in Malta, however the numbers are not specified. There is the specific service Care for Victims of Sexual Assault, which is run by Victim Support Malta. Other services are provided by various NGOs that do not deal explicitly/solely with sexualized violence. Services provided include emergency social work services, full legal representation, psychological services, liaison with the police and health services for sexual assault and rape.

Services for survivors of sexualized violence in Malta offer the following forms of support: counselling in person and through a helpline and legal aid. Funding for services comes from national/local authorities and donations from trusts, foundations and individuals.

THE REPUBLIC OF MOLDOVA

GENERAL COUNTRY INFORMATION		
Population	3,547,539 ⁴⁰	
Female population	1,843,489 ⁴¹	
Member of Council of Europe (year)	1995	
Member of European Union (year)	No	
Member of United Nations (year)	1992	
CEDAW ratified	1994	
CEDAW optional protocol ratified	2006	
Istanbul Convention signed (year)	2017	
Istanbul Convention ratified (year)	No	

SUMMARY

In the Republic of Moldova there is one national women's helpline operating 24/7, free of charge and offering multilingual support. The country **does meet** the Istanbul Convention standards on the provision of a national women's helpline. There

⁴⁰ The population refers to the Republic of Moldova, excluding the region of Transnistria.

⁴¹ Female population data from 2017, as there is no available data for 2018.

are eight shelters accessible to women in the Republic of Moldova, providing 174 beds. This corresponds to 51% of the required beds missing, hence the country **does not meet** the IC standards for the provision of shelters. There are ten women's centres in the major cities of the Republic of Moldova for women survivors of gender-based violence. The Republic of Moldova **does not meet** the IC standards regarding the provision of specialist services for survivors of sexualized violence, since there are no rape crisis centres or sexual violence referral centres.

The state does collect data on women's specialist support services, and they are public. Anyhow, the Ministry of Health Labour and Social Protection started to collect these data in 2018, but due to their inaccuracy the final report was not published.

The region of Transnistria is presented in a separated section, since the Moldovan government exercises no direct control over the territory of Transnistria.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	3,096

There is one national women's helpline in the Republic of Moldova, *Telefonul de Încredere pentru Femei și Fete* (Trust Line for Women and Girls) (tel.: +373 0 8008 8008), operating 24/7, free of charge and offering multilingual support in Romanian and Russian. The helpline is run by the International Centre for Women's Rights Protection and Promotion "La Strada" and it receives state funding from national and local authorities as well as international funding. The total number of callers that contacted the helpline in 2018 was estimated at 3,096. The three most common forms of violence reported by callers were physical, emotional and sexualized violence.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
8	Major cities	Some	174	181	51%	20,388

In the Republic of Moldova, there are 8 women's only shelters providing a total of 174 beds and they are located in the major cities. Some operate 24/7 and all of them are free of charge. The shelters receive state funding and donations from trusts, foundations and individuals, while some shelters also get international funding. One women-only shelter is run by a women's NGO, while the other seven are state-run organisations. On average, women can stay in the shelters up to six months, but some shelters can provide accommodation only up to three months. Most shelters support different groups of women, including survivors of trafficking, migrant women, women with disabilities, minority ethnic women. The main reasons for having to decline referrals in the women's shelters include limited space and lack of capacity to support the survivor and/or their children. Some survivors are also ineligible for support such as undocumented women, women who have not experienced GBV or if the shelter is unable to meet the women's needs. The three most common types of violence reported by the clients were physical, psychological and economic violence. The three types of in-house services most often provided are counselling, referral/collaboration with other services and practical advice about housing, social benefits and healthcare.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
10	Both for all survivors of GBV and for only for women survivors of GBV	Advice and advocacy, counselling, specialist support, non-residential support services

There are ten women's centres in the major cities of the Republic of Moldova for women survivors of GBV. Some NGOs also provide services to children and men survivors of domestic violence. Most centres provide non-residential support services and in case of emergency most of centres refer to shelters for accommodation. Women's centres mainly provide advice and advocacy services and are run by women's NGOs and receive donations from trusts, foundations, individuals and international funding.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	18	100%	0	Counselling, legal aid, advice and advocacy

There are no specialized rape crisis centres and sexual violence referral centres in the Republic of Moldova. Women and girl survivors of sexualized violence can find support in the women's shelters and women's centres: psychological counselling, legal aid and support during court proceedings, advice and advocacy can be provided. The NGO La Strada provides specialist counselling for survivors of sexualized violence and refers them to other specialist support services, as required by the situation.

TRANSNISTRIA

Population	465,100
Female population	254,000 ⁴²

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

There are two national women's helpline in Transnistria, Free informational line on domestic violence in Transnistria (tel.: 0 800 44000) and Trust line (tel.: 0 800 99800), run by the Center for Support and Development of Civic Initiatives "Resonance" and the NGO "Interaction". The helplines are free of charge but not available 24/7 and do not offer multilingual support. They receive international funding. The total number of callers that have contacted the helplines in 2018 was 2,085. The most common forms of violence reported were physical and psychological violence.

2. SHELTERS ACCESSIBLE TO WOMEN

In Transnistria, there is one women-only shelter in the capital, which provides 12 beds. It operates 24/7, is free of charge and receives international funding. It is run by a women's NGO with a gender-specific/feminist approach. On average, women can stay between 3-6 months although the length of the stay can be extended in case of need. The shelter can provide assistance to women survivors of trafficking and survivors of domestic violence. The main reasons for having to decline referrals include limited space and lack of capacity to support the survivor's children. Some survivors are also ineligible for support such as women who have not experienced GBV or women who have alcohol or drug addiction. The three most common types of violence reported by the clients were physical, psychological and economic violence. The three types of in-house services most often provided are casework, legal and psychological counselling, provision of food and hygiene packages and practical advice in regard to housing, social benefits and healthcare. Additionally, in Transnistria there is a Maternity centre ran by the Ministry of Health, Labour and Social Protection and offering five beds.

3. WOMEN'S CENTRES

There are four women's centres in major cities of Transnistria for all survivors of GBV. They are providing non-residential support services such as counselling, specialist support and advice and advocacy. The centres are run by NGOs. Considering that there is no legal ground for prevention and fighting against domestic violence in Transnistria, NGOs do not receive funds from national/local authorities and always need to seek for international funding and not always successfully. The total number of women supported by all women's centres in 2018 in Transnistria is approximately 450.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

In Transnistria there are no rape crisis centres and sexual violence referral centres. Women and girl survivors of sexualized violence can find support in the women's shelters and women's centres: psychological counselling, legal aid and support during court proceedings, advice and advocacy can be provided. There is one initiative group who organises forum-theatre performances on sexualized violence and provide basic counselling for survivors of sexualized violence.

42 "Ministry of Economic Development. "Statistical Yearbook 2018." Министерство Экономического Развития Приднестровской Молдавской Республики, 2018, mer.gospmr.org/gosudarstvennaya-sluzhba-statistiki/informacziya/ezhegodnik-gosudarstvennoj-sluzhby-statistiki/statisticheskij-ezhegodnik-2018.html.

MONTENEGRO

GENERAL COUNTRY INFORMATION

Population	622,359
Female population	314,618
Member of Council of Europe (year)	2007
Member of European Union (year)	No
Member of United Nations (year)	2006
CEDAW ratified	2006
CEDAW optional protocol ratified	2006
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2013



SUMMARY

There is one national women's helpline in Montenegro operating 24/7 and free of charge. It offers bilingual support in Montenegrin and Albanian. There are three women's shelters in the country with a total of 45 beds. There are also three women's centres, but there are no support services for survivors of sexualized violence. Currently, Montenegro **does meet** the Istanbul Convention standards in terms of provision for the national women's helpline. However, it **does not meet** the Istanbul convention standards concerning women's shelters (with 28% of beds missing) and **does not meet** IC standards for services for survivors of sexualized violence. The Ministry of Labour and Social Welfare collects data from licenced services in the field of social welfare and children protection, while the Ministry for Human and Minority Rights collects data from all organizations, including women NGOs, providing services in accordance with the Annual Action Plan on Gender Equality.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	429

There is one national women's helpline in Montenegro, the National SOS Helpline for Victims of Domestic Violence (tel.: +382 080 111 111). It operates 24/7 and is free of charge. It offers bilingual support in Montenegrin and Albanian. The hotline is run by the organization SOS Hotline for Women and Children Victims of Violence Niksic and is funded by the state and by international funding. In 2018, the helpline was contacted by 429 callers and the most common forms of violence reported were psychological, physical and economic violence. Additionally, there are five local helplines run by NGOs, that are not operating 24/7.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
3	Major cities	Yes	45	17	28%	13,830

There are three women's shelters in Montenegro with 45 beds available. They offer 24/7 access and are free of charge. The shelters are run by women's NGOs with a feminist approach and are funded by both state and international funding. The existing shelters are located only in major cities. In the SOS Niksic shelter, women can stay up to one year. In the shelter coordinated by Women's Safe House Podgorica, they can stay up to nine months (or one year for mothers with children). In the third shelter, run by O.C. Bona Fide, they can stay up to two weeks. The main reason for having to decline referrals was the lack of space/capacity to support survivors. The most common types of violence reported were psychological, physical and economic violence and the types of in-house services most often provided by the shelters were counselling, practical advice and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
3	Only for women survivors of GBV	Counselling for survivors of all types of GBV

There are three women's centres in Montenegro's major cities. These centres provide counselling, advice and advocacy, and one of them provides help and legal assistance to survivors of forced marriage. Women's centres in Montenegro are run by women's NGOs and are funded through donations. A total number of 251 women received help from these centres.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	3	100%	0	0

There are no support services for survivors of sexualized violence in Montenegro.

NETHERLANDS

GENERAL COUNTRY INFORMATION

Population	17,181,084
Female population	8,654,043
Member of Council of Europe (year)	1949
Member of European Union (year)	1952
Member of United Nations (year)	1945
CEDAW ratified	1991
CEDAW optional protocol ratified	2002
Istanbul Convention signed (year)	2012
Istanbul Convention ratified (year)	2015



SUMMARY

The Netherlands does not have a national women's helpline, and therefore **does not meet** IC standards for provision of national women's helpline. The amount of women's shelters is not determined, however there are approximately 800 beds available for women survivors of gender-based violence. With this information, the Netherlands is missing about 53% recommended beds and **does not meet** IC standards for provision of women's shelters. There are no specialized women's centres, however some shelter organizations also provide non-residential support. It is worth noting that under the Social Support Act (Wmo 2015) municipalities are responsible for assisting people who are unable to independently arrange the care and support they need. There are also about 16 rape crisis centres/sexual violence referral centres, however compared to the population, the country is still missing 81% of recommended SV services and therefore **does not meet** IC standards for provision of SV services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is no national women's helpline in the Netherlands. However, there is a national specialized domestic violence and child abuse helpline called Veilig Thuis (Safe Home) (tel.: +31 0800 2000) which is available for anyone who needs to report (suspected) violence or wants advice. This is an initiative of the Dutch government run by regional NGOs which

know the local networks and can refer to support, free of charge, 24/7. There is also the possibility to use an interpretation centre for translation, funded by state contribution, which is decentralized via municipalities. If women make use of the national interpreter's service, it is possible to provide support in any language.

There are other helplines that can help women who are confronted with violence:

- *Hear My Voice* (tel.: +31 0031 - 800 3200032) is a new initiative (project) where survivors can share their story with experienced experts.
- Regional domestic violence helplines, run by shelter organizations, e.g. Fier (tel.: +31 0031 88 2080 000), *Blijfgroep* (tel.: +31 0031 88 234 24 50) and *Moviera* (tel.: +31 0031 88 3744 744).
- *Centre for Sexual Violence* (tel.: 0031 800 0188) is available 24/7 and is aimed at supporting rape survivors during the acute phase and afterwards (support the survivor in and organize the contacts with police, forensic experts, medical experts and mental health experts).
- *Against Her Will* (tel.: +31 0592 34 74 44) is a regional anonymous helpline for women and girls who are, or have been, survivors of sexualized violence and stalking.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
N/A	Major cities	All	800	918	53%	21,476

The amount of women's shelters in the Netherlands is unknown, however most domestic violence shelters are women-only shelters. Federatie Opvang is the umbrella organization which represents all Dutch shelter organizations. Six organizations also offer shelters to male survivors of violence (however, the number of places for male survivors are limited, compared to the places for women, and these places are separate from the places for women). The shelters receive state funding (decentralized via municipalities) and are run by a mix of women's NGOs, other NGOs and faith-based organizations. Since the total number of beds is also unknown in the Netherlands, as information comes from a decentralized system and there is no overview at a national level, the estimated amount of beds in the Netherlands is 800 beds. This estimate includes crisis shelters, assisted living locations, and shelter places for teenagers. All women's shelters offer 24/7 access. Women are expected to make an individual financial contribution to stay in a shelter.

Women's shelters exist predominantly in major cities. On average, women can stay in women's shelters for 3-6 months or one year. An emergency place (crisis place) is usually available for up to three months. When more support is needed (support place) this can be prolonged to six or maximum 12 months. However, the main reason for prolonging the stay is currently a lack of availability in affordable housing. Most services are accessible for all women; however, some shelters have specialized facilities for specific groups, e.g. women survivors of so-called "honour-based" violence.

The main reasons for having to decline referrals were no space/capacity to: support the survivor, to accommodate the survivor with her children or even without children. The three most common types of violence reported by clients to the women's shelters were physical, psychological and financial violence. Furthermore, in-house services provided by the women's shelters are casework, counselling, referrals/collaboration with other services, practical advice and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
0	-	-

There are no specialized women's centres, however some shelter organizations also provide non-residential support.

Under the Social Support Act (Wmo 2015) municipalities are responsible for assisting people who are unable to independently arrange the care and support they need. Municipalities provide services such as: coaching/companionship and day activities; temporary respite for informal carers; a place in sheltered accommodation for people with psychiatric disorders; emergency shelters for survivors of domestic violence; and support appropriate for your individual situation.

Municipalities usually assesses the personal situation and provide support accordingly. Every municipality arranges access to support in its own way. Some have set up a social support desk (Wmo-loket). Many have opted for neighbourhood social support teams (sociale wijkteams) which people can contact if they need assistance. The tasks of the teams differ from one municipality to another.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
16	70	81%	1	Counselling, crisis/medical services

There are 16 rape crisis centres apart of Centre for Sexual Violence in the Netherlands providing support immediately, shortly, and long after instances of sexualized violence. Services for survivors of sexualized violence are not specifically aimed at women, but for all survivors of rape. Support for rape survivors during the acute phase within the first seven days and afterwards is provided. Support includes supporting the survivor in and organizing the contacts with police, forensic experts, medical experts and mental health experts. The rape crisis centres share a 24/7 national phone number (tel.: +31 0031 800 0188), have regular national meetings to improve their services and influence policies, and work with the same quality standards.

