



WOMEN AGAINST VIOLENCE EUROPE

WAVE REPORT 2014

SPECIALIZED WOMEN'S SUPPORT SERVICES
AND NEW TOOLS
FOR COMBATTING GENDER-BASED VIOLENCE IN EUROPE



IMPRINT

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WAVE (WOMEN AGAINST VIOLENCE EUROPE)

Women against Violence Europe (WAVE) is a network of European women's NGOs and other organizations working in the field of combating violence against women and children. Since beginning of 2015, there are 107 women's NGOs and other organizations working to combat violence against women serving as Focal Points of the WAVE Network. They are located in 46 European countries. WAVE's central task is to raise awareness of violence against women and domestic violence, promote the work of women's NGOs and empower their work wherever possible.

The main activities of WAVE are:

- **Advocacy:** Influencing policy makers to promote, protect and strengthen the human rights of women and children in Europe.
- **Capacity Building:** Developing the capacity of the Network and involve the Focal Points of WAVE in all of WAVE's activities, including the Annual Conference as well as research projects and trainings, among other activities.
- **Exchange of Information:** Share the most recent and up-to-date information on relevant activities taking place in Europe, on local, national and European level with organizations in the WAVE Network. This includes the development of the Annual WAVE Country Report, where Focal Points provide their local expertise to assemble an overview of the situation for 46 European countries. Additionally, WAVE issues a monthly newsletter and press releases.
- **Research:** WAVE has conducted and continues to conduct research in the area of mapping of women's services, protecting high risk victims, data collection as well as research on the effects of violence on women, including the risk of falling into poverty, and the role of the healthcare sector in combating violence against women. In addition, WAVE joins other organizations and provides expertise for various projects.
- **Networking:** WAVE provides a platform for relevant stakeholders from all areas in the field of combating violence against women, including government officials, NGO experts as well as academic experts to exchange ideas and form alliances.

WAVE supports the aims of the United Nation, stressing the importance of working together towards ending all forms of violence against women and children in public and private life in accordance with the Vienna Declaration, the Declaration on Violence against Women and the Beijing Platform for Action.





INTRODUCTION

Women against Violence Europe (WAVE) is a network of European women's and other non-governmental organizations working in the field of preventing violence against women (VAW) and children. WAVE focuses on advocacy, awareness raising, research, dissemination of information, and the increase and improvement of specialist, gender-sensitive and human rights-based support services for survivors of violence.

As of January 2015, the network consists of 107 member organizations in 46 European countries, which serve as Focal Points of the WAVE Network. Through the network, WAVE reaches out to about 4000 organizations in Europe, fostering a transnational network of women's and other NGOs supporting and inspiring each other in their work to eliminate violence against women and their children.

The WAVE Network was founded in Vienna in 1994, at the European preparatory conference for the United Nations World Conference on Women in Beijing. For two decades the Austrian Women's Shelter Network (AÖF) served as WAVE's legal entity; in May 2014, the organization became a separate legal association, based in Vienna. In November 2014, WAVE celebrated its 20th Anniversary on the occasion of the 16th WAVE Conference in Vienna.

The WAVE Report – from 2008 to 2013, the annual publication was known as WAVE Country Report – is one of the organization's main tools, providing information about new developments in the area of VAW, as well as data and statistics on specialized women's support services. Monitoring the situation in the area of specialized support services in Europe is crucial, as women survivors of gender-based violence (GBV) need safe spaces, protection, empowering support and access to justice.

The 2014 study conducted by the European Union Agency for Fundamental Rights (FRA) on violence against women in the EU provides alarming figures, showing that violence against women is still a widespread human rights violation: every third woman has experienced physical and/or sexual violence since the age of 15, which amounts to 62 million women in the EU. Furthermore, reporting rates are low and only one in three victims report the most serious incidents of violence to the police or another agency.

As the WAVE Report shows, only a few countries in Europe meet the minimum standards regarding specialized support services for women survivors of violence and their children, including on the provision of women's shelters. The situation is better in the area of national women's helplines, with 19 of 28 EU Member States providing such services, however, there is still a lot to be achieved regarding the provision of adequate women's support services, in terms of quantity as well as quality.

WAVE is committed to contributing with all its capacities to the improvement of protection and support for survivors, and it will do so together with international organizations and institutions such as the Council of Europe, the European Union, the OSCE, UN Women, the Hague Conference on Private International Law (HCCH), and international NGOs, as well as with policy makers, on the national and international level, private donors, and other partners.

New legal instruments in Europe provide an important base for strengthening the efforts to prevent violence against women and their children and to protect and support victims: the Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence (Istanbul Convention) and the EU Victims' Directive are important examples.

The Istanbul Convention contains detailed measures on how to prevent violence, including a chapter on the protection and support of victims of VAW. The EU Victims' Directive, although concerned with victims in general, defines violence against women as a specific form of gender-based violence requiring States to provide specialist support to survivors. However, the Victims' Directive tends to focus on legal proceedings, and does not provide comprehensive measures to empower victims and to prevent and eliminate VAW. Such measures are, however, needed to end this widespread form of human rights violation rooted in the "historically unequal power relations between women and men, which have led to domination over, and discrimination against, women by men and to the prevention of the full advancement of women."¹



WAVE therefore welcomes the European Parliament resolution of 25 February 2014 including recommendations to the EU Commission on combating Violence against Women.² In the resolution the Parliament requests the Commission “to submit, by the end of 2014, on the basis of Article 83 TFEU, a proposal for an act establishing measures to promote and support the action of Member States in the field of prevention of violence against women and girls (VAWG).”³ The resolution adds concrete recommendations to be included in the act, for example to “ensure that specialized shelters (conceived both as first contact assistance and as safe and empowering space for women) are available and equip them with facilities and properly trained staff, offering places for at least 1 woman per 10 000 inhabitants.”⁴ WAVE supports this proposal of the European Parliament, and the Commission’s efforts to realize it.

The WAVE Report 2014 is structured around the following chapters: **Chapter 1** looks at the prevalence of VAW in Europe, victims’ needs and new European standards on the protection and support of survivors; **Chapter 2** provides information on definitions and standards for specialist women’s support services, developed by WAVE and used for data collection; **Chapter 3** presents the results of data collection on specialist women’s support services in 46 European countries, with a focus on national women’s helplines and women’s shelters; **Chapter 4** introduces recommendations for minimum standards on specialist women’s support services; lastly, **Chapter 5** provides information on the state of service provision in 46 European countries, presented in the form of short country profiles. In addition, the WAVE Report provides a list of current WAVE Focal Points present in Europe, as well as a list of helpline numbers available in 46 European countries.

We would like to warmly thank all the WAVE Focal Points for their efforts to provide information about their country for this report. Without this input, the WAVE Report could not be produced. We also want to thank all persons and organizations cooperating with us and making use of the information we provide. Finally we thank all survivors and persons seeking help for their trust in the WAVE network. We will continue to work hard in the future to improve the protection and support for survivors of violence against women and domestic violence.

With data still often missing in the area of violence against women and specialized support services, as well as varying definitions and concepts, providing reliable statistics is not always an easy task. WAVE works hard to provide the most up-to-date and consistent data; we are thankful for any feedback that can enable us to further improve our Report – to do so, please contact the WAVE office at office@wave-network.org

HOW TO GET HELP AND INFORMATION: WAVE DATABASE AND INFORMATION CENTRE

The **WAVE Database** is publicly available on the WAVE website and contains data of about 4,000 organizations. The Database helps survivors and practitioners to find comprehensive information on available women’s support services in their own, and in other European countries, through the website rubric ‘Get Help’.

www.wave-network.org

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 the European Union have increased the number of cases of violence against women and domestic violence with cross-border dimensions.

The WAVE Information Center also provides information to persons from different organizations and institutions seeking contacts to organizations in other countries for cross-country cooperation and exchange. Additionally, the Center answers requests from governments, academics, the media and from the general public.

WAVE Information Center

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1. PREVALENCE OF VIOLENCE AGAINST WOMEN, VICTIMS' NEEDS AND NEW EUROPEAN STANDARDS TO PROTECT AND SUPPORT SURVIVORS

This chapter aims at providing an overview on new developments in the area of violence against women with a focus on the rights and needs of victims of violence against women (VAW) and domestic violence (DV) and their access to specialized support services. It covers findings from the European Union Agency for Fundamental Rights (FRA) 2014 study 'Violence against Women: an EU-wide survey', looking at the prevalence of different forms of gender-based violence against women, findings in the area of victims' needs, as well as conclusions and recommendations from FRA targeted at policy-makers.

Further parts of this chapter outline new legal instruments in Europe setting minimum standards for the protection and support of women victims of violence and other victims of crime: the Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence (Istanbul Convention), which came into force on 1st August 2014, the EU Victims' Directive, coming into force on 16 November 2015, and the European Protection Order, in force as of 11 January 2015.

The "Four Tools", which are the FRA survey, the Istanbul Convention, the Victim's Directive and the European Protection Order, provide an excellent base and a political "window of opportunity" to considerably strengthening efforts to eliminate VAW and DV in the next decade. This goal will not be reached without the investment of adequate financial and other resources. Just as terror and violence in society cannot be prevented without financial and other means, combating gender-based violence in the public and private spheres needs sufficient remedies to "cure" the widespread problem. Investments pay off, since gender-based violence costs society a large amount:

Costs of Violence against Women

According to the European Added Value Assessment, "the annual cost to the EU of gender-based violence against women is estimated at EUR 228 billion in 2011 (1.8% of EU GDP), of which EUR 45 billion a year in public and state services and EUR 24 billion of lost economic output."⁵

Given the enormous financial consequences induced by GBV, it seems more than sensible to invest in the protection and support of victims, as well as prevention efforts. Of course the argument should not mainly be a financial one; first and foremost, violence against women and domestic violence need to be prevented and eliminated because of the "right for everyone, particularly women, to live free from violence in both the public and the private sphere" (Istanbul Convention, Article 4.1). However, it is important to bring the financial dimension to mind in order to counter the often-heard argument that there is no funding available when it comes to measures of protection and empowering support for victims.

1.1. FRA SURVEY ON VIOLENCE AGAINST WOMEN

Violence against women is recognized as a serious societal issue, affecting women and girls worldwide, irrespective of class, race, religion, social or economic background. It manifests itself in a multiplicity of forms and settings, from physical, sexual, psychological and economic violence perpetrated by a violent partner in the home, to sexual assault and rape perpetrated by familiar figures or 'friends', sexual harassment in the street or in the workplace, and more recently, through the use of new technologies, including the internet. Regardless of its manifestation, violence against women results in limited access by women and girls to the full enjoyment of equality and their human rights to lead autonomous, empowered and full lives free from violence.

On 5 March 2014, the European Union Agency for Fundamental Rights (FRA) launched the results of the first European Union-wide survey on violence against women.⁶ The survey is the biggest cross-country representative research on the subject ever carried out, and is based on 42,000 face-to-face interviews conducted with women aged 18-74 by trained female interviewers, between April and September 2012, in 28 EU Member States.

The interviews focused on women's personal experiences of physical, sexual, psychological and economic violence (partner and non-partner violence), stalking and sexual harassment, including cyber violence, since the age of 15 and in the last 12 months. It further includes information about experiences of violence in childhood, prior to the age of 15.⁷ The survey also provides evidence of the consequences of violence, needs of victims for protection and support, fear of victimization, reporting, attitudes towards violence against women, and awareness of legal measures and support services, among other issues.

FRA 2014 EU-wide survey on Violence against Women

The survey contains a wealth of information and data on violence against women. It provides an excellent knowledge base for parliamentarians, policy makers, ministries, women's and other NGOs and institutions, professionals from various fields and other stakeholders.

The data is published in the form of fact sheets and various reports, including the 44-page summary 'Results at a Glance', available in 22 EU languages. All data can be accessed for free on the FRA website. In addition, the online tool 'Survey Data Explorer' allows the reader to compare data between countries, and to generate answers to specific questions, i.e. what is the prevalence of stalking in my country compared with the EU average? What is the attitude towards violence against women in my country in comparison to our neighbour countries?

Selected findings from the survey

The FRA survey findings show that, while violence against women is widespread and extensive, it still remains largely under-reported throughout the EU.

Main FRA results on the prevalence of physical and sexual violence

- *1 in 3 women* has experienced some form of physical and/or sexual assault since the age of 15, translating into 62 million women throughout the EU ('Main Results', Pg.21)
- *1 in 10 women* has experienced some form of sexual violence since the age of 15 ('Main Results', Pg.21)
- *1 in 20 women* has been raped since the age of 15 ('Main Results', Pg.21)
- *About 13 million women* in the EU have experienced physical violence in the 12 months prior to the survey interviews, or about 7% of women aged 18-74 in the EU ('Results at a glance', Pg.15)
- *About 3.7 million women* in the EU have experienced sexual violence in the 12 months prior to the survey interviews, or about 2% of women aged 18-74 in the EU ('Results at a glance', Pg.15)

The FRA survey also uncovers a significant percentage of intimate partner violence (IPV) and shows the repeat victimization pattern of this form of abuse:

Violence against women by a partner or previous partner

- *22% of women* have experienced physical and/or sexual abuse by a partner since the age of 15
- *One third of victims of physical violence by a previous partner* experienced *four or more various forms* of violence ('Main Results', Pg.21)
- *Pregnant women* are especially vulnerable to violence - *42% experienced violence by their previous partner while pregnant* ('Main Results', Pg.22)
- *After breaking up with a violent partner, 1 in 6 women (16%)* continued to be victimized by the previous partner ('Main Results', Pg.22)
- *43% of women* experienced some form of psychological violence by a current or former partner, including economic violence ('Results at a glance', Pg.23)
- *1 in 10 women* has been stalked by a previous partner ('Results at a glance', Pg.12)

Given the scale of violence against women reported in the survey, increased efforts are necessary in all European countries, EU as well as other countries, since it can be assumed that the level of violence against women is similar everywhere in Europe.



The findings show a disparity among the 28 EU Member States, however, these differences between the Member States needs to be interpreted in the context of their respective situations. For instance, different levels of gender equality or of cultural acceptability to talk about experiences of violence may be some of the factors explaining the differences.⁸ Furthermore, it must be taken into account that despite differences, the level of violence against women is still high in all EU countries, with 1 in 5 women as the lowest rate.⁹ It is very likely that the rates are higher since many women hesitate to reveal the problem. Thus under-reporting is the serious problem Europe is facing when it comes to violence against women, since many women do not talk to anybody about the violence they experience.

VICTIMS REPORTING OF VIOLENCE

In the FRA survey, women who indicated that they had experienced violence were asked if they had reported the most serious incident to the police or another agency. Results indicate the following:

Reporting rates to the police and other services

- 66% of women did not report the most serious incident of partner violence to the police or another organization ('Main Results', Pg.60)
- 1 in 3 victims of partner violence (33%), and 1 in 4 victims of non-partner violence (26%), report their most recent serious incident to the police or other services ('Main Results', Pg.60)
- 74% of stalking cases are never reported to the police ('Main Results', Pg.81)

This indicates that official figures are likely to strongly underestimate the extent of the issue. There are several reasons why women do not report experiences of violence. These include resistance to disclosing private 'domestic' issues; feeling that the problem is not serious enough; shame and embarrassment; fear of the offender; not knowing where to turn to; feeling that nobody can help; fear of not being believed by the police or by other agencies; fear of negative outcomes that could result from lack of adequate reaction by authorities; and fear to be subjected to victim-blaming, judgmental or sexist attitudes by institutions.¹⁰

NEEDS OF WOMEN VICTIMS OF GENDER-BASED VIOLENCE

The problem of underreporting of gender-based violence is severe and must be addressed. Women survivors of violence need to be encouraged, for instance through awareness raising campaigns carried out by specialist women's support services, to seek help and eventually to report violence. This requires work to gain the trust of victims, which can be best done by low-threshold services such as women's helplines providing free of charge and 24/7 services on the phone — victims can remain anonymous, and receive emotional support, and remain informed without having to take immediate legal steps.

Direct referral from police or the health sector to specialist women's support services is important to avoid secondary traumatization linked to having to talk about the experience of violence multiple times. The health sector has an important role in referring victims to specialist services since victims often turn to them first, when seeking medical support.

Unmet needs of women victims of violence (FRA Survey, 'Results at a glance', Pg.23)

Someone to talk to and support them (33-54%)
Protection (12-25%)
Practical aid (13-21%)

Specialist women's support services run by independent NGOs who work in the interest of the victim, are best equipped to meet the needs of women survivors of violence. These services are often engaged in awareness raising activities and campaigning and can, provided they receive adequate funding, inform victims about specific policies and laws for their protection.

The FRA survey demonstrates the urgent need to improve victims' knowledge of their rights and of existing legislation, since 36% of women are not aware of specific laws or initiatives for preventing domestic violence against women.¹¹

High-risk populations of victims

The FRA survey reveals that specific groups are especially vulnerable to victimization in general, and to specific forms of violence. For instance, the FRA “Violence against women: an EU-wide survey – Results at a glance” (2014) identifies the following high-risk population:

- **Young women** – Young women are particularly at risk of victimization (Pg. 9)
- **Pregnant women** – 42% of women experienced violence by a former partner while pregnant, while 20% experienced violence by their current partner while pregnant (Pg. 21)
- **Victims of childhood abuse** – 30% of women who have experienced sexual victimization by a former or current partner also experienced sexual violence in childhood, while 10% of women who have not experienced sexual victimization in their current or former relationship disclose experiences of childhood sexual violence (Pg. 13)

Findings highlighting the connection between childhood violence and victimization as adults indicate how important it is to support children who are experiencing or witnessing domestic violence against their mother, in order to interrupt the cycle of violence. This is crucial for prevention, since the FRA survey demonstrates that children are often aware of the violence against their mother – 73% of mothers who have been victims of physical and/or sexual violence by a partner indicate that at least one of their children has become aware of such violence taking place.

Women’s shelters have recognized the need for protection and support for children and developed standards for their support.¹² Unfortunately, women’s support services often do not receive adequate means to provide the necessary support for children.

- **Minority ethnic, refugee, migrant and undocumented migrant women** – it is known that minority ethnic, refugee, migrant women, and specifically undocumented migrant women, are especially at risk of victimization, particularly if they are dependent on the perpetrator either financially or for residency permit. The FRA survey indicates that women who are not citizens in their current country of residence have higher rates of physical and/or sexual violence since the age of 15 by partners and non-partners. Women’s NGOs have responded to this particular vulnerability by providing specialist support services to the women and children concerned.¹³
- **Violence after separation** – A significant number of women continue to be vulnerable to abuse in the aftermath of violent relationships. In addition, Every 1 woman in 10 has been stalked by a previous partner. Authorities and agencies must be made aware of the realities of stalking and abuse in the aftermath of relationships, and take these consequences seriously. (Pg.10-12)
- **Heavy alcohol consumption by perpetrators** – There is a strong correlation between a woman’s partner’s heavy alcohol use and increased violence; this particular finding must be highlighted and addressed in interventions with perpetrators. (Pg.10)
- **Controlling behavior** – The impact of some men’s controlling behavior in a relationship is detrimental on the woman’s behavior and life, and can place barriers on her daily routine, such as the perpetrator placing restrictions on a women’s use of finances or in seeing friends and family. The behavior of perpetrators must be analyzed by practitioners and addressed when exploring possible risk factors in violent intimate partnerships. (Pg.10)

FRA recommendations on protection and support of victims

Based on the survey findings, FRA suggests courses of action in different areas, and for different forms of violence and groups of victims. FRA recommendations address the areas of service provision and law enforcement as well as the health sector, employment, new technologies, and the media.



Selected FRA recommendations for the protection and support of survivors (FRA Survey, 'Results at a glance')

"The scale of intimate partner violence requires a renewed policy focus at the level of the EU and its Member States" (Pg. 9). Violence against women by a partner or former partner should not be treated as private or 'domestic', but as a human rights violation which requires effective interventions on the national and EU level.

Many women victims of intimate partner violence experience violence repeatedly. EU Member States should therefore "be encouraged to review their legislation for its capacity to recognize and effectively respond to the impact of repeat victimization on many women's lives, with repeat victimization being a particular characteristic of intimate partner violence." (Pg. 10)

The emotional and psychological consequences of stalking can be long-lasting, similar to the emotional and psychological consequences of physical and sexual violence. Therefore, specialist support services must be available for victims of stalking, and sensitive to the long-term impacts of this particular form of violence, including with regards women's overall feeling of safety and well-being. (Pg. 12)

Cultural, societal, and institutional responses to women's victimization which reinforce victim blaming must to be counteracted. Therefore, specialist support services are required to address the needs of victims who suffer from negative feelings after victimization. (Pg. 11)

"The EU should ensure that funding mechanisms that continue the work of DAPHNE and other programmes, which variously contribute to the protection of children, young people and women against all forms of violence, can be used to further support research and work by civil society organizations addressing violence against women. In particular, funding is needed for the work of targeted victim support services in the field of violence against women." (Pg. 37)

"A victim-centered and rights-centered approach to women as victims of violence needs to be reinforced at the EU and Member State level." (Pg. 37) This includes that the development of EU and Member States policies and national action plans to combat violence against women need to be grounded on women's experiences of violence.

1.2. STANDARDS SETTING IN THE COUNCIL OF EUROPE CONVENTION FOR THE PROTECTION AND SUPPORT OF VICTIMS

Coming into force on 1 August 2014, the Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence (Istanbul Convention)¹⁴ represents a milestone in the fight against violence against women at the European level. It is the first legally binding instrument to cover all forms of violence against women: physical, sexual, psychological, economic, as well as sexual harassment and stalking. It contains detailed measures in areas of the "5Ps": Policy, Prevention, Protection, Provision and Prosecution.

On the European level, sustained efforts to raise awareness among stakeholders of the need to sign and ratify the Istanbul Convention have been invested. WAVE is committed to contribute to and promote the swift ratification and implementation of the Convention in the whole of Europe.

Status of signatures and ratifications of the Istanbul Convention (as of 1 January 2015)¹⁵

- The Convention has been **ratified** by 15 States: Albania, Andorra, Austria, Bosnia and Herzegovina, Denmark, France, Italy, Malta, Monaco, Montenegro, Portugal, Serbia, Spain, Sweden and Turkey.
- The Convention has been **signed** by 22 States, including the 15 ratifying States: Belgium, Croatia, Estonia, Finland, Georgia, Germany, Greece, Hungary, Iceland, Lithuania, Luxembourg, Netherlands, Norway, Poland, Romania, San Marino, Slovakia, Slovenia, Switzerland, The Former Yugoslav Republic of Macedonia, Ukraine and the United Kingdom.
- 10 countries are still to sign the Convention: Armenia, Azerbaijan, Bulgaria, Cyprus, Czech Republic, Ireland, Latvia, Liechtenstein, Moldova and Russia.

Out of 47 Member States of the Council of Europe:

- 32 % have ratified the Convention
- 47% have signed the Convention, and are in the process of ratification
- 21% have neither signed nor ratified the Convention

On a positive note, activities to encourage States to sign and ratify the Convention are going on in several countries.

The number of signatures and ratifications of the Istanbul Convention represents a major success, and it shows the importance of the Convention for European countries. However, ratification of the Convention by EU Member States (28%) is still unsatisfactory and should be encouraged in 2015.

Monitoring

Articles 66-68 of the Convention outline the monitoring mechanism of the Istanbul Convention, which aims to assess and improve the implementation of the Convention by Parties. It consists of two bodies:

- An independent expert body, *the Group of Experts on Action against Violence against Women and Domestic Violence (GREVIO)*, initially composed of a minimum of 10 members.
- A political body, *the Committee of the Parties*, which will be composed of representatives of the Parties to the Istanbul Convention.

The task of GREVIO will be to monitor the implementation of the Convention by the Parties; GREVIO may also adopt general recommendations on themes and concepts of the Convention. The Committee of the Parties will follow up on GREVIO reports, and implement recommendations to the Parties concerned. It will also be responsible for the election of GREVIO members.

Recent development – Parliamentary involvement in the monitoring of the Convention

One important innovation of the Istanbul Convention is the obligation to involve national parliaments in the Convention monitoring process, and in reporting to the GREVIO.¹⁶ The Convention also foresees a significant role for the Parliamentary Assembly of the Council of Europe in overseeing the implementation of the Convention.