NORTH MACEDONIA

GENERAL COUNTRY INFORMATION

Population	2,075,301
Female population	1,036,018
Member of Council of Europe (year)	1995
Member of European Union (year)	No
Member of United Nations (year)	1993
CEDAW ratified	1994
CEDAW optional protocol ratified	2003
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2017



SUMMARY

There are three national women's helplines in North Macedonia. They are free of charge, but do not operate 24/7. There are six women's shelters with 35 beds available, meaning that 83% of shelter places are missing. There are approximately ten women's centres in North Macedonia. Most of them are local women's organizations that provide information and support to women survivors of domestic violence. There are also three rape crisis centres in the country; therefore, 70% of support services for survivors of sexualized violence are missing. North Macedonia **does not meet** the IC standards for the provision of national women's helplines, women's shelters and services for sexualized violence. The state does not collect data on women's support services but collects data about women and children survivors of domestic violence accommodated in state shelters. Women civil society organizations collect data on their services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
3	Yes	No	No	2,045

There are three national women's helplines in North Macedonia. The SOS Mobile National Line (tel.: +389 70/75/77 141 700) is run by the National Council for Gender Equality, the National SOS Line for Women Victims of domestic violence (tel.: +389 15 315) is run by the Crisis Centre Hope and the National SOS Line (tel. +389 15 700) is run by the Organization of Women of the City of Skopje. Only the SOS Mobile National Line receives state funding, while the other two helplines work mostly on a voluntary basis and receive some international funding. All three helplines are free of charge, but they do not operate 24/7 and do not provide multilingual support. The national helplines received approximately 2,045 calls in 2018 and the most common forms of violence reported by callers were physical, psychological and economic violence.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
8	Major cities	1 shelter	35	172	83%	59,294

There are six women's only shelters for survivors of domestic violence in North Macedonia with 35 beds available. Four are state-funded shelters run by the Ministry of Labour and Social Policy. The remaining two are run by women's NGOs and receive only part of their funding from the Ministry of Labour and Social Policy. One of the NGO-run shelters provides emergency housing for up to 48 hours, while all the others provide accommodation for up to six months. The average stay for most women is 1-2 months. While all six shelters are free of charge, only one of them, located in the capital, ensures 24/7 access and only if the case is reported to the police or to the Centre for Social Welfare. Additionally, there is one shelter available for women survivors of trafficking, which provides long-term accommodation, psychological counselling and legal help, and there is a shelter for LGBTIQ people survivors of violence. The state also runs a shelter for migrant women survivors of violence, but there is a lack of information on the functioning and approach of this shelter. The most common types of violence reported by the clients of women's only shelters were physical violence, life threats and psychological violence. The shelters were not able to take care of all the referrals because of the lack of space/capacity to support and accommodate the survivors, especially if with children, and in case of survivors' ineligibility for support.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
10	Only for women survivors of GBV	Legal advice, psychological counselling, economic empowerment

There are approximately ten women's centres in North Macedonia. Most of them are local women's organizations that provide information and support to women survivors of domestic violence. Only three of them provide legal advice and initial free legal aid. Some of the centres organise trainings to help women acquire useful skills to be economically independent as well as educational workshops on different forms of gender-based violence to various target groups. Women's centres receive international funding and are located in most regions of the country. The Family Centre in Skopje offers psychological counselling to women and children survivors of domestic violence, as well as group work with perpetrators of domestic violence. The Family Centre is the only centre that receives funding from the local government (City of Skopje).


4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
3	7	71%	0	0

In 2017, three crisis centres for survivors of rape were opened in North Macedonia. They provide urgent medical support to women and girl survivors of rape and are located in the gynaecological clinics of the three main cities: Skopje, Kumanovo and Tetovo. The three crisis centres are run by the Ministry of Health.

NORTHERN IRELAND

GENERAL COUNTRY INFORMATION	
Population	1,881,641
Female population	955,441
Member of Council of Europe (year)	1949
Member of European Union (year)	1973
Member of United Nations (year)	1945
CEDAW ratified	1986
CEDAW optional protocol ratified	1986
Istanbul Convention signed (year)	2012
Istanbul Convention ratified (year)	No



SUMMARY

Northern Ireland has one national women's helpline available free of charge, 24/7 and provides multilingual support. Northern Ireland therefore **does meet** IC standards for provision of national women's helpline. There are also 14 women's shelters in the country with a total of 332 beds, ensuring that Northern Ireland **does meet** IC standards for provision of women's shelters. There are over 12 women's centres in the country providing non-residential support, although only one specific sexual violence referral centre in the country. Northern Ireland therefore **does not meet** IC standards for provision of SV services, missing 89% of recommended SV services. Furthermore, the state does not collect data on women's specialist support services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	30,233

Northern Ireland has one national women's helpline called 24hr Domestic and Sexual Violence Helpline (tel.: +44 0808 802 1414), which is run by Women's Aid Federation Northern Ireland.

The helpline is available free of charge and 24/7. Multilingual support is also available to callers with support available in Eastern European languages, Portuguese and Chinese. Funding for the national women's helpline comes from state funding through national/local authorities.

In 2018, there were 30,233 callers to the helpline. The most common forms of violence reported by callers in 2018 were domestic violence and sexualized violence. There are no other regional helplines supporting survivors of GBV in Northern Ireland.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
14	N/A	Most	332	0	0%	5,668

There are 14 women's only shelters in Northern Ireland with 332 beds total. Most of these shelters offer 24/7 access. Women are not expected to pay for their accommodation in these shelters, though women without recourse to public funds must pay for their accommodation. The two main sources of funding for women-only shelters are state funding from national/local authorities and donations, e.g. by trusts, foundations or individuals. There is one women's NGO with a gender-specific/feminist approach in the country.

On average, women can stay in the women's only shelters for more than a year. There are no specific shelters in the country for migrant/undocumented women, women with disabilities, minority ethnic women, transgender women, lesbian women, women survivors of trafficking or elderly women, women survivors of so-called "honour-based" violence, women survivors of forced marriage or survivors of female genital mutilation.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	N/A	Counselling, floating support

12 Women's Aid shelters managed by women's NGOs in Northern Ireland also offer further specialist support services to women (already classified above in the women's shelter section). Women's Aid provides group support, one-to-one support and floating support, support around contact to women who have experienced domestic abuse and offers family support to their children.

Women's Aid groups across Northern Ireland provide emergency accommodation across 12 refuges to women experiencing domestic abuse and their children. Women's centres in the country receive funding through state funding from national/local authorities and donations, e.g. by trusts, foundations and individuals.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

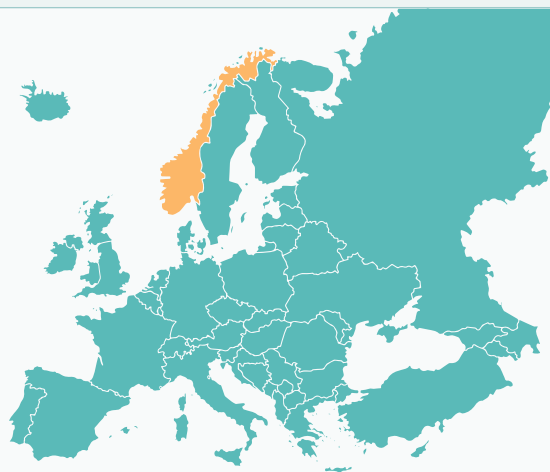
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
1	8	89%	1	Support and information via Helpline service

There are services for women and girl survivors of sexual violence in Northern Ireland. There is support and information available via the Helpline service. Women's Aid centres also provide shelters, support services, floating support and family support, if the sexualized violence has occurred within domestic abuse relationships. There is one crisis/medical service available called Rowan Sexual Assault Referral Centre (open to all survivors of rape and sexual assault) (tel.: +44 0800 389 4424) and a rape crisis centre waiting to be launched. The national women's helpline listed above also provides specialist support for survivors of sexualized violence.

NORWAY

GENERAL COUNTRY INFORMATION

Population	5,295,619
Female population	2,627,248
Member of Council of Europe (year)	1949
Member of European Union (year)	No
Member of United Nations (year)	1945
CEDAW ratified	1981
CEDAW optional protocol ratified	2002
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2017



SUMMARY

Norway did not have a national women's helpline in 2018, and therefore **did not meet** IC standards for provision of national women's helpline. However, there are 47 women's shelters with 1,146 beds throughout the country, a surplus of 616 recommended beds and therefore Norway **does meet** IC standards for provision of women's shelters. The number of women's centres is unsure, however there are several available in the country which provide a range of non-residential support, such as specialist support for survivors of trafficking. The exact number of rape crisis centres/sexual violence referral centres is also unclear; however Norway has several specialist services for SV survivors, including providing support to access crisis centres, medical and social services, treatment and assistance, legal assistance and lawyers and other assistance services. Finally, the state does collect data on women's specialist support services and this data is publicly available.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

In 2018, there was no national women's helpline. However, at the time of publication in 2019, a national women's helpline was established, which is a three-year pilot program which began in Autumn 2019. The name of the hotline is *Vold-og overgrepslinjen (VO) – nasjonal hjelpelinje for alle som utsettes for vold i nære relasjoner og seksuelle overgrep* (National Helpline for all subjected to violence in intimate relationships and sexual violence) (tel.: +47 116 006). The helpline is run by the Secretariat of the Shelter Movement, and is free of charge, as well as available 24/7. Multilingual support is not available on the helpline, and its funding comes from state funding provided by national/local authorities. Additionally, the ROSA Centre provides support for survivors of trafficking through a national helpline against human trafficking (tel.: +47 2233 1160), offering support in Norwegian, English, Spanish, Arabic and Thai.

There are 47 other regional helplines supporting survivors of GBV in the country.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
47	All municipalities	All	1,146	0	0%	4,621

There are 47 women's only shelters with 1,146 beds – 952 are for women, 194 are for men. All women-only shelters offer 24/7 access, and women are not expected to pay for their accommodation, although some pay for food. In a report from the 2019 annual meeting of the Crisis Center Secretariat, concerns over a high user payment for food was specifically noted. The main funding for women-only shelters is obtained through state funding from national/local authorities was 100% funding by the municipalities. Women can stay in the women-only shelters for more than a year.

The Crisis Centre Act is meant to ensure the provision of a good, comprehensive crisis service centre for women, men and children who are subjected to domestic violence or threats of such violence (Section 1).

The Act related to municipal crisis centres entered into force January 1, 2010. One of the goals of the Act was to create a general, equal offer of crisis centres so users could have their rights protected pursuant to the Act relating to municipal crisis centres and other laws. The Act related to municipal crisis centres was given gender-neutral wording and affords the right to equal opportunities to women, men and their accompanying children. Requirements for crisis centres regarding services provided stipulate that the centres may be used by persons who are subjected to domestic violence or threats of such violence and are in need of counselling or safe, temporary accommodation. The service will provide users with support, guidance and help to contact other parts of the public service system, comprising a crisis centre or similar free, year-round, 24-hour, safe, temporary accommodation, free daytime services, a year-round, 24-hour telephone help line for obtaining advice and guidance and follow-up during the re-establishment stage. No referral or appointment is needed to contact the crisis centre, and employees of the centre will be qualified to address the specific needs of those coming to the centre. There must be separate accommodation for men and women, and the Ministry is authorized to make regulations regarding requirements around employee qualifications and requirements for the physical protection of premises. Municipalities are required to ensure that users have access to a qualified interpreter as needed to ensure they receive adequate services. Municipalities are responsible for ensuring that women, men and children subjected to domestic violence or threats of such violence receive comprehensive follow-up by coordinating the assistance provided by other parts of the public service system.

Evaluation of the municipalities' implementation of the Act showed several positive development trends in the crisis centre systems, but also revealed that there is considerable variation on how the different municipalities follow up offers to survivors of violence. For financial reasons, among others, some municipalities do not comply with the statutory requirements regarding help for survivors of violence with substance abuse and/or mental health problems or disabilities. The crisis centres need funding to comply with the Act relating to municipal crisis centres' general and equal offer of crisis centres for all women subjected to violence, including particularly vulnerable women such as those women subjected to violence who are actively inebriated or high. There is a need for crisis centres in close proximity so that survivors can seek help locally. Crisis centres have been mandatory in Norway since the Act came into force in 2010, but it nevertheless has not been implemented in all municipalities.

The types of in-house services provided by women-only shelters in Norway are casework, counselling, referrals/collaboration with other services, practical advice and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	N/A	Counselling, support for survivors of trafficking, legal advice, healthcare, helpline

There are several women's centres in Norway. Two women's centres provide counselling. Funding for these centres comes from state funding from national/local authorities.

The ROSA Centre provides support and information for survivors of trafficking including a helpline and shelter as well as support with legal advice, counselling and healthcare.

In 2018, the Norwegian crisis centre offerings were 13 municipal activities, while 16 were inter-municipal companies, seven were voluntary/private businesses, nine were foundations and one had a different organization form.

Most crisis centres in the country serve several municipalities and cover large geographical areas. Several had capacity challenges in 2018. A minority of the crisis centres were universally designed, but there have been positive developments over time. Each municipality is responsible for the presence of a crisis centre offered at a reasonable travel distance. However, the definition of what constitutes a reasonable travel distance depends on distance in terms of kilometres, travel time and public communication.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
N/A	N/A	N/A	1	Support for survivors of incest, medical help, counselling, forensic testing, legal assistance, helpline

Support services for survivors of sexualized violence include access to crisis centres, medical and social services, treatment and assistance, legal assistance and lawyers and other assistance services.

Assault centres offer medical help and counselling. Referral is not required, and the service is free. Survivors will receive help regardless of whether or not they wish to report the assault to the police. Certain centres are open 24/7. The services are comprised of: counselling in safe surroundings; medical examination in order to detect, treat and prevent injuries and infection; pregnancy testing; forensic examination to secure evidence; help in contacting the police; help in contacting a lawyer (free) regardless of report; information about follow-up services, crisis shelters and other places to get help. Assault centres are also linked to emergency clinics or hospitals and are a part of the public health service.

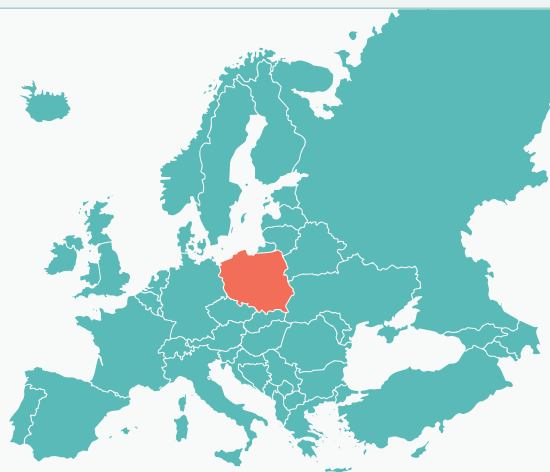
There is a Support Centre for Survivors of Incest and Sexual Abuse (SMISO). The centre is primarily a self-help service for adults who have been subjected to incest, sexual abuse or rape, and their relatives. The centres provide a free service and function as a supplement to the public sector support system, and you do not need a referral in order to make contact. The service comprises: counselling by phone; individual counselling; participation in self-help groups; and other thematic groups. There is also a 24-hour national telephone helpline for survivors of incest and sexual abuse. This is operated by the Incest Centre in Vestfold county (tel.: +47 800 57000).

The DIXI Resource Center against Sexual Assault is a free service to women and men survivors of rape, as well as their relatives. The centre does not offer treatment but helps people to help themselves, which means drawing on their own resources, taking responsibility for their lives and steering it in the desired direction. DIXI supplements the treatment services offered by the public sector support system. DIXI offers: one-on-one counselling for rape survivors and their relatives; counselling groups for rape survivors and their relatives; free legal aid; telephone counselling and guidance via email and SMS; help to make contact with the support system; and themed evenings, lectures and information about other support services and other interested parties.

POLAND

GENERAL COUNTRY INFORMATION

Population	37,976,687
Female population	19,596,388
Member of Council of Europe (year)	1991
Member of European Union (year)	2004
Member of United Nations (year)	1945
CEDAW ratified	1980
CEDAW optional protocol ratified	2003
Istanbul Convention signed (year)	2012
Istanbul Convention ratified (year)	2015



SUMMARY

There is one national women's helpline in Poland available 24/7, but not free of charge and not offering multi-lingual support. Therefore, Poland **does not meet** the Istanbul Convention standards for the provision for a national women's helpline. In Poland there are 35 shelters accessible to women and one of them is a women-only shelter providing 20 beds for women victims of violence and their children. Currently, Poland **does not meet** the IC standards in terms of provision for women's shelters. Regarding women's centres, there are some women's rights feminist organizations which provide counselling for women survivors of violence. There are no rape crisis centres or sexual violence referral centres in the country. Therefore, Poland **does not meet** the provision standards for support services for victims of sexualized violence.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	No	Yes	No	5,275

There is one national women's helpline called Emergency Helpline for Women Victims of Violence (tel.: +48 600 070 717), which is run by the Women's Rights Centre. It is operating 24/7 but is not free of charge and does not offer multilingual support. In 2018, this helpline received 5,275 calls. The three most common forms of violence reported by callers to the national women's helpline were psychological, physical and sexualized violence.

There is also a helpline called National Emergency Service for survivors of Family Violence (tel.: +48 800 12 00 02) and it is operated by the Blue Line Association, according to a project of the National Agency to Solve Alcohol Problems. This helpline is gender neutral, it is available 24/7, free of charge and offers multilingual support in Polish, English and Russian in specific times. It receives state funding from national or local authorities. In 2018, this helpline received 16,778 calls.

There are other helplines in Poland for victims of domestic violence operating at a local level, some of them 24/7, but not free of charge or specifically for women.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
35	Major cities	Yes	20 ⁴³	3,778	99%	1,889,000

In Poland there are 35 Specialised Support Centres for Victims of Violence. Most of them are run by the government, some by Caritas, and only one is run by a feminist NGO with a gender-specific approach (Women's Rights Centre in Warsaw). Except for the last one, which is a women-only shelter, all the others follow a gender-neutral policy and can accommodate both men and women. The Specialized Support Centres operate 24/7, free of charge and are funded by the government. Statistics are available only for the shelter run by the Women's Rights Centre, which offers 20 beds. On average women can stay in the shelters or facilities up to three months but it is possible to extend it up to a year.

43 Data available only for the shelter run by the Women's Rights Centre.

The main reasons for having to decline referrals were the lack of space and capacity to accommodate the survivor and her children, and the shelter being unable to meet the women's needs. The most common types of violence reported by the clients are psychological, physical and economic. The types of in-house services most often provided by the shelter run by the Women's Rights Centre are casework, counselling, referrals, practical advice on housing, move-on accommodation, social benefits and health care and legal advice.

In Poland there are also 66 Intervention Centres and Single Mothers Houses, but they are not specialised shelters for survivors of gender-based violence and support all people in need. In some cities there are so-called 'protected apartments' for women and women with children, mainly targeting victims of violence and homeless women.

Additionally, there is one shelter run by the association La Strada for survivors of trafficking with a recently adopted gender-neutral policy.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	For all survivors of GBV; and for women survivors of GBV specifically	Counselling, advice and advocacy

There are some women's rights feminist organizations which provide counselling for women survivors of violence. The main women's rights organization is the Women's Rights Center which has its counselling centres in different cities such as: Warsaw, Gdańsk, Łódź, Wrocław and Zyrardów. Types of services provided by the women's centres include counselling, advice and advocacy (regarding legal options, housing, employment, other support services, representation at court and social services).

Women's centres are run by women's NGOs, other NGOs, and government agencies. Women's centres provide both non-residential and residential services. The centres receive state funding and donations.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

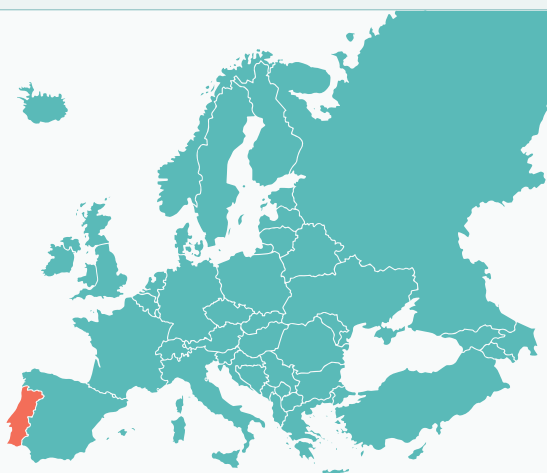
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	190	100%	0	0

There are no specific services for survivors of sexualized violence; some NGOs and Crisis Interventions Centres do provide support to survivors of sexualized violence too.

PORTUGAL

GENERAL COUNTRY INFORMATION

Population	10,291,027
Female population	5,423,335
Member of Council of Europe (year)	1976
Member of European Union (year)	1986
Member of United Nations (year)	1955
CEDAW ratified	1980
CEDAW optional protocol ratified	2002
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2013



SUMMARY

Portugal **does not meet** the minimum standards of the IC for provision of a national women's helpline, because no such helpline exists in the country. There are 39 women's shelters in Portugal with 679 beds. However, Portugal **does not meet**

the minimum standards of the IC for provision of women's shelters, as 34% of beds are missing. There are 127 women's centres in Portugal for all survivors of GBV, including women, and three only for women survivors of GBV. Furthermore, there are two rape crisis centres and/or sexual violence referral centres in Portugal; however, the country **does not meet** the minimum standards of the IC for provision of SV services because approximately 96% of services are missing.

The state collects data on women's specialist support services, and this information is made available upon request.⁴⁴

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is no national women's helpline in Portugal, but there is a national helpline run by the Commission for Citizenship and Gender Equality called Information Service for Victims of Domestic Violence (*Serviço de Informação às Vítimas de Violência Doméstica*) (tel.: +351 800 202 148). The helpline operates 24/7 and is free of charge. The helpline supports all people affected by domestic violence survivors and operates from a gender-neutral perspective.

The most common form of violence reported by callers to this helpline is domestic violence. There are no other regional helplines supporting survivors of GBV in Portugal. No information is available concerning funding received by this helpline.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
39	Most cities	None	679	350	34%	15,156

There are 39 women-only shelters in Portugal with a capacity of 679 beds in total. None of these shelters offer 24/7 access, but women are not expected to pay for their accommodation.

According to Portugal's national legislation on domestic violence, survivors are referred to shelters by the entities that are part of the national support network for survivors of domestic violence. In case of an emergency, the national social emergency line (144) is responsible for finding a place for women and children survivors of domestic violence, most often in emergency accommodations, and for providing safe transportation to this accommodation. These facilities are run by various associations and NGOs with a national capacity of 175 beds.

According to the law on domestic violence, emergency accommodation are services for domestic violence survivors aimed at the urgent reception of survivors accompanied or not by minor children, for the period necessary to assess their situation, ensuring the protection of their physical and psychological integrity. These services are free of charge, accessible 24/7 and should have a minimum of one counsellor and three home assistants for 15 clients, supporting the survivors for a period of 72 hours, but in exceptional cases until a maximum of 30 days.

The emergency accommodation facilities provide crisis intervention services and, if necessary and at the request of the clients, can refer these to women-only shelters, which are also accessible to children survivors of domestic violence.

The women-only shelters receive funding from national/local authorities and from projects and national tenders aimed at social support.

In terms of organisations providing women-only shelter services, there are two women's NGOs with a gender-specific/feminist approach, five other women's NGOs, 16 faith-based organisations and 12 other NGOs. There are 39 shelters for women and children survivors of domestic violence and one shelter for women survivors of trafficking. Other NGO-run organisations are Crime Victims Support, Social Support, community development associations, foundations, cooperatives and a resident association.

Women's shelters exist in most cities. The country is divided into 18 districts (continental) and two autonomous regions, the islands of Azores and Madeira, and there is at least one shelter in each of these administrative regions.

On average, women can stay at the women-only shelters for 3-6 months. According to Portuguese legislation, women and their children can remain for six months, but it is possible to extend this timeframe if the risk persists or if the woman's transition towards autonomy is not sustainable by that time.

There are specific shelters available for lesbian women and, recently, for women suffering from mental health conditions, survivors of domestic violence and a shelter for women survivors of trafficking.

The main reasons for women-only shelters having to decline referrals in 2018 were lack of space and capacity to support the survivor, no space and capacity to accommodate the survivor with her children and situations in which the shelter

⁴⁴ All national services on VAW and domestic violence, excluding direct contact with shelters for security reasons, can be found at <http://www.guiaderecursosvd.cig.gov.pt/>.

is located in a city or region that is not safe for the survivor. The most common types of violence reported by clients to the women-only shelters were domestic violence, including psychological, physical and sexualized violence.

The three types of in-house services most often provided by women-only shelters in Portugal are counselling, practical advice (e.g. housing, move-on accommodation, social benefits, health care) and legal advice.

There are no other shelters in Portugal besides the women-only shelters which can provide support to women survivors of GBV. There is also one shelter for men survivors of domestic violence, with a capacity of ten beds.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
130	For all survivors of GBV, including women (127) and only for women survivors of GBV (3)	Counselling, social and psychological support; legal advice

There are 127 women's centres in Portugal for all survivors of GBV, including women, and three only for women survivors of GBV. These numbers should be interpreted with caution, as many centres are financed on a project basis and can quickly become inoperable. Women's centres are available in all regions of the country. Most of these centres provide counselling, social and psychological support. Some also provide legal advice, and the centres are run by a variety of NGOs, including women's NGOs and other civil society entities.

There are NGOs, such as AMCV and UMAR, which operate a centre for women and children survivors of GBV and domestic violence, as well as shelters and/or emergency accommodations, but mostly provide non-residential services and, if necessary, refer clients to women's shelters.

The women's centres receive funding from national/local authorities and from projects and national tenders aimed at social support.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

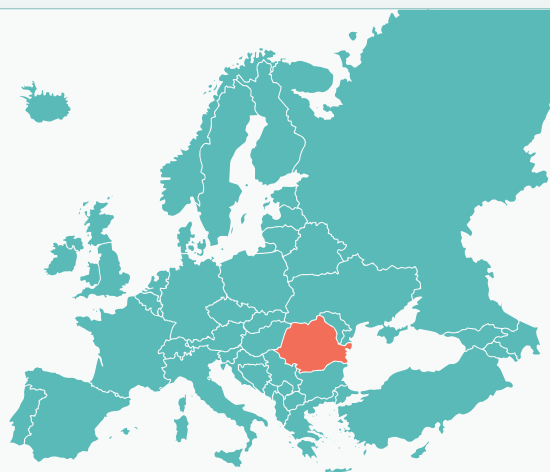
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
2	49	96%	0	Psychological support, legal advice and self-help groups

There are several services for women and girl survivors of sexualized violence in Portugal. These services offer psychological support, legal advice and self-help groups. There are also two rape crisis centres. In terms of funding for the rape crisis centres, the AMCV Crisis Centre in Lisbon is financed by the Ministry of Justice and the Office of the Deputy Minister. The UMAR Crisis Centre in Oporto is financed on a project basis. Rape crisis centres are available only in major cities – Lisbon and Oporto.

ROMANIA

GENERAL COUNTRY INFORMATION

Population	19,530,631
Female population	9,977,382
Member of Council of Europe (year)	1993
Member of European Union (year)	2007
Member of United Nations (year)	1955
CEDAW ratified	1982
CEDAW optional protocol ratified	2003
Istanbul Convention signed (year)	2014
Istanbul Convention ratified (year)	2016



SUMMARY

There is one national women's helpline in Romania which is available 24/7, free of charge, and offers multilingual support. Romania has a total of 84 shelters accessible to women survivors of GBV with a capacity of 920 beds. Currently, Romania **does meet** the standards of the IC in terms of provision for the national women's helpline but **does not meet** the standards with regard to provision of women's shelters, since approximately 53% of beds are currently missing. It is known that there are some services available in the country for survivors of sexualized violence, but specific information on the number of existing services is unavailable. For example, there are several women's centres in Romania which provide support to women survivors of GBV. They provide counselling, advice and advocacy services, including: legal options, housing, employment, other support services, representation at court, police, and social services. Therefore, it is not possible to ascertain if Romania meets the IC minimum standards for provision of services for survivors of sexualized violence. A state agency, National Agency for Equal Opportunities Between Women and Men, collects data on women's specialist support services; the data are publicly available.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	926

There is one national women's helpline in Romania called Linia telefonica gratuita pentru ajutor specializat (Free Helpline for Specialized Support) (tel.: +40 0800 500 333), which is available free of charge and operates 24/7. A total of 926 callers were supported by the national women's helpline in 2018. The three most common forms of violence reported by callers were social violence, psychological violence and physical violence.

The helpline is managed by the National Agency for Equal Opportunities Between Women and Men. The helpline offers multilingual support in Hungarian, Italian and English; multilingual support in all these languages may always not be available. The national women's helpline receives state funding from national authorities.

Besides the national women's helpline there are 42 other regional helplines that can support survivors of GBV. It is to be noted that 41 of these regional helplines are not specific helplines dealing with GBV, but helplines mostly supporting children in difficult situations. One city helpline supporting survivors of GBV was introduced in the city of Sibiu in 2019.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
84	All regions and major cities	Most	920	1,033	53%	21,229

There 61 women-only shelters in the country with approximately 750 beds. The women-only shelters offer support and accommodation free of charge and some operate 24/7. Women-only shelters receive state funding from national/local authorities. It is known that 12 women-only shelters are run by women's NGOs with a gender-specific/feminist approach. Women-only shelters are available only in major cities, and the average length of stay is from 3–6 months.

The three most common forms of violence reported by clients to the women-only shelters in 2018 were social violence, psychological violence and physical violence. The most common types of in-house services provided by the women-only shelters were casework, counselling, referrals to other services, practical advice regarding housing and social benefits and legal advice. The main reason for women-only shelters having to decline accommodation to survivors in 2018 was lack of space and capacity to provide support.

There are also shelters for specific groups of women such as women survivors of trafficking and elderly women. Women's shelters in Romania can be accessed by women with disabilities, however no specialized services are available to support them. Existing bureaucratic procedures applicable in all women's shelters imply that these cannot be accessed by undocumented migrant women.

In addition to the women-only shelters, there are approximately 23 other shelters in Romania, which provide support to all survivors of GBV. The shelters included in this category are available in all regions, they provide services free of charge but do not operate 24/7. These shelters have a capacity of nearly 170 beds. Among the other shelters, 21 are run by the Romanian Orthodox Church, and the remaining ones are run by other religious establishments. People eligible for accommodation in the other shelters include men and women survivors of the domestic violence, with or without children. The other shelters receive state funding from national and local authorities.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	Only for women survivors of GBV	Counselling, advice and advocacy, emergency accommodation

There are several women's centres in Romania which provide support to women survivors of GBV. They provide counselling, advice and advocacy services, including: legal options, housing, employment, other support services, representation at court, police, and social services. The women's centres provide both non-residential support services (e.g. advice, counselling etc.) and residential support services (e.g. emergency accommodation). They are run by women's NGOs and other NGOs. The women's centres receive state funding from national/local authorities and NGO funding.

Women's centres are available in most regions (over 50%). It is not known how many women were supported by the women's centres in 2018.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing ⁴⁵	% of SV services missing	Helplines for survivors of SV	Other available services
N/A	-	-	-	-

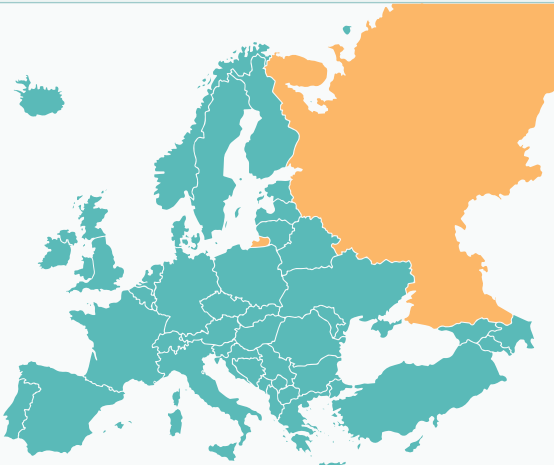
Specific data on the number of services for survivors of sexualized violence are not available. However, it is known that there are several services for women survivors of sexualized violence in Romania, which provide counselling, accommodation and judicial assistance. Existing helpline and counselling services are funded by the state through national/local authorities. There are no rape crisis centres or crisis/medical services for survivors of sexualized violence.

There are also some services for minor girls who have experienced sexualized violence. These are available in all regions at the county level and are operated by the General Directorate for Social Assistance and Child Protection. These services only provide limited support.

45 According to the standard from the IC, there should be 1 rape crisis or sexual violence referral centre per 200,000 population.

THE RUSSIAN FEDERATION

GENERAL COUNTRY INFORMATION	
Population	143,666,931 ⁴⁶
Female population	77,120,043 ⁴⁷
Member of Council of Europe (year)	1996
Member of European Union (year)	No
Member of United Nations (year)	1945
CEDAW ratified	1981
CEDAW optional protocol ratified	2004
Istanbul Convention signed (year)	No
Istanbul Convention ratified (year)	No



SUMMARY

The Russian Federation has one national women's helpline which is free of charge but does not operate 24/7, therefore the Russian Federation **does not meet** IC recommendations for provision of a national women's helpline. The Russian Federation has 95 women's shelters with 434 beds, however the country **does not meet** the recommendations from the IC for provision of women's shelters, as it is missing 97% of required beds. The Russian Federation also **does not meet** IC standards for support services for survivors of sexualized violence, as there is currently only one rape crisis centre/sexual violence referral centre available nation-wide. However, the Russian Federation does have approximately 150 women's centres providing counselling to women in difficult situations, including in instances when they are affected by GBV.

The state does collect data on specialist women's support services, and this information is available upon request.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	No	No	31,190

There is one national women's helpline in Russia, the National helpline for women suffering from domestic violence (*Всероссийский телефон для женщин, пострадавших от домашнего насилия*, tel.: +7 8800 7000 600). The helpline is run by the organisation Anna Centre - Moscow. The helpline does not offer multilingual support. The number of callers to the helpline in 2018 amounted to 31,190.

The main sources of funding for the national women's helpline are donations and international funding. The three most common forms of violence reported by callers to the national women's helpline in 2018 were physical violence, sexualized violence and psychological violence.