Next steps for the monitoring and implementation of the Istanbul Convention in 2015

- In November 2014, the Committee of Ministers of the Council of Europe adopted an election procedure of GREVIO
- States that have ratified the Convention are invited to nominate, in a transparent procedure, up to three candidates, meeting the criteria set out in the Convention
- GREVIO experts should be independent and “persons of high moral character, known for their recognized competence in the fields of human rights, gender equality, violence against women and domestic violence, or assistance to and protection of victims, or having demonstrated professional experience in the areas covered by this Convention.”¹⁷
- Candidates need to be nominated by 2 March 2015, following which, the first 10 GREVIO members will be elected by the Committee of the Parties
- In the second half of 2015 and beginning of 2016, GREVIO will initiate the first round of monitoring of the Istanbul Convention

Standards for the support of women victims of violence and their children in the Istanbul Convention

The Istanbul Convention establishes fundamental principles associated to the different measures addressed, including in the area of service provision to survivors. Core principles and standards include:

- **Non-discrimination**

Article 4, §3 guarantees all victims of violence and domestic violence the right to protection and support “without discrimination on any ground such as sex, gender, race, color, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth, sexual orientation, age, state of health, disability, marital status, migrant or refugee status, or other status.” Thus, the right of all victims of gender-based violence is enshrined in the Convention.



- **Comprehensive and coordinated policies, guaranteeing a holistic approach**
Article 7, §1 states that support for women victims of violence must be integrated in comprehensive and coordinated policies, which includes applying a holistic approach.
- **Victim-centered and rights-based approach**
Article 7, §2 states that all policies, including in the field of service provision for survivors of violence, must keep the rights of the victim at their core; consideration for victim's rights and needs must also be applied by all institutions and agencies dealing with victims.
- **Gender-specific approach**
Article 18, §3 recognizes violence against women as gender-based violence. As such, all measures to eliminate VAW must be implemented using a gendered understanding of the violence experienced by women, its specific dynamics and consequences, and should focus on victims' empowerment.
- **Empowerment and economic independence**
Article 18, §3 asserts that services for women victims of violence must be capable of providing empowering support, which ensures that the victim's rights and needs are not only acknowledged, but also met. This requires that women survivors of violence who seek help be provided with support, without being judged, patronized or put under pressure. In addition, survivors must be guaranteed autonomy, respect, and confidentiality, with the knowledge and ability to make their own decisions. Independent women's organizations that work in partnership with the State and use a human rights approach to service provision often provide most effective and empowering support.
- **Avoiding secondary victimization**
Article 18, §3 requires that support services avoid any form of secondary victimization, in addition to protecting victims from such risk when seeking help and protection at other institutions and services.
- **Pro-active support for victims**
As highlighted in the 2014 FRA survey, women victims of violence face numerous obstacles in reporting the violence; Article 23 of the Convention emphasizes the need for pro-active support by women's shelters, to reach out to women survivors.
- **Specialist support for women victims of violence and their children**
Article 22, §2 states that "Parties shall provide or arrange for specialist women's support services to all women victims of violence and their children", due to the specific form and nature of violence against women as gender-based violence. The Explanatory Report to the Convention further clarifies the text of Article 22, §2 as Parties having to "set up or arrange for a well-resourced specialist support sectoriii." Article 20 of the Convention also indicates that general services play an important role in assisting victims and referring them to appropriate services, as well as to ensure that the professionals working at these services are knowledgeable and well-trained.
- **Support for children experiencing or witnessing gender-based violence**
Children are always affected by violence against their mother, as witnesses, but also as direct victims, since men who perpetrate violence in the relationship are often also abusive towards the children. Article 26, §1 states that all necessary measures must be taken "to ensure that in the provision of protection and support services to victims, due account is taken of the rights and needs of child witnesses [...]". In addition, Article 31, §2 further states that Parties must "ensure that the exercise of any visitation or custody rights does not jeopardize the rights and safety of the victim or children."
- **Services for women survivors of violence in armed conflict**
Article 2, §3 stipulates that the Istanbul Convention applies "in times of peace and in situations of armed conflict." It is widely known that rates of violence in conflict and post-conflict settings are high, and that sexual violence is used as a "weapon of war". Therefore, the article requires that certain measures be put in place to prevent violence against women, and support survivors in conflict-affected areas, as well as within facilities for refugees.
- **Principles to be applied in the work with perpetrators**
The Convention requires that the rights of the victim always remain at the center of measures. As such, in the specific area of preventive intervention and treatment programmes, Article 16, §3 stipulates that "Parties [...] ensure that

the safety of, support for and the human rights of victims are of primary concern and that, where appropriate, these programmes are set up and implemented in close co-ordination with specialist support services for victims.” This principle lays the ground for an integrated approach to the work with perpetrators, and speaks against isolated programmes.

Availability and accessibility of specialist women’s support services

The Convention requires services to be easily accessible. This includes services that are effectively accessible by women or children with disabilities, including adapted infrastructures and outreach to victims with specific disabilities, such as hearing and visual impairment. Accessibility also means that all groups of women are admitted to services without discrimination on any grounds. The principle of accessibility further requires that women in all regions of the country, including rural areas, have access to services.

Article 22 of the Convention requires that “immediate, short- and long-term specialist support services” be accessible to “any victim subjected to any of the acts of violence covered by the scope of [the] Convention”, provided in an “adequate geographical distribution”, and that “all women victims and their children” be provided such services.

Articles 23-25 of the Convention subsequently introduces required specialized support services for women survivors of violence and their children, and criteria for service provision:

Article 23 – Shelters: “Parties shall take the necessary legislative or other measures to provide for the setting-up of appropriate, easily accessible shelters in sufficient numbers to provide safe accommodation for and to reach out pro-actively to victims, especially women and their children.”

Article 24 – Telephone helplines: “ 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.”

Article 25 – Support for victims of sexual violence: “Parties shall take the necessary legislative or other measures to provide for the setting up of appropriate, easily accessible rape crisis or sexual violence referral centres for victims in sufficient numbers to provide for medical and forensic examination, trauma support and counselling for victims.”

Availability of women’s support services

The Explanatory Report of the Convention refers to the recommendations on service provision set in the 2008 Final Activity Report of the Council of Europe Task Force to Combat Violence against Women, including Domestic Violence¹⁹:

- 1 shelter place per 10,000 inhabitants
- 1 rape crisis center available per 200,000 women, covering all geographic regions
- 1 women’s counseling center available per 50,000 women

Women’s centres should also be specialized to meet the particular needs of groups such as black and minority ethnic or migrant women, including undocumented migrant women. Where such special centers cannot be set up, centers should have specially trained staff able to meet the needs of all women victims of all forms of violence, including women with special vulnerabilities and special needs.

As the WAVE Report 2014 shows, only few countries in Europe meet the existing minimum standards on service provision, and considerable efforts are needed in upcoming years to guarantee the right to specialist support for all women victims of violence and their children.

1.3. EUROPEAN UNION VICTIMS’ DIRECTIVE

The EU Victims’ Directive²⁰ sets common standards in the European Union concerning the rights of victims in criminal proceedings and their support. The Directive was adopted in 2012, with the provisions having to be transposed in national



laws by 16 November 2015. The legislation contains a range of provisions aimed at guaranteeing the basic rights of victims in criminal proceedings, as well as their protection and support.

The Victims' Directive recognizes gender-based violence as a specific form of crime which requires specialized support:

Violence against women as gender-based violence

The Directive recognizes violence against women as gender-based violence:

“Violence that is directed against a person because of that person’s gender, gender identity or gender expression or that affects persons of a particular gender disproportionately, is understood as gender-based violence. It may result in physical, sexual, emotional or psychological harm, or economic loss, to the victim. Gender-based violence is understood to be a form of discrimination and a violation of the fundamental freedoms of the victim and includes violence in close relationships, sexual violence (including rape, sexual assault and harassment), trafficking in human beings, slavery, and different forms of harmful practices, such as forced marriages, female genital mutilation and so-called ‘honor crimes’.” (Para 17)

Need for specialist support for victims of gender-based violence

The Directive recognizes that women victims of gender-based violence need special support:

“Women victims of gender-based violence and their children often require special support and protection because of the high risk of secondary and repeat victimization, of intimidation and of retaliation connected with such violence.” (Para 17)

The legislation further sets principles and standards for the provision of support to victims of gender-based violence:

Non-discrimination

The Victims' Directive requires EU Member States to observe the principle of non-discrimination, covering all possible grounds such as gender, age, sexual orientation, disability, nationality, residence status, ethnicity or any other ground; the principle also applies to residence status. Victims' rights under the Directive are not to be made conditional on the holding of a legal residence status, and as such apply to all undocumented migrants.²¹ However, exercising rights under the Directive does not create rights regarding the residence status of the victim.

Child-sensitive approach

As per Article 1, §2, Member States are required to develop a child-sensitive approach in the criminal justice system, taking into consideration the child's best interests on an individual basis, as well as taking into account the child's age, maturity, views, needs, and concerns.

Victim-sensitive approach

Article 1, §2 further stipulates that victims of crime have the right to be treated in a respectful, sensitive and professional manner, taking the individual needs of victims into account.

Protection from secondary and repeat victimization, intimidation and retaliation

Paragraph 52 states that victims of crime should be protected from secondary and repeat victimization, from intimidation, and from retaliation. Measures should be taken to protect the safety and dignity of victims and their family members, including protection or restraining orders. In this regard, Paragraph 53 further states that “the risk of secondary and repeat victimization, of intimidation and of retaliation by the offender or as a result of participation in criminal proceedings should be limited by carrying out proceedings in a coordinated and respectful manner, enabling victims to establish trust in authorities.”

Recognition of the gravity of partner violence, which affects women disproportionately

Paragraph 18 recognizes the serious effects of partner violence: “Violence in close relationships is a serious and often hidden social problem which could cause systematic psychological and physical trauma with severe consequences because the offender is a person whom the victim should be able to trust. Victims of violence in close relationships may therefore be in need of special protection measures. Women are affected disproportionately by this type of violence and the situation can be worse if the woman is dependent on the offender economically, socially or as regards her right to residence.”

Repeat referrals should be avoided

Paragraph 40 encourages Member States “to establish appropriate conditions to enable the referral of victims to victim support services [...]” It stresses that repeat referrals should be avoided.

Furthermore, the Directive requires Member States to set up and facilitate the access to adequate support services for women survivors:

EU Victims' Directive and access to support services by survivors of violence

Article 8 – Right to access victim support services

“Member States shall ensure that victims, in accordance with their needs, have access to confidential victim support services, free of charge, acting in the interests of the victims before, during and for an appropriate time after criminal proceedings. Family members shall have access to victim support services in accordance with their needs and the degree of harm suffered as a result of the criminal offence committed against the victim.” (Para 1)

“Member States shall take measures to establish free of charge and confidential specialist support services in addition to, or as an integrated part of, general victim support services, or to enable victim support organizations to call on existing specialized entities providing such specialist support. Victims, in accordance with their specific needs, shall have access to such services and family members shall have access in accordance with their specific needs and the degree of harm suffered as a result of the criminal offence committed against the victim.” (Para 3)

“Victim support services and any specialist support services may be set up as public or non-governmental organizations and may be organized on a professional or voluntary basis.” (Para 4)

“Member States shall ensure that access to any victim support services is not dependent on a victim making a formal complaint with regard to a criminal offence to a competent authority.” (Para 5)

Article 9: Support from victim support services

“Victim support services [...] shall, as a minimum, provide:

- (a) information, advice and support relevant to the rights of victims including on accessing national compensation schemes for criminal injuries, and on their role in criminal proceedings including preparation for attendance at the trial;
- (b) information about or direct referral to any relevant specialist support services in place;
- (c) emotional and, where available, psychological support;
- (d) advice relating to financial and practical issues arising from the crime;
- (e) unless otherwise provided by other public or private services, advice relating to the risk and prevention of secondary and repeat victimization, of intimidation and of retaliation “ (Para 1)

“Unless otherwise provided by other public or private services, specialist support services [...] shall, as a minimum, develop and provide:

- (a) shelters or any other appropriate interim accommodation for victims in need of a safe place due to an imminent risk of secondary and repeat victimization, of intimidation and of retaliation;
- (b) targeted and integrated support for victims with specific needs, such as victims of sexual violence, victims of gender-based violence and victims of violence in close relationships, including trauma support and counseling.” (Para 3)

In order to effectively implement the Victims' Directive, it is necessary that Member States increase the level of resources available to establish or enhance the capacity of specialist women's support services to adequately assist all victims.

1.4. EUROPEAN PROTECTION ORDERS (EPO)

In 2010, two engaged and courageous Spanish Members of the European Parliament, Carmen Romero López and Teresa Jiménez-Becerril Barrio, started a groundbreaking initiative to improve the protection of women from gender-based violence in the EU, the European Protection Order. The idea was to establish an EU law regulating the mutual recognition of national protection orders in all EU Member States, and guaranteeing victims of violence protection when moving from one country to another. Despite fierce conflicts with the then Commissioner Viviane Reding over the legal competence of the European Parliament for such initiative, the two European Parliamentarians did not give up. The conflict was eventually settled with the establishment of two types of European Protection Orders.



Two mechanisms: European Protection Orders in civil and criminal matters

The new mechanism consists of two separate instruments: the *Regulation on mutual recognition of protection measures in civil matters*²² and the *Directive on the European Protection Order*²³. The mechanisms reflect the differences in the Member States' national protection measures, which can be of civil, criminal or administrative nature. Together, the two instruments aim to ensure that all victims of violence have the possibility to get their protection orders recognized in any EU Member State. Both instruments have entered into application on 11 January 2015, with the participation of all EU Member States, exception made for Denmark.

Functioning of the European protection orders

Mutual recognition of protective measures in civil matters – The Regulation on the mutual recognition of protective measures in civil matters (EPO civil matters) foresees that national protection measures are recognized and enforced in another country. A practical example is given through the following fictive situation:

The European protection order in practice – A fictive example

Britta, a German national who has been abused by her ex-husband, is granted a civil protection order by a German court on 15 January 2015; the order prohibits the ex-husband to contact her. Britta finds an employment in France and plans to move there, however, she fears that he might follow and harass her at her new workplace.

Britta seeks help at the women's counseling center in her town. She is informed that she can obtain a certificate that will enable her protection order to be valid in France, and will guarantee her safety there. With the support of the center, she obtains a certificate from the court that has issued her protection order; the certificate is valid for 12 months. Upon her request, the certificate has been translated into French, and the court notifies the ex-husband that the protection order is now valid in the whole of the EU.

Shortly after Britta moves to France, the ex-husband attempts to contact her by going to her workplace. Britta shows her protection order certificate, and the French police enjoin the abuser to leave the workplace. The police enforce the protection order, based on the French legislation.

Protective measures vary in different EU Member States; therefore, the authorities implementing the protection order dispensed by another country can adjust the measures.

Article 18 of the Regulation requires Member States to communicate information to the Commission by 11 July 2014 on the type authorities that are competent for the implementation of the measures. The Commission must make the information public, including through the website of the European Judicial Network.

European protection order in criminal matters – The European protection order in criminal matters applies if the original protection order is a criminal measure. It works in a similar way as the civil matter order, however, the process and some details of the provision vary.

To implement the European protection order in criminal matters, Article 4, §2 indicates that each Member State must inform the Commission of a central authority, or authorities, responsible for the administrative transmission and reception of any European protection order, as well as for all related official correspondence. Victims who need protection in another country may submit a request for the issuing of a European protection order to the competent authority.

WAVE aims to support the access by survivors of violence to the European protection orders

The European protection orders are important measures to guarantee the protection of women victims of gender-based violence, when exercising their right to free movement in the European Union. However, legal provisions remain complex and it will be crucial that women victims of violence are provided with information, as well as professional and empowering support, to make use of these new legislations. Among the available literature on the issue, the 2014 study 'Protection of the Gender-Based Violence Victims in the European Union - Preliminary study of the Directive 2011/99/EU on the European protection order' provides information on existing protective measures in EU Member States.²⁴

Specialist women's support services will have a crucial role in making the European protection orders function in practice; the WAVE Network is planning to further develop information and dissemination measures, as well as Trainings, in 2015 to contribute to the effective implementation of the new provisions.

2. SPECIALIST WOMEN'S SUPPORT SERVICES - WAVE DEFINITIONS AND QUALITY STANDARDS

Definitions of and standards for women's support services were developed by experts from the WAVE Network over the years, many are part of WAVE publications, such as the manuals *Away from Violence* (2004) and *Bridging Gaps* (2006), among others.

2.1. DEFINITIONS OF SPECIALIZED WOMEN'S SUPPORT SERVICES

The term "specialist women's support service" is used in this report as the collective term covering all services supporting women survivors of violence and their children, such as women's shelters, women's helplines, women's centers, rape crises and sexual assault centers, specialized services for migrant and minority ethnic women, national women's helplines, outreach services, independent domestic violence advisors, intervention centers, 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.

The following definitions aim to capture the most significant characteristics of each service, while at the same time leaving space for development, as the women's sector is not static and instead moves continuously, not only to adapt to changing circumstances, but also to ensure improvement to better serve women survivors of violence.

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 all forms of violence against women. It should operate nationally and provide adequate support to women from all regions; this means the staff must be properly trained, have effective communication skills, and be knowledgeable about the regional situations and all relevant provisions.

Women's shelter

A women's shelter is a specialized service for women, providing safe accommodation and support for women survivors of violence and their children. Women's shelters must offer special services and safety precautions, in order to provide the opportunity and resources for women to resume lives free from violence. The number of shelter places in women's shelters is mostly defined as number of shelter beds, although in some countries, where shelter spaces include a specific number of percentages of beds for women and children, only the beds allocated to women were counted.

Women's Center

The term 'women's center' is used in the WAVE Report for all women's services that provide non-residential support of any kind (information, advice, counseling, practical support, court accompaniment, legal information, pro-active support, outreach, among others) to women survivors of any form of violence and their children. Women's NGOs use different terms to refer to these services in different countries, such as 'women's crisis centers' or 'women's counseling centers'. Since the term 'counseling' may have different meanings in different countries and regions, it was decided to use the term 'women's centers'.

Centers for Survivors of Sexual Violence and Rape

Women's centers for survivors of sexual violence may include rape crisis centers, offering long-term support including counseling and therapy, support groups and support in contact with other services, and sexual violence referral centers, specialized in immediate medical care, high-quality forensic practice and crisis intervention, as well as other services for women survivors of sexual violence.²⁵



2.2. STANDARDS FOR SPECIALIZED WOMEN'S SUPPORT SERVICES

Core standards of specialist women's support services have been developed to meet the needs of survivors of violence and to guarantee their human rights. The standards reflect needs expressed by survivors in the FRA survey and are in accordance with the main principles of the Istanbul Convention and the EU Victims Directive:

Work with a gendered-understanding of violence against women – Services need to demonstrate an approach which recognizes violence against women as gender-based violence, affecting women regardless of race, age, ethnicity, class, religion, culture, or sexual orientation, on the principle that they are women, and that is perpetrated mostly by men. Services must adopt a human rights and equality framework which focuses on empowering women.

Provide women-specialized support – Support must be specialized in that it should be tailored to the specific needs of service-users. Special attention should be given to address the needs of specific groups of women, such as young women, old women, migrant women, asylum seeking and refugee women, women from minority ethnic groups, women with disabilities, and others. The kind of support services required may differ according to the type of violence suffered; this makes it necessary to provide specialized services such as rape crisis centers, women's centers for workplace sexual harassment victims, young women's shelters and women's shelters for victims of forced marriage. Increasingly multicultural societies in European countries have increased the need for services to meet the needs of various groups, not only linguistically but also in terms of understanding the concept of intersectionality.

Provide support for children – Children are always affected by the violence against their mother, especially in cases of domestic violence, and they are often abused as well. Children who are exposed to a violent environment are more likely to reproduce patterns of victimization or perpetration of violence in adulthood. Therefore women's services should also have the resources to adequately support children, according to their age and needs.

Safety, security and human dignity – Services need to ensure that all interventions prioritize the safety and security of survivors, and respect their dignity.

Diversity and non-discrimination – All services need to respect the diversity of service-users and apply a non-discriminatory approach. Diversity among staff at support services should be respected but also encouraged, reflecting the diversity of society while also offering additional language skills and better understanding of the specific background of migrant women.

Ensure confidentiality – Services must respect and observe service-users' right to confidentiality. Service users should also have the right to be informed of situations where that confidentiality may be limited, which may occur if the life or health of women or children is at stake.

Fair access and free of charge – Support should be available free of charge, equitably distributed across regions, and crisis provisions such as women's helplines and shelters should be available 24/7 since violence can happen to women and children at any time of the day or night. It is also important that services be free of charge, as a lot of women who experience abuse often experience some degree of economic violence, where their access to resources is restricted, leaving them financially dependent on the perpetrator.

Advocacy and support – Women's services need to provide both case advocacy and system advocacy in order to promote the rights of and meet the needs of service users.

Promote women's empowerment and autonomy – Women's services should have as their main aim the empowerment of women survivors of violence and their children, including through ensuring that women are informed of their rights and entitlements and can make decisions freely in a supportive environment that treats them with dignity, respect and sensitivity. Services should always aim at supporting survivors in regaining control of their lives, and promote their right to autonomy and self-determination.

Participation and consultation – Services need to promote service-user involvement in the development and evaluations of the service. Therefore, services should be organized in a democratic way and ensure effective participation by all service users. Survivors should be regularly invited to participate in the evaluation of services and they should have the right to file a complaint to an independent body (for instance the ombudsperson), if they are not satisfied with the quality of the

service. This ensures that service providers are always held accountable, and that services are able to adapt and improve where necessary.

Hold perpetrators accountable – Services for survivors of violence need to apply the approach that there is no excuse for violence, that the perpetrator is always responsible for the abusive behavior, and that he must be held accountable. This requires that services avoid victim-blaming attitudes, and treat all women without preconceptions. Trying to remain neutral on a situation of violence entails the pitfall of tolerating violence.

Effective governance and accountability – Services need to be effectively managed, ensuring that service users receive a quality service from appropriately skilled and supporting staff.

Recognize state obligations and due diligence – Women's services should be run by independent women's NGOs - however, this does not mean that there is no obligation of the State to fund the services. On the contrary, adequate and sustained financial support to life-saving specialized support services is not only a way to acknowledge violence against women as a serious violation of fundamental rights, but it is also a way for States to meet their human rights obligations towards the population they govern.

3. DATA AND STATISTICS ON SPECIALIZED WOMEN'S SUPPORT SERVICES IN EUROPE

3.1. METHODOLOGY OF DATA COLLECTION

The WAVE Report 2014 is based on data collected in 2013 through a questionnaire. Information was provided by WAVE Focal Points in 46 European countries. Whenever possible, information was updated to reflect most recent changes, or amended when necessary.

As in previous years, the WAVE Report 2014 provides the following data:

- **Number of national women's helplines, with data disaggregated for EU and non-EU countries;**
- **Number of women's shelters and associated shelter places, with data disaggregated for EU and non-EU countries**, as well as for old and new EU Member States²⁶ - in frame of the WAVE Report, the term 'shelter place' refers to a **shelter bed** available at a women's shelter;
- European overview of existing national women's helplines;
- European overview of existing women's shelters and shelter places

The WAVE Report 2014 also provides additional data on user statistics, national data collection systems, and funding for services:

- **Number of users of national women's helplines** (number of calls received, per set time period);
- **Number of users of women's shelters** (number of women and children accommodated at the shelters, per set time period);
- **Number of women and children who could not be accommodated at shelters** due to lack of space, per set time period;
- **Sources of funding for national women's helplines;**
- **Sources of funding for women's shelters;**
- **Availability of national data collection systems on women's shelters**

The data is presented in tables, enabling the comparison of different countries' situation in Europe. In addition, individual information on available women's support services is provided for 46 countries in Chapter 5 of the WAVE Report 2014.



By expanding data collection, WAVE is aiming at broadening the knowledge base on the situation of specialized women's support services in Europe, and contributing to the call for improved data collection by the European Union, the European Parliament, the Commission and other organizations. While relevant data is often missing – this limitation can be observed in many of the tables – it is important to initiate comprehensive data collection, which will help develop a better understanding of what data is currently available, and where it is still lacking. The question regarding national systems of data collection aims to find out about the countries where systems to collect data at the national level already exist, and where these are still missing. Women's support services are often operating on a regional level and the first step towards a European system of data collection is to establish and improve data collection on the national level. WAVE aims to contribute to the harmonization of data collection in the next years.

The aim of the WAVE Report is to survey the situation of women's support services and to find out about existing services as well as gaps in service provision. This information is important for policy makers responsible for services provision and for implementing new legislation, such as the EU Victims' Directive and the Istanbul Convention.

Each country's level of service provision is compared to relevant standards, mainly the Council of Europe Istanbul Convention and the related recommendations set by the Council of Europe Taskforce.²⁷ Standards provided by the Istanbul Convention, as well as recommendations by the Council of Europe Task Force on Preventing and Combating Violence against Women, including Domestic Violence, include that Member States should provide at least one national women's helpline to address all forms of violence against women, operating 24/7 and free of charge, and that they should provide at least one women's shelter place per 10.000 inhabitants.

The collection of data on women's support services in this report focuses largely on national women's helplines and women's shelters, and WAVE aims to expand in-depth research on other women's support services in future WAVE Reports. In addition to the collection of data on available services and their capacity, it is of crucial importance that qualitative research on survivors' satisfaction with measures of protection and support be conducted. Such research is missing for most European countries, due to lack of funding for research on gender-based violence.

Comparison of the data provided in WAVE Report 2014 with the Council of Europe monitoring report 2014²⁸ shows that numbers differ for some countries. This is most likely due to differences in methodology and definitions. While the WAVE Report aims to identify specialized women's support services that are, according to the Istanbul Convention and the EU Victims' Directive, best suited to serve women victims of gender-based violence, the Council of Europe monitoring report is based on information provided by governments, and often includes general services such as shelters for families. Despite differences in the two reports, the Council of Europe report states that "although data and calculations [in WAVE Report] differ somewhat from those used [in the CoE report], they are internally consistent and thus provide a clear picture of unequal provision across Europe²⁹", showing especially that majority of shelters are located in older EU Member States (pre-2004 membership) with the biggest gaps in non-EU countries.

3.2. EXECUTIVE SUMMARY AND OVERVIEW OF WOMEN'S SUPPORT SERVICES IN EUROPE

The WAVE Report 2014 aims to provide an up-to-date overview of the availability of core specialized support services for women and their children in 46 European countries, including the 28 countries that form part of the European Union (EU). The focus of the report is on the provision of national women's helplines and women's shelters. In addition to providing data on number and type of service provision, the report also provides statistics on the number of women using these services, as well as services' funding situation. Data on the national level was collected through the WAVE Focal Points. As indicator for the level of service provision, standards from the Istanbul Convention and the EU Victims' directive were utilized.

National women's helplines

National women's helplines are available in 31 out of 46 European countries (or 67%). Among them, 27 provide a helpline free of charge, while 19 helpline operate 24/7. In total, 16 European countries provide a helpline that is both free of charge and operates 24/7, indicating that only 35% of European countries meet the Council of Europe Taskforce Recommendations on the provision of a national women's helpline. Also, 19 out of 28 EU countries (or 68%) provide a national women's helpline, among which 16 provide a helpline that is free of charge, while 10 helplines operate 24/7. In total, eight European Union Member States provide a helpline that is both free of charge and operates 24/7; as such, only 29% of EU28 countries meet the relevant Council of Europe Taskforce Recommendations.

Table 1: Overview of National Women’s Helplines in Europe

	Total number of National Women’s Helplines	National Women’s Helpline Free of Charge	National Women’s Helpline 24/7	National Women’s Helpline Free of Charge and 24/7
YES	31 (67%)	27 (59%)	19 (41%)	16 (35%)
NO	15 (33%)	19 (41%)	27 (59%)	30 (65%)
TOTAL	46 (100%)	46 (100%)	46 (100%)	46 (100%)



Summary key findings on National Womens Helplines in Europe

- Only 16 out of 46 European countries provide a helpline that is both free of charge and runs 24/7
- Hence, only 35% of European countries meet the standards set in the Istanbul Convention
- Only 8 of the EU28 Member States provide a helpline that is both free of charge and runs 24/7
- Hence, only 29% of EU28 Member States meet the standards set in the Istanbul Convention

Women’s shelters

An estimated 82.892 women’s shelter places are needed in Europe. The WAVE Report 2014 indicates, however, that 1.748 women’s shelters offer about 28.473 shelter places for women and children survivors of violence in 46 European countries. As a result, 66% of recommended shelter places are still missing in Europe.

Disparities in service provision can be observed between EU and non-EU countries, as well as between old and new EU Member States. Among the 28.473 shelter places available in Europe, 23.797 shelter places (or 84%) are located in the 28 countries of the European Union. While 53% of recommended shelter places are still missing in the EU, about 87% of shelter places are missing in non-EU countries. Within the European Union, 22.352 women’s shelter place are located in 15 old Member States, against 1.351 shelter places available in 13 new Member States; currently, 44% of recommended shelter places are missing in old EU countries, and 87% of shelter places are missing in new EU countries.



Table 2: Overview of Women's Shelters in Europe

	Population Data	Number of Women's Shelters	Women's Shelter places needed (CoE Taskforce Recommendations)	Women's Shelter Places Available	Women's Shelter Places Missing	Number of Inhabitants per One Women's Shelter Place	Percentage of Shelter Places Missing
Europe (46 Countries)	828.923.743 (100%)	1.748	82.892	28.473	54.892	29.113	66%
Non-EU (18)	325.668.523 (39%)	295	32.567	4.676	28.223	69.647	87%
EU All Member States (28)	503.255.220 (61%)	1.453	50.325	23.797	26.669	21.148	53%
EU New Member States ³⁰ (13)	105.776.854 (21% of EU)	102	10.576	1.445	9.176	73.202	87%
EU Old Member States ³¹ (15)	397.478.366 (79% of EU)	1.351	39.748	22.352	17.493	17.783	44%



Summary key findings on Women's Shelters in Europe

- About 1.748 women's shelters for victims of gender-based violence are available in Europe
- About 28.473 shelter places for women and children survivors of violence are available in the women's shelters
- 66% of recommended shelter places are still missing in Europe
- 84% of existing women's shelters places are located in EU28 Member States; against 16% in 18 non-EU countries
- 53% of recommended shelter places are still missing in the European Union
- Very concerning: 87% of recommended shelter places are missing in the new EU Member States!

User statistics for national women's helplines and women's shelters

The attempt to provide European statistics on the number of women and children seeking help at national women's helplines and women's shelters reveals a lack of comparative data in this area. The lack of homogenous and systematic data collection makes comparative analysis difficult, and often impossible.

It is crucial to improve the situation of data collection and WAVE aims to elaborate and implement common criteria for data collection in the next three years; WAVE has applied for EU funding to realize this project. A crucial prerequisite for the improvement of data collection on the European level is the development and strengthening of national networks of specialized women's support services, and encouraging networking of women's organizations across Europe.

In spite of this limitation, findings evidence the important number of women and children seeking refuge from violence at women's shelters, but also and most importantly, the number of victims who were turned away due to lack of capacity; in four countries, data indicates that several thousands of women and children had to be turned away on a given year. Lack of capacity of women's shelters is most often linked to the lack of adequate and sustainable funding to support their activities, and the findings provide a strong case for systematic State funding of women's shelters, to guarantee all women and children survivors of violence the required support.

Funding for specialized women's support services

WAVE Report 2014 findings in the area of funding for support services indicate that in only two out of the 46 European countries, the State covers 100% the cost of the national women's helplines, and similarly for women's shelters. Most countries rely on the combination of a variety of funding sources – State, local governments, foreign donations, charities and trusts, private donations, among others – as well as on volunteer work to run their services. Such findings highlight the difficulties associated with securing funding for services. Funding is not only insufficient, it is also unreliable, which very

often puts the sustainability of services at great risk, effectively depriving women and children survivors of violence from the support needed to resume violence-free and empowered lives.

Overall, findings of the WAVE Report 2014 highlight the crucial need for specialized women's support services in Europe, especially national women's helplines and women's shelters, and for the development of integrated systems of data collection on violence against women, including support services for women and children survivors of violence. Gaps in service provision, as evidenced in the report, are intrinsically associated to the lack of adequate and sustained funding on the part of the State in the majority of European countries. The WAVE Report 2014 calls for greater State accountability, emphasizing their responsibility to prevent, protect against, and prosecute all acts of violence against women, and to guarantee effective support to its victims.

Detailed recommendations for policy makers on the national and international level on the need for specialist support services for women victims of GBV and their children are formulated in Chapter 5.

3.3. STATISTICS ON NATIONAL WOMEN'S HELPLINES AND WOMEN'S SHELTERS IN 46 EUROPEAN COUNTRIES

NATIONAL WOMEN'S HELPLINES

National women's helplines are among the first services that women turn to for immediate support and advice. As such, they are most vital support services for women experiencing violence, and they provide survivors of all forms of violence with specialized support tailored to meet their various needs.

National women's helplines in 46 European countries

Standards for the provision of a national women's helpline set by the Council of Europe Istanbul Convention establishes that States must provide at least one national women's helpline to address all forms of violence against women, operating 24/7, and free of charge.

Data available in Table 3 was obtained from the WAVE questionnaire, which requested countries to supply the following information on their national helpline, when applicable:

- Name and phone number of helpline
- 24/7 availability of the service
- Service provided free of charge
- Multilingual support provided



Table 3: National women's helplines in 46 European countries

Country	Women's Helpline	24/7 and Free of Charge	Free of Charge	24/7	Multilingual Support
Albania	Yes	No	Yes	No	No
Armenia	Yes	Yes	Yes	Yes	Yes
Austria	Yes	Yes	Yes	Yes	Yes
Azerbaijan	Yes	Yes	Yes	Yes	Yes
Belarus	No	No	-	-	-
Belgium	No	No	-	-	-
Bosnia and Herzegovina	Yes	Yes	Yes	Yes	No data
Bulgaria	Yes	No	Yes	No	No data
Croatia	No	No	-	-	-
Cyprus	Yes	No	Yes	No	No
Czech Republic	No	No	-	-	-
Denmark	Yes	Yes	Yes	Yes	Yes
Estonia	Yes	Yes	Yes	Yes	Yes
Finland	Yes	No	Yes	No	Yes
France	Yes	No	Yes	No	Yes
Georgia	Yes	Yes	Yes	Yes	Yes
Germany	Yes	Yes	Yes	Yes	Yes
Greece	Yes	No	No	Yes	Yes
Hungary	Yes	No	Yes	No	No
Iceland	No	No	-	-	-
Ireland	Yes	No	Yes	No	Yes
Italy	Yes	Yes	Yes	Yes	Yes
Kosovo	Yes	Yes	Yes	Yes	Yes
Latvia	No	No	-	-	-
Liechtenstein	Yes	No	No	Yes	Yes
Lithuania	Yes	No	Yes	No	Yes
Luxembourg	Yes	No	No	No	Yes
Macedonia	Yes	Yes	Yes	Yes	No
Malta	No	No	-	-	-
Moldova	Yes	Yes	Yes	Yes	Yes
Montenegro	No	No	-	-	-
Netherlands	No	No	-	-	-
Norway	No	No	-	-	-
Poland	No	No	-	-	-
Portugal	No	No	-	-	-
Romania	No	No	-	-	-
Russia	Yes	No	Yes	No	No
Serbia	No	No	-	-	-
Slovakia	Yes	No	No	Yes	Yes
Slovenia	Yes	No	Yes	No	No
Spain	Yes	Yes	Yes	Yes	Yes
Sweden	Yes	Yes	Yes	Yes	Yes
Switzerland	No	No	-	-	-
Turkey	Yes	Yes	Yes	Yes	No
Ukraine	Yes	No	Yes	No	Yes
United Kingdom	Yes	Yes	Yes	Yes	Yes
TOTAL: 46 countries	31	16	27	19	22

A nationwide women's helpline is available in **31 out of 46** European countries. In total, **only 16 out of the 31 available national women's helplines meet the** requirement to provide a helpline that is both free of charge and operates 24/7. Currently, only **35% of European countries meet the Council of Europe standard to provide a national women's helpline operating 24/7 and free of charge**. The countries meeting the recommendations include Armenia, Austria, Azerbaijan, Bosnia and Herzegovina, Denmark, Estonia, Georgia, Germany, Italy, Kosovo, Macedonia, Moldova, Spain, Sweden, Turkey, and the United Kingdom. In the majority of countries where a national women's helpline exists, the helplines provide some level of multilingual assistance.

Figure 1: National women's helplines in 46 European Countries

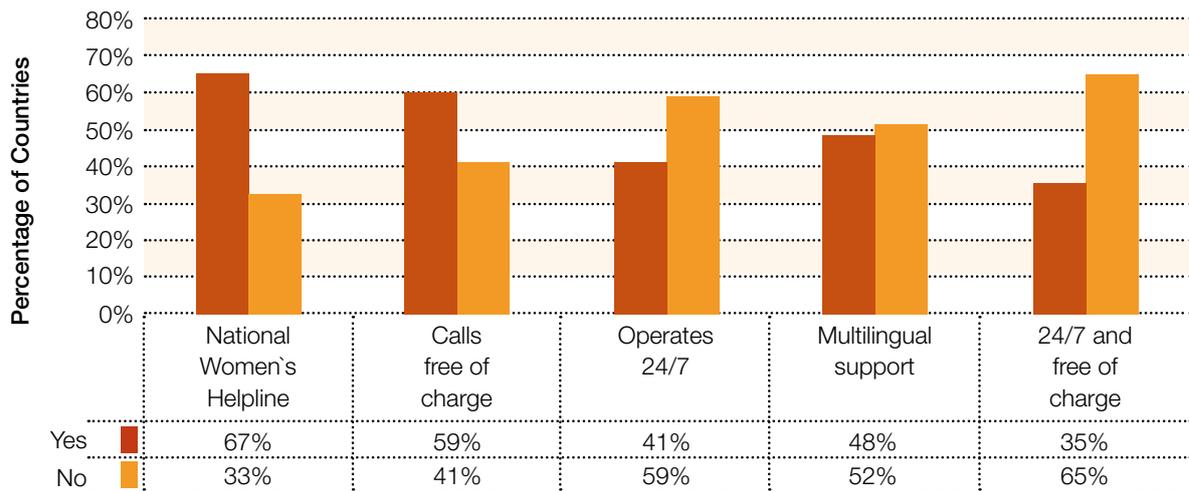


Figure 1 shows that 31 out of 46 countries (or 67%) provide a national women's helpline, 27 countries (or 59%) provide a helpline that operates free or charge, and 19 countries (or 41%) provide a helpline that runs 24/7. In total, only 16 out of 46 countries (or 35%) meets the standard to provide a national women's helpline. In addition, 22 countries (or 48%) provide a helpline that offers multilingual support.



National women's helplines in EU28 Member States

In the **28 EU Member States, 19 countries provide a national women's helpline**, accounting for approximately 68% of the EU. Sixteen of the helplines are free of charge, and only **10 of the 19 operate 24/7**. Therefore, only eight countries meet the Council of Europe Istanbul Convention standards for providing a national women's helpline that operates 24/7 and is free of charge. These eight countries represent **29% of the EU, thus 71% of EU countries do not yet meet the Council of Europe standards**. The countries providing a 24/7 helpline free of charge are: Austria, Denmark, Estonia, Germany, Italy, Spain, Sweden, and the United Kingdom.

Table 4: National women's helplines in EU28 Member States

Country	Women's Helpline	24/7 and Free of charge	Free of charge	24/7
Austria	Yes	Yes	Yes	Yes
Belgium	No	No	-	-
Bulgaria	YesNo	Yes	No	-
Croatia	No	No	-	-
Cyprus	Yes	No	Yes	No
Czech Republic	No	No	-	-
Denmark	Yes	Yes	Yes	Yes
Estonia	Yes	Yes	Yes	Yes
Finland	Yes	No	Yes	No
France	Yes	No	Yes	No
Germany	Yes	Yes	Yes	Yes
Greece	Yes	No	No	Yes
Hungary	Yes	No	Yes	No
Ireland	Yes	No	Yes	No
Italy	Yes	Yes	Yes	Yes
Latvia	No	No	-	-
Lithuania	Yes	No	Yes	No
Luxembourg	Yes	No	No	No
Malta	No	No	-	-
Netherlands	No	No	-	-
Poland	No	No	-	-
Portugal	No	No	-	-
Romania	No	No	-	-
Slovakia	Yes	No	No	Yes
Slovenia	Yes	No	Yes	No
Spain	Yes	Yes	Yes	Yes
Sweden	Yes	Yes	Yes	Yes
United Kingdom	Yes	Yes	Yes	Yes
TOTAL: 28 EU Countries	19	8	16	10

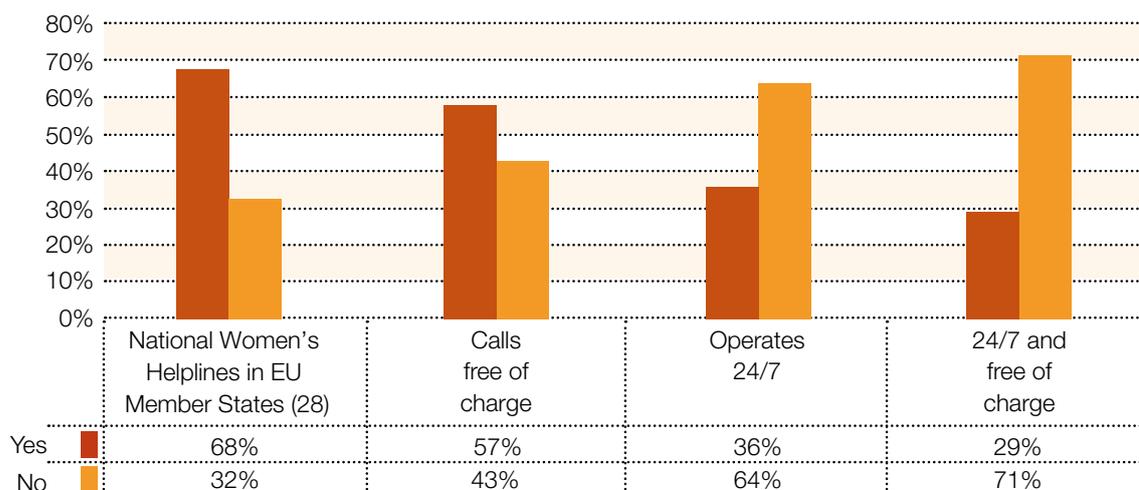


Figure 2 shows that among 28 EU countries, 19 countries (or 68%) provide a national women's helpline, 16 countries (or 57%) provide a helpline that operates free or charge, and 10 countries (or 36%) provide a helpline that runs 24/7. In total, eight out of 28 EU countries (or 29%) provide a national women's helpline that meets the requirement of the Istanbul Convention.

National women's helpline – User statistics

Data available in Table 5 was obtained from the WAVE questionnaire, which requested countries to supply the following information on national women's helplines user statistics:

- Number of calls received in 2012, or most recent available year
- Time period the collected data refer to (MM/YY)



Table 5: National women's helpline – User statistics

Country	Women's Helpline	Year	Number of calls
Albania	Yes	2012	1.800
Armenia	Yes	2014	1.428
Austria	Yes	2013	7.970 ³⁶
Azerbaijan	Yes	2013	4.865
Belarus	No		
Belgium	No		
Bosnia and Herzegovina	Yes	2012	5.493 ³⁷
Bulgaria	Yes	06.12 - 06.13	469
Croatia	No		
Cyprus	Yes	2012	1.735
Czech Republic	No		
Denmark	Yes	2012	3.926
Estonia	Yes	-	-
Finland	Yes	2013	1.379
France	Yes	2013	25.000 ³⁸
Georgia	Yes	-	-
Germany	Yes	03.13 - 12.13	46.710 ³⁹
Greece	Yes	03.11 - 11.14	14.207
Hungary	Yes	2012	830 ⁴⁰
Iceland	No		
Ireland	Yes	2013	46.137 ⁴¹
Italy	Yes	2013	63.291 ⁴²
Kosovo	Yes	-	-
Latvia	No		
Liechtenstein	Yes	2013	8 ⁴³
Lithuania	Yes	-	-
Luxembourg	Yes	2013	325 ⁴⁴
Macedonia	Yes	2012	3.715
Malta	No		
Moldova	Yes	2013	1.297 ⁴⁵
Montenegro	No		
Netherlands	No		
Norway	No		
Poland	No		
Portugal	No		
Romania	No		
Russia	Yes	2013	7.633
Serbia	No		
Slovakia	Yes	Average year	1.200
Slovenia	Yes	2012	2.314
Spain	Yes	2012	55.810
Sweden	Yes	2007 - 2012	100.000 ⁴⁶
Switzerland	No		
Turkey	Yes	10.12 - 12.12	33.669
Ukraine	Yes	-	-
United Kingdom	Yes	04.12 - 03.13	239.194 ⁴⁷

User statistics on the number of calls received was **available for 26 out of 31 countries where a national women's helpline is available**. The findings show, that not all countries were able to provide data for a full one-year period. There is a **lack of homogenous and systematic data collection on the activity of national women's helplines** in the 46 European countries which makes comparative analysis between countries difficult, and highlights the need for a strengthened system of data collection.

WOMEN'S SHELTERS

Women's shelters or refuges are, along with national women's helplines, some of the most vital specialized support services for women survivors of violence and their children. They not only provide safe and emergency accommodation where women and their children can seek refuge from violence, but long-term support to enable survivors to rebuild violence-free and empowered lives.

Women's Shelters in 46 European countries

The Istanbul Convention Explanatory Report contains recommendations for the provision of women's shelters set by the Council of Europe Taskforce to Combat Violence against Women, including Domestic Violence. They imply that States should provide a minimum of one women's shelter space per 10.000 of inhabitants (for accommodation of a woman and her children).

The statistics on the number of women's shelter places needed and missing in each country in this report are calculated on an even lower standard, namely the indicator of 1 shelter place (which amounts to one bed) per 10.000 inhabitants. It is not always secure if the collected data refers to beds or to places including more than one bed for women and children, but in general the term 'places' is defined as beds.

Data available from Table 6 to Table 10 was obtained from the WAVE questionnaire, which requested countries to supply the following information on women's shelters:

- Number of women's shelters available
- Number of shelter places available in women's shelters
- Year when the first women's shelter was opened



Table 6: Women's Shelters in 46 European countries

Country	Population Data	Meets Recommendations in Istanbul Convention	Number of Women's Shelters	Women's Shelter Places Available	Women's Shelter Places Needed
Albania	2.831.741	No	8	200	283
Armenia	2.969.081	No	2	14	297
Austria	8.365.275	No	30	759	837
Azerbaijan	9.356.500	No	4	19	936
Belarus	9.665.120	No	4	29	967
Belgium	10.666.866	No	26	460	1.067
Bosnia and Herzegovina	3.842.566	No	10	185	384
Bulgaria	7.585.131	No	6	55	759
Croatia	4.284.889	No	16	267	428
Cyprus	803.147	No	1	9	80
Czech Republic	10.487.178	No	4	96	1.049
Denmark	5.519.441	No	45	430	552
Estonia	1.340.271	No	12	86	134
Finland	5.311.276	No	2	16	531
France	65.820.916	No	52	1.760	6.582
Georgia	4.371.535	No	2	34 ⁴⁸	437
Germany	80.585.700	No	353	6.800 ⁴⁹	8.059
Greece	11.282.751	No	25	480 ⁵⁰	1.128
Hungary	9.908.798	No	0	0	991
Iceland	319.575	No	1	22	32
Ireland	4.588.252	No	21	141	459
Italy	60.192.698	No	65	453	6.019
Kosovo	1.733.872	No	9	140	173
Latvia	2.254.834	No	0	0	225
Liechtenstein	36.942	No	1	3	4
Lithuania	2.971.905	No	0	0	297
Luxembourg	537.039	Yes	8	150	54
Macedonia	2.050.671	No	4	22 ⁵¹	205
Malta	404.962	No	3 ⁵²	36	40
Moldova	3.559.497	No	1 ⁵³	25	356
Montenegro	631.536	No	3	38	63
Netherlands	16.485.787	Nearly	96	1.608	1.649
Norway	4.828.726	Yes	46	815	483
Poland	38.153.389	No	1	26	3.815
Portugal	10.632.482	No	37	632	1.063
Romania	20.121.641	No	41	590 ⁵⁴	2.012
Russia	141.909.244	No	42	400	14.191
Serbia	7.186.862	No	14	162 ⁵⁵	719
Slovakia	5.418.374	No	2	31	542
Slovenia	2.042.335	Yes	16	249	204
Spain	45.929.476	No	47 ⁵⁶	3.329 ⁵⁷	4.593
Sweden	9.298.515	No	161	631 ⁵⁸	930
Switzerland	7.743.832	No	18	278	774
Turkey	76.667.864	No	123 ⁵⁹	2.190	7.667
Ukraine	45.963.359	No	3	100	4.596
United Kingdom	62.261.892	No	383 ⁶⁰	4.703 ⁶¹	6.226 ⁶²
TOTAL	828.923.743	3/46	1.748	28.473	82.892

The table shows that in the 46 European countries, there are 1,748 women's shelters offering 28,473 shelter places for women and children survivors of violence. According to the minimum standard of one shelter place per 10,000 inhabitants, 82,892 shelter places are needed in the 46 countries combined. Therefore, an estimated 54,892 places are missing, amounting to 66% of the recommended places. Only three countries (Luxembourg, Norway, and Slovenia) meet the minimum standard of one place per 10,000. Netherlands nearly meets the recommendations missing only 2,5% of needed place, while in Austria 9% of shelter places are missing, and Malta 10%. Netherlands, Austria and Malta are the only 3 countries missing 10% or less of recommended number of shelter places. 19 out of the 46 countries are missing between 80-100% of the minimum standard of shelter places.