In addition to the national women's helpline, there are 15 other regional helplines in Russia supporting survivors of GBV.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
95	Major cities	Most	434	13,933	97%	331,030

There are 95 shelters in Russia with an overall capacity of 434 beds. There are no official statistics on the number of shelters and beds available in the Russian Federation. The numbers reported above are unofficial information provided by crisis centres and other services supporting women in crisis situations. In recent years more shelters were opened but due to the limited resources there are only a few beds per each service (two or three beds approximately).

Most of these shelters offer 24/7 access and women are not expected to pay for their accommodation. Only 42 of the afore-mentioned shelters offer specialized assistance to women survivors of violence. Some of these shelters also assist

⁴⁶ Latest year with available data on EUROSTAT's database was 2014.

⁴⁷ Ibid.

underage mothers, in addition to women survivors of domestic violence. In terms of accessibility, women may face obstacles in accessing the shelter, as in some cases shelters can only provide accommodation to women who reside in the same region where the shelter is located. Ten of the shelters are run by women's NGOs operating with a gender-specific approach.

There are no shelters in Russia for specific groups of women, such as women survivors of human trafficking, migrant women, minority ethnic women, women survivors of so-called "honour-based" violence, women with disabilities and transgender/lesbian women.

The most common entry point for survivors of domestic violence into the state support system are social services. According to data from the Ministry of Labour and Social Protection, state-run social services aid all women in difficult situations, including those affected by domestic violence. Social services encompass a wider range of facilities, not just shelters for women, but also specialized crisis centres, social shelters, social assistance centres for family and children, and centres for psychological and pedagogical assistance, among other. Because of limited funding, and challenges to ensure long-term sustainability of services provision, only ten of the shelters listed in this section are women-only and are run by women's NGOs.

The main sources of funding for the shelters accessible to women survivors of GBV is state funding from national/local authorities and donations. The average length of stay on the women's shelters is from 3 to 6 months. In cases of serious violence women can stay longer than six months, depending on the decision reached by the shelter's management team and local authorities.

The shelters accessible to women are available only in major cities. The three most common reasons for declining referrals at the shelters accessible to women in 2018 were lack of space/capacity to support the survivor, insufficient space to accommodate the survivor with her children and the survivor being ineligible for support if she is an undocumented migrant, if there is no evidence showing she experienced GBV and if the shelter is unable to meet her specific needs. The three most common types of violence reported by clients in 2018 were physical violence, sexualized violence and psychological violence. The in-house services most often provided by the shelters in 2018 were counselling, referrals to other services and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
150	Centres for women in difficult situations, including survivors of GBV	Counselling

There are women's centres in Russia providing counselling to women in difficult situations, including in instances of GBV. It is not known how many such facilities exist in Russia, but estimates indicate around 150. It is also not known how many women were assisted by the women's centres in 2018.

These centres provide different services to women and children in difficult life situations, including situations of domestic violence.

The main sources of funding for the women's centres are donations, international funding and state funding. The women's centres are available in most regions (over 50%).

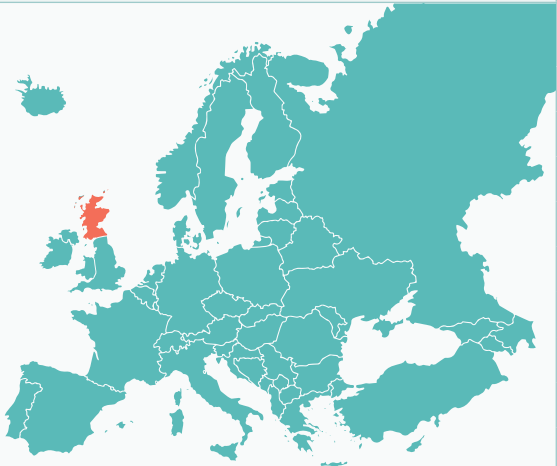
4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
1	716	99%	1	Crisis/medical services and counselling centres. All women's NGOs working in the area of GBV provide counselling to survivors of sexual violence.

There is only one specialised women's centre for sexual assault recovery in Russia. The centre is located in Moscow called the Sexual Assault Recovery Centre 'Sisters' (Syostri) located in Moscow, opened in 1994. In addition to this, there are other services that help women survivors of sexualized violence: crisis/medical services, counselling centres, rape crisis centres and one helpline. It is not possible to establish how many counselling centres; rape crisis centres and crisis/medical services exist in Russia.

Additionally, all women's NGOs working in the field of GBV provide counselling to survivors of sexualized violence. The National Helpline for Women suffering from domestic violence is a service provided by ANNA Centre. Helpline counsellors can provide survivors of sexual assault and rape with psychological support and provide relevant information. Other crisis centres and services for women can also provide support and referrals to a female or a male survivor of sexualized violence if needed. However, there is only one centre in Russia that was founded as a specialized service for survivors of sexualized violence. The lack of specialized services for survivors has resulted in the establishment of other services having to provide women and men with support and necessary information and referrals in cases of emergency.

The helpline mentioned above offers counselling to women and girl survivors of sexualized violence and provides counselling in person. Sexualized violence services are available in most regions (over 50%) of the country.

SCOTLAND		
GENERAL COUNTRY INFORMATION		
Population		5,438,100
Female population		2,789,349
Member of Council of Europe (year)		1949
Member of European Union (year)		1973
Member of United Nations (year)		1945
CEDAW ratified		1986
CEDAW optional protocol ratified		1986
Istanbul Convention signed (year)		2012
Istanbul Convention ratified (year)		No

SUMMARY

Scotland has one national women's helpline which is free of charge, 24/7 and provides multilingual support, and therefore **does meet** IC standards for provision of national women's helpline. There are 36 women's shelters with a total of 481 beds; Scotland is only missing about 12% of the recommended beds but **does not meet** IC standards for women's shelter provision. There are numerous women's centres in Scotland which offer non-residential support as well as support for survivors of forced marriage, female genital mutilation and trafficking. Furthermore, there are about 17 local rape crisis centres in the country. Scotland is missing about 37% of recommended SV services and therefore **does not meet** IC standards for provision of SV services. Finally, the state does not collect data on women's specialist support services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	6,440

The women's helpline in Scotland is called *Scotland's Domestic Abuse and Forced Marriage Helpline* (tel.: +44 0800 027 1234) which is run by Scottish Women's Aid. The main source of funding for the helpline is through state funding from the Scottish government. Multilingual support is available, with most languages being available via language line translators. The three most common forms of violence reported by callers to the helpline were physical, emotional and financial.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
36	All regions	Some	481	63	12%	11,306

There are 36 women-only shelters in all regions of Scotland with approximately 481 spaces. Shelter spaces are calculated as family spaces that a woman or a woman and her children could occupy, rather than individual beds, and are provided by the 36 Women's Aid groups situated across the country. Funding for women's shelters in Scotland comes from both local authorities and the Scottish government – this varies across Women's Aid groups (shelters). In Scotland, census day data offers a snapshot of the numbers of women and children living in a shelter on a given day – the most recent census data showed that on one day the total figure was 693 women, children and young people.

The duration of a woman's stay in a shelter is dependent on her requirements – in some instances this may be over one year. There are two specialist shelters for women and children of minority ethnic children, which are counted among the total of 36 shelters in the country. The main reason given for having to deny referrals was not having the space/capacity to accommodate a survivor with her child(ren). Scotland does not hold data on the main types of violence reported by women staying at women-only shelters. The three types of in-house services most often provided by Scottish women's only shelters are casework, referrals/collaboration with other services and practical support information, e.g. social welfare benefits and health care.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	Non-residential support, support for survivors of forced marriage, female genital mutilation, trafficking	Counselling, specialist support, advice and advocacy, housing and employment support

Women's centres are run by women's NGOs and exist in all regions of Scotland. Such centres offer a variety of services for women and many of these local centres – which are situated across the country – are part of the Scottish Women's Aid and Rape Crisis Scotland networks. Women's centres include services/centres for black/migrant/minority ethnic women; and regional crises centres for survivors of domestic abuse service. Specialist services provide support on forced marriage, so-called "honour-based" violence, female genital mutilation and trafficking. Available services include counselling, advice and advocacy, housing and employment support. Centres are funded by a variety of sources, including a mix of local authorities, state funding, and other funding bodies such as Lottery funding.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
17	10	37%	1	-

There are 17 local rape crisis centres in Scotland, as well as a Rape Crisis Scotland Helpline (tel.: +44 08088 01 03 02) which is free between 18:00 and midnight.

SERBIA

GENERAL COUNTRY INFORMATION

Population	7,001,444
Female population	3,590,852
Member of Council of Europe (year)	2003
Member of European Union (year)	No
Member of United Nations (year)	2000
CEDAW ratified	2001
CEDAW optional protocol ratified	2003
Istanbul Convention signed (year)	2012
Istanbul Convention ratified (year)	2013



SUMMARY

There is no national women's helpline in Serbia. Therefore, the state **does not meet** the Istanbul Convention standards regarding the provision of a national helpline. In Serbia there are 12 shelters accessible to women survivors of GBV, with a total of 257 beds. Currently, 63% of shelter places recommended are missing: the state **does not meet** the IC standards. There are also about seven rape crisis centres and/or sexual violence referral centres, however Serbia **does not meet** the IC standards for the provision of support services for survivors of sexualized violence, since 80% of them are missing. Additionally, there are about 27 women's centres in the country for women survivors of GBV. Moreover, the existing support services are at risk of being closed, due to lack of governmental funding.

The state does not collect data on women's specialist support services.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is no national women's helpline in Serbia. There are, however, 26 local SOS hotlines run by women's NGOs and a state-run helpline for all survivors of domestic violence.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
12	Most cities	Yes	257	443	63%	27,243

There are 12 women's shelters in Serbia, with approximately 257 beds available. All the shelters offer 24/7 access. Women's shelters exist in most regions and provide accommodation free of charge. The shelters are run by the state and women can stay for up to six months, although most of them stay on average for three months. The most common types of violence reported by the clients are psychological, physical and economic violence. The types of services provided by the shelters include counselling, referrals and collaboration with other services and legal advice. The main reasons for having to decline referrals were the lack of space/capacity to accommodate the survivors, both with or without children, and the survivors being ineligible for support (for example if the woman was an undocumented migrant, if there was lack of evidence that the woman experienced GBV, or if the shelter was unable to meet the women's needs).

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
27	Only for women survivors of GBV; centres for women survivors of trafficking and centres for black, minority ethnic women	Counselling, specialist support, advocacy and advice

There are 27 women's centres in Serbia: 22 women's centres for women survivors of all forms of violence; two centres for women survivors of trafficking; and three centres for black, minority ethnic women. Women's centres exist in most cities and provide non-residential support, such as counselling, advice and advocacy and specialist support. The women's centres are run by women's NGOs and funded by the state and by international funding. In 2018, 5,096 women found support in the women's centres in Serbia.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
7	28	80%	0	Centre for girls experiencing SV

Seven pilot centres for survivors of GBV have been opened in Serbia thanks to the project 'Stop – Protect – Help: A stronger institutional response to gender-based violence in AP Vojvodina'. This project was funded by the UN and carried out by women's NGOs. The centres are in seven health institutions of the province of Vojvodina. They offer 24/7 support and combine medical/forensic health services provided by the health institutions with legal and psychological support provided by professionals. The services are offered to women and girls from the age of 15 and are free of charge. Between July 2016 and November 2018, 300 women survivors of GBV found support in these centres and criminal proceedings were initiated in 95 cases. In the first half of 2018, the number of reported cases of sexualized violence increased by 37%, in comparison with the same period of 2017. The project 'Stop – Protect – Help' is ending in 2019 and until now the Serbian government did not express the willingness to continue funding the centres.⁴⁸ In addition to these pilot centres, there is also one centre for girls experiencing sexualized violence.

SLOVAKIA

GENERAL COUNTRY INFORMATION

Population	5,443,120
Female population	2,786,606
Member of Council of Europe (year)	1961
Member of European Union (year)	2004
Member of United Nations (year)	1993
CEDAW ratified	1993
CEDAW optional protocol ratified	2000
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	No



SUMMARY

There is one national women's helpline in Slovakia which operates 24/7, is free of charge and offers multilingual support. There are nine women-only shelters with 232 beds total. There are 19 women's centres, however there are no specialized support services for survivors of sexualized violence in Slovakia. Currently, Slovakia **does meet** the IC standards for the national women's helpline provision and **does not meet** the IC standards for women's shelters provision, missing 57% of recommended beds according to IC standards. Slovakia also **does not meet** the IC standards for provision of services for survivors of sexualized violence, as no such services exist in the country.

48 As of July 2019.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	yes	yes	yes	328

There is one national women's helpline, *Národná linka pre ženy zažívajúce násilie* (National Helpline for Women Experiencing Violence) (tel.: +421 0800 212 212), run by the Coordinating-Methodical Centre for gender-based and domestic violence, at the Institute for Work and Family Research/Ministry of Labour, Social Affairs and Family. It operates 24/7, is free of charge and offers multilingual support in Czech, English, Hungarian. The helpline is funded by the European Social Fund. All women's centres in Slovakia have regional helpline supporting survivors of GBV. Most regional helplines are operating during working days for eight hours a day. The total number of women who have contacted the national women's helpline for the first time in 2018 was 328. The most common form of violence reported by the callers was psychological, physical and economic violence.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
9	Major cities	Some	232	312	57%	21,262

There are approximately nine women-only shelters in Slovakia. Five shelters out of nine run 24/7 and there are only three shelters where women are not expected to pay for their accommodations and one shelter where women are not expected to pay for the first three months. Other shelters are forced by local authorities to require payment depending on the woman's income. All nine women's shelters are primarily funded by the state and local authorities and European Social Fund. Four women-only shelters are run by women's NGOs defining themselves as organisations with a gender-specific/feminist approach; one shelter is another woman's NGO, three are other NGOs and one is established by a regional government. Two women's shelters were opened in Slovakia between 2016-2017, one in Brieždenie (with a capacity of 30 beds) and another one in Luna (with a capacity of 53 beds).

On average women can stay in women-only shelters for more than a year in six of the shelters and up to one year in three shelters. There is no residential or housing programme for women survivors of gender-based violence in Slovakia. Women-only shelters are available in major cities in Slovakia. Six shelters out of nine are in regional capitals, distributed in 7/8 regions; therefore, there is no shelter in Trnava region.

There are no specific shelters for the following groups of women: migrant/undocumented women, women with disabilities (physical or mental health condition), minority ethnic women, transgender women, lesbian women, women survivors of trafficking or elderly women, women survivors of so-called "honour-based" violence, women survivors of forced marriage or female genital mutilation.

The three main reasons for having to decline referrals to the women-only shelters include: lack of space and capacity to accommodate the survivor with her children, no space/capacity to support the survivor and survivor's ineligibility for support (e.g. the woman was an undocumented migrant, the woman did not experience GBV or shelter was unable to meet the woman's needs). The three most common types of violence reported by the clients were psychological, physical and economic violence. The three types of in-houses services most commonly provided by the women-only shelters were counselling, practical advice (e.g. housing/move-on accommodation, social benefits and health care) and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
19	only for women survivors of GBV and centres for all survivors of GBV	Counselling, advice and advocacy, and other support e.g. financial and material support

There are 14 centres only for women survivors of GBV and five centres provide support for survivors of GBV and survivors of domestic violence (violence from family members). Four centres out of this five provide support also for men. The women's centres are in most regions (over 50%) of Slovakia. The women's centres provide counselling, advice and advocacy services. Women centres are run by 12 women NGOs, six other NGOs and one was established by local authorities. Seven organisations which run women's centres also run shelters. Women's centres are subsidized by state funding, local authorities, donations (by e.g. trusts, foundations, individuals) and the European Social Fund.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	27	100%	0	-

There are no services for women and girl survivors of sexualized violence in Slovakia.