Women's Shelter Places Missing	Number of Inhabitants per 1 Women's Shelter Place	Percentage of Recommended Women's Shelter Places Missing	Year First Women's Shelter Opened
83	14.159	29%	-
283	212.077	95%	2002
78	11.021	9%	1978
917	492.447	98%	2003
938	333.280	97%	-
607	23.189	57%	1977
199	20.771	52%	1993
704	137.911	93%	1997
161	16.048	38%	-
71	89.239	89%	1997
953	109.241	91%	1996
122	12.836	22%	1978
48	15.585	36%	2002
515	331.955	97%	-
4.822	37.398	73%	-
403	128.575	92%	2003
1.259	11.851	16%	1976
648	23.506	57%	-
991	n/a	100%	-
10	14.526	31%	1982
318	32.540	69%	1974
5.566	132.876	92%	1989
33	12.349	17%	-
225	n/a	100%	-
1	12.314	25%	1991
297	n/a	100%	-
0	3.580	0%	1980
183	93.212	89%	2001
4	11.249	10%	1980
331	142.380	93%	2004
25	16.619	40%	1999
41	10.252	2,5%	41 years ago
0	5.925	0%	1978
3.789	1.467.438	99%	1999
431	16.824	41%	2001
1.422	34.104	71%	2002
13.791	354.773	97%	1995
557	44.363	77%	1990
511	174.786	94%	-
0	8.202	0%	1991
1.264	13.797	28%	-
299	14.736	32%	1978
496	27.855	64%	1979
5.477	35.008	71%	1995
4.496	459.634	98%	1999
1.523 ⁶³	13.239 ⁶⁴	24% ⁶⁵	England: 1972; Wales: 1970; Scotland: 1973
54.892	29.113	66%	

Establishment of the first women's shelter

Provided information on the year when the first women's shelter was opened indicates that: **in nine countries – Austria, Belgium, Denmark, Germany, Ireland, Norway, Sweden, Switzerland and the United Kingdom (England, Northern Ireland, Scotland and Wales) – the first women's shelter was opened during the 1970s**, corresponding to the first years of the women's shelter movement in Europe.

In four countries – Iceland, Italy, Luxembourg and Malta – the first women's shelter was opened during the 1980s, while 12 countries saw the opening of the first women's shelter in the 1990s. The 12 countries where the first women's shelter was opened in the 1990s (corresponding to the years of collapse of the Soviet bloc) include Bosnia and Herzegovina, Bulgaria, Cyprus, Czech Republic, Liechtenstein, Montenegro, Poland, Russia, Serbia, Slovenia, Turkey and Ukraine.

In eight countries, the first women's shelter opened in the 2000s. These correspond to Armenia, Azerbaijan, Estonia, Georgia, Macedonia, Moldova, Portugal and Romania.

These findings reflect important disparities existing between European countries in the area of service provision, with close to 40 years separating the opening of the very first women's shelter in Europe to the opening of the most recent first shelter in 2004. In addition, these can be correlated with the current state of service provision in Europe, with larger gaps

Women's Shelters in EU28 Member States

The following table considers the state of service provision, in particular women's shelters and shelter places, in the 28 European Union Member States.

Table 7: Women's Shelters in EU28 Member States

Country	Population Data	Women's Shelter Places Available	Meets Recommendation in the Istanbul Convention	Number of Women's Shelter
Austria	8.365.275	759	No	30
Belgium	10.666.866	460	No	26
Bulgaria	7.585.131	55	No	6
Croatia	4.284.889	267	No	16
Cyprus	803.147	9	No	1
Czech Republic	10.487.178	96	No	4
Denmark	5.519.441	430	No	45
Estonia	1.340.271	86	No	12
Finland	5.311.276	16	No	2
France	65.820.916	1.760	No	52
Germany	80.585.700	6.800	No	353
Greece	11.282.751	480	No	25
Hungary	9.908.798	0	No	0
Ireland	4.588.252	141	No	21
Italy	60.192.698	453	No	65
Latvia	2.254.834	0	No	0
Lithuania	2.971.905	0	No	0
Luxembourg	537.039	150	Yes	8
Malta	404.962	36	No	3
Netherlands	16.485.787	1.608	Nearly	96
Poland	38.153.389	26	No	1
Portugal	10.632.482	632	No	37
Romania	20.121.641	590	No	41
Slovakia	5.418.374	31	No	2
Slovenia	2.042.335	249	Yes	16
Spain	45.929.476	3.329	No	47
Sweden	9.298.515	631	No	161
United Kingdom	62.261.892	4.703	No	383
TOTAL	503.255.220	23.797	7%	1.453

Figure 3: Countries meeting the standards on women’s shelter places in Europe

European countries meeting recommendations on women’s shelter places (%)



Figure 3 shows that among 46 European countries, only three countries (or 7%) meet the standards contained in the Istanbul Convention on the provision of women’s shelter places, by providing at least one shelter place per 10,000 inhabitants.

Women’s Shelter Places Needed	Women’s Shelter Places Missing	Number of Inhabitants per 1 Women’s Shelter Place	Percentage of Women’s Shelter Places Missing
837	78	11.021	9%
1.067	607	23.189	57%
759	704	137.911	93%
428	161	16.048	38%
80	71	89.239	89%
1.049	953	109.241	91%
552	122	12.836	22%
134	48	15.585	36%
531	515	331.955	97%
6.582	4.822	37.398	73%
8.059	1.259	11.851	16%
1.128	648	23.506	57%
991	991	n/a	100%
459	318	32.540	69%
6.019	5.566	132.876	92%
225	225	n/a	100%
297	297	n/a	100%
54	0	3.580	0%
40	4	11.249	10%
1.649	41	10.252	2,5%
3.815	3.789	1.467.438	99%
1.063	431	16.824	41%
2.012	1.422	34.104	71%
542	511	174.786	94%
204	0	8.202	0%
4.593	1.264	13.797	28%
930	299	14.736	32%
6.226	1.523	13.239	24%
50.325	26.669	21.148	53%

There are **1,453** women's shelters in the 28 EU countries, with an estimated **total of 23,797 shelter places available**. The **1,453 women's shelters serve a population of more than 503 million inhabitants**.

In order to meet the Council of Europe standards, an estimated number of **50,325** shelter places are needed, thus **26,669 places are still missing**, which means only half of the shelter places needed exist.

Hungary, Latvia, and Lithuania have no women's shelters meeting the definition of a specialist women's shelter. In **16 countries, more than 50% of the recommended shelter places are missing**.

On average, one shelter place in all of the 28 EU countries serve approximately 21,148 inhabitants, which is just over double the recommended number.

Luxembourg and Slovenia are the only EU Member States to meet the recommendations mentioned in the Istanbul Convention, and the **Netherlands** is missing only 2,5% of needed places. **Austria and Malta** are missing 9–10% of the needed places, and are also close to meeting the Council of Europe Taskforce Recommendations.

Women's Shelters in Europe (without EU countries)

Table 8: Women's shelters in Europe (without EU countries)

Country	Population Data	Women's Shelter Places Available	Meets Recommendations in Istanbul Convention	Number of Women's Shelters
Albania	2.831.741	200	No	8
Armenia	2.969.081	14	No	2
Azerbaijan	9.356.500	19	No	4
Belarus	9.665.120	29	No	4
Bosnia and Herzegovina	3.842.566	185	No	10
Georgia	4.371.535	34	No	2
Iceland	319.575	22	No	1
Kosovo	1.733.872	140	No	9
Liechtenstein	36.942	3	No	1
Macedonia	2.050.671	22	No	4
Moldova	3.559.497	25	No	1
Montenegro	631.536	38	No	3
Norway	4.828.726	815	Yes	46
Russia	141.909.244	400	No	42
Serbia	7.186.862	162	No	14
Switzerland	7.743.832	278	No	18
Turkey	76.667.864	2.190	No	123
Ukraine	45.963.359	100	No	3
TOTAL	325.668.523	4.676	6%	295



There are **295** women's shelters in countries outside of the EU with an estimated **total of 4,676 shelter places available**. The **295 women's shelters serve a population of more than 325 million persons**.

In order to meet the recommendations in the Istanbul Convention, an estimated number of **32,567** shelter places are needed, thus **28,223 places are missing**.

The findings show that only about **13% of the places needed exist in the 18 listed countries**.

The situation is most concerning in Russia, where only 400 shelter places are available for a population of more than 141 million people.

On average, one shelter place serves a population of 69,647 persons.

Only one of the countries meet the Council of Europe Taskforce Recommendations, which is **Norway**. **Of the 18 countries listed in the table, four are providing about 50% of the recommended number of shelter places. The other 14 countries between 50-99% places are missing.**

Women's Shelter Places Needed	Women's Shelter Places Missing	Number of Inhabitants per 1 Women's Shelter Place	Percentage of Women's Shelter Places Missing
283	83	14.159	29%
297	283	212.077	95%
936	917	492.447	98%
967	938	333.280	97%
384	199	20.771	52%
437	403	128.575	92%
32	10	14.526	31%
173	33	12.384	17%
4	1	12.314	25%
205	183	93.212	89%
356	331	142.380	93%
63	25	16.619	40%
483	0	5.925	0 %
14.191	13.791	354.773	97%
719	557	44.363	77%
774	496	27.855	64%
7.667	5.477	35.008	71%
4.596	4.496	459.634	98%
32.567	28.223	69.647	87%

Comparison between EU and Non-EU Member States

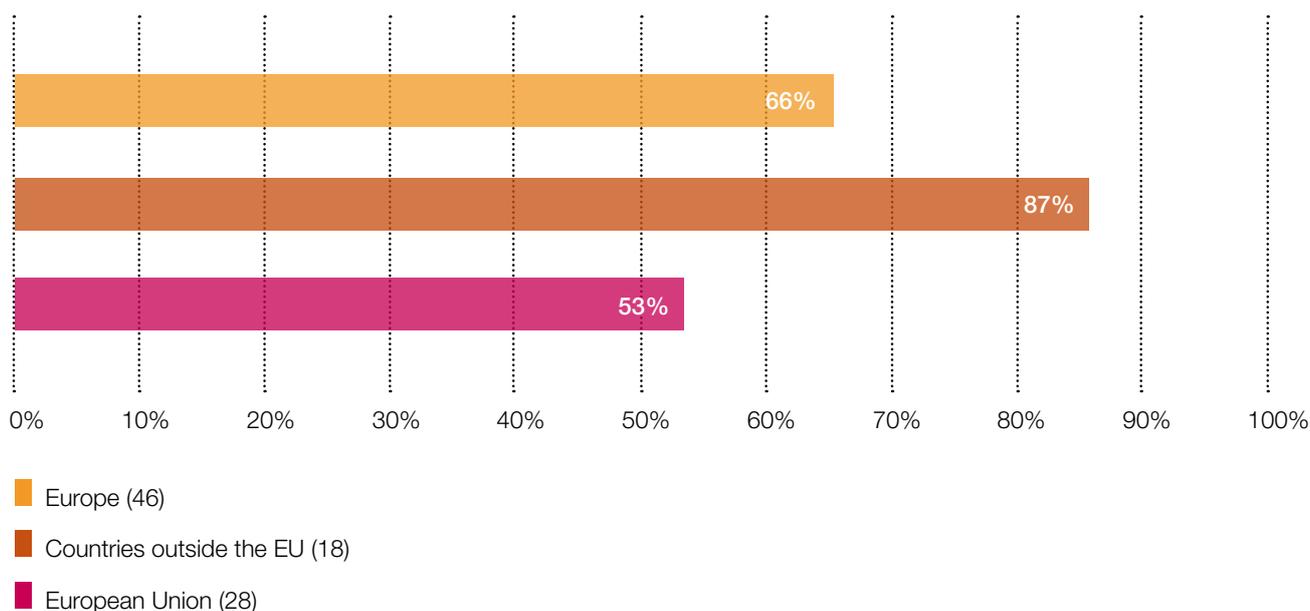
Comparison of tables of the EU and non-EU Member States brings to a number of observations. Although EU Member States have approximately 177 million more inhabitants than non-EU countries, the difference in available women's shelters is important.

For EU Member States combined, an average of 53% of recommended shelter places are missing, while 87% are missing for non-EU Member States.

Collectively, EU countries are closer to meeting the minimum standards; however, independently, each country meets the recommendations differently. For instance, although non-EU countries are missing more shelter places in total than EU Member States, some of the small non-EU countries such as Iceland (31%), Kosovo (17%), and Liechtenstein (25% of shelter places missing) are relatively close to meeting the Council of Europe Taskforce Recommendations. On the other hand, several EU Member States are missing more than 90% of recommended shelter places, such as Bulgaria (93%) and Poland (99%).

Figure 4: Women's shelter places missing in countries of and outside the EU

Women's Shelter Places missing in countries of and outside the EU (%)



Women's shelters in old EU Member States

The following table considers the state of service provision, in particular women's shelters and shelter places, in 15 old EU Member States, or the countries that integrated the European Union prior to 2004.

Table 9: Women's shelters in old European Union Member States

Country	Population Data	Women's Shelter Places Available	Meets Recommendations in the Istanbul Conventions	Number of Women's Shelters
Austria	8.365.275	759	No	30
Belgium	10.666.866	460	No	26
Denmark	5.519.441	430	No	45
Finland	5.311.276	16	No	2
France	65.820.916	1.760	No	52
Germany	80.585.700	6.800	No	353
Greece	11.282.751	480	No	25
Ireland	4.588.252	141	No	21
Italy	60.192.698	453	No	65
Luxembourg	537.039	150	Yes	8
Netherlands	16.485.787	1.608	No	96
Portugal	10.632.482	632	No	37
Spain	45.929.476	3.329	No	47
Sweden	9.298.515	631	No	161
United Kingdom	62.261.892	4.703	No	383
TOTAL	397.478.366	22.352	7%	1.351

In the old EU Member States, there are **1,351 women's shelters offering 22,352 shelter places.**

Of the 39,748 places needed according to the total population, **17,493 places are still missing, accounting for 44% of recommended number of shelter places.**



Women's Shelter Places Needed	Women's Shelter Places Missing	Number of Inhabitants per 1 Women's Shelter Places	Percentage Women's Shelter Places Missing
837	78	11.021	9%
1.067	607	23.189	57%
552	122	12.836	22%
531	515	331.955	97%
6.582	4.822	37.398	73%
8.059	1.259	11.851	16%
1.128	648	23.506	57%
459	318	32.540	69%
6.019	5.566	132.876	92%
54	0	3.580	0%
1.649	41	10.252	2,5%
1.063	431	16.824	41%
4.593	1.264	13.797	28%
930	299	14.736	32%
6.226	1.523	13.239	24%
39.748	17.493	17.783	44%

Women's Shelters in new EU Member States

The following table considers the state of service provision, in particular women's shelters and shelter places, in 13 new EU Member States, or the countries that integrated the European Union from 2004 onwards.

Table 10: Women's shelters in new European Union Member States

Country	Population Data	Women's Shelter Places Available	Meets Recommendations in the Istanbul Conventions	Number of Women's Shelters
Bulgaria	7.585.131	55	No	6
Croatia	4.284.889	267	No	16
Cyprus	803.147	9	No	1
Czech Republic	10.487.178	96	No	4
Estonia	1.340.271	86	No	12
Hungary	9.908.798	0	No	0
Latvia	2.254.834	0	No	0
Lithuania	2.971.905	0	No	0
Malta	404.962	36	No	3
Poland	38.153.389	26	No	1
Romania	20.121.641	590	No	41
Slovakia	5.418.374	31	No	2
Slovenia	2.042.335	249	Yes	16
TOTAL	105.776.854	1.445	8%	102

In the new EU Member States, there are **102 shelters offering 1,445 shelter places**. Of the 10,576 places needed according to the total population, **9,176 places are still missing, accounting for 87%** of recommended number of shelter places.

Comparison old and new EU Members States

The tables of the old and new EU Member States show a concerning picture of the significant differences in available shelter places.

In the old EU Member States, 44% of the recommended shelter places are missing, while in the new EU Member States, 87% of the recommended shelter places are missing.

In the old EU Member States, one shelter place serves **17,783 inhabitants** and in the new EU Member States, one shelter places serves **73,202 inhabitants**.

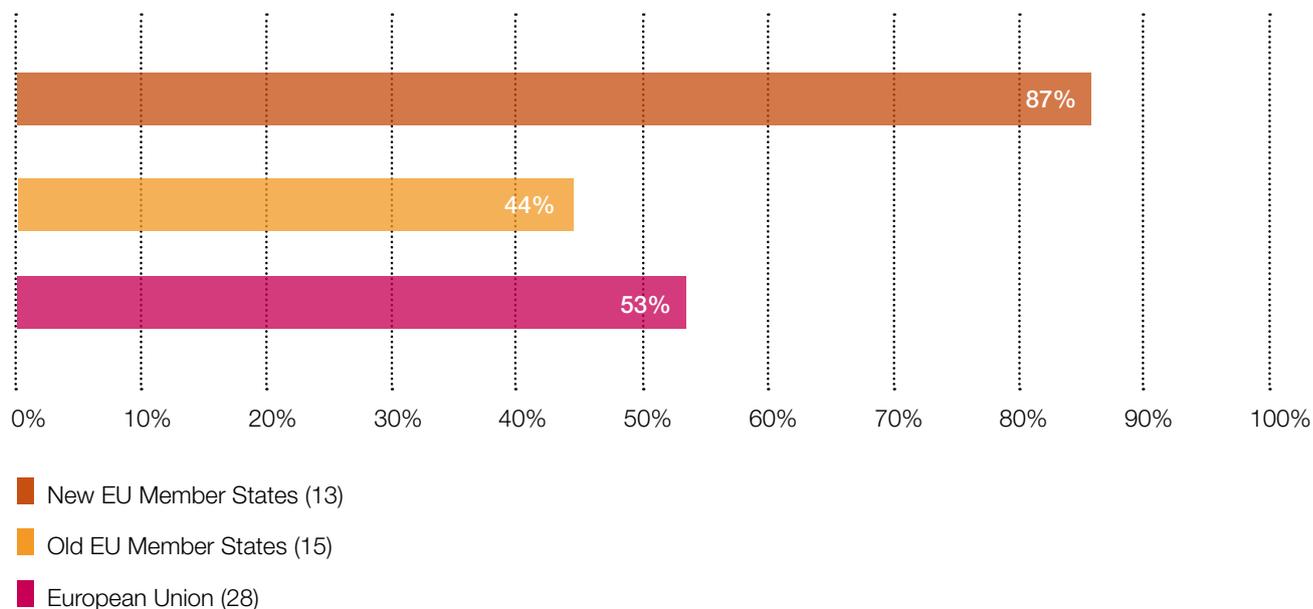
This number in the new EU Member States is partly high due to no specialist women's shelter being available in Hungary, Latvia, and Lithuania with a combined population of about 15 million persons. In addition, with a population of over 38 million inhabitants, or the largest population in all new EU Member States, Poland also has only one specialist women's shelter with approximately 26 shelter places available.



Women's Shelter Places Needed	Women's Shelter Places Missing	Number of Inhabitants per 1 Women's Shelter Places	Percentage Women's Shelter Places Missing
759	704	137.911	93%
428	161	16.048	38%
80	71	89.239	89%
1.049	953	109.241	91%
134	48	15.585	36%
991	991	n/a	100%
225	225	n/a	100%
297	297	n/a	100%
40	4	11.249	10%
3.815	3.789	1.467.438	99%
2.012	1.422	34.104	71%
542	511	174.786	94%
204	0	8.202	0%
10.576	9.176	73.202	87%

Figure 5: Women's Shelter places missing in old and new European Union Member States

Women's Shelter Places missing in the European Union (%)



Women's Shelters – User Statistics

Data available in Table 11 was obtained from the WAVE questionnaire, which requested countries to supply the following information on women's shelters user statistics:

- Time period of data collection for user statistics (MM/YY)
- Number of women and children accommodated
- Number of women and children who could not be accommodated due to lack of space



Table 11: Women's shelters user statistics

Country	Number of Women's Shelters	Year	Women & Children accommodated in Women's Shelters	Women & Children who could not be accommodated due to lack of space
Albania	8	2012	93 women, 48 children	-
Armenia	2	01.12 - 09.13	160 women and children	15-20 women with children
Austria	30	2012	1.735 women, 1.767 children	-
Azerbaijan	4	2013	245 women, 13 children	306 women, 16 children
Belarus	4	2014	106 women, 104 children	-
Belgium	26	-	-	-
Bosnia and Herzegovina	10	2012	274 women, 336 children	-
Bulgaria	6	06.12 - 06.13	110 women, 112 children	-
Croatia	16	2012	19 women, 28 children	-
Cyprus	1	2012	20 women, 28 children	35 women with children
Czech Republic	4	2012	91 women, 90 children	-
Denmark	45	2012	1.982 women, 1.982 children	4.302 women with children
Estonia	12	2012	167 women, 114 children	-
Finland	2	-	-	-
France	52	-	-	-
Georgia	2	-	-	-
Germany	353	2013	34.000 women and children	9.000
Greece	13	-	-	-
Hungary	0			
Iceland	1	2012	20 women, 9 children	None
Ireland	21	2012	1.875 women, 2.892 children	3.470 women with children
Italy	65	2012	493 women, 490 children	-
Kosovo	9	2014	315 women, 197 children	None
Latvia	0			
Liechtenstein	1	2013	15 women, 9 children	-
Lithuania	0			
Luxembourg	8	2012	193 women, 228 children	-
Macedonia	4	-	-	-
Malta	3	2012	139 women, 110 children	76 women, 84 children
Moldova	1	2013	91 women	-
Montenegro	3	2012	102 women, 99 children	21 women
Netherlands	96	2011	11.000 women, 3.000 children	-
Norway	46	-	-	-
Poland	1	-	-	-
Portugal	37	2012	45 women, 40 children	-
Romania	41	2012	700 women, 1.100 children	-
Russia	42	-	-	-
Serbia	14	2012	129 women, 120 children	-
Slovakia	2	-	-	-
Slovenia	16	2012	33 women, 21 children	-
Spain	47	-	-	-
Sweden	161	2012	2.287 women, 1.961 children	4.089 women and children
Switzerland	18	2013	1.069 women, 990 children	About 28%
Turkey	123	-	-	-
Ukraine	3	-	-	-
United Kingdom	383	04.12 - 03.13	16.284 women, 546 children	424 women

User statistics on the number of women and children accommodated at women's shelters was available for 29 of the 43 countries where women's shelters existed.

Additional **user statistics on the number of women and children who could not be accommodated at women's shelters due to lack of space was available for 30 of the 43 countries.**

Findings show, that data provided is not homogenous and that annual statistics do not seem to be available in all countries. Again this points to a need for **systematic and harmonized data collection on the activity of women's shelters** in Europe.

Further problems in comparing data are that statistics do not always include all women's shelters existing, and that there are differences in size, population, and capacity in services.