SLOVENIA

GENERAL COUNTRY INFORMATION

Population	2,066,880
Female population	1,039,839
Member of Council of Europe (year)	1993
Member of European Union (year)	2004
Member of United Nations (year)	1992
CEDAW ratified	1992
CEDAW optional protocol ratified	2004
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2015



SUMMARY

There is one national women's helpline in Slovenia which is anonymous and free of charge but does not operate 24/7. There are 16 women's shelters, three crisis centres 12 mother's homes in Slovenia, with an overall capacity of 445 beds. Furthermore, there are 15 centres for all survivors of GBV including women. Currently, Slovenia **does not meet** the standards of the IC for the national women's helpline but **does meet** the standards for women's shelters provisions regarding the number of beds needed. Slovenia has several services providing support to survivors of sexualized violence; however, the total number of available services is unknown. Therefore, it is not possible to ascertain if Slovenia meets the minimum standards of the IC for provision of services for survivors of sexualized violence. The state collects data on women's specialist support services, and this information is publicly available.⁴⁹

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	No	No	N/A

There is one helpline in Slovenia *Društvo SOS telefon za ženske in otroke - žrtve nasilja* (SOS Helpline for Women and Children – Victims of Violence) (tel.: +386 080 11 55). The helpline is free of charge, but it does not operate 24/7 and does not provide multilingual support. It receives state funding from national and local authorities (Ministry of Labour, Family, Social Affairs and Equal Opportunities, Municipality of Ljubljana, other Municipalities) and donations (trusts, foundations and individuals). There is no data available for either the total number of callers which have contacted the national women's helpline in 2018 or the most common forms of violence reported.

⁴⁹ The state published yearly reports. These are available at <https://www.irssv.si/index.php>.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
31	Major cities	None	445	0	0%	4,645

There are 16 women-only shelters in Slovenia which do not run 24/7. In addition to these, there are three crisis centres, which are accessible 24/7 and 12 mother's homes – located in unsafe locations. Altogether these services have a capacity of 445 beds.

Organisations providing women-only shelter services for women affected by GBV include two women's NGOs with a gender-specific/feminist approach, seven other women's NGOs and three other NGOs. Three women-only shelters are run by the state.

The women's shelters are in all major cities of Slovenia. One shelter specifically takes care of women with disabilities and one other shelter is specialised for women who are drug or alcohol users. There are no other shelters in Slovenia providing support to women survivors of GBV, besides the services mentioned above.

On average women can stay up to one year at the women-only shelters. Some shelters have flats where women can move to when their stay at the shelter ends. Women can stay for a maximum period of one year in these flats.

The shelters accessible to women survivors of GBV are funded by the state and they also receive donations (from trusts, foundations and individuals). The three main reasons for women's shelters having to decline referrals are space limitations and capacity constraints to support the survivor. There are no prerequisites from the state or any other institutions regarding access to the women-only shelters.

Undocumented migrant women can always access the women-only shelters. The three types of in-house services most often provided by the women-only shelters in 2018 were casework, counselling, referrals/collaboration with other services and practical advice (housing, move-on accommodation, social benefits and health care).

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
15	For all survivors of GBV including women; centre for survivors of trafficking	Counselling, specialist support, advice and advocacy

There are 15 women's centres in Slovenia for all survivors of GBV. 14 provide counselling, one provides specialist support and all 15 centres offer advice and advocacy. They are in most regions (over 50%) of Slovenia. It is worth noting that, specialist support for survivors of trafficking is only available in the capital city Ljubljana. Women's centres are run by four women's NGOs, 10 other NGOs and one government agency. They provide only non-residential support services. Women's centres receive state funding and donations. It is not known how many women were supported by the women's centres in 2018.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
N/A	-	-	-	-

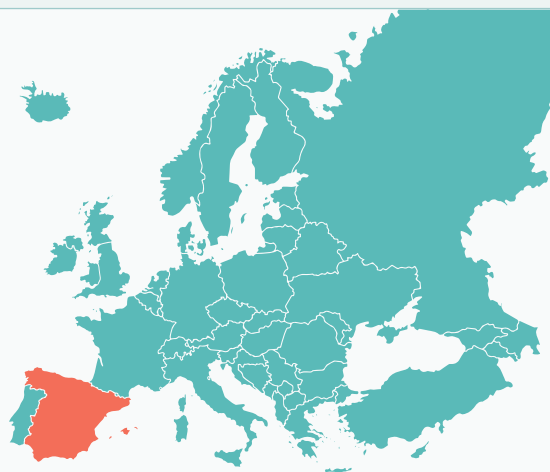
There are several services for women and girls who have experienced sexualized violence in most regions of Slovenia. The services provided include counselling, advocacy and accompanying to institutions.

There is one organization that is specialized in sexualized violence, and there is also the Association SOS Helpline and the Association for Non-violence. The latter also focuses on supporting survivors of sexualized violence and offers counselling programmes. It is not possible to specify how many such counselling programmes exist. Services for survivors of sexualized violence receive state funding (Ministry of Labour, Family, Social Affairs and Equal Opportunities, Municipalities) and donations.

SPAIN

GENERAL COUNTRY INFORMATION

Population	46,658,447
Female population	23,776,565
Member of Council of Europe (year)	1977
Member of European Union (year)	1986
Member of United Nations (year)	1955
CEDAW ratified	1984
CEDAW optional protocol ratified	2001
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2014



SUMMARY

There is one national women's helpline in Spain which is available 24/7, free of charge and offers multilingual support. Spain **does meet** the IC standards on provision of a national women's helpline. There are 265 women-only shelters with a capacity of 2,726 beds. 42% of beds are missing, therefore Spain **does not meet** the IC standards for provision of women's shelters. There are 110 women's centres in Spain which offer a range of services, such as casework, counselling, legal advice and other practical advice concerning accommodation, health care and social benefits. Spain has nine centres for survivors of sexualized violence that provide comprehensive support but are not available 24/7. Spain **does not meet** the IC standards for support services for survivors of sexualized violence, as 96% of services are currently missing.

The state does collect data on specialist women's support services, and this information is made public.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	73,454

Spain has one national women's helpline (tel.: +34 016) called *016 línea de atención a víctimas de malos tratos por violencia de género* (016 gender-based violence victim's support helpline) run by the organization 'Atenzio'. The helpline is available 24/7, free of charge and offers multilingual support in the following languages: Spanish, Catalan, Galician, Valencian, English, French, German, Portuguese, Mandarin, Chinese, Russian, Arabic, Romanian, Bulgarian, Tamazight and other 38 languages through a remote translation service.

The main source of funding for the national women's helpline are national/local authorities. The helpline is funded by the central government through the Government Delegation for Gender-Based Violence, located within the Ministry of the Presidency. The helpline is managed by a contractor, which is not a women's organisation, nor an organisation specialized in gender-based violence. The State Observatory on Violence against Women records information about the most common forms of violence reported to the national women's helpline. Based on their monitoring, 65.5% of the 188,272 calls registered between 2010-2016 were related to emotional and verbal abuse, 25% were related to economic abuse, 6% were related to physical violence, 3% to social abuse and 1% to sexualized violence.

In addition to the national women's helpline there are 13 other regional helplines supporting survivors of GBV in the country.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
265 ⁵⁰	Most cities	Yes	2,726 ⁵¹	1,940	42%	17,116

50 The number covers the period up to 31 December 2017.

51 The number covers the period up to 31 December 2017.

Spain has a total of 265 women's shelters with an overall capacity of 2,726 beds. All women's shelters provide 24/7 access and services are available free of charge. The women's shelters are available in most cities in Spain. The length of stay in most women's shelters is up to three months. The women's shelters encompass three types of shelters: crisis, i.e. short-term shelters, medium-term shelters and supervised flats. In the short-term shelters, so-called crisis shelters, the length of stay varies from a couple of days to several months.

In addition to the 69 crisis shelters (Centros de Emergencia) with a total capacity of 527 beds, there are 92 medium-term shelters for women survivors of GBV (Casas de Acogida), with 1,689 beds and 104 supervised homes with 510 beds. All facilities are to be considered women-only shelters, however there are differences between these in terms of women's length of stay and the types of services offered.

After staying at the crisis shelters, if needed, a woman can be referred to one of the Casas de Acogida, which are medium to long-term shelters, or to the supervised homes. The referral to other shelters, after staying in the crisis/emergency shelter, differs on a case by case basis, depending on the woman's needs and the availability of medium-term shelters and supervised flats. There are some regions which only have medium-term shelters, and other which only have supervised flats. A woman can go to the crisis/emergency shelter first, and afterwards she may be referred to a medium-term shelter and/or a supervised flat. There are also some shelters for women survivors of trafficking, however these are scarce and not available in all regions.

At the crisis shelters, women receive all the support needed to sort out their urgent legal issues, including regarding child custody, if needed. If they cannot go back to their homes or go live with relatives, but are still in need support, they will move to a Casa de Acogida, where the intervention with women is targeted at their recovery and rehabilitation. The supervised homes are also women-only services. The only difference is that women live alone in the apartments, and there are always no professionals staying with them, since the supervised homes aim to help women regain their autonomy and independence.

The services usually provided by the women's shelters include casework, counselling, legal advice and practical advice concerning housing, move-on accommodation, social benefits and health care.

The women's shelters are mostly funded by the national/local authorities. No further information is available on the share of funding allocated by the state, regional and local governments.

Other residential services, which may also provide accommodation to women survivors of GBV, among other vulnerable groups, include services for homeless people, asylum seekers and other vulnerable groups such as migrants and young pregnant women. However, it is to be noted that these services are not specialised services or specific services for survivors of GBV.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
110	Only for women survivors of GBV	Counselling, legal advice and advocacy

Spain has approximately 110⁵² women's centres, which are only for women survivors of GBV. These centres are available in most regions of the country. The types of services provided by the women's centres include counselling, legal advice and advocacy. No further information is available at the national level about the specific services offered by each women's centre. These centres usually provide only non-residential support services, but may also offer accommodation in emergency situations. The total number of women supported by the women's centres in 2018 amounted to 100,000.

The main source of funding for the women's centres are national/local authorities. There are no data available concerning the share of funding provided by the state, regional and local governments.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
9	224	96%	0	0

Spain has at least nine centres for survivors of sexualized violence which provide comprehensive support.⁵³ These centres are staffed by social workers, psychologists and lawyers, and offer services such as psychological therapy, social support and legal advice/representation. The centres do not ensure 24-hour access, but only day care services, and are available in nine autonomous communities, one of these being Madrid. They provide services to the entire region usually, or at least within the province, but since they are in larger cities, women who live in rural areas have difficulties accessing the centres. The centres are primarily funded by the state through funding from national/local authorities.

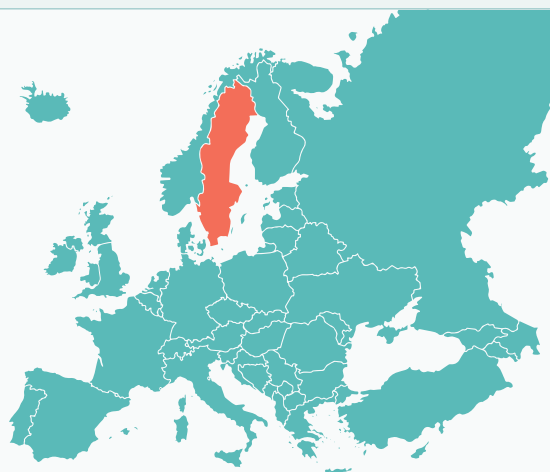
52 This number covers the period up to 31 December 2017 and excludes the region of Castilla Leon.

53 A rape crisis centre operating 24/7, the first of its kind in the country, is expected to open in Madrid in November 2019.

SWEDEN

GENERAL COUNTRY INFORMATION

Population	10,120,242
Female population	5,037,580
Member of Council of Europe (year)	1949
Member of European Union (year)	1995
Member of United Nations (year)	1946
CEDAW ratified	1980
CEDAW optional protocol ratified	2003
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2014



SUMMARY

There is one national women's helpline in Sweden which is free of charge, 24/7 and provides multilingual support. Sweden **does meet** IC standards for provision of national women's helpline. There are also approximately 161 women's shelters in the country with a total of 354 beds. Sweden **does not meet** IC standards for women's shelter provision, missing 65% of recommended beds according to IC standards. As for women's centres, the exact number is unknown, although there are approximately 200 services providing support to women and girls, including young women's empowerment centres. There are also numerous specialist services for survivors of sexualized violence, including for women and girls exploited through prostitution, pornography and human trafficking for sexualised purposes. The state does collect data on specialist women's support services and this information is available upon request.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	36,658

There is a national women's helpline called *Kvinnofridslinjen* (Sweden's National Women's Helpline) (tel.: +46 020 5050 50). The helpline is run by the National Centre for Knowledge on Men's Violence Against Women (NCK) on behalf of the Swedish Government. The helpline is free of charge and available 24/7 and supports women subjected to physical, psychological and sexualized violence. While the staff is Swedish speaking, they use an interpreter when needed.

Funding for national women's helplines is derived from state funding from national/local authorities. In 2018, the Swedish national helpline received more calls than ever before – 36,658, which averages to approximately 100 calls per day. While there is no precise information on the main types of violence reported by callers, the helpline offers assistance and support to women subjected to physical, psychological and sexualized violence.

There are other regional helplines to support survivors of GBV in Sweden – Terrafem and Tjejjouren.se. Terrafem works for the right of women (particularly immigrant women of all ages) to live in a society without violence and abuse of men, and their work is based on a perspective of both gender and ethnicity (tel.: +46 020 521010). Tjejjouren.se is a chat for young girls operated in cooperation between the member organisations of Unizon and Roks. The crisis centres for young women and youth provide support via their own chats.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
161 ⁵⁴	Most cities	Some	354 ⁵⁵	658	65%	25,588

54 According to the WAVE Country Report 2017

55 According to the WAVE Country Report 2017

There are women-only shelters in Sweden. However, there are no accurate statistics on how many of these shelters exist in the country, nor how many beds are available in total. Women's shelters operate within two women's networks – Roks and Unizon. Women's shelters in Sweden are NGO-run, municipal/state-run and private women's shelters. A draft law that suggests the mapping of all shelters exists (both non-governmental and state-run) but it has yet to be adopted.

According to statistics of the women's NGOs, Unizon had over 141 member organisations in 2018. According to 72 shelter respondents who replied to Unizon's questionnaire last year, there were 1,104 women, 1,185 children, 18 men and 1 transgender person that stayed in the shelters in 2018.

Some of the shelters offer 24/7 access, but again, there are no accurate statistics currently available. It is more common that so-called Residential Care Homes and municipal/state-run as well as private shelters have 24/7 access. Shelters are available in most cities. While there is no accurate national statistic on the length of time women can stay in the women-only shelters, according to Unizon's statistics, the average length of stay in 2018 was 66 days per woman.

Women are not expected to pay for their accommodation in the women's shelter. Funding for these shelters comes from state funding from national/local authorities, or through donations made by trusts, foundations and individuals. However, donations are not very common, so few organisations have donations as their main source of funding.

Other organisations providing women-only shelter services include women's NGOs with a gender-specific/feminist approach, faith-based organisations and state organisations. There are other shelters in Sweden apart from women-only shelters that provide support to survivors of GBV, but again, there are no accurate statistics on this. Women, men, children, non-binary and transgender persons are all eligible for accommodation in other shelters. Funding for these shelters comes from state funding by national/local authorities, donations (e.g. by trusts, foundations, individuals) or sometimes from private companies.

Additionally, there are specific shelters available for women survivors of prostitution and trafficking for sexualised purposes, women survivors of so-called "honour-based" violence and women with drug/alcohol addiction who have been subjected to men's violence against women.

The main reason given for having to decline referrals was no space or capacity to support the survivor. The in-house services most often provided by women's only shelters were counselling, referrals/collaboration with other services, practical advice (e.g. housing/moving/accommodation, social benefits, health care) and legal advice.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
200 ⁵⁶	Women's crisis centres and young women's empowerment centres	Counselling, advice, advocacy and specialist support for survivors of forced marriage, so-called "honour-based" violence, female genital mutilation and trafficking in persons

There are women's centres in Sweden that are available for all survivors of GBV. There are no accurate statistics currently available, and there are both state-run and non-governmental women's centres. Counting the member organisations of Unizon and Roks, there are more than 200 centres providing support to women and girls. These women's centres are available in all regions.

Services provided by women's centres include counselling, specialist services around forced marriage, so-called "honour-based" violence, female genital mutilation and trafficking in persons and advice and advocacy, including legal options, housing, employment, other support services and representation at court/police/social services.

Women's centres are run by women's NGOs, other NGOs, government agencies and other entities. Women's centres provide both non-residential support, such as advice and counselling, as well as residential support services, such as emergency accommodation. Many women's crisis centres combine counselling/specialist support/advice and advocacy services with providing emergency accommodation and long-term shelters. The main source of funding for these centres comes from state funding from national/local authorities.