Available data on the number of women and children who could not be accommodated at women's shelters due to **lack of space highlights the very important issue of the lack of capacity of women's shelters in many countries.** In four countries, data indicates that **several thousands of women and children had to be turned away** on a given year: 4,302 women with children in 2012, in Denmark; 3,470 women with children in 2012, in Ireland; 4,089 women and children in 2012, in Sweden; and close to 9,000 women with children in 2013, in Germany. Lack of capacity of women's shelters is often intrinsically linked to lack of adequate and sustainable funding to support their activities.

Existence of National Data Collection Systems on Women's Shelters

Data available in Table 12 was obtained from the WAVE questionnaire, which requested countries to supply the following information on National Data Collection Systems on women's shelters in each country:

- Existence of women's shelters network collecting national statistics
- Existence of national governmental agencies collecting national statistics



Table 12: Existence of National Data Collection Systems on women's shelters

Country	Women's Shelters Network Gathering National Statistics	Agency Gathering National Statistics
Albania	No	No
Armenia	No	-
Austria	Austrian Autonomous Women's Shelter Network ⁸²	-
Azerbaijan	Clean World Social Union ⁸³	-
Belarus	No	No ⁸⁴
Belgium	-	-
Bosnia and Herzegovina	No	Gender Centers of the Federation and Republika Srpska ⁸⁵
Bulgaria	The Alliance for Protection against Domestic Violence	No
Croatia	No	No
Cyprus	No ⁸⁶	No
Czech Republic	No	No
Denmark	LOKK ⁸⁷	National Board of Social Services
Estonia	Estonian Women's shelters Union	Ministry of Social Affairs
Finland	-	-
France	-	-
Georgia	-	-
Germany	-	-
Greece	-	-
Hungary	-	-
Iceland	Yes	-
Ireland	-	-
Italy	-	-
Kosovo	Yes	National agency ⁸⁸
Latvia	-	-
Liechtenstein	Frauenhaus Liechtenstein ⁸⁹	-
Lithuania	-	-
Luxembourg	No	Ministry of Equal Opportunities
Macedonia	No	No
Malta	No	Commission on Domestic Violence ⁹⁰
Moldova	No	No
Montenegro	No	National Agency for Statistics
Netherlands	-	-
Norway	-	-
Poland	-	-
Portugal	No ⁹¹	Social Security Institute, Commission for Citizenship and Gender Equality (CIG)
Romania	Yes	Directorate for Child Protection
Russia	-	-
Serbia	No	No
Slovakia	-	-
Slovenia	No	Ministry of Labour, Family, Social Affairs and Equal Opportunities.
Spain	-	Special Office of Gender-Based Violence
Sweden	-	Roks – National Organization for Women's Shelters - and Young Women's Shelters in Sweden
Switzerland	-	Dachorganisation der Frauenhäuser der Schweiz und Liechtenstein (DAO)
Turkey	No	Center for Prevention and Observation of Violence
Ukraine	-	-
United Kingdom	-	-

In 11 of 46 countries, national statistics on the activity of women's shelters are gathered by women's shelters networks, and in 12 countries, national statistics on the activity of women's shelters are gathered by national governmental agencies. While information could not be provided for several countries, in 16 of the 46 European countries, there is no women's shelters network to gather national statistics on women's shelters. In addition, and importantly, **in at least eight countries, there is neither a women's shelters network, nor a national agency gathering national statistics on women's shelters.**

Findings from the table should be looked at in correlation with previous tables on users statistics for national women's helplines and women's shelters; lack of available statistical data on the activity of women's helplines and shelters in the countries can be better understood in light of the absence of a national system of data collection in many countries. In addition, and while women's shelters are best positioned to provide information on the activity of their services, the absence of a women's shelters network to compile national statistics in many countries highlights important organizational and financial challenges that women's organizations may face in organizing and thriving as a network. National networks of women's shelters and other specialist women's support services in all European countries are necessary to improve data collection in the field of violence against women, which requires adequate and sustained financial support by States.

FUNDING FOR SPECIALIST WOMEN'S SUPPORT SERVICES

Funding for National Women's Helplines

Data available in Table 13 was obtained from the WAVE questionnaire, which requested countries to supply the following information on funding for national women's helplines:

- Percentage of funding sources (State, private donations, foreign donations, charities, volunteer work, local government)



Table 13: Funding for National Women's Helplines

Country	Women's Helpline	Funding
Albania	Yes	Foreign donations (100%)
Armenia	Yes	-
Austria	Yes	State (100%) ⁹³
Azerbaijan	Yes	-
Belarus	No	
Belgium	No	
Bosnia and Herzegovina	Yes	-
Bulgaria	Yes	-
Croatia	No	
Cyprus	Yes	State (50%), Private donations (20%), Foreign donations (30%)
Czech Republic	No	
Denmark	Yes	-
Estonia	Yes	State ⁹⁴
Finland	Yes	Volunteer work (70%), Private donations (30%)
France	Yes	-
Georgia	Yes	State ⁹⁵
Germany	Yes	State (100%) ⁹⁶
Greece	Yes	State, European funding ⁹⁷
Hungary	Yes	State, Open Society Foundation ⁹⁸
Iceland	No	
Ireland	Yes	State (75 -80%)
Italy	Yes	State ⁹⁹
Kosovo	Yes	State, Foreign donations ¹⁰⁰
Latvia	No	
Liechtenstein	Yes	State (60-70%), Private donations (30-40%)
Lithuania	Yes	State
Luxembourg	Yes	-
Macedonia	Yes	State, Foreign donations, Private donations, Volunteer work ¹⁰¹
Malta	No	
Moldova	Yes	-
Montenegro	No	
Netherlands	No	
Norway	No	
Poland	No	
Portugal	No	
Romania	No	
Russia	Yes	-
Serbia	No	-
Slovakia	Yes	Local government ¹⁰² , Private donations, Volunteer work
Slovenia	Yes	State (70%), Foreign donations (20%), Private donations (10%)
Spain	Yes	State (100%)
Sweden	Yes	State ¹⁰³
Switzerland	No	
Turkey	Yes	Private donations (100%)
Ukraine	Yes	-
United Kingdom	Yes	State, Private donations, Charities and trusts, Volunteer work ¹⁰⁴

Providing a comparative analysis of the funding for national women's helplines in the 46 European countries is difficult, due to large differences in funding sources in each country. Information on sources of funding could be provided for 21 countries. The information available indicates that **18 countries receive at least some level of State funding** (State or local government) to run the national women's helpline, with **the helplines in Austria, Germany and Spain being 100% funded by the state**. In addition, four countries receive at least half of their funding from the State.

In 12 of the 31 European countries where a national women's helpline is available, at least some level of funding is provided by foreign and private donations, foundations, charities, and trusts. In particular, the women's helpline in Albania relies fully on foreign donations to operate, while the women's helpline in Turkey relies fully on private donations to operate. On the other hand, as a valuable source of financial relief and support, **at least four national women's helplines rely on at least some level of volunteer work**. In particular, the national women's helpline in Finland relies on no less than 70% of volunteer work to operate.

Findings of the table evidence the complexity, and often unreliability, of funding for national women's helplines. In particular, it should be noted that **10 countries rely on a combination of different sources of funding to guarantee the operating of a national women's helpline**. This indicates that funding for women's helplines is often insufficient, and consequently requires multiple sources of funding, which further entails that women's organizations running the services must also dedicate a considerable amount of time to fundraising. Additionally, relying on different and insecure sources of funding also means that the sudden absence or discontinuity of one or another source of funding may jeopardize the sustainability of the service. Limited and irregular funding is likely to have an impact on the ability of a helpline to provide 24/7, free of charge, and uninterrupted support. While volunteer work often provides a much welcome complement to available resources, it is also important that staff working at women's helplines always have the required professional knowledge and training to best assist women survivors seeking help.

Funding for Women's Shelters

Data available in Table 14 was obtained from the WAVE questionnaire, which requested countries to supply the following information on funding for women's shelters:

- Percentage of funding sources (State, private donations, foreign donations, charities, volunteer work, local government)



Table 14: Funding for Women's Shelters

Country	Number of Women's Shelters	Funding
Albania	8	State (33%), Foreign donations (67%)
Armenia	2	Foundations ¹⁰⁵
Austria	30	State (100%) ¹⁰⁶
Azerbaijan	4	Foreign donations
Belarus	4	Private donations, Fundraising
Belgium	26	State
Bosnia and Herzegovina	10	State ¹⁰⁷ , Private donations
Bulgaria	6	State, Local municipality, Foreign and Private donations
Croatia	16	State (some level of funding)
Cyprus	1	State (some level of funding)
Czech Republic	4	State (78%), Private donations (20%), Clients (2%)
Denmark	45	State (50%), Volunteer work (30%), Private donations (20%)
Estonia	12	State (80%) ¹⁰⁸
Finland	2	Local municipality ¹⁰⁹
France	52	State (some level of funding)
Georgia	2	-
Germany	353	State (some level of funding)
Greece	25	State, Local municipality, European funding ¹¹⁰
Hungary	0	
Iceland	1	State, Local municipality ¹¹¹
Ireland	21	State
Italy	65	Local government, Fundraising, Private donations
Kosovo	9	Foreign donations (80%), State (10%), Other (5%)
Latvia	0	
Liechtenstein	1	State (60-70%), Private donations (30-40%)
Lithuania	0	
Luxembourg	8	State (100%)
Macedonia	4	State (80%), Foreign donations (10%), Volunteer work (10%)
Malta	3	State (90%)
Moldova	1	Foreign donations, Private donations, Fundraising
Montenegro	3	Foreign donations (70%), State (15%) ¹¹² , Volunteer work (10%), Private donations (5%)
Netherlands	96	State ¹¹³
Norway	46	Local municipality (100%)
Poland	1	State (70%), Foreign donations (10%), Private donations (10%), Volunteer work (10%)
Portugal	37	State ¹¹⁴ , Fundraising
Romania	41	-
Russia	42	State, Volunteer work, Foreign and Private donations, Foundations ¹¹⁵
Serbia	14	-
Slovakia	2	State (70%), Private donations (10%), Volunteer work (20%)
Slovenia	16	State (some level of funding)
Spain	47	Local government ¹¹⁶
Sweden	161	State (75%) ¹¹⁷ , Volunteer work (25%)
Switzerland	18	-
Turkey	123	State (72.5%), Local municipalities (26.7%), Volunteer work and private donations (0.8%)
Ukraine	3	-
United Kingdom	383	State, Local governments, Charities and trusts, Private donations ¹¹⁸

Available information indicates that **in 31 countries, women's shelters receive at least some level of State funding**. In addition, **in nine countries women's shelters receive some level of funding from local governments or municipalities**. Funding for women's shelters in Austria and Luxembourg is fully provided by the State, and fully provided by local municipalities in Norway. In addition, funding in the Netherlands is provided by the State through permanent funding (80%). Women's shelters in 11 countries receive at least half of their funding from the State.

In 20 of the 43 European countries where women's shelters are available, at least some level of funding is provided by **foreign and private donations, foundations, European funds, charities and trusts**. In particular, funding for women's shelters in Armenia, Azerbaijan and Belarus is entirely provided by private donations, foundations and fundraising. Also, 80% of funding in Kosovo, and 67% of funding in Albania, is provided by foreign donations; in Czech Republic, 2% of funding is also provided by clients at women's shelters. Additionally, **women's shelters in at least eight countries rely on at least some level of volunteer work**.

Findings of the table highlight the great variety, and often unreliability, of funding for women's shelters in the countries. **With 21 countries relying on more than one source of funding** – at least 5 countries rely on up to 4 different sources of funding -- findings highlight the difficulties associated with securing reliable and sufficient funding for women's shelters in many European countries, including the absence or termination of one or more sources of funding, which may jeopardize the sustainability of the service.

4. RECOMMENDATIONS TO ADDRESS THE NEEDS OF VICTIMS OF VIOLENCE, INCLUDING ACCESS TO QUALITY SPECIALIZED WOMEN'S SUPPORT SERVICES

As findings on available services presented in the previous chapter indicate, there is still a concerning lack of specialist services for women survivors of gender-based violence (GBV) in Europe, including in the EU Member States. Many countries have worked to improve their level of service provision in recent years, however, most are yet not able to provide an adequate level of specialist services to victims of GBV in all geographical regions.

In addition to the lack in quantity of specialized women's support services, there is also a concerning lack of quality of these services. WAVE experts are reporting that in some regions, women's support services can only provide very low standards of support due to lack of resources. It is not sufficient for survivors to have 'a roof over their head'; women survivors of violence and their children need quality support services, that are independent, base their work on the human rights of victims, focus on their protection, and provide empowering and gender-specific support. General services play an important role in providing emergency assistance, however, they are not sufficient, and general services must be able to refer victims to specialized services.

Lack of awareness of available services is an important issue that needs to be addressed. Where specialist women's support services do exist, women often do not know about them, a finding supported by the 2014 FRA survey on violence against women in the European Union. One of the reasons for this is that service providers often have little or no financial resources to carry out awareness raising campaigns. Women's support services are often underfunded and lack secure financial resources. Underreporting of violence by victims represents yet another challenge in tackling gender-based violence. Victims often have little trust in public institutions, and only one third of them report most serious incidents of violence to the police or another agency.

Much remains to be done to address the global issue of gender-based violence. Efforts particularly need to be invested in increasing the number of specialist women's support services, raising awareness of available support services for women and children victims of violence, carrying out campaigns on the issue, and building trust in the legal and support system so that women can come forward with their individual experiences.

Findings of the 2014 FRA survey indicate that an estimated *13 million women* in the EU have experienced physical violence in the course of 12 months prior to the survey interview, corresponding to 7% of women aged 18-74 in the Union.¹¹⁹ This concerning figure makes it all the more urgent to act to build and strengthen the provision of quality support for victims.



The Council of Europe and the European Union have demonstrated commendable political will and commitment to combat gender-based violence and protect victims of such violence. Three important measures that complement and reinforce each other have been adopted by many Member States over recent years; these are the Istanbul Convention, the two European Protection Orders in the criminal and in the civil area, and the EU Victims' Directive. The effects of such crucial measures will become increasingly visible in upcoming years, and it is crucial for women survivors of gender-based violence and their children that these three measures be implemented effectively.

As previously stated, effective protection and support for victims of gender-based violence, and decrease in the prevalence of this widespread form of human rights violation, will not be reached without investing adequate financial resources. Given the high financial costs induced by GBV on the society, investment in tackling the issue pays off:

Investment in the prevention of violence pays off

- The European Added Value Assessment estimates that the annual cost to the EU of gender-based violence against women in 2011 was about EUR 228 billion (1.8% of EU GDP)¹²⁰;
- This amounts to about EUR 450 per European citizen each year;
- An investment of only 10% of this cost (or EUR 45 per citizen, per year), would significantly contribute to reducing the financial impact of gender-based violence on national budgets, i.e. through investment in prevention of violence.

Minimum standards for specialized women's support services

The following recommendations are based on principles established in the Istanbul Convention, the EU Victims' Directive, and the experience and knowledge gathered by specialized women's support services in Europe.

Principles of service provision

- Services to victims of GBV and their children need to be provided by independent, specialist women's support services which apply a human rights-based, gender-specific, and empowering approach.
- Staff working at specialized women's support services should have professional knowledge and training, enabling them to best assist women survivors of GBV and their children.
- Every women victim of GBV and her children should be guaranteed effective protection and adequate support, regardless of age, sexual orientation, disability, nationality, residence status, ethnicity or any other ground, following the principle of non-discrimination.

Specialized women's support services

- At least one national women's helpline addressing all forms of violence against women, operating 24/7 and free of charge.
- A national network of specialized women's shelters accommodating women and their children.
- Provision of 24/7 and immediate support at women's shelters.
- At least one shelter place per 10,000 of inhabitants.
- Qualitative minimum standard of one room, including bathroom, per family.
- One women's center for survivors of sexual violence per 200.000 women.
- One women's counseling center per 50,000 women, providing crisis intervention as well as short and long-term support to women victims of GBV and their children, as well as specialized support for more vulnerable groups, i.e. black and minority ethnic women, migrant and undocumented migrant women, young women, asylum-seeking women, women with disabilities, older women, and others.
- Sufficient number of specialized services addressing the specific needs of migrant and minority ethnic women, as well as and refugee and asylum-seeking women.
- One intervention center against VAW and DV per court district, providing pro-active support and advocacy to women survivors of violence after police interventions or interventions of health, or other agencies.
- Every woman victim of violence should have the right to free support and representation by an independent advocate, throughout all legal and institutional proceedings.
- Outreach services should be made available to women victims of violence in rural areas.
- Short and long-term support, including psychological support and therapy, should be provided to victims in order to overcome traumatic experiences of violence.

- All specialized women's support services should be free of charge and aim at empowering women and ensuring their safety; they should also have access to the necessary resources to provide adequate support to the children of women victims of violence.

Funding for awareness-raising and prevention activities

- Specialized women's support services do not only provide support to survivors. As civil society organizations, they also engage in awareness raising and prevention activities as well as training, as such making an important contribution to social change in society, and to the elimination of the root causes of GBV. States should therefore provide adequate funding to support the work in awareness raising and prevention of violence conducted by support services.

Networking and data collection

- An important lack of administrative data on support services in most countries, and the lack of homogeneity of such data, makes comparative analysis on the national level impossible. States should therefore provide adequate funding to support national networks of women's support services and develop their capacity for systemic data collection, and promote the exchange and dissemination of information.

Right to support and protection for black, minority ethnic, migrant and asylum-seeking women

- Access to justice, as well as access to general and specialized women's support services should be guaranteed for all women survivors of violence, regardless of their legal or residence status, or country of origin.
- Access to State funding by women's shelters to support all women and children seeking help from violence, regardless of their legal or residence status, should be guaranteed.
- Access to, and freedom to remain in women's shelters as long as needed, should be guaranteed for all women victims of violence and their children.
- Access to culturally sensitive services, including multilingual information and counseling, as well as gender- and culturally-sensitive interpretation support, should be provided.
- Access to an independent residence permit for women survivors of violence and their children should be facilitated.
- Access to women's shelters by the children of women survivors, up until the age of 18, should be guaranteed, with no restriction based on sex.
- Availability of appropriate and empowering shelter conditions and arrangements should be guaranteed.

Victims' empowerment, and access to social and economic rights

Social and economic rights should be guaranteed for all women victims of gender-based violence, so that they have a chance to live empowered and independent lives. This aspect is particularly important in the prevention of violence, since women who are dependent on a partner or the family are at higher risks of victimization by domestic violence. Social and economic rights are also essential in providing victims with a way out of violent relationships, which is made easier when a woman disposes of her own income. It should also be taken into account that women are often the primary caretakers of the children.

Consequently, the following social and economic rights should be guaranteed for all women, and in particular for women who experience violence:

- Right to affordable housing; women survivors of violence should not be compelled to live with a violent partner, especially after separation, because of the lack of affordable housing. Similarly, survivors of violence and their children should not have to remain in women's shelters due to the lack of affordable housing.
- Right to free or affordable childcare.
- Right to education and training, including free language courses for migrant and refugee or asylum-seeking women.
- Right to support in accessing the labor market, to guarantee the subsistence of women and their children.
- Right to adequate financial aid (at a level that ensures subsistence) for all women who do not have access to sufficient income.
- Access to free health care for all women survivors of violence and their children.

By fully enforcing these recommendations, States will further ensure the improvement and effectiveness of specialized women's support services. The following Chapter on Country Profiles will demonstrate how some countries are already in various stages of implementing these recommendations.



5. COUNTRY PROFILES

Information on service provision in 46 European countries, as provided here, is largely based on findings from the **WAVE Country Report 2013**¹²¹ (published in March 2014). When required, information on the signature and ratification of CEDAW and the Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence by countries was updated. In addition, feedback provided by WAVE Focal Points enabled further updating for several countries.

Albania

(REPUBLIC OF ALBANIA)

Population: 2.831.741
Female Population: 1.409.931
Member of the Council of Europe: 1995
Members of the European Union: No
CEDAW ratified: 1994
CEDAW Optional Protocol ratified: 2003
CoE Convention on Preventing and Combating Violence against Women:
Signed: 19 December 2011; Ratified: 4 February 2013

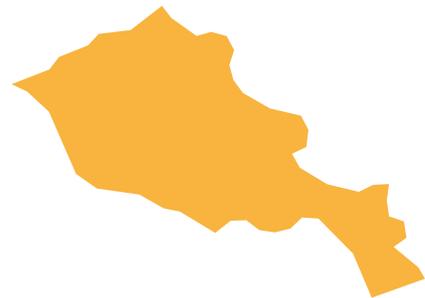


There is **one national women's helpline** in Albania that is free of charge, but it does not operate 24/7. In 2012, the helpline provided 1,800 phone counseling sessions and 756 face-to-face sessions. Furthermore, there are **eight women's shelters** in Albania, with **approximately 200 shelter places available**. Currently, 29% of recommended shelter places are missing. At the moment, Albania does not meet the Council of Europe Taskforce Recommendations for national women's helpline and women's shelter provision. Additionally, there are five women's centers in Albania and no women's centers for survivors of sexual violence. Another service available in Albania is a local women's helpline, which was established in March 2013 by the Tirana Municipality and the Network of Community Centers. This helpline does not operate 24/7, but is free of charge and offers assistance for cases of domestic violence.

Armenia

(REPUBLIC OF ARMENIA)

Population: 2.969.081
Female population: 1.438.917
Member of Council of Europe: 2001
Member of European Union: No
CEDAW ratified: 1993
CEDAW Optional Protocol ratified: 2006
CoE Convention on Preventing and Combating Violence against Women:
Signed: No; Ratified: n/a



There are **two national women's helplines** in Armenia, one of which operates 24/7 and provides assistance free of charge. In the period of January to December 2014, one of the helplines registered 1,428 phone calls. Furthermore, there are **two women's shelters** in Armenia, where **14 shelter places are available**. One of the shelters provided accommodation for 160 women and children in the period of January 2012 to September 2013, while at least 15 women could not be accommodated due to a lack of space, and were referred to other services for support. Currently, 95% of recommended women's shelter places are still missing. There is no information available on the existence of women's centers for survivors of sexual violence in Armenia.

Austria

(REPUBLIC OF AUSTRIA)

Population: 8.365.275
Female population: 4.291.705
Member of Council of Europe: 1956
Member of European Union: 1995
CEDAW ratified: 1982
CEDAW Optional Protocol ratified: 2000
CoE Convention on Preventing and Combating Violence against Women:
Signed: 11 May 2011; Ratified: 14 November 2013



Austria (REPUBLIC OF AUSTRIA)

There is **one national women’s helpline** in Austria that operates 24/7 and is free of charge. In 2013, the helpline assisted 7,970 callers, of which 6,597 were women. There are **30 women’s shelters** throughout the country with **759 shelter places available**. In 2012, a total of 1,735 women and 1,767 children were accommodated in women’s shelters. Currently, Austria meets the Council of Europe Taskforce Recommendations for women’s helpline provision, but with a lack of 9% of women’s shelter places, it does not yet meet the recommendations for women’s shelter provision. In 2013, a shelter accommodating female survivors of forced marriage was opened in Vienna. In addition, there are nine intervention centers available, providing various support for women survivors of violence, and approximately 10 to 12 centers for migrant, minority, ethnic, Roma and asylum-seeking women, as well as undocumented migrant women in Austria. Furthermore, in Austria there are six women’s centers for survivors of sexual violence.

Azerbaijan (REPUBLIC OF AZERBAIJAN)

Population: 9.356.500
 Female population: 4.707.700
 Member of Council of Europe: 2001
 Member of European Union: No
 CEDAW ratified: 1995
 CEDAW Optional Protocol ratified: 2001
 CoE Convention on Preventing and Combating Violence against Women:
 Signed: No; Ratified: n/a



There is **one national women’s helpline** in Azerbaijan operating 24/7 and free of charge. In 2013, the helpline received 4,865 calls. Additionally, there are **four women’s shelters** in Azerbaijan, with **at least 19 shelter places available**. Currently, about 98% of the recommended shelter places are missing in the country. Lack of state funding for women’s services has had a detrimental impact on their sustainability. At the time, Azerbaijan meets the Council of Europe Taskforce Recommendations on national women’s helpline provision, but the country does not meet the recommendations on women’s shelter service provision.