56 The approximate total of women's centres within Roks and Unizon's membership only. Figure excludes other independent women's centres in Sweden.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

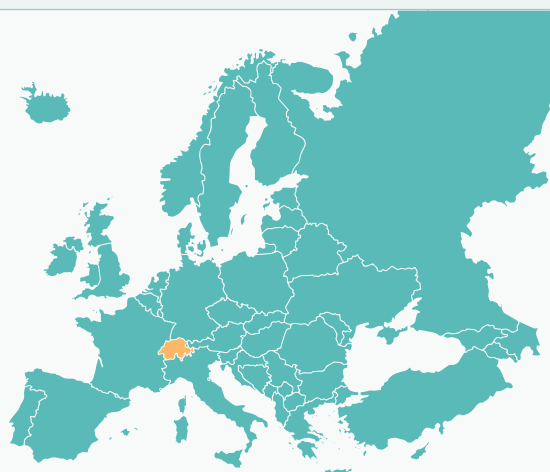
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
N/A	N/A	N/A	1	Centres which support survivors of trafficking, prostitution and pornography; prevention, outreach, rehabilitation

There are several services for women survivors of sexualized violence in Sweden. These include crisis/medical services, rape crisis centres, a helpline, counselling, and other resources, e.g. centres for women and girls exploited through prostitution, pornography and human trafficking for sexualised purposes. One example of such a service is the organization Talita, which helps women out of prostitution, pornography and human trafficking for sexual purposes and into a new life. The exact number for each category of service cannot be indicated as there is no accurate data currently available. The funding for sexualized violence services comes from state funding from national/local authorities. These services are located in most regions of the country.

SWITZERLAND

GENERAL COUNTRY INFORMATION

Population	8,484,130
Female population	4,277,696
Member of Council of Europe (year)	1963
Member of European Union (year)	No
Member of United Nations (year)	2002
CEDAW ratified	1997
CEDAW optional protocol ratified	2008
Istanbul Convention signed (year)	2013
Istanbul Convention ratified (year)	2017



SUMMARY

There is no national women's helpline in Switzerland, and therefore the country **does not meet** the Istanbul Convention standards for the provision of a national women's helpline. There are 38 shelters accessible to women with 400 beds available, which corresponds to 53% of the required beds missing, and there are no rape crisis centres and/or sexual violence referral centres. As for centres, while there is a lack of precise data, there are official government information centres in each canton for gender issues and survivors of violence, especially survivors of domestic violence. There are also counselling centres run by NGOs for women survivors of domestic violence and these centres are state-funded. However, the country **does not meet** the IC standards for the provision of women's shelters, and it **does not meet** the IC standards for the provision of support services for survivors of sexualized violence.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
0	-	-	-	-

There is no national women's helpline in Switzerland. Women's shelters can offer telephone support and online help in French and English is provided too.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
38	Major cities	Most	400	448	53%	21,210

There are 38 shelters accessible to women in Switzerland. 18 women's shelters are autonomous women-only shelters, while the others are emergency shelters, and there are in total 400 beds available in 235 rooms. Most shelters offer 24/7 access and women are not expected to pay. Shelters are funded by state funding from national/local authorities. The 17 women-only shelters are run by NGOs with a gender-specific approach, six of the other shelters are run by other women NGOs, six shelters are run by faith-based organizations, while the rest is run by other NGOs. Shelters accessible to women exist in major cities in Switzerland. On average, women can stay in the shelters up to three months, but this varies accordingly to the Canton and the financial support the shelters are receiving. The main reasons for having to decline referrals are the lack of space and capacity to accommodate the survivors with their children, or the survivor does not fulfil the legal claims as survivors which are necessary to receive the financing. The most common forms of violence reported by the clients are physical and sexualized violence, and the types of in-house services provided by the shelters include casework such as counselling, legal advice and practical advice. Additionally, there is a shelter for survivors of trafficking in Switzerland.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
N/A	For all survivors of GBV, only for women survivors of GBV	Counselling, specialist support, advice and advocacy

In Switzerland, there are official government information centres in each canton for gender issues and survivors of violence, especially survivors of domestic violence. There are also counselling centres run by NGOs for women survivors of domestic violence and these centres are state-funded. Women's counselling centres can provide both non-residential (counselling, specialist support, advice and advocacy) and residential support services. The main sources of funding for women's centres in Switzerland are state funding and donations.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

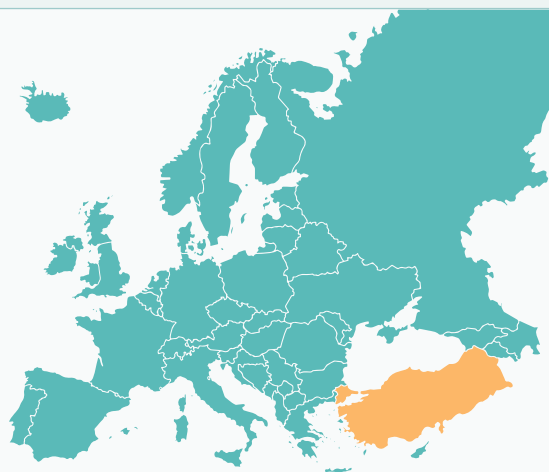
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	42	100%	0	0

There are no rape crisis centres and sexual violence referral centres in Switzerland. Survivors of sexualized violence can receive counselling from other support services.

TURKEY

GENERAL COUNTRY INFORMATION

Population	80,810,525
Female population	40,275,390
Member of Council of Europe (year)	1949
Member of European Union (year)	No
Member of United Nations (year)	1945
CEDAW ratified	1985
CEDAW optional protocol ratified	2002
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	2012



SUMMARY

There is one national women's helpline which does not operate 24/7, is not free of charge and does not offer multilingual support. Therefore, Turkey **does not meet** the Istanbul Convention standards for the national women's helpline provision. There are 144 shelters accessible to women, which mostly operate on a 24/7 basis and are located in all cities of Turkey. There is a total of 3,454 beds. Turkey **does not meet** the IC standards for women's shelters provision, as 57% of the recommended bed places are missing. In addition to this, there are 374 women's centres located in most regions of Turkey (in 80 cities). Most of these centres are only for women survivors of GBV, while some are supporting all survivors of GBV. Turkey **does not meet** the IC standards for the provision of support services for survivors of sexualized violence, as there are no such services in the country.

The state collects limited data on women's specialist support services, such as the number of women staying in women's shelters in a year. This data is not public, but available upon request.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	No	No	No	N/A

There is one national women's helpline, Emergency Domestic Violence Hotline in Turkey (tel.: +90 0212 6569696). The helpline is run by *Türkiye Kadın Dernekleri Federasyonu Aile İçi Şiddet Acil Yardım Hattı*, (Federation of Women Associations of Turkey). The helpline does not operate 24/7, it is not free of charge and does not offer multilingual support. There is no funding allocated by the state for the running of this helpline.

There is an additional helpline, Number line 183 - Social Support Line (tel.: +90 183), run by the Ministry of Family and Social Policies. It is free of charge and operates 24/7, but this helpline is not a women's helpline as such, as it is intended to offer social support to different groups, e.g. family, women, children and people with disabilities. Number line 183 provides multilingual services in Turkish/Kurdish/Arabic as well as support for people with hearing impairments.⁵⁷

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
144	All cities	Most	3,454	4,627	57%	23,396

There are 144 shelters accessible to women, with a total number of 3,454 beds. The shelters mostly operate on a 24/7 basis and are in all cities of Turkey. They are supported by state funding and donations (by trusts, foundations and individuals). There are 143 state-run women's shelters and one shelter run by a women's NGO with a gender-specific/feminist approach (Mor Çatı Women's Shelter Foundation). On average, women can stay in the women's shelters from 3 to 6 months. Additionally, there is one shelter for migrant women.

⁵⁷ Kurdish and Arabic are offered from 8.00-24.00. Hearing impaired people can receive support services from 8:00-24:00 during week-days and 8:00-17:00 on weekends.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
374	Only for women survivors of GBV	Mostly non-residential support; pilot implementation of residential support in a few municipalities.

There are 374 women's centres located in most regions of Turkey (in 80 cities). Most of these centres are only for women survivors of GBV, while some are supporting all survivors of GBV.⁵⁸ There are 80 Violence Prevention and Monitoring Centres (VPMCs) that work under the Ministry of Family, Work and Social Services; 278 women and/or family counselling centres, run by municipalities; and 16 women centres run by women's organizations. There are few municipalities that give residential support under pilot implementation. However, women's centres normally provide only non-residential support. Women's centres are run by 358 government agencies and 16 Women's NGOs and they receive state funding and donations.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

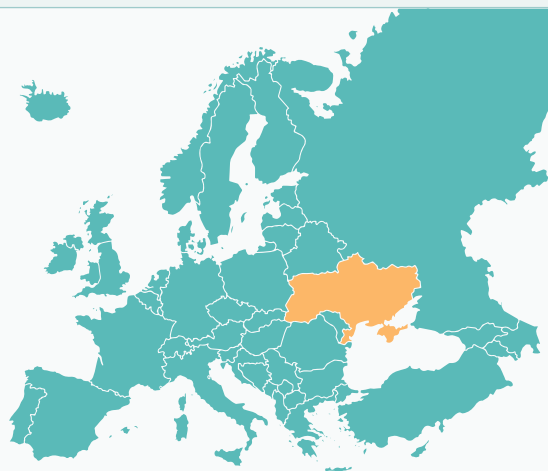
Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
0	404	100%	-	0

There are no rape crisis centres or sexual violence referral centres in Turkey.

UKRAINE

GENERAL COUNTRY INFORMATION

Population	42,386,403
Female population	22,770,325 ⁵⁹
Member of Council of Europe (year)	1995
Member of European Union (year)	No
Member of United Nations (year)	1945
CEDAW ratified	1981
CEDAW optional protocol ratified	2003
Istanbul Convention signed (year)	2011
Istanbul Convention ratified (year)	No



SUMMARY

There is one national women's helpline in Ukraine which **does meet** the IC standards for provision of a national women's helpline, operating free of charge and 24/7. Ukraine has 33 women's shelters with 140 beds, however the country **does not meet** the IC standards for provision of women's shelters, as approximately 97% of beds are missing. The country also **does not meet** the IC standards for provision of services for survivors of sexualized violence, because only one centre for survivors of sexualized violence currently exists in the Ukraine, when standards recommend there be 211. Furthermore, there are 93 women's centres in the country which offer support to all survivors of GBV.

The state does collect data on specialist women's support services and this data is made public.

⁵⁸ No precise numbers available.

⁵⁹ The latest year with available data on EUROSTAT 's database for the female population in Ukraine was 2017.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	22,542

There is one national women's helpline (tel.: +380 0800 500 335 or 116 123) in Ukraine called the National hotline on prevention of domestic violence, trafficking and gender discrimination (*Національна "гаряча" лінія з попередження домашнього насильства, торгівлі людьми та гендерної дискримінації*). The national women's helpline is available 24/7, free of charge and offers multilingual support in Ukrainian, Russian and English.

The two main sources of funding for the national women's helpline are donations and international funding from organisations and foundations. The national women's helpline is run by the NGO La Strada Ukraine.

A total of 22,542 callers contacted the helpline in 2018. The three most common forms of violence reported were physical, psychological and economic violence. There are four other regional helplines supporting survivors of GBV in the Ukraine.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
33 ⁶⁰	Most cities	Yes, some	140 ⁶¹	4,099	97%	302,760

There are 14 women-only shelters available in the Ukraine, with an overall capacity of 140 beds. Only some women-only shelters ensure 24/7 access. Services are provided free of charge and women do not have to pay for their accommodation. 11 of the shelters are run by women's NGOs with a gender-specific, feminist approach. Three shelters are run by the state. The average length of stay in the women-only shelters is between 3 to 6 months. The women-only shelters are available in most cities in the Ukraine. The main sources of funding for the women-only shelters is funding from national/local authorities and international funding from organisations and foundations.

The three most common types of violence reported by clients to the women-only shelters in 2018 were physical, psychological and economic violence. The most frequent reason for declining referrals to the women-only shelters in 2018 was insufficient space and capacity to support the survivor. The most common types of in-house services provided by the women-only shelters are counselling, legal advice and referrals/collaboration with other services.

There are no specific shelters for migrant women or undocumented women, women survivors of human trafficking, minority ethnic women, women with disabilities (physical and mental), elderly women, or other women belonging to vulnerable groups.

Besides the women-only shelters, there are other 19 shelters for survivors of GBV in the Ukraine. It is not known how many beds are available in the other shelters, which are for men and women alike.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
93	Centres for all survivors of GBV	Counselling, specialist support (for survivors of trafficking in persons), advice and advocacy regarding housing options, employment opportunities, legal aid, representation at court

There are 93 women's centres available in the Ukraine. These centres provide services to all survivors of GBV. The women's centres are available in most regions of the country. 57 women's centres are run by women's NGOs and 36 are run by government agencies. All women's centres offer counselling, but only 39 offer specialised support for survivors of GBV such as trafficking in persons and forced marriage. 86 women's centres offer advice and advocacy services concerning legal aid, representation at court, access to housing and employment. The women's centres only provide non-residential support.

The three main sources of funding for the women's centres are state funding from national/local authorities, donations and international funding from organisations and foundations. There are no data publicly available on the number of women supported by the women's centres. Further study is needed to collect comprehensive data on this issue.

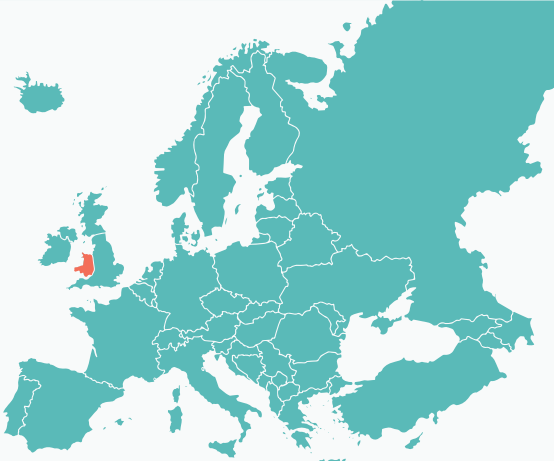
60 14 shelters are women's only and 19 are for both women and men survivors of GBV.

61 The number of beds covers the women-only shelters.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
1	211	99%	0	0

Ukraine has one centre for survivors of sexualized violence located in Lviv that provides specialised support.

GENERAL COUNTRY INFORMATION		
Population	3,138, 631	
Female population	1,591,322	
Member of Council of Europe (year)	1949	
Member of European Union (year)	1973	
Member of United Nations (year)	1945	
CEDAW ratified	1986	
CEDAW optional protocol ratified	2004	
Istanbul Convention signed (year)	2012	
Istanbul Convention ratified (year)	No	

SUMMARY

There is one national women's helpline in Wales which operates free of charge, 24/7 and provides multilingual support. Wales **does meet** IC standards for national women's helpline provision. There are also 43 women's shelters with a total of 244 beds. However, Wales **does not meet** IC standards for women's shelter provision, missing about 22% of the recommended beds. As for women's centres, around 21 exist in the country providing non-residential support to women survivors of GBV. More specifically for women survivors of SV, there are nine rape crisis centres and/or sexual violence referral centres in the country. However, Wales is still missing seven SV services and therefore **does not meet** IC standards for SV service provision. Finally, the state does collect data on specialist women's support services which is made public annually. If more information is required, than it must be specifically requested.

SERVICES FOR WOMEN SURVIVORS OF VIOLENCE

1. NATIONAL WOMEN'S HELPLINES

Total Number	Free of charge	24/7 service	Multilingual support	Total number of callers in 2018
1	Yes	Yes	Yes	3,3647

There is one national women's helpline in Wales called Live Fear Free Helpline (tel.: +44 0808 8010 800), run by Welsh Women's Aid. The helpline is free of charge, operates 24/7 and provides multilingual support, primarily in English and Welsh, but LanguageLine is available so clients can converse with people in all languages. The helpline's main sources of funding are from the state (national/local authorities) and donations.

There are also two regional helplines in Wales. One helpline is operated by Bawso (tel.: +44 0800 731 8147), which provides 24/7 service to black, Asian and minority ethnic survivors. The other helpline is Borken Rainbow (tel.: +44 0300 999 5428), run by Galop, which covers both England and Wales. This is a helpline for LGBT survivors and is open from 10:00–20:00 Mondays and Thursdays, 10:00–17:00 Tuesdays and Wednesdays, and 13:00–17:00 on Fridays.