Belarus (REPUBLIC OF BELARUS)

Population: 9.665.120
 Female population: 5.156.995
 Member of Council of Europe: No
 Member of European Union: No
 CEDAW ratified: 1981
 CEDAW Optional Protocol ratified: 2004
 CoE Convention on Preventing and Combating Violence against Women:
 Signed: No; Ratified: n/a



There is **no national women’s helpline** in Belarus. **Four women’s shelters**, with about **29 shelter places**, are available to women survivors of violence. Currently, 97% of recommended women’s shelter places are absent in Belarus. The most recent shelter was opened by the women’s NGO “Gender Perspectives” in June 2014. In 2014, 106 women and 104 children were accommodated in the four women’s shelters. There are efforts in place to institute services for survivors of violence including a

Belarus (REPUBLIC OF BELARUS)

general helpline for survivors of domestic violence, and helplines for children, parents and professionals, who face situations of violence, abuse and neglect. There are no centers for survivors of sexual violence in Belarus. However, Belarus has a number of additional helplines which provide important services for women: the NGO “Gender Perspectives” is operating a hotline for survivors of domestic violence, which provides counseling as well referrals, as well as an anti-trafficking information line, which offers counseling on safe migration and serves as an SOS line for victims of trafficking. A helpline for children, parents and professionals who face situations of violence, abuse and child neglect is operated by the NGO “Ponimanie”. Lastly, 148 Territorial Centers of Social Assistance are available in Belarus, which offer psychological support and legal counseling, with 100 of the centers offering accommodation facilities (crisis rooms) for individuals experiencing a difficult situation, including survivors of domestic violence.

Belgium (KINGDOM OF BELGIUM)



Population: 10.666.866
Female population: 5.442.557
Member of Council of Europe: 1949
Member of European Union: 1957
CEDAW ratified: 1985
CEDAW Optional Protocol ratified: 2004
CoE Convention on Preventing and Combating Violence against Women:
Signed: 11 September 2012; Ratified: No

There is **no national women’s helpline** in Belgium and **three helplines** offer support for survivors of violence in each region of the country. Furthermore, there are **26 women’s shelters** with **460 shelter places available**. Currently, 57% of recommended shelter places are absent in Belgium. As of yet, the country does not meet the Council of Europe Taskforce Recommendations for provision of a national women’s helpline and available shelter places. In addition to the regional helplines specific for violence, Belgium has three regional general hotlines offering support to anyone in a crisis situation. Additionally, there are five counseling helplines for each Flemish region run by Center for Social Care (CAW), which offer specialized assistance for survivors of domestic violence. While the five counseling centers offer general support, they offer specialized support for survivors of domestic violence, and can also be accessed by women survivors of violence, although support is not gender-specific.

Bosnia and Herzegovina



Population: 3.842.566
Female population: 1.965.254
Member of Council of Europe: 2002
Member of European Union: No
CEDAW ratified: 1993
CEDAW Optional Protocol ratified: 2002
CoE Convention on Preventing and Combating Violence against Women:
Signed: 8 March 2013; Ratified: 7 November 2013

There are **two national women’s helplines** in Bosnia and Herzegovina (BiH). Both helplines operate on a 24/7 basis and are free of charge. During 2012, both helplines received 5,493 calls. Furthermore, there are **10 women’s shelters**, with approximately **185 shelter places available**. Currently, 52% of recommended shelter

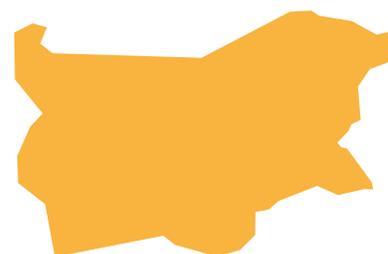


Bosnia and Herzegovina

places are absent in BiH. During 2012, 274 women and 336 children were accommodated in women's shelters. As a result, Bosnia and Herzegovina meets the Council of Europe Taskforce Recommendations on provision of a national women's helpline, but does not meet the recommendations for provision of women's shelters. With regard to additional services, there are two women's centers for survivors of sexual violence in Bosnia and Herzegovina. The first center was opened by Medica Zenica in 1993 and the second in Tuzla in 1994. In addition to the two national women's helplines available in Bosnia and Herzegovina, there is a Blue Line for children victims of violence, which was recently established in 2013.

Bulgaria (REPUBLIC OF BULGARIA)

Population: 7.585.131
 Female population: 3.914.835
 Member of Council of Europe: 1992
 Member of European Union: 2007
 CEDAW ratified: 1982
 CEDAW Optional Protocol ratified: 2006
 CoE Convention on Preventing and Combating Violence against Women:
 Signed: No; Ratified: n/a



There is **one national women's helpline** in Bulgaria that is free of charge, but it does not operate 24/7. In the period of June 2012 to June 2013, the helpline received 469 calls. There are **six women's shelters** in Bulgaria, with approximately **55 available shelter places**. In the period of June 2012 to June 2013, the shelters accommodated 110 women and 112 children. Currently, 93% of recommended women's shelter places are missing in Bulgaria, and the country does not meet the Council of Europe Taskforce Recommendations for the provision of a national women's helpline and women's shelters. There are 12 women's centers in the country and no specialized centers for women survivors of sexual violence. Additionally, there are two shelters for survivors of trafficking. One of the shelters, SOS Family at Risk Foundation, is located in Varna; the other shelter, Association Equilibrium, is located in Burgas. Furthermore, several NGOs provide helplines for survivors of domestic violence, and some provide support in situations of trafficking, counseling for the relatives, or counseling to prevent violence. The Bulgarian Gender Research Foundation operates a helpline in three Bulgarian cities - Sofia, Haskovo and Dimitrovgrad – but also receives calls from other towns; the Association Centre Dynamics operates a helpline in the Ruse region; the PULS Foundation operates a helpline in the Pernik region; and the association Open Door operates in the Pleven region.

Croatia (REPUBLIC OF CROATIA)

Population: 4.284.889
 Female population: 2.218.554
 Member of Council of Europe: 1996
 Member of European Union: 2013
 CEDAW ratified: 1992
 CEDAW Optional Protocol ratified: 2001
 CoE Convention on Preventing and Combating Violence against Women:
 Signed: 22 January 2013; Ratified: No



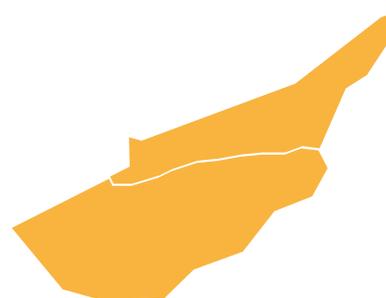
There is **no national women's helpline** in Croatia. Furthermore, there are **16 women's shelters** with approximately **267 shelter places available** for women survivors of violence. Currently, 38% of recommended shelter places are absent in

Croatia (REPUBLIC OF CROATIA)

Croatia. During 2012, the shelter Safe House of Vukovar, run by the women's organization B.a.B.e., accommodated 19 women and 28 children. As a result, Croatia does not meet the Council of Europe Taskforce Recommendations for the provision of a national women's helpline and women shelters. Additionally, there are 29 women's centers in Croatia offering counseling and other support, and one women's center for survivors of sexual violence. In addition to the women's shelters mentioned above, Croatia also has six shelters which accommodate women, men and children, as well as service women survivors of violence. Although there is no national women's helpline in Croatia, about 35 different counseling and SOS helplines exist and cover the entirety of Croatia. Some of the women's counseling centers that work on a 24/7 basis also run helplines.

Cyprus (REPUBLIC OF CYPRUS)

Population: 803.147
Female population: 405.095
Member of Council of Europe: 1961
Member of European Union: 2004
CEDAW ratified: 1985
CEDAW Optional Protocol ratified: 2002
CoE Convention on Preventing and Combating Violence against Women:
Signed: No; Ratified: n/a



There is **one national women's helpline** in Cyprus. The helpline is free of charge but does not operate 24/7. In 2012, the helpline received 1.735 calls from women survivors of violence. Furthermore, there is only **one women's shelter** in Cyprus with **nine shelter places available**, meaning 89% of shelter places recommended are still missing. In 2012, the women's shelter accommodated 20 women and 28 children. There are no centers available for women survivors of sexual violence in Cyprus. Hence, Cyprus does not meet the Council of Europe Taskforce Recommendations for the provision of national women's helpline and women's shelters.

Czech Republic

Population: 10.487.178
Female population: 5.340.391
Member of Council of Europe: 1993
Member of European Union: 2004
CEDAW ratified: 1993
CEDAW Optional Protocol ratified: 2001
CoE Convention on Preventing and Combating Violence against Women:
Signed: No; Ratified: n/a



There is **no national women's helpline** in the Czech Republic. There are a total of **four women's shelters** with **96 shelter places available**. In 2012, the shelters accommodated 91 women and 90 children. Currently, 91% of women's shelter places are missing. As a result, the Czech Republic does not yet meet the Council of Europe Taskforce Recommendations for the provision of a national women's helpline and women's shelters. Furthermore, there are 26 women's centers (11 women's centers and 15 intervention centers), and two centers for survivors of sexual violence in the



Czech Republic

Czech Republic. The first center called Élektra is located in Prague, and the second center called Persefona is located in Brno. Although there is no national women's helpline, SOS Helpline Rosa does provide crisis support in the Czech Republic. In addition, La Strada in Prague offers services for survivors of trafficking.

Denmark (KINGDOM OF DENMARK)

Population: 5.519.441
Female population: 2.783.458
Member of Council of Europe: 1949
Member of European Union: 1973
CEDAW ratified: 1983
CEDAW Optional Protocol ratified: 2000
CoE Convention on Preventing and Combating Violence against Women:
Signed: 11 October 2013; Ratified: 23 April 2014



There is **one national women's helpline** in Denmark, which is both 24/7 and free of charge, and there are **45 women's shelters** with **430 shelter places available**. In 2012, the helpline assisted 3,926 callers and in the same year, 42 of the 45 women's shelters accommodated 1,982 women and 1,982 children. Currently, Denmark fulfills the Council of Europe Taskforce Recommendations for the provision of national women's helpline, but with the absence of 22% of women's shelters, it still does not meet the recommendations for women's shelter provision. In addition, there are three women's centers in Denmark providing information and legal advice to women survivors of violence, as well as five regional health centers assisting women survivors of rape and/or sexual assault.

Estonia (REPUBLIC OF ESTONIA)

Population: 1.340.271
Female population: 722.960
Member of Council of Europe: 1993
Member of European Union: 2004
CEDAW ratified: 1991
CEDAW Optional Protocol ratified: No
CoE Convention on Preventing and Combating Violence against Women:
Signed: No; Ratified: n/a



There is **one national women's helpline** in Estonia. As of 2014, the helpline has operated on a 24/7 basis and is free of charge. Furthermore, there are **12 women's shelters** with approximately **86 shelter places available**. Currently, 36% of recommended shelter places are missing in Estonia. As a result, Estonia meets the Council of Europe Taskforce Recommendations for the provision of a national women's helpline, but does not meet the recommendations on the provision of women's shelters. Existing women's shelters lack the capacity to accommodate all women survivors of violence and their children, who seek accommodation. For this reason, in some instances mother and child shelters, as well as other organizations running shelters, may provide accommodation. Women's shelters also provide non-residential services in the form of counseling centers. Additionally, there are no specialized women's centers for survivors of sexual violence in Estonia.

Finland (REPUBLIC OF FINLAND)



Population: 5.311.276
Female population: 2.706.640
Member of Council of Europe: 1995
Member of European Union: 1989
CEDAW ratified: 1986
CEDAW Optional Protocol ratified: 2000
CoE Convention on Preventing and Combating Violence against Women:
Signed: 11 May 2011; Ratified: No

There is **one national women's helpline** in Finland that is free of charge, but does not operate 24/7. The helpline, called Women's Line, does not receive direct funding from the state, and in 2013 received 1,379 calls. Furthermore, there are **two women's shelters** in the country with **16 shelter places available**. Currently, 97% of recommended shelter places are missing. Based on this information, Finland does not meet the Council of Europe Taskforce Recommendations for the provision of a national women's helpline and women's shelters. There are 19 additional shelters in Finland providing support to women and men survivors of domestic violence. In 2013, 12 of these shelters helped 2,158 survivors of violence, of which 953 were women, 1.153 children, and 52 men. Furthermore, there is one center for female survivors of sexual violence, which operates a helpline and provides legal consultation. In addition to the two women-only shelters, there are 12 other shelters for survivors of domestic violence under the umbrella organization, the Federation of Mother and Child Homes and Shelters (FMS). FMS is a national child welfare organization founded in 1945 to help single mothers and their children, and has grown into providing support for different families in vulnerable situations, including the prevention of domestic violence and violence against women. There are also 17 mother and child homes, seven of which provide specialized support for mothers to end substance abuse. The mother and child homes are for pregnant women or mothers with babies who are living in vulnerable situations. There is another helpline for women who identify as being part of an ethnic, cultural or linguistic minority and do not speak Finnish; the helpline is based in the women's shelter Mona Koti.

France (FRENCH REPUBLIC)



Population: 65.820.916
Female population: 33.932.265
Member of Council of Europe: 1949
Member of European Union: 1957
CEDAW ratified: 1983
CEDAW Optional Protocol ratified: 2000
CoE Convention on Preventing and Combating Violence against Women:
Signed: 11 May 2011; Ratified: 4 July 2014

There is **one national women's helpline** in France, addressing all forms of violence against women, including domestic violence, sexual violence, forced marriages and so-called "honor crimes", among others. The helpline 3919 is anonymous, free of charge but does not operate on a 24/7 basis; it runs Monday through Friday, 9:00-22:00, and 9:00-16:00 on the weekend and public holidays. The helpline provides counseling and orientation and is not an emergency number. In 2013, about 25.000 calls were answered by the helpline. Furthermore, there are **52 women's shelters** with approximately **1,760 shelter places available** for women survivors of violence. Currently, 73% of recommended shelter places are still missing in France. Overall, France does not meet the Council of Europe Taskforce Recommendations on the provision of a national women's helpline and women's shelters. In addition to the places available in the women's shelters, about 1,480 places are reserved for women survivors of violence in other non-specialized shelters.



Georgia



Population: 4.371.535
Female population: 2.309.782
Member of Council of Europe: 1999
Member of European Union: No
CEDAW ratified: 1994
CEDAW Optional Protocol ratified: 2002
CoE Convention on Preventing and Combating Violence against Women:
Signed: 19 June 2014; Ratified: No

There are **two national women's helplines** in Georgia, both offering free of charge 24/7 support to women survivors of violence. In addition to the two national women's helplines, six hotlines are operated in the different regions of western Georgia. Women survivors may call the helplines during the daytime to ask for advice and information, and to arrange meetings with available psychological and legal services. However, there are only **two women's shelters** in Georgia. One women's shelter, run by an independent women's NGO, closed at the end of 2012 due to a lack of funding. There is no information available on the number of places available in the remaining two women's shelters. Some shelter places for women survivors of violence are provided by NGOs operating shelters not specific to this purpose. For example, the National Network of Violence provides shelter places in Tbilisi, Javakheti in Akhaltsikhe, and the Agrobusiness Center in Tbilisi. Additionally, state shelters accommodate survivors of violence, including trafficking, and there are 20 shelter places available in state shelters located in Tbilisi, Batumi and Kutaisi. Finally, there are five women's counseling centers in Georgia providing support to women survivors of violence and their children, however there are no women's centers for survivors of sexual violence in Georgia. Overall, Georgia meets the Council of Europe Taskforce Recommendations for the provision of a national women's helpline, but not in the provision of shelter places.



Germany (FEDERAL REPUBLIC OF GERMANY)



Population: 80.585.700
Female population: 41.133.900
Member of Council of Europe: 1995
Member of European Union: 1957
CEDAW ratified: 1985
CEDAW Optional Protocol ratified: 2002
CoE Convention on Preventing and Combating Violence against Women:
Signed: 11 May 2011; Ratified: No

There is **one national women's helpline** in Germany, which has operated since March 2013. The helpline operates 24/7, is free of charge and covers all forms of violence against women, including domestic violence, cyber violence, and sexual harassment in the workplace. There are 353 women's shelters in Germany; 345 of the women's shelters provide **6,800 shelter places**. In addition, at least 41 sheltered apartments also provide accommodation to women survivors of violence. As a result, Germany fulfills the Council of Europe Taskforce Recommendations on the provision of a women's helpline; however, since 16% of women's shelter places are still missing, it does not yet fulfill the recommendations on women's shelter provision. Projections indicate that up to 34,000 women and children find refuge in the women's shelters and sheltered apartments annually. Although detailed information on service users of women's shelters for 2014 is not yet available, in 2013 approximately 9,000 women could not be accommodated due to a lack of space and/or resources. Additionally, there are 750 women's counseling centers in the country. These include 310 counseling centers for women survivors of all forms of violence, 183 counseling centers for women survivors of sexual violence, 67 counseling centers for women who have experienced sexual abuse in their childhood, 130 intervention centers offering pro-active counseling, 40 counseling centers for victims of trafficking, 12 counseling centers for women and girls at risk of forced marriage, two counseling centers specialized in stalking, and one counseling center specialized in Female Genital Mutilation (FGM). Three federal states run state-wide support hotlines addressing domestic violence, and there is one local helpline for domestic violence. One supra-regional hotline addresses forced marriage. Since June 2010, GESINE-Network has managed the Kompetenzzentrum Frauen und Gesundheit NRW (Competence Centre Women and Health, North Rhine-Westphalia) together with a group of public health professionals, with the task of disseminating its expertise by supporting the implementation of medical intervention programs addressing domestic violence in several cities and regions of North Rhine-Westphalia. In addition, Papatya is an organization which maintains a support and crisis intervention center and an online counseling platform called SIBEL for girls and young adults who are forced into marriage or fear being deported to their country of origin.

Greece (HELLENIC REPUBLIC)



Population: 11.282.751
Female population: 5.695.655
Member of Council of Europe: 1949
Member of European Union: 1981
CEDAW ratified: 1983
CEDAW Optional Protocol ratified: 2001
CoE Convention on Preventing and Combating Violence against Women:
Signed: 11 May 2011; Ratified: No

There is **one national women's helpline** in Greece, which operates on a 24/7 basis but is not free of charge. Between March 2011 and November 2014, the helpline received 14,207 calls. Furthermore, there are **25 women's shelters** with approximately **480 shelter places available**¹²² for women survivors of violence. Currently, 57% of recommended shelter places are still missing in Greece. Overall, Greece does not meet the Council of Europe Taskforce Recommendations on the provision of a national women's helpline and women's shelters. Additionally, there are 52 women's counseling centers in Greece; all of the centers provide counseling, information and advice, and the vast majority of them offer legal advice. Legal aid (legal representation) is offered in collaboration with the local Lawyers' Associations, when financial resources are available. The counseling centers do not provide psychosocial support to children of women survivors of violence, but most of the women's shelters do. As of today, there are no women's centers for survivors of sexual violence in Greece, although some of the counseling centers provide counseling for women survivors of sexual violence. An additional national helpline does operate 24/7 and free of charge, providing assistance to various vulnerable social groups affected by various social problems, including women survivors of violence.

Hungary (REPUBLIC OF HUNGARY)



Population: 9.908.798
Female population: 5.192.845
Member of Council of Europe: 1990
Member of European Union: 2004
CEDAW ratified: 1980
CEDAW Optional Protocol ratified: 2000
CoE Convention on Preventing and Combating Violence against Women:
Signed: 14 March 2014; Ratified: No

There are **two national women's helplines** in Hungary. One of the helplines is free of charge, but neither operates 24/7. In 2012, both helplines combined received 830 calls from women survivors of violence. Furthermore, there are **no specialized shelters for women survivors of violence** in Hungary. As a result, Hungary does not meet the Council of Europe Taskforce Recommendations for the provision of a national women's helpline and women's shelters. Additional services, such as a hotline and crisis centers exist, which also provide assistance to women survivors of violence and their children. In addition to the two women's helplines mentioned above, there is one state-run hotline called Országos Kriszkezelő és Információs Telefonszolgálat - OKIT (National Crisis Intervention and Information Phone), which provides information to women survivors of violence. According to a Human Rights Watch report, there are 14 nation-wide shelters, referred to as crisis centers, in Hungary. However, only 28 beds are available in a secure shelter that service women survivors of domestic violence specifically, although it has been noted that the address of the shelter has been given away during court proceedings related to domestic violence.



Iceland

(REPUBLIC OF ICELAND)

Population: 319.575
Female population: 159.211
Member of Council of Europe: 1950
Member of European Union: No
CEDAW ratified: 1985
CEDAW Optional Protocol ratified: 2001
CoE Convention on Preventing and Combating Violence against Women:
Signed: 11 May 2011; Ratified: No



There is **no national women's helpline** in Iceland. There is **one women's shelter** for women survivors of domestic violence, with **22 shelter places available**. Currently, 31% of recommended shelter places are absent in Iceland. Overall, Iceland does not meet the Council of Europe Taskforce Recommendations for the provision of national women's helpline and women's shelters. However, there are additional services in Iceland which support women. There are six rape crisis centers in the country. Furthermore, there are sexual assault units, located in hospitals in Reykjavik and Akureyri and run by the Icelandic government. There are at least two women's centers in Iceland. One of the centers, founded in 1984, is Kvinnaráðgjöfin. It offers services such as legal and social work counseling for women. The shelter for women survivors of domestic violence Kvænnaathvarið also provides a helpline, which offers counseling during its operating hours. In addition, although there are no national women's helplines in Iceland, there are individual organizations running helplines that can assist women survivors of violence. Stigamót was opened in 1990 and is an education and counseling center for survivors of sexual abuse and violence. The center provides free individual counseling for survivors of rape, sexual molestation, sexual harassment, pornographic exploitation and prostitution. The Red Cross also runs a helpline for women and men who suffer from various problems, including depression and anxiety, among others.



Ireland

(REPUBLIC OF IRELAND)

Population: 4.588.252
Female population: 2.315.553
Member of Council of Europe: 1949
Member of European Union: 1973
CEDAW ratified: 1985
CEDAW Optional Protocol ratified: 2000
CoE Convention on Preventing and Combating Violence against Women:
Signed: No Ratified: n/a



There is **one national women's helpline** in Ireland, operated by the NGO Women's Aid Ireland. The helpline is free of charge but does not operate 24/7; it runs from 10:00-22:00. In 2013, SAFE Ireland recorded that combined, its local member helplines and national helpline answered 46.137 calls. Ireland has a total of **21 women's shelters** with **141 family places/units available**. Currently, 69% of recommended women's shelter places are missing. Based on this information, Ireland does not meet the Council of Europe Taskforce Recommendations for the provision of a women's helpline and women's shelters. In addition to the helpline run by Women's Aid Ireland, helplines are being operated in almost all DV services, with varying opening times and price of calling. There are also a number of free or low-cost helplines in use all around the country, some of which are available 24/7, and each region has at least one such helpline. Twenty-one other DV support services also provide a range of crisis support, information and advocacy services, but do not provide accommodation. There are also population-specific services targeting the Traveler community and other minority ethnic communities; some of these services provide support and referral services to women experiencing DV. Ireland has 16 rape crisis centers (RCC), as well as one 24/7 national helpline for survivors of sexual violence, providing counseling, accompaniment to the police, court, and medical examinations, assistance in accessing medical and social supports, education, awareness raising programs, and support to non-abusing family members. In addition to the RCCs, there are seven sexual assault treatment units, providing specialist care for women and men over the age of 14 who are victims of sexual assault or rape.

Italy (REPUBLIC OF ITALY)



Population: 60.192.698
Female population: 30.972.785
Member of Council of Europe: 1949
Member of European Union: 1957
CEDAW ratified: 1985
CEDAW Optional Protocol ratified: 2000
CoE Convention on Preventing and Combating Violence against Women:
Signed: 27 September 2012; Ratified: 10 September 2013

There is **one national women's helpline** in Italy, which is both 24/7 and free of charge, and is run by the women's NGO, Telefono Rosa. In 2012, the helpline received 63,291 calls. There are **65 women's shelters** in the country, 54 of which are run by independent women's NGOs, while the remaining are run by local authorities or other organizations. Data available for 37 of the women's shelters shows 493 women and 490 children were accommodated in 2012. Based on the information available, Italy meets the Council of Europe Taskforce Recommendations for the provision of a national women's helpline, however with 92% of women's shelter places still missing, the country does not meet the recommendations for the provision of women's shelters. Furthermore, there are 132 women's centers in Italy. Although there is no clear data on the number of women's centers for survivors of sexual violence available in Italy, some of the women's centers also provide support to women survivors of sexual violence, and there are 105 women's associations that run anti-violence centers which also assist survivors of rape, sexual abuse and forced prostitution.