2. SHELTERS ACCESSIBLE TO WOMEN

Total number of all shelters accessible to women	Geographical coverage	24/7 access	Existing number of beds	Number of beds missing	% of beds missing	Current number of population per bed
43	All cities	Some	244	70	22%	12,863

There are 43 women-only shelters in Wales with 244 beds, some of which provide 24/7 access. Women are expected to pay for their accommodation in the shelter, as service charges are applicable for everyone. For many survivors, rent is covered by housing benefits. If a survivor is not eligible for benefits, they are expected to pay for their rent, or a portion of it. Women who have no recourse to public funds are often funded out of the reserve funds of women's shelters. The two main sources of funding for women's shelters are state funding from national/local authorities, and donations. Women's shelters exist in all cities, and women can on average stay up to three months in a shelter. Although, while there is no time-frame for how long survivors can stay in a shelter, in 2017/18, 49% stayed in shelters for up to one month. The three main reasons for having to decline referrals in 2018 were: no space/capacity to support the survivor, survivor was ineligible for support, and the service was already supporting survivors with high/complex needs and unable to meet the needs of the survivor. The three most common forms of violence reported by the clients to the women's shelters in 2018 were coercive control, physical abuse and financial abuse, while the three main types of in-house services most provided by women's shelters in Wales were casework, counselling and practical advice.

In Wales, there are also five other shelters which provide support to women survivors of GBV, with 11 beds. However, they are not women-only as they provide support to men who are in need as well. Wales also has specialist black, minority ethnic shelters run by another NGO called Bawso. They provide generic and specialist services including training, provision of temporary accommodation for those at risk or affected by domestic abuse and all forms of violence e.g. female genital mutilation, forced marriage, so-called "honour-based" violence, human trafficking and modern slavery.

3. WOMEN'S CENTRES

Total number of centres	Types of centres	Types of services provided
21	For all women survivors of GBV	Counselling, advice and advocacy

There are 21 women's centres in Wales for all women survivors of GBV operated by Welsh Women's Aid, a women's NGO. Some are run by organizations which also have shelter services. The main sources of funding for women's centres were state funding, donations. Women's centres exist in all regions (police areas) but not in all local authorities. Approximately 7,145 women were supported by Welsh Women's Aid women's centres in 2018. There are other women's centres in Wales not operated by Welsh Women's Aid, however they are not included in this data collection.

4. SUPPORT SERVICES FOR SURVIVORS OF SEXUALIZED VIOLENCE (SV)

Total number of rape crisis centres and/or sexualized violence referral centres	Number of SV services missing	% of SV services missing	Helplines for survivors of SV	Other available services
9	7	43%	1	ISVA services, counselling

There are eight sexual assault referral centres, one rape crisis centre, and a helpline in Wales which support women survivors of SV. The Live Fear Free Helpline also provides support for women survivors of SV, although not exclusively. The Rape Crisis England & Wales Network also provides services such as rape crisis centres.

Welsh Women's Aid groups provide ISVA services and counselling for survivors of sexualized violence. There are other services for sexualized violence not provided by Welsh Women's Aid not included in the count, for instance, services provided by Rape Crisis England and Wales.

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11. Glossary

Additional services

All other services which are not specialized or gender-specific, but that still provide some level of support for women survivors of violence, are considered in the WAVE Report as additional services. Services which qualify as additional can be, for example, centres which specialize in supporting victims of trafficking.

Centre for minors experiencing sexual abuse

These are facilities that provide specialist support, among other, to minors up to the age of 18, who have experienced any form of sexual abuse at some point in their lives.

Centres for survivors of sexual violence

Women's centres for survivors of sexual violence may include rape crisis centres, offering long-term support including counselling and therapy, support groups and support in contact with other services, and sexual violence referral centres, specialised in immediate medical care, high-quality forensic practice and crisis intervention, as well as other services for women survivors of sexual violence.

Centres for survivors of human trafficking

These are specialist services for survivors of human trafficking, providing a comprehensive, human-rights and gender-based approach to meet their specific needs. Services provided by such centres may include, but are not limited to the following: counselling, legal advice and assistance concerning the victim's migration process and legal status in the country, empowering support and assistance to improve the victim's living and working conditions.

Domestic violence

Domestic violence "means all acts of physical, sexual, psychological, or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim."¹

Femicide

The term 'femicide' refers to the gender-related killing of women and girls. In broad terms these can be understood as killings of women and girls perpetrated by men because they are women. These crimes are ultimately connected to stereotyped gender roles associated with women and historically unequal power relations between women and men, which instil a sense of possessiveness and superiority in men over women.

¹ Council of Europe Monitoring Framework on the Implementation of Recommendation (2002)5 on the Protection of Women against Violence, Questionnaire for the 4th Round of Monitoring, p. 23.

Gender-based violence

"Gender-based violence against women shall mean violence that is directed against a woman because she is a woman or that affects women disproportionately".²

Gender-specific approach

Article 18 §3 of the Istanbul Convention recognises violence against women as gender-based violence. As such, all measures to eliminate violence against women must be implemented using a gender-specific approach to the violence experienced by women, its specific dynamics and consequences, and should focus on victims' empowerment.

IDVAs

The main purpose of independent domestic violence advisors (IDVAs) is to address the safety of victims at high risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children.³ They serve as a victim's primary point of contact, and regularly work with their clients from the point of crisis to assess the level of risk. They also discuss the range of suitable options leading to the creation of a workable safety plan.

Intervention centres with a pro-active approach

These are organisations that support women victims of violence and their children, if any, in all matters concerning their protection and the securing of their rights, in civil as well as in criminal lawsuits. Intervention Centres also have the task to take a variety of legal and social measures in order to prevent further violence. By taking a pro-active approach it means that rather than waiting for the victims to contact them, the staff from the intervention centre write letters or make phone calls to the victim to offer help.⁴ Of course it is up to the victims to decide whether they want to accept the help being offered.

ISVAs

Independent sexual violence advisors (ISVAs) offer specialist support to victims of rape and sexual assault, including legal counselling. They are an independent, non-judgemental and confidential service, working closely with relevant agencies to ensure survivors get the advice, information and support they need.⁵ Support is given either through face to face visits, telephone contact or both.

² Council of Europe Convention on preventing and combating violence against women and domestic violence 12th April 2011 (Istanbul convention) retrieved from: <https://rm.coe.int/168046031c>, p. 8.

³ Against Violence and Abuse: http://www.ccrm.org.uk/index.php?option=com_content&view=article&id=176&Itemid=239

⁴ Logar, Rosa (2005), The Austrian model of intervention in domestic violence cases, p.10, UN Division for the Advancement of Women, retrieved from: <http://www.un.org/womenwatch/daw/egm/vaw-gp-2005/docs/experts/logar.dv.pdf>

⁵ Rape and Sexual Abuse Counselling: <http://thesurvivorstrust.org/isva/>

National women's helpline

A helpline qualifies as a national women's helpline if it is a service provided specifically for women and if it only, or predominantly, serves women survivors of violence. A women's helpline should operate 24/7, should be free of charge and should serve survivors of one or several forms of violence against women, and should provide assistance in several languages. The latter can enable survivors of violence to overcome any language barriers. It should operate nationally and provide adequate support to women from all regions; this means staff must be properly trained, have effective communication skills and be knowledgeable about regional situations and all relevant provisions.

Other shelters

Shelters included under this category do not have to be specialized or gender-specific, but they should still provide some level of support to all survivors of violence, such as women, men, and people who identify as LGBTIQ+. Shelters under this category can also include services that provide temporary housing and general shelters such as those for homeless people.

Rape crisis centre

A rape crisis centre (RCC) is understood to be a specialist centre for sexualized violence which offers long-term help that focus on counselling and therapy by offering face-to-face counselling, support groups and contact with other services. These centres also support survivors during court proceedings by providing advocacy and other practical help.

Rape crisis centres may take different forms. Generally speaking, these are facilities which offer specialist support to victims of rape, sexual assault, or any form of sexual violence. They offer psychological counselling, legal aid and support to survivors during court proceedings.

A rape crisis centre may also have a helpline which provides specialist counselling to the aforementioned types of victims, gives them relevant information about their rights and refers them to other specialist support services, as required by the situation. The minimum standards from the Istanbul Convention recommend that one rape crisis centre should be provided for each 200,000 inhabitants, and in terms of geographical coverage, they should also be accessible in rural areas.

Regional crises centres for victims of DV serving predominately women with a gender-specific approach

These are crisis centres with a regional outreach serving predominantly women survivors of domestic violence. A gender-specific approach is adopted in their daily work. Services provided by such centres may include but are not limited to the following: counselling based on principles of confidentiality and empowerment of the survivor, legal advice, and practical support regarding the survivor's rights and entitlements.

Sexual assault centres

These are organizations that provide specialist support to women affected by sexual assault and sexual violence. Specialist support provided by sexual assault centres many include, but is not limited to: counselling, legal advice and assistance throughout legal proceedings, and empowering support.

Sexual violence referral centre

A sexual violence referral centre (SVRC) may specialise in immediate medical care, forensic practice and crisis intervention, and can be placed in hospital settings to respond to survivors of recent sexualized violence. These centres can also carry out medical assistance and refer survivors to other specialist community-based centres.

Specialist support services

Specialist support services are designed and provided to meet the needs of victims of specific forms of violence against women and are not open to the general public. While these may be services run or funded by government authorities, in many countries the large majority of specialist services are provided by NGOs. States are also expected to develop 'effective cooperation' both between state agencies and with the NGO specialist sector, recognising their unique contribution through funding and invitations to be part of assessing, adapting and extending existing support. The specialist sector is more likely to be 'holistic' in one of two ways – by covering all or a range of forms of violence against women and/or providing a range of support. General services are more likely to focus on one area of support – for example, health or employment.

Specialist women's support service

Specialist women's support services cater to the specific needs of survivors of gender-based violence. This term is used as a collective term covering all services supporting women survivors of violence and their children, such as women's shelters, women's helplines, women's centres, rape crisis and sexual assault centres, specialised services for migrant and minority ethnic women, national women's helplines, outreach services, independent domestic violence advisors, intervention centres and others. Services using a gender-specific approach that predominantly serve women victims of gender-based violence and their children are also included in the definition of specialist women's support services. Such services are often run by non-governmental organizations, in many cases women's organizations. The approach taken by women's organizations in their work is based on feminist principles, putting the survivor and her needs at the centre of all interventions.

Victim/Survivor

This report uses the terms "victim" and "survivor" interchangeably. The term survivor is used in the context of support services and protection, empowering women by recognizing that the woman has survived the violence

and is not defined by it. The term victim is a legal term, recognizing the person has been victimized. It is used in the context of the legal process.

Violence against women

“Violence against women is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.”

Women’s centre

The term ‘women’s centre’ includes all women’s services providing non-residential specialist support to victims, serving only or predominantly women survivors of violence and their children (if any). The following services are subsumed under the term: women’s counselling and women crises centres, supporting women survivors of all forms of gender-based violence; services focussing on the support of survivors of sexual violence; regional crises centres on domestic violence; pro-active intervention centres serving victims as a follow-up to police interventions; specialist services for black, minority ethnic women, migrant and refugee women victims of violence; outreach services; services providing independent domestic or sexual violence advisors, and other newer types of services. These centres usually provide the following kind of support: information, advice, advocacy and counselling, practical support, court accompaniment, pro-active support, outreach and other services. Women’s centres are a specialist service for women survivors of violence and their children, if any, providing empowering short and long-term support, based on a gender-specific approach to violence and focusing on the human rights and safety of victims.

Women’s centres/services for black/migrant/minority ethnic women

These represent specialist services for black, migrant, minority ethnic women. They provide comprehensive support to such women survivors of gender-based violence and take a human-rights and gender-based approach to their specific needs.

Women-only shelters

The term “women-only shelters” refers to shelters which are specialist support services for women survivors of violence and their children (if any) and ensure immediate access to safe accommodation. These provide empowering support, based on a gender-specific approach to violence and focusing on the human rights and safety of victims, therefore functions of women’s shelters go beyond providing a safe place to stay. They also offer long-term support in order to provide women and their children, (if any), with the opportunity and resources necessary to resume their lives free from violence. Some examples of services provided by women’s only shelters include:

counselling, legal advice and assistance throughout legal proceedings, support to enter/re-enter the labour market, move-on support to find long-term accommodation after staying in the women’s shelter. To qualify as a women’s only shelter, the service must serve exclusively women and their children. The minimum standards from the Istanbul Convention recommend that safe accommodation in specialised women’s shelters should be available in every region, with one shelter place per 10,000 head of population. One shelter place is equivalent to one bed in WAVE’s methodology.

12. List of National Women's Helplines

The following is a table of the national women's helplines available in the 46 European Countries. If there is no national helpline, a regional or general helpline is listed (these countries are marked with a *). Women's national helplines are among the most vital services for women survivors of violence, they are one of the first places wom-

en can turn to receive immediate counselling and advice. It is important to note that some of the following phone numbers cannot be called from abroad, as they are strictly national helplines and can only be used within the country. In such instances, we invite you to get in touch directly with the WAVE Members in relevant countries.

Country	Name	Phone number
Albania	Linja Kombetare e Keshillimit per Gra dhe Vajza / National Counselling Line for Women and Girls	+355 116/117 + 0 800 40 20
Armenia	The National Hotline for Women Victims of Domestic Violence and their Children	+374 105 428 28
	Women's Support Center Hotline	+347 998 878 08
Austria	Frauenhelpline gegen Gewalt / Women's Helpline Against Violence	+43 0800 222555
Azerbaijan*	Qaynarxətt-"Hot Line" / Main Department on Combating Trafficking in Human Beings at the Ministry of Internal Affairs	+994 152 +562-21-12
Belarus	Общенациональная горячая линия для пострадавших от домашнего насилия / National Hotline for Survivors of Domestic Violence	8-801 100 8 801
Belgium*	Écoute violences conjugales (domestic violence helpline)	0800 30 0 30 (French)
	Mon Mariage M'appartient (forced marriage helpline)	+32 0800 90901 (French) 02/218 77 87
	SOS Viol (sexual violence helpline)	0800 98 100 (French) +32 (0) 253 436 36 (French)
	Tele Accueil / Telephone Hotline	107 (French)
	Tele Hilfe / Telephone Hotline	108 (German)
	Tele Onthaal / Telephone Hotline	106 (Flemish)
	1712 bij vragen over geweld / Violence and Child Abuse Hotline (not gender specific)	1712 (Flemish)
Bosnia and Herzegovina	SOS Helpline 1265 – Federation of Bosnia and Herzegovina	+387 1265
	SOS Helpline 1264 – Republika Srpska	+387 1264
Bulgaria	Alliance for Protection against Gender Based Violence (domestic violence helpline)	+359 0800 11977
	National Helpline for Survivors of Violence	+359 080018676
Croatia*	B.A.B.E SOS Phone Line	0800 200 144 01/4663 666
	Centar za žene Adela / Adela Women's Center	044/888-888
	Sigurna kuća Istra PONEJELJKOM I PETKOM / Secure house Istria SOS Telefon	052 500 148
	Sklonište i savjetovalište za žene i djecu žrtve obiteljskog nasilj SOS Telefon	0800 333 883
	SOS liniju za suzbijanje trgovanja ljudima / SOS Helpline for victims of trafficking	+385 (0) 800 77 99 +385 145 511 28
	Udruga HERA Križevci SOS Telefon / AUTONOMOUS WOMEN'S HOUSE ZAGREB SOS TELEFON	048 711 077 048 271 335
	Women's Counselling Centre	48 23 259 0800 55 44