Kosovo (REPUBLIC OF KOSOVA)

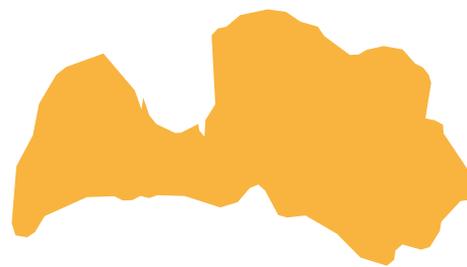


Population: 1.733.872
Female Population: 860.274
Member of Council of Europe: No
Member of European Union: No
CEDAW ratified: (Not signed)
CEDAW Optional Protocol ratified: (Not signed)
CoE Convention on preventing and combating violence against women:
Signed: No; Ratified: n/a

There are **two national women's helplines** in Kosovo operating 24/7 and providing assistance free of charge; one helpline is run by multiple NGOs, and one is run by the state. There are **nine women's shelters** with **140 shelter places available**. The most recent women's shelter opened in Kosovo in 2014. Currently, 17% of recommended women's shelter places are still missing in the country. In 2014, 315 women survivors of violence and 197 children were accommodated at the shelters, and no women were turned away due to lack of space. There are no stand-alone rape crisis centers for women survivors of violence; however, the women's shelters provide non-residential support, such as counseling, to women survivors of sexual violence. In addition to the women's shelters, one shelter for victims of trafficking is run by the Ministry of Labour and Social Welfare, and there are 10 women's centers providing counseling to women survivors of violence, including eight of the women's shelters. One additional helpline is run by the women's shelter in Gjlani, and one helpline addressing all kinds of violence is run by the state. As a result, Kosovo meets the Council of Europe Taskforce Recommendations for women's helplines but does not meet the recommendations when it comes to availability of women's shelter places.



Latvia (REPUBLIC OF LATVIA)



Population: 2.254.834
Female Population: 1.214.549
Member of Council of Europe: 1995
Member of European Union: 2004
CEDAW ratified: 1992
CEDAW Optional Protocol ratified: No
CoE Convention on preventing and combating violence against women:
Signed: No; Ratified: n/a

There is **no national women's helpline** and **no specialized shelters for women survivors of violence** in Latvia; therefore, the country does not meet the Council of Europe Taskforce Recommendations. Currently, there is one women's center available, which provides counseling, information and advice, independent domestic violence advice, legal advice, and court accompaniment. In addition, there are some services in Latvia which assist women experiencing violence. Center Marta focuses on projects dealing with combating trafficking in women, and offers a helpline as well as social integration programs for low-income women. Shelters and crisis centers also accommodate and work with survivors of domestic violence; however, they are not specifically established to deal with issues facing women survivors of domestic violence. Additionally, there are no specialized centers for survivors of sexual violence.

Liechtenstein (PRINCIPALITY OF LIECHTENSTEIN)

Population: 36.942
Female Population: 18.628
Member of Council of Europe: 1978
Member of European Union: No
CEDAW ratified: 1995
CEDAW Optional Protocol ratified: 2001
CoE Convention on preventing and combating violence against women:
Signed: No; Ratified: n/a



There is **one national women's helpline** in Liechtenstein operated by the women's shelter Frauenhaus Liechtenstein. The helpline operates 24/7, but is not free of charge. In 2013, the helpline provided long-term counseling support to eight women. There is **one women's shelter**, which offers **three shelter places** for women survivors of violence and their children. Liechtenstein is therefore missing 25% of the recommended shelter spaces. In 2013, 15 women and nine children were accommodated in the women's shelter. Liechtenstein does not meet the Council of Europe Taskforce Recommendations for providing a women's helpline and shelter places. Furthermore, there are no women's centers for survivors of sexual violence, though one women's center, Infra, does provide support to women, including legal advice and counseling about domestic violence. An additional service is Opferhilfestelle, a center for assisting victims whose physical, psychological or sexual integrity has been violated by a criminal act. Every person residing in Liechtenstein whose integrity has been directly affected by a criminal act has the legal right to counseling, information and assistance in psychological, socio-medical, or law-related issues, as well as to have access to therapists, medical doctors, and lawyers if needed.



Lithuania (REPUBLIC OF LITHUANIA)



Population: 2.971.905
Female Population: 1.603.014
Member of Council of Europe: 1993
Member of European Union: 2004
CEDAW ratified: 1995
CEDAW Optional Protocol ratified: 2004
CoE Convention on preventing and combating violence against women:
Signed: 7 June 2013; Ratified: n/a

There is **one national women's helpline** in Lithuania that is free of charge, but it does not operate 24/7. There are **no women's shelters** in the country. As a result, Lithuania does not meet the Council of Europe Taskforce Recommendations on the provision of a women's helpline and women's shelters. Furthermore, there are 16 specialized women's centers in the country that provide a range of support services including information, counseling, and advice, but no specialized services for women survivors of sexual violence exist in Lithuania. In addition, temporary accommodation for women survivors of violence is provided through the social care system in Municipal Social Care Centers. Although these centers do not have a gender-specific approach to fighting violence, they do generally offer accommodation for all persons deemed to be in a crisis situation, including women and men in vulnerable groups such as the homeless, ex-convicts and drug users, and to children and young people without appropriate family support.

Luxembourg (GRAND DUCHY OF LUXEMBOURG)



Population: 537.039
Female Population: 286.627
Member of Council of Europe: 1949
Member of European Union: 1957
CEDAW ratified: 1989
CEDAW Optional Protocol ratified: 2003
CoE Convention on preventing and combating violence against women:
Signed: 11 May 2011; Ratified: no

There is **one national women's helpline** in Luxembourg that is neither free of charge, nor available 24/7. In 2012, the helpline received 325 phone calls. There are **eight women's shelters** with **150 shelter places**, exceeding the recommended 54 shelter places. In 2012, women's shelters in Luxembourg accommodated 193 women survivors of violence and 228 children. As a result, Luxembourg meets the Council of Europe Taskforce Recommendations for women's shelter provision; however, since it does not provide a free and 24/7 national women's helpline, Luxembourg does not meet the recommendations for helpline service provision. Additionally, there are 13 women's counseling centers available in Luxembourg. One of the centers is called SAVVD, and is one of the seven centers run by Femmes en Détresse a.s.b.l. and it provides a proactive service approach in cases of domestic violence, with close cooperation with the police. All of the women's centers provide counseling, information and advice, court accompaniment, outreach and resettlement support. Most of the centers provide independent domestic violence advice, and one center provides specialist child support. Only one of the centers offers intervention safety and legal advice. One center for survivors of sexual violence is available in Luxembourg called Planning Familial, which accepts calls from women and helps with transfers to the police. Furthermore, Luxembourg has an additional service for women called ViSaVi (Vivre Sans Violence), a helpline that assists women survivors of violence and provides advice on administrative or judicial matters, as well as conducts interviews involving application for access to a women's shelter. Women may also schedule in-person visits through ViSaVi and receive assistance with other crisis situations unrelated to violence.



Macedonia

(THE FORMER YUGOSLAV REPUBLIC OF MACEDONIA)

Population: 2.050.671
Female Population: 1.922.861
Member of Council of Europe: 1995
Member of European Union: No
CEDAW ratified: 1994
CEDAW Optional Protocol ratified: 2003
CoE Convention on preventing and combating violence against women:
Signed: 8 July 2011; Ratified: No



There are **three national women's helplines** in Macedonia, all in operation 24/7. Only two of the three helplines are free of charge. In 2012, 3,715 calls were received by three helplines. Furthermore, there are **four women shelters** in Macedonia, with **approximately 22 shelter places**.¹²³ Currently, 89% of recommended shelter places are still missing in Macedonia. In addition, there are no rape crisis centers available in the country. Overall, Macedonia meets the Council of Europe Taskforce Recommendations on provision of national women's helpline, but does not meet the recommendations on provision of women's shelters. In addition to these services, Macedonia has two intervention women's centers that provide emergency accommodation, and one family center that offers psychosocial counseling to victims of domestic violence, as well as perpetrators. Furthermore, there are several local helplines that operate in the country, providing support to women survivors of domestic violence and other forms of violence.

Malta

(REPUBLIC OF MALTA)

Population: 404.962
Female Population: 204.143
Member of Council of Europe: 1965
Member of European Union: 2004
CEDAW ratified: 1991
CEDAW Optional Protocol ratified: No
CoE Convention on preventing and combating violence against women:
Signed: 21 May 2012; Ratified: 29 July 2014



There is **no national women's helpline** in Malta. **Three women's shelters**, two of which are for emergency situations and one for second-stage help, exist in the country with a total of **36 shelter places available**. In 2012, 139 women and 110 children were accommodated in the women's shelters, with 76 women and 84 children unable to find accommodating in the shelters due to capacity limits and instead seeking accommodation elsewhere such as homeless shelters or hostels. Furthermore, there are no rape crisis centers in Malta. Malta nearly meets the number of recommended women's shelter places, but the country's service provision still falls short of the Council of Europe Taskforce Recommendations. In addition, the center called Domestic Violence Unit supports victims of domestic violence by providing information, advice, advocacy and outreach. The Domestic Violence Unit is part of the agency Appogg, which is a state-run and state-funded social work unit working with victims of domestic violence. Women's shelters also provide non-residential support. Additionally, although there is no specialized women's helpline in Malta, Appogg runs a general support helpline for survivors of violence called Support Line 179. In March 2014, the Sexual Assault Response Team (SART) was established in Malta, with the aim of improving frontline practice and management of a sexual assault response service, including providing assistance to survivors of sexual assault. In addition to the women's shelters located in Malta, a women's shelter was opened in Gozo, Malta's sister island, in November 2014.

Moldova (REPUBLIC OF MOLDOVA)



Population: 3.559.497
Female Population: 1.847.151
Member of Council of Europe: 1995
Member of European Union: No
CEDAW ratified: 1994
CEDAW Optional Protocol ratified: 2006
CoE Convention on preventing and combating violence against women:
Signed: No; Ratified: n/a

There is **one national women's helpline** in Moldova operating 24/7 and providing free of charge assistance in Russian and Romanian. During 2013, the helpline received 1.297 calls. There is only **one women's shelter** in Moldova, run by a women's NGO, with **25 shelter places available**. Hence, 93% of recommended shelter places are absent. During 2013, 91 women survivors of domestic violence were accommodated at the women's shelter. Although Moldova meets the Council of Europe Taskforce Recommendations for national women's helpline provision, it does not meet the recommendations in terms of provision of women's shelters. There are no specialized rape crisis centers in Moldova for women survivors of sexual violence. However, there are approximately 17 women's centers or social assistance centers in Moldova providing support for survivors of violence and their children. The centers provide a variety of services and serve all groups of women in at-risk situations. For example, one of the centers specializes in assisting women survivors of domestic violence and their children, while another also assists women survivors of trafficking.

Montenegro



Population: 631.536
Female Population: 320.278
Member of Council of Europe: 2007
Member of European Union: No
CEDAW ratified: 2006
CEDAW Optional Protocol ratified: 2006
CoE Convention on preventing and combating violence against women:
Signed: 11 May 2011; Ratified: 22 April 2013

There is **no national women's helpline** in Montenegro. Furthermore, there are **three women's shelters** in the country, with **approximately 38 shelter places available**. Currently, 40% of recommended shelter places are still missing in Montenegro. During 2012, the three shelters accommodated 102 women and 99 children. Over the same period, 21 women could not be accommodated due to the lack of available space. There are also no rape crisis centers for women survivors of sexual violence. Hence, Montenegro does not meet the Council of Europe Taskforce Recommendations on provision of a national women's helpline and women's shelters. Montenegro provides some additional services for women, such as three women's counseling centers. Two of the centers are run by the women's shelters as part of their non-residential service provision, and the additional women's crisis center also provides counseling. Furthermore, all centers assist women survivors of domestic violence, and one of the centers offers specialized assistance to migrant women, undocumented migrant women, women seeking asylum, and women with disabilities. Two of the three centers provide specialized support to Roma women. Although there is no national women's helpline in the country, there are four local helplines located in Podgorica, Niksic, Ulcinj and Bijelo Polje. Two of the helplines provide support for women survivors of all forms of violence, while the other two provide assistance to women survivors of domestic violence.



Netherlands (KINGDOM OF THE NETHERLANDS)

Population: 16.485.787
Female Population: 8.329.391
Member of Council of Europe: 1949
Member of European Union: 1952
CEDAW ratified: 1991
CEDAW Optional Protocol ratified: 2002
CoE Convention on preventing and combating violence against women:
Signed: 14 November 2012; Ratified: No



There is **no national women's helpline** in the Netherlands. There are **96 women's shelters** with **1,608 shelter places available**. In 2011, data show approximately 11,000 women and 3,000 children were accommodated in shelters in the Netherlands. At this time, only 2,5% of recommended women's shelter places are absent. Based on available information, the Netherlands does not meet the Council of Europe Taskforce Recommendations on the provision of a women's helpline, and nearly meets the recommendations on provision of women's shelters. Furthermore, there is no information available on the existence and numbers of women's centers, while at least one center for survivors of sexual violence has been identified that provides various support to survivors of sexual assault. In addition, there is a general national helpline in the Netherlands called 'Information and Help on Domestic Violence'.

Norway (KINGDOM OF NORWAY)

Population: 4.828.726
Female Population: 2.417.823
Member of Council of Europe: 1949
Member of European Union: No
CEDAW ratified: 1981
CEDAW Optional Protocol ratified: 2002
CoE Convention on preventing and combating violence against women:
Signed: 7 July 2011; Ratified: No



There is **no national women's helpline** in Norway; instead each women's shelter (**46 women's shelters** in total) operates a regional helpline assisting women survivors of violence. The available shelters have **815 shelter places** in total. Furthermore, each shelter provides non-residential services to women survivors in the form of women's centers, which offer services including counseling. In terms of the provision of a national women's helpline, Norway does not meet the Council of Europe Taskforce Recommendations, but since it exceeds the recommended 483 shelter places, Norway does meet the recommendations for women's shelter provision. Furthermore, 23 centers for women survivors of sexual violence are available in Norway which are operated by state healthcare institutions. In addition to women-specific services in Norway, some general services are also available, as well as services provided by women's shelters, such as helplines run by the shelters that qualify as regional helplines. Each municipality shelter operates a regional helpline for survivors of domestic violence. There is also a national helpline for all persons in crisis situations.



Poland (REPUBLIC OF POLAND)



Population: 38.153.389
Female Population: 19.730.046
Member of Council of Europe: 1991
Member of European Union: 2004
CEDAW ratified: 1980
CEDAW Optional Protocol ratified: 2003
CoE Convention on preventing and combating violence against women:
Signed: 18 December 2012; Ratified: No

Poland has **no national women's helpline**, and **one women's shelter** with **26 shelter places available**. Currently, 99% of recommended shelter places are missing in Poland. As a result, Poland does not meet Council of Europe recommendations on helpline and shelter provision. There is also **one women's center in Warsaw** providing various forms of assistance to women survivors of violence. The services offered for women include legal advice, psychological counseling, and educational seminars. Additional services exist that do not operate with a gender specific approach or that support persons in different crisis situations, which can also be accessed by women survivors of violence. For example, there are two general helplines in Poland; one is called the National Emergency Service for Survivors of Family Violence Blue Line; the other is called National Emergency Service for Survivors of Family Violence, which addresses alcohol abuse problems. There are a large number of shelters in Poland that provide support to women and men survivors of domestic violence, as well as gender-neutral counseling centers.

Portugal (REPUBLIC OF PORTUGAL)

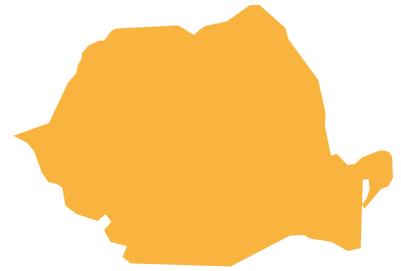


Population: 10.632.482
Female Population: 5.487.097
Member of Council of Europe: 1976
Member of European Union: 1986
CEDAW ratified: 1980
CEDAW Optional Protocol ratified: 2002
CoE Convention on preventing and combating violence against women:
Signed: 11 May 2011; Ratified: 5 February 2013

There is **no national women's helpline** in Portugal. There are **37 women's shelters** with **632 shelter places available**. Data for two of the shelters show that in 2012, 45 women and 40 children were accommodated. Currently, 41% of recommended shelter places are missing in Portugal. As a result, Portugal does not yet meet the Council of Europe Taskforce Recommendations for the provision of a women's helpline and shelters. Furthermore, there are seven women's centers in the country and no specialized services for women survivors of sexual violence. Additional services in Portugal include seven women's centers. The majority of these centers support women and men survivors of domestic violence, but only two of them apply a gender-specific approach. Some centers also support survivors of trafficking and other forms of violence. There is a non-specialist national helpline for survivors of domestic violence in Portugal called Serviço de Informação às Vítimas de Violência Doméstica.



Romania



Population: 20.121.641
Female Population: 10.333.064
Member of Council of Europe: 1993
Member of European Union: 2007
CEDAW ratified: 1982
CEDAW Optional Protocol ratified: 2003
CoE Convention on preventing and combating violence against women:
Signed: 27 June 2014; Ratified: No

There is currently **no national women's helpline** in Romania; however, in 2015, the Department of Equal Opportunities between Women and Men, part of the Ministry of Labour, will open a pilot helpline through the EU-funded project START. There are **41 women's shelters** with **approximately 590 shelter places¹²⁴ available** for women survivors of violence and their children. Currently, 71% of required shelter places are missing in Romania. Overall, Romania does not meet the Council of Europe Taskforce Recommendations on provision of a national women's helpline and women's shelters. Additionally, there are 21 women's centers in Romania providing counseling and other services to women survivors of domestic violence. Five of these centers also provide assistance to women survivors of sexual violence, and one center is dedicated specifically to women survivors of sexual violence.

Russia (RUSSIAN FEDERATION)



Population: 141.909.244
Female Population: 76.268.737
Member of Council of Europe: 1996
Member of European Union: No
CEDAW ratified: 1981
CEDAW Optional Protocol ratified: 2004
CoE Convention on preventing and combating violence against women:
Signed: No; Ratified: n/a

In Russia, there is **one national women's helpline** providing assistance to women survivors of domestic violence. The helpline is free of charge and operates 12 hours per day, seven days a week. In 2013, the helpline received 7,633 calls, of which 1,342 calls related to cases of domestic violence. Furthermore, there are **42 women's shelters** with **approximately 400 shelter places available**. Consequently, 97% of recommended shelter places are currently absent in Russia. As a result, Russia does not meet the Council of Europe Taskforce Recommendations on provision of national women's helpline and women's shelters. Lastly, there are 19 women's centers providing support to women survivors of violence, and one center called 'Sisters Independent Charitable Center for Assistance to Survivors of Sexual Violence', assisting women survivors of sexual violence.

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Serbia (REPUBLIC OF SERBIA)



Population: 7.186.862
Female Population: 3.499.176
Member of Council of Europe: 2003
Member of European Union: No
CEDAW ratified: 2001
CEDAW Optional Protocol ratified: 2003
CoE Convention on preventing and combating violence against women:
Signed: 4 April 2012; Ratified: 21 November 2013

There is **no national women's helpline** in Serbia. There are **14 women's shelters** with at least **162 shelter places**. Five of the shelters are available to accommodate women survivors of violence and their children. User statistics for nine shelters for the year 2012 show that 129 women and 120 children were accommodated in women's shelters, while 300 women were accommodated in short-term emergency shelters. Lastly, there are no support centers for survivors of sexual violence in Serbia. As a result, Serbia does not meet the Council of Europe Taskforce Recommendations on the provision of a national women's helpline. Due to unclear data on the exact number of shelter places available, no statement can be made on whether Serbia meets the recommendations on the provision of women's shelters. Furthermore, there are 26 women's NGOs in Serbia, which are members of the network Women against Violence, and which provide gender-specific counseling for women survivors of male violence. In addition, there is one helpline which women and men survivors of domestic violence can call. One women's helpline was recently established in the territory of the Autonomous Province of Vojvodina, and there are 24 SOS hotlines for women survivors of domestic violence that are run by women's NGOs. Among these 24 hotlines, two service mainly women survivors of trafficking, four are specialized in supporting women with disabilities, and three provide support to women speaking languages of national minorities.

Slovakia (SLOVAK REPUBLIC)



Population: 5.418.374
Female Population: 2.784.946
Member of Council of Europe: 1961
Member of European Union: 2004
CEDAW ratified: 1993 (by succession)
CEDAW Optional Protocol ratified: 2000
CoE Convention on preventing and combating violence against women:
Signed: 11 May 2011; Ratified: No

There is **one national women's helpline** in Slovakia. The helpline operates 24/7 but is not free of charge. In an average year, the helpline reportedly receives 1,200 calls. There are **two women's shelters** with **approximately 31 shelter places available**. Currently, 94% of recommended shelter places are missing in Slovakia. As a result, Slovakia does not meet the Council of Europe Recommendations on the provision of a national women's helpline and women's shelters. There are five specialized counseling centers for women experiencing intimate partner violence in Slovakia run by independent women's NGOs. Slovakia does not currently have any centers for women survivors of sexual violence.



Slovenia

(REPUBLIC OF SLOVENIA)



Population: 2.042.335
Female Population: 1.030.568
Member of Council of Europe: 1993
Member of European Union: 2004
CEDAW ratified: 1992
CEDAW Optional Protocol ratified: 2004
CoE Convention on preventing and combating violence against women:
Signed: 8 September 2011; Ratified: No

There is **one national women's helpline** in Slovenia. The helpline is free of charge but does not operate 24/7. In 2012, the national women's helpline received 2,314 calls. Furthermore, there are **16 women's shelters** with **approximately 249 shelter places available**. In 2012, 33 women and 21 children were accommodated in the two shelters where service user statistics are available. Overall, Slovenia does not meet the Council of Europe Taskforce Recommendations on the provision of a national women's helpline, but meets the recommendations on the provision of women's shelters. Additionally, there are three crisis centers that offer emergency accommodation to women survivors of violence and eight counseling centers. Five of the centers provide support to women survivors of sexual violence. In addition to the one national women's helpline, there are five helplines that women survivors can call for counseling. In to the places available in the 16 women's shelters, 13 places are available in the three crisis centers, and 183 places are available in the 10 maternity homes.

Spain

(KINGDOM OF SPAIN)



Population: 45.929.476
Female Population: 23.258.614
Member of Council of Europe: 1977
Member of European Union: 1986
CEDAW ratified: 1984
CEDAW Optional Protocol ratified: 2001
CoE Convention on preventing and combating violence against women:
Signed: 11 May 2011; Ratified: 10 May 2014

There is **one national women's helpline** in Spain, operating 24/7 and free of charge. In 2012, the helpline received 55,810 calls. Furthermore, there are **3,329 women's shelter places available** in the country. Currently, 28% of recommended shelter places are still absent. Spain meets the Council of Europe Taskforce Recommendations for national women's helpline provision, but does not meet the recommendations in terms of available women's shelter places. Furthermore, women's centers are available in every region in Spain, although information on specific number of centers is not available. There are 27 centers specifically for women and girl survivors of sexual violence, all accessible for migrant and undocumented women. Seven centers only support adult women, while the rest provide help to both women and girls. More than half support children of women survivors of sexual violence. Finally, additional helplines in Spain include a support helpline for children and adolescents, called ANAR de Ayuda a Niños y Adolescentes.