Country	Name	Phone number
Croatia* (cont.)	Ženska pomoć sada – SOS telefon za žene i djecu žrtve nasilja u obitelji / Women's help now – SOS phone for women and children victims of domestic violence	0800 655 222 01 46 55 222
	Ženska grupa Lošinj – grupa za zaštitu ženskih ljudskih prava (women's helpline)	+385 (0) 512 336 50
	Ženska udruga "IZVOR" SOS Telefon / Women's Association "IZVOR" SOS Telefon	0800 200 151
	ŽGK „KORAK“ SOS telefon / Women's Group Step Karlovac SOS Telefon	385 47 655 925
Republic of Cyprus*	Emergency Hotline – Helpline 1440 (domestic violence helpline)	1440
	Violence Against Women Notice Line – North Cyprus	+357 183
Czech Republic*	Bílý kruh bezpečí – Linka Pomoci Obetem / White Circle of Safety – victims help line	116 006
	Elektra – Centrum pomoci ženám sexuálně zneužitým v dětství / Support Centre for Child Sexual Abuse Women Survivors	+420 603 812 361
Denmark	Landsdækkende, døgnåben Hotline om vold i nære relationer / National Helpline (not gender specific)	+45 702 03 082
Estonia	Ohvriabi Kriisitelefoni / Victim's Crisis Helpline	+372 116 006
Finland	Nollalinja – The Zeroline against domestic violence and violence against women	+358 080 005 005
France	Violence Femmes Info (all forms of violence against women)	+33 3919
Georgia	State Fund for Protection and Assistance of (Statutory) Victims of Human Trafficking	+995 116 006
Germany	Hilfetelefon Gewalt gegen Frauen / Violence Against Women Helpline	+49 08000 116 016
Greece	SOS Helpline for Abused Women	+30 15900
	SOS HELPLINE UWAH	+30 8011116000
Hungary	NANE Segélyvonal / NANE Helpline, for adult and child survivors of domestic violence	+36 06 80 505 101
	KERET Segélyvonal / KERET Helpline (sexual violence helpline)	+36 30 98 25 469
Iceland	Kvennaathvarfið – símaþjónusta / The Women's Shelter – Phone Service	+354 561-1205
Ireland	Women's Aid 24hr National Freephone Helpline (domestic violence helpline)	+353 1800 341 900
	Dublin Rape Crisis Center National 24hr Helpline (sexual violence helpline)	+353 0800 77 8888
Italy	Numero Nazionale Antiviolenza e Stalking 1522 / National helpline against violence and stalking	+39 1552
Kosovo	Numri i Linjës Ndhmëse (national women's helpline)	+383 080011112
Latvia	Center Marta for Trafficking in women	+371 800 020 12
Liechtenstein	Frauenhaus Liechtenstein (national women's helpline)	+423 380 02 03
Lithuania	Pagalbos Moterims Linija / Helpline for Women	+370 8 800 66366
Luxembourg*	Fraenhaus	44 81 81 49 08 771
Malta*	APPOGG Agency within the Foundation for Social Welfare Services (general helpline)	179
	Victim Support Malta	+356 2122 8333
Moldova	Telefonul de Încredere pentru Femei și Fete / Trust Line for Women and Girls	+373 0 8008 8008
Montenegro	National SOS Helpline for Victims of Domestic Violence	+382 080 111 111

Country	Name	Phone number
Netherlands*	Bel Mijj Moviera	088 3 744 744
	Blijfgroep voor hulp	088 234 24 50
	Centrum Seksueel Geweld / Rape and sexual assault helpline	0800 0188
	Hear my voice	0800
	MIJN FIER 24/7 HULP	0800 32 000 32
	Tagen Je Will / Against Her Will	088 20 80 000
	Veilig Thuis / Safe Home (domestic violence helpline)	0592 34 74 44
North Macedonia	Национална СОС мобилна линија за жртви на семејно насилство / SOS Mobile National Line	+389 70/75/77 141 700
	Телефон на доверба – СОС линија / National SOS Line	15 700
	Национална СОС линија за жртви на семејно насилство / National SOS Line for Women Victims of domestic violence	+389 (0) 15 315
Norway	Vold-og overgrepslinjen (VO) – nasjonal hjelpelinje for alle som utsettes for vold i nære relasjoner og seksuelle overgrep / National Helpline for all subjected to violence in intimate relationships and sexual violence	+47 116 006
Poland	Emergency Helpline for Women Victims of Violence	+48 600 070 717
Portugal*	Associação Portuguesa de Apoio à Vítima / Victim Support Line	116 006
	Serviço de Informação às Vítimas de Violência Doméstica / Information Service for Victims of Domestic Violence	+351 800 202 148
Romania	Linia telefonica gratuita pentru ajutor specializat / Free Helpline for Specialized Support	+40 0800 500 333
Russia	Всероссийский телефон для женщин, пострадавших от домашнего насилия / National helpline for women suffering from domestic violence	+7 8800 7000 600
Serbia*	SOS telefon Vojvodine / SOS Helpline of Vojvodina	+381 (0) 800 101 010
	SOS Telefon za žene sa iskustvom nasilja	+381 (0) 800 100 007
Slovakia	Národná linka pre ženy zažívajúce násilie / National Helpline for Women Experiencing Violence	+421 0800 212 212
Slovenia	Društvo SOS telefon za ženske in otroke – žrtve nasilja / SOS Helpline for Women and Children – Victims of Violence	+386 080 11 55
Spain	016 línea de atención a víctimas de malos tratos por violencia de género / 016 gender-based violence victim's support helpline	+34 016
Sweden	Kvinnofridslinjen / Sweden's National Women's Helpline	+46 020 5050 50
Switzerland*	Association Viol-Secours / Rape and sexual assault helpline	+41 (0) 223 452 020
	Dargebotene Hand / General crisis helpline	143
	Frauen-Nottelefon, Notwohnungen für bedrängte und geschlagene Frauen (women's helpline)	+41 (0) 313 301 015
Turkey	Emergency Domestic Violence Hotline	+90 0212 6569696
Ukraine	Національна "гаряча" лінія з попередження домашнього насильства, торгівлі людьми та гендерної дискримінації / National hotline on prevention of domestic violence, trafficking and gender discrimination	+380 0800 500 335 116 123
United Kingdom	ENGLAND: Freephone 24hr National Domestic Violence Helpline	+44 0808 2000 247
	NORTHERN IRELAND: 24hr Domestic and Sexual Violence Helpline	+44 0808 802 1414
	SCOTLAND: Scotland's Domestic Abuse and Forced Marriage Helpline	+44 0800 027 1234
	WALES: Live Fear Free Helpline	+44 0808 8010 800

13. List of WAVE Members

NAME OF ORGANISATION	COUNTRY
1 Gender Alliance for Development Center (GADC)	Albania
2 Counselling Line for Women and Girls	Albania
3 Human Rights in Democracy Center (HRDC)	Albania
4 Women's Association Refleksione	Albania
5 Woman Forum Elbasan	Albania
6 Albania Women Empowerment Network (AWEN)	Albania
7 Woman to Woman	Albania
8 Psycho-Social Centre Vatra	Albania
9 Center for Legal Civic Initiatives	Albania
10 Women's Rights Center	Armenia
11 Women's Support Center	Armenia
12 Sexual Assault Crisis Center	Armenia
13 Austrian Women's Shelter Network – Information Centre against Violence AÖF	Austria
14 Domestic Abuse Intervention Centre Vienna	Austria
15 Network of Austrian Counselling Centres for Women and Girls	Austria
16 Renate Egger (Individual Member)	Austria
17 Clean World Social Union	Azerbaijan
18 International Public Association „Gender Perspectives “	Belarus
19 Law Initiative – Commission on Women's Rights	Belarus
20 Collectif contre les Violences Familiales et l'Exclusion (CVFE)	Belgium
21 Department of Health and Welfare, Violence Victims and Policy Coordination – Province of Antwerp	Belgium
22 Garance ASBL	Belgium
23 Foundation United Women Banja Luka	Bosnia and Herzegovina
24 Medica Zenica Information	Bosnia and Herzegovina
25 Bulgarian Gender Research Foundation	Bulgaria
26 Nadja Centre	Bulgaria
27 Alliance for Protection against Gender-Based Violence	Bulgaria
28 Autonomous Women's House Zagreb	Croatia
29 B.a.B.e, Be active, Be emancipated	Croatia
30 Women's Room – Center for Sexual Rights	Croatia
31 Centre for Women War Victims ROSA	Croatia
32 Mediterranean Institute of Gender Studies (MIGS)	Cyprus
33 Association for the Prevention and Handling of Violence in the Family	Cyprus
34 Association of Women to Support Living	Northern Cyprus
35 ProFem – Central European Consulting Centre	Czech Republic
36 ROSA – Centre for Battered and Lonely Women	Czech Republic
37 L.O.K.K National Organisation of Women's Shelters in Denmark	Denmark
38 Tartu Child Support Center	Estonia
39 Women's Support and Information Centre	Estonia
40 Pärnu Women's Support Center	Estonia
41 Federation of Mother and Child Homes and Shelters	Finland
42 Women's Line Finland	Finland
43 FNSF - Federation National Solidarite Femmes	France
44 Cultural Humanitarian Fund 'Sukhumi'	Georgia
45 Sakhli Advice Center for Women	Georgia
46 Women's Information Center (WIC)	Georgia
47 Anti-Violence Network of Georgia	Georgia
48 Democrat Women's Organization fo Samtskhe-Javakheti	Georgia
49 BIG e.V. – Berliner Interventionsprojekt gegen häusliche Gewalt	Germany
50 Frauenhauskoordination e.V.	Germany
51 Bff: Bundesverband Frauenberatungsstellen und Frauennotrufe – Frauen gegen Gewalt e.V.	Germany
52 GESINE – Netzwerk Gesundheit.EN	Germany
53 Prof. Carol Hagemann-White (Honorary Member)	Germany

	NAME OF ORGANISATION	COUNTRY
54	KOFRA – Kommunikationszentrum für Frauen zur Arbeits und Lebenssituation	Germany
55	PAPATYA – Kriseneinrichtung für Junge Migrantinnen	Germany
56	ZIF – Zentrale Informationsstelle der autonomen Fraunhäuser der BRD	Germany
57	Karin Heisecke (Individual Member)	Germany
58	Alina Kuhl (Individual Member)	Germany
59	European Anti-Violence Network	Greece
60	Union of Women Associations of Heraklion Prefecture	Greece
61	NANE – Women’s Rights Association	Hungary
62	Stigamot – Counselling and Information Centre on Sexual Violence	Iceland
63	Women’s Shelter Organization in Iceland	Iceland
64	Sexual Violence Centre Cork	Ireland
65	Rape Crisis Network	Ireland
66	Safe Ireland	Ireland
67	Women’s Aid Ireland	Ireland
68	Associazione Nazionale D.i.R.e contro la Violenza	Italy
69	Associazione Nazionale Volontarie Telefono Rosa-Onlus	Italy
70	Cristina Gamberi (Individual Member)	Italy
71	Silvia Menecalli (Individual Member)	Italy
72	Women’s Wellness Centre	Kosovo
73	Kosovo Kosovar Gender Studies Center	Kosovo
74	Krizu un Konsultaciju Centrs Skalbes	Latvia
75	Frauenhaus Fürstentum Liechtenstein	Liechtenstein
76	Vilniaus Moteru Namai – Intervention Centre	Lithuania
77	Femmes en Detresse asbl	Luxembourg
78	Commission on Domestic Violence	Malta
79	Network Forum Malta	Malta
80	Dr. Marceline Naudi (Individual Member)	Malta
81	Association against Violence ‘Casa Marioarei’	Moldova
82	Center for Support and Development of Civic Initiatives ‘Resonance’	Moldova
83	Rehabilitation Center for Torture Victims ‘Memoria’	Moldova
84	Women’s Law Centre	Moldova
85	National Coalition Life without Violence	Moldova
86	SOS Hotline for Women and Children Victims of Violence Niksic	Montenegro
87	Federatie Opvang	Netherlands
88	MOVISIE	Netherlands
89	National Council for Gender Equality – NCGE	North Macedonia
90	National Network to end Violence against Women and Domestic Violence – Voice against Violence	North Macedonia
91	Secretariat of the Shelter Movement	Norway
92	Centrum Praw Kobiet	Poland
93	Autonomy	Poland
94	AMCV – Associacao de Mulheres Contra a Violencia Portugal	Portugal
95	A.L.E.G Association for Liberty and Equality of Gender	Romania
96	ANAIS Association	Romania
97	Artemis Counselling Centre against Sexual Abuse	Romania
98	CPE – Center Partnership and Equality	Romania
99	Necuvinte Association	Romania
100	ANNA – National Center for Prevention of Violence	Russia
101	Crisis Centre Ekaterina	Russia
102	Nizhny Novgorod Women Crisis Center	Russia
103	Interregional nongovernmental organization for the support of family, motherhood and childhood ‘Doctors to Children’	Russia
104	St. Petersburg Regional Public Organisation Institute of Nondiscriminative Gender Interrelations – Crisis Center for Women	Russia
105	Autonomous Women’s Center (AWC)	Serbia
106	Association Fenomena / SOS Kraljevo	Serbia
107	Oasis of Safety/Oaza Sigurnisti	Serbia

	NAME OF ORGANISATION	COUNTRY
108	Association of Women Sandglass	Serbia
109	Roma Center for Women and Children Daje	Serbia
110	Alliance of Women in Slovakia	Slovakia
111	FENESTRA – Interest Association of Women	Slovakia
112	Association SOS Helpline for Women and Children	Slovenia
113	Association for Nonviolent Communication	Slovenia
114	Asociacion de Mujeres Valdes Siglo XXI	Spain
115	Fundacion para la Convivencia ASPACIA	Spain
116	Centro de Asistencia a Victimas de Agresiones Sexuales CAVAS	Spain
117	Directorate General for Gender-Based Violence, Youth Affairs and Juvenile Crime	Spain
118	Helia – Asociacio de support a les dones que pateixen violencia de genere	Spain
119	Oficina de Gestion, Preparacion y Supervision de Programas Europeos. Fundacion para la Atencion e Incorporacion Social (FADAIS). Consejeria para la Igualdad y Bienestar Social	Spain
120	Plataforma Unitaria contra les Violencias de Genere	Spain
121	Asociacion Otro Tiempo	Spain
122	Federacion de Asociaciones de Mujeres Arena y Laurisilva	Spain
123	Roks – National Organisation for Women's and Girls' Shelters in Sweden	Sweden
124	UNIZON	Sweden
125	Dachorganisation der Frauenhäuser der Schweiz und Liechtenstein	Switzerland
126	Violence que Faire	Switzerland
127	Terre des Femmes	Switzerland
128	Kadin Dayanisma Vakfi – The Foundation for Women's Solidarity	Turkey
129	Mor Cati – Women Shelters Foundation	Turkey
130	Mor Salkim Women's Solidarity Association	Turkey
131	Kadriye Bakirci (Individual Member)	Turkey
132	International Women's Rights Center la Strada	Ukraine
133	Sumy Local Crisis Center (SLCC)	Ukraine
134	Women's Information Consultative Center	Ukraine
135	Center Women's Perspectives	Ukraine
136	IMKAAN	United Kingdom
137	Latin American Women's Aid	United Kingdom
138	REFUGE	United Kingdom
139	Scottish Women's Aid	United Kingdom
140	Welsh Women's Aid	United Kingdom
141	Women's Aid Federation of England	United Kingdom
142	Women's Aid Federation Northern Ireland	United Kingdom
143	Latin American Women's Rights Service	United Kingdom
144	Solace Women's Aid	United Kingdom
145	Standing Together against Domestic Abuse (STADV)	United Kingdom
146	Melanie McCarry (Individual Member)	United Kingdom
147	Kathleen Rees (Individual Member)	United Kingdom
148	WWA – Aberystwyth Women's Aid	United Kingdom
149	Greta Squire (Individual Member)	United Kingdom
150	London Black Women's Project	United Kingdom
151	Zero Tolerance	United Kingdom
152	Shazia Choudhry (Individual Member)	United Kingdom
153	Beverley Gilbert (Individual Member)	United Kingdom



WAVE Information Centre

The WAVE Information Centre provides direct support to persons seeking information and help, to survivors as well as to other persons. Violence against women and their children are not crimes that stop at borders. Migration and the growing mobility of people in European countries have increased the number of cases of violence against women with cross-border dimensions.

The WAVE Information Centre also provides information to persons from different organisations and institutions seeking contacts to organizations in other countries for cross-border cooperation and exchange. Additionally, the Centre answers requests from governments, academics, the media, and the general public.

Opening hours: Monday–Friday, 9:00 to 14:00 (CET)

Phone: +43 (0) 1 548 2720 | Fax: +43 (0) 1 548 272 027 | Email: office@wave-network.org

How to donate to WAVE?

If you wish to support WAVE's work by making a donation, there are two possibilities:

By credit card:

If you have a credit card, you can transfer the donation via Paypal on the WAVE Website: www.wave-network.org/content/donate

By bank transfer to:

Bank account name: Association WAVE (Women Against Violence Europe)

Bank: Bank Austria

IBAN: AT75 1200 0006 1078 2021

BIC/Swift Code: BKAUATWW

How to become a WAVE Member

Non-governmental women's organizations, women's network organizations, and individual experts on violence against women from around Europe have the possibility to become a WAVE Member. If you are interested in becoming a Member of the WAVE Network, please contact our office: office@wave-network.org