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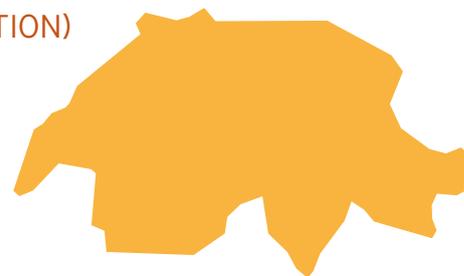
Sweden (KINGDOM OF SWEDEN)



Population: 9.298.515
Female Population: 4.672.153
Member of Council of Europe: 1949
Member of European Union: 1995
CEDAW ratified: 1980
CEDAW Optional Protocol ratified: 2003
CoE Convention on preventing and combating violence against women:
Signed: 11 May 2011; Ratified: 1 July 2014

There are **two national women's helplines** in Sweden. Both helplines are free of charge, and one of them operates 24/7. Between 2007 and 2012, both helplines received approximately 100,000 calls, or an average of 70 calls per day. Furthermore, there are **161 women's shelters** with at least **631 shelter places available**. Currently, 32% of recommended shelter places are absent in Sweden. During 2012, 2,287 women and 1,961 children were accommodated in the shelters (members of the organizations Roks and SKR); 4,089 women and children could not be accommodated over the same period, due to lack of available space. Overall, Sweden meets the Council of Europe Taskforce Recommendations on provision of a national women's helpline, but does not meet the recommendations on provision of women's shelters. Additionally, there are numerous women's centers available in Sweden, however, no information is available on the exact number. There are at least eight support centers for female survivors of sexual violence. It is important to note that most support services, including crisis centers, women's shelters, and young women's empowerment centers, also provide support to survivors of sexual violence. In addition to the two national women's helplines, there are a number of women's helplines in Sweden. The helpline Kvinnsfridslinjen also runs a website, an important addition to the services offered by the national women's helpline. The website supports primarily survivors of violence and their family, but also assistance for professionals working in the field. Most of the crisis centers and women's shelters also run helplines and online chats that women all over Sweden can access. Finally, additional services in Sweden include, SKR runs 30 Young Women's Empowerment Centers ("tjejjour") and nine empowerment centers for adolescents (both girls and boys), while Roks also runs 35 young women's shelters.

Switzerland (SWISS CONFEDERATION)



Population: 7.743.832
Female Population: 3.935.211
Member of Council of Europe: 1963
Member of European Union: No
CEDAW ratified: 1997
CEDAW Optional Protocol ratified: 2008
CoE Convention on preventing and combating violence against women:
Signed: 11 September 2013; Ratified: n/a

In Switzerland, there is **no national women's helpline** for women survivors of violence. Furthermore, there are **18 women's shelters** with **278 shelter places available** in the country. Between 2005 and 2013, 10,111 women and 9,778 children were accommodated in the shelters in Switzerland – in 2013 alone, 1,069 women and 990 children were accommodated – while 28% of women and children seeking accommodation could not be sheltered due to a lack of space. Currently, 64% of the recommended shelter places are still missing. Overall, Switzerland does not meet the Council of Europe Taskforce Recommendations on provision of a national women's helpline and women's shelters. Additionally, there are 20 women's centers in Switzerland (19 of which specialize in assisting women survivors of domestic violence, while one center supports women survivors of trafficking), and six women's centers for survivors of sexual violence. Two of the centers are run by hospitals and two by independent women's NGOs, and one of the centers specializes in assisting children survivors of sexual violence. Additionally, the Helpline for Rape opened its first shelter in 1981.



Turkey (REPUBLIC OF TURKEY)



Population: 76.667.864
Female Population: 38.194.504
Member of Council of Europe: 1949
Member of European Union: No
CEDAW ratified: 1985
CEDAW Optional Protocol ratified: 2002
CoE Convention on preventing and combating violence against women:
Signed: 11 May 2011; Ratified: 14 March 2012

There is **one national women's helpline** in Turkey operating 24/7 and free of charge. From 15 October 2007 to 31 December 2012, the helpline received 33,669 calls. Furthermore, there are a total of **123 women's shelters** in the country with **approximately 2,190 shelter places available**. Turkey meets the Council of Europe Taskforce Recommendations for the provision of a national women's helpline, but with 71% of recommended women's shelters absent, does not yet meet the recommendations for women's shelter provision. Additionally, there are 36 women's centers in Turkey for survivors of violence, as well as a number of Independent Domestic Violence Advisors. The majority of the centers are specialized in providing support to women and survivors of domestic violence. Two centers provide support to women survivors of trafficking, one to migrant, minority ethnic and asylum seeking women, and one provides specialized support to girls under the age of 18. There are, however, no centers for women survivors of sexual violence in the country. Additional services include the general helpline Social Service Counseling Line for Family, Women, Children and the Disabled (ALO 183), which operates 24/7 and free of charge, providing assistance to survivors of all forms of violence, including women, children, persons with disabilities, relatives of martyrs and veterans. In 2012, the Turkish government opened centers for prevention and observation of violence (ÖN M) as pilot projects in 14 different cities, with one of their tasks being data collection; however, women's organizations have voiced numerous concerns with regard to these centers and their work, including in the areas of the anonymity of women survivors and effective support, as well as the fear that these centers may eventually replace autonomous feminist services.

Ukraine



Population: 45.963.359
Female Population: 24.778.427
Member of Council of Europe: 1995
Member of European Union: No
CEDAW ratified: 1981
CEDAW Optional Protocol ratified: 2003
CoE Convention on preventing and combating violence against women:
Signed: 7 November 2011; Ratified: No

There is **one national women's helpline** in Ukraine. The helpline is free of charge but does not operate 24/7. There are **three women's shelters** with **approximately 100 shelter places available**. Currently, 98% of recommended shelter places are still absent in Ukraine. As a result, Ukraine does not meet the Council of Europe Taskforce Recommendations for women's helpline and women's shelter provision. No information is available with regard to the availability of women's centers in Ukraine. While there are no centers for survivors of sexual violence operating continuously and targeting only women, some NGOs may provide this type of center on a project basis. Additional services available include a general national hotline for combating domestic violence, trafficking in human beings and gender discrimination; the hotline is free of charge.



United Kingdom of Great Britain and Northern Ireland



Population: England: 52.234.000; Northern Ireland: 1.799.392; Scotland: 5.222.100; Wales: 3.006.400
Female Population: England: 26.476.400; Northern Ireland: 914.998; Scotland: 2.691.785; Wales: 1.536.000
Member of Council of Europe: 1949
Member of European Union: 1973
CEDAW ratified: 1986
CEDAW Optional Protocol ratified: 1986
CoE Convention on preventing and combating violence against women: Signed 8 June 2012; Ratified: No

In England, there is **one national women's helpline** operating 24/7 and free of charge. Between April 2012 and March 2013, the helpline received 161,879 calls. There are 289 services in England provided by 178 providers, with approximately **3,577 shelter places** available. During the same period of time, an estimated 15,404 women were accommodated in shelters/refuges across England. Currently, 32% of recommended shelter places are absent in England. Based on the information available, England meets the recommendations for the provision of a national women's helpline, but does not meet the recommendations for women's shelter service provision. Furthermore, there are numerous women's centers, including approximately 300 support services across England for women survivors of violence and their children. There are around 500 Independent Domestic Violence Advisors (IDVA) and 260 Multiagency Risk Assessment Conferences (MARAC) in England and Wales. Additionally, there are 46 rape crisis centers in England, 30 sexual assault referral centers (SARC), and a number of Independent Sexual Violence Advisors (ISVA). A national umbrella agency called Survivors Trust (TST) includes over 135 specialist services for survivors of sexual violence in the UK and Ireland.

In Wales, there is **a national women's helpline** operating 24/7 and free of charge. Between April 2012 and March 2013, the helpline received 29,718 calls. There are **36 refuges**, with approximately **227 shelter places available**. Currently, 25% of recommended shelter places are absent in Wales. Based on the information available, Wales meets the Council of Europe Taskforce Recommendations for the provision of a national women's helpline, but does not meet the recommendations for women's shelter service provision. Furthermore, there are a number of women's centers in Wales, as well as seven centers for women survivors of sexual violence, and a number of Independent Sexual Violence Advisors (ISVA).

In Northern Ireland, there is **a national women's helpline** operating 24/7 and free of charge. Between April 2012 and March 2013, the helpline received 47,597 calls. There are **13 women's shelters**, with **approximately 390 shelter places available**. During the same period of time, 880 women and 546 children were accommodated in shelters/refuges across Northern Ireland, while there were 424 women who were unable to receive accommodation due to the lack of space. Currently, more than the minimum recommended number of shelter places are available in Northern Ireland. Based on the information available, Northern Ireland meets the Council of Europe Taskforce Recommendations for the provision of a national women's helpline and women's shelter service provision. Furthermore, there are numerous women's centers in Northern Ireland; however there are no gender-specific services for women survivors of sexual violence.

In Scotland, there is **a national women's helpline** operating 24/7 and free of charge. There are **45 women's shelters** in Scotland, with **approximately 509 shelter places available**. Currently, 2,5% of recommended shelter places are absent in Scotland. Based on the information available, Scotland meets the Council of Europe Recommendations for the provision of a national women's helpline, and nearly meets the recommendations for women's shelter service provision. Furthermore, there are a number of women's centers in Scotland, as well as 13 rape crisis centers in Scotland, four sexual violence support services, and one sexual assault referral center.



Endnotes

- ¹ 2011 Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence. Preamble.
- ² European Parliament. (2014). European Parliament resolution of 25 February 2014 with recommendations to the Commission on combating Violence against Women (2013/2004(INL)).
- ³ European Parliament. (2014). European Parliament resolution of 25 February 2014 with recommendations to the Commission on combating Violence against Women (2013/2004(INL)). Article 1.
- ⁴ European Parliament. (2014). European Parliament resolution of 25 February 2014 with recommendations to the Commission on combating Violence against Women (2013/2004(INL)). Annex to the Resolution. Recommendation 2 on prevention and combat measures.
- ⁵ European Parliament. (2014). European Parliament resolution of 25 February 2014 with recommendations to the Commission on combating Violence against Women (2013/2004(INL)). Para R.
- ⁶ European Union Agency for Fundamental Rights. (2014). Violence against women: an EU-wide survey – Main results. (2014). Available at [http://fra.europa.eu/sites/default/files/fra-2014-vaw-survey-main-results-apr14_en.pdf].
- ⁷ European Union Agency for Fundamental Rights. (2014). Violence against women: An EU-wide survey – Results at a glance. Pg.39.
- ⁸ European Union Agency for Fundamental Rights. (2014). Violence against women: An EU-wide survey – Results at a glance. Pg.16.
- ⁹ European Union Agency for Fundamental Rights. (2014). Violence against women: An EU-wide survey – Main results. Pg.28.
- ¹⁰ European Union Agency for Fundamental Rights. (2014). Violence against women: An EU-wide survey – Main results. Pg.66.
- ¹¹ European Union Agency for Fundamental Rights. (2014). Violence against women: An EU-wide survey – Results at a glance. Pg.36.
- ¹² Women against Violence Europe (WAVE). (2004). Away from Violence: European Guidelines for Setting up and Running a Women's Refuge.
- ¹³ Thiara, Ravi. K., Monika Schröttle, Stephanie Condon (Eds). (2011). Violence against Women and Ethnicity. Commonalities and Differences across Europe.
- ¹⁴ 2011 Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence. Available at [<http://www.coe.int/t/dghl/standardsetting/convention-violence/convention/Convention%202010%20English.pdf>].
- ¹⁵ Council of Europe. Chart of signatures and ratifications of the Istanbul Convention by member states of the Council of Europe. Available at [<http://conventions.coe.int/Treaty/Commun/ChercheSig.asp?NT=210&CM=1&DF=&CL=ENG>]. Retrieved on 29.10.14.
- ¹⁶ 2011 Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence. Article 68, §1.
- ¹⁷ 2011 Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence. Article 66, §4.
- ¹⁸ 2011 Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence – Explanatory Report. Pg.80.
- ¹⁹ Council of Europe. (2008). Council of Europe Task Force to Combat Violence against Women, including Domestic Violence (EG-TFV) – Final Activity Report. Pg.51.
- ²⁰ Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA.
- ²¹ European Commission. (2013). DG Justice Guidance Document related to the transposition and implementation of Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA. Pg.8.
- ²² Regulation (EU) No 606/2013 of the European Parliament and of the Council of 12 June 2013 on mutual recognition of protection measures in civil matters.
- ²³ Directive 2011/99/EU of the European Parliament and of the Council of 13 December 2011 on the European protection order.
- ²⁴ Teresa Freixes, Laura Román (Eds.). (2014). Protection of the Gender-Based Violence Victims in the European Union. Preliminary study of the Directive 2011/99/EU on the European protection order.
- ²⁵ 2011 Council of Europe Convention on Preventing and Combating Violence against Women, and Domestic Violence. Article 25.
- ²⁶ Old EU Member States correspond to the 15 countries integrating the EU prior to 2004; new EU Member States correspond to the 13 countries integrating the EU from 2004 onwards.
- ²⁷ Council of Europe. (2008). Council of Europe Task Force to Combat Violence against Women, including Domestic Violence (EG-TFV) – Final Activity Report. Pg.51.
- ²⁸ Council of Europe. (2014). Analytical study of the results of the 4th round of monitoring the implementation of Recommendation Rec(2002)5 on the protection of women against violence in Council of Europe member states.
- ²⁹ Council of Europe. (2014). Analytical study of the results of the 4th round of monitoring the implementation of Recommendation Rec(2002)5 on the protection of women against violence in Council of Europe member states. Pg.24.
- ³⁰ 13 countries which became members of the EU in 2004, 2007, 2013.
- ³¹ 15 countries which became members of the EU before 2004.
- ³² Regional helplines available, see country page in the WAVE Country Report 2013 for additional information.
- ³³ Depending on language skills of the staff.
- ³⁴ In 2015, the Department of Equal Opportunities between Women and Men, part of the Ministry of Labour, will open a pilot helpline through the EU-funded project 'START'.
- ³⁵ Each country of the UK has its own national helpline.
- ³⁶ Of the 7,970 calls received, 6,597 were from women.
- ³⁷ Among the 5,493 calls received, 4,303 were received by the Republika Srpska SOS Helpline, and 1,190 by the Federation BiH SOS Helpline.
- ³⁸ Among the 25,000 calls received, 15,000 calls were related to cases of domestic violence.
- ³⁹ Bundesministerium für Familie, Senioren, Frauen und Jugend (BAFzA). (2014). Erster Jahresbericht des Hilfef Telefons Gewalt gegen Frauen. P.49-50. Between March and December 2013, the Violence against Women Support Hotline was contacted 47,504 times. This included 46,710 phone calls, 544 email contacts, and 250 chat contacts.
- ⁴⁰ Of the 830 calls received, 700 calls were received by NANE, and 130 calls were received by KERET (operated by NANE).
- ⁴¹ Number of calls answered by all SAFE Ireland members local helplines, and the national helpline.
- ⁴² Dipartimento per le Pari Opportunità. (2013). Relazione – Servizio 1522, 1-31 Dicembre 2013. [http://www.pariopportunita.gov.it/images/stories/documenti_vari/UserFiles/1522/1522_relazione_dicembre2013.pdf]. Among the 63,291 calls received between January-December 2013, 36,491 were from women.
- ⁴³ Frauenhaus Liechtenstein. (2014). Jahresbericht 2013. [http://www.frauenhaus.li/Portals/0/docs/Jahresbericht_2013Homepage.pdf]. P.8
- ⁴⁴ Femmes en Détresse asbl. (2014). Rapport d'Activité de l'Année 2013 des centres d'accueil et de services de Femmes en Détresse, association sans but lucratif. P.39
- ⁴⁵ Among the 1,297 calls received, 574 calls were from victims, community leaders, groups of professionals, offenders and others, related to cases of domestic violence.
- ⁴⁶ On average, 70 calls received per day.
- ⁴⁷ Data segregated by each country of the UK, excluding Scotland, as follows: 161,879 in England, 29,718 in Wales, 47,597 in NI.

- ⁴⁸ Estimated number, based on a median number of shelter places available in 44 countries, where data on the number of shelter places was available. In all of the 44 countries, there are between 2-37 shelter places available per shelter, with the median number of 17 shelter places per shelter.
- ⁴⁹ Information refers to 345 shelters.
- ⁵⁰ Shelter places refer here to shelter beds.
- ⁵¹ Shelter places referring to the five women's shelter available prior to 2014; as a result, the current number of shelter places available in the four women's shelters is likely smaller.
- ⁵² Two additional hostels in Malta can take women when the shelters are full, or act as moving-on place to free up spaces in the shelters, providing an additional 36 bed spaces.
- ⁵³ There are eight shelters in Moldova with about 106 shelter places available. Only one of them is a women's shelter serving women and children survivors of DV exclusively.
- ⁵⁴ Shelter places refer here to shelter beds; 590 shelter beds equal to about 200 shelter places.
- ⁵⁵ In Serbia, there are at least 162 shelter places, as it has not been possible to account for all available shelter places in the country.
- ⁵⁶ There are at least 47 women's shelters, as not all shelters can be accounted for.
- ⁵⁷ Data refers to 18 out of 19 regions, and not taking into account shelter places that may be available in the region of Cantabria.
- ⁵⁸ The number 631 refers to the estimated number of shelter beds available at Roks' shelters in 2012.
- ⁵⁹ There also are 19 first receiving units/refuge stations, in cases when there is no space available in the shelters.
- ⁶⁰ Data segregated by each country of the UK as follows: 289 in England (refers to service providers), 36 in Wales, 13 in NI, 45 in Scotland.
- ⁶¹ Data segregated by each country of the UK as follows: 3,577 in England, 227 in Wales, 390 in NI, 509 in Scotland.
- ⁶² Data segregated by each country of the UK as follows: 5,223 in England, 301 in Wales, 180 in NI, 522 in Scotland.
- ⁶³ Data segregated by each country of the UK as follows: 1,646 in England, 74 in Wales, 0 in NI (places available are more than places needed), 13 in Scotland.
- ⁶⁴ Data segregated by each country of the UK as follows: 14,604 in England, 13,244 in Wales, 4,614 in NI, 10,260 in Scotland.
- ⁶⁵ Data segregated by each country of the UK as follows: 32% in England, 25% in Wales, 0% in NI (places available are more than places needed), 13% in Scotland.
- ⁶⁶ Information available for two State shelters only.
- ⁶⁷ Data refers to the shelter operated with the support of the Armenian Lighthouse Charitable Foundation.
- ⁶⁸ Women and children not able to be accommodated are referred to the other organizations for support.
- ⁶⁹ Data refers to 26 of the 30 women's shelters of the Austrian Autonomous Women's Shelter Network.
- ⁷⁰ Data refers to the activity of the shelter B.a.Be. Safe House Vukovar – Srijem County.
- ⁷¹ Data refers to 42 of the 45 women's shelters in Denmark.
- ⁷² Data refers to 10 of the 12 women's shelters in Estonia.
- ⁷³ Stigamõt. (2013). Information provided in the WAVE Country Report 2013 Questionnaire.
- ⁷⁴ Data refers to 37 women's shelters from the D.i.Re network.
- ⁷⁵ Frauenhaus Liechtenstein. (2014). Jahresbericht 2013. [http://www.frauenhaus.li/Portals/0/docs/Jahresbericht_2013Homepage.pdf]. P.8
- ⁷⁶ Data refers to two shelters run by AMCV.
- ⁷⁷ Data refers to nine shelters (eight state-run shelters, one NGO-run shelter). In addition, 300 women were accommodated in short-term (one day maximum) shelters.
- ⁷⁸ Data refers to two women's shelters run by Association SOS Help-line for Women and Children.
- ⁷⁹ Data refers to shelters under Roks and SKR networks.
- ⁸⁰ Data segregated as follows: 15,404 women in England, 880 women and 546 children in NI.
- ⁸¹ Data refers to women's shelters in NI only.
- ⁸² The Austrian Autonomous Women's Shelters Network exists since 1988, and gathers statistics from women's shelters since 1991.
- ⁸³ Clean World Social Union provides statistics for its shelter, on a yearly basis. The organization shares statistics with the public, the Ministry of Internal Affairs, the Ministry of Labour and Social Protection, and other bodies they collaborate with.
- ⁸⁴ The Ministry of Labour and Social Protection collects statistics on state crisis rooms only, and the number of women using their services.
- ⁸⁵ Gender Centers of the Federation and Republika Srpska collect data on the number of assisted victims in the safe houses, but no systematic data gathering is organized.
- ⁸⁶ The non-governmental Association for the Prevention and Handling of Violence in the Family collects relevant statistics in Cyprus.
- ⁸⁷ LOKK, in cooperation with the National Board of Social Services, coordinate the collection of data about shelters.
- ⁸⁸ A national agency started to gather data in 2013.
- ⁸⁹ Frauenhaus Liechtenstein is the only women's shelter available in Liechtenstein. The shelter collects statistics on a yearly basis.
- ⁹⁰ The Commission on Domestic Violence, within the Ministry for the Family and Social Solidarity, started the process of collecting national statistics on women's shelters in 2013. Until then, the process was hampered by lack of human resources.
- ⁹¹ Each women's NGO collects its own statistics, available in annual Activity Reports.
- ⁹² Center for prevention and observation of violence was started as a pilot project. One of its tasks is collecting statistics.
- ⁹³ Austrian Federal Ministry of Education and Women's Affairs (Bundesministerium für Bildung und Frauen).
- ⁹⁴ The helpline receives funding from the State, through the Norway Grants schemes.
- ⁹⁵ The National Domestic Violence Hotline is run and funded by the State.
- ⁹⁶ The Violence against Women Support Hotline is funded by the Federal Office for Family and Social Affairs, part of the Federal Ministry for Family, Senior, Women's and Youth Affairs – BMFSFJ.
- ⁹⁷ The helpline operated by the General Secretariat for Gender Equality is funded by the State and by the European Social Fund through the National Strategic Reference Framework (NSRF) 2007-2013. The helpline operated by the National Center for Social Solidarity (E.K.K.A.) is funded by the state, and receives majority of its funding from the Ministry of Labour and Social Security.
- ⁹⁸ The helpline run by NANE Women's Rights Association is supported with some form of state funding (allocated from 1% of personal income tax by the taxpayers), and the Open Society Foundation. KERET Coalition's Helpline is supported by the Open Society Foundation.
- ⁹⁹ The helpline Antiviolenza Donna was set up by the State in 2006, and is run by the women's group Telefono Rosa.
- ¹⁰⁰ The Direct Line for Victims of Violence is funded by the State, and SOS Linja is funded through foreign donations.
- ¹⁰¹ The National SOS Line is funded by the State (20%), foreign donations (30%), and volunteer work (50%). The National SOS Line – Phone of Trust is funded by the State (50%) and through volunteer work (50%). The SOS National Mobile Line is funded through private donations (80%) and volunteer work (20%).
- ¹⁰² Local government funding is provided by the region of Bratislava.



- ¹⁰³ The helpline Kvinnofridslinjen is run and founded by the state. The helpline Terrafem, run by an independent women's NGO, receives some level of State funding.
- ¹⁰⁴ Information segregated as follows: in England, the women's helpline is funded by the State (70%), private donations, charities and trusts; in Wales, the women's helpline is funded by the State; in Northern Ireland, the women's helpline is funded by the State, with support from volunteers; in Scotland, the women's helpline receives some level of State funding, and well as private donations.
- ¹⁰⁵ One shelter is funded by the Tufenkian Foundation, and the other by the Armenian Lighthouse Foundation.
- ¹⁰⁶ Ministry of the Interior and Ministry of Women's Affairs
- ¹⁰⁷ Shelters are partially funded by the State on a federal, cantonal, and municipal level.
- ¹⁰⁸ State funding based on projects.
- ¹⁰⁹ Municipal funding for shelters remains quite unstable, as it is based on the municipality's client-specific financial obligations, and out-tasking agreements with the municipality.
- ¹¹⁰ Two shelters are fully funded by the State, six shelters run by local municipalities are funded by the State and the European Social Fund through the National Strategic Reference Framework (NSRF) 2007-2013, and the remaining five shelters do not receive any state funding.
- ¹¹¹ The woman's shelter is funded by the Government of Iceland, and the Municipality of Reykjavik.
- ¹¹² State funding for women's shelters is provided in the form of temporary funding and public tenders.
- ¹¹³ State funding for women's shelters is provided in the form of permanent funding (80%), and public tenders (20%).
- ¹¹⁴ The Social Security Institute from the Ministry of Solidarity, Employment and Social Security is responsible for the partial funding of women's shelters in Portugal.
- ¹¹⁵ At least 23 shelters are run and funded by the State (95%) and volunteer work (5%). Shelters run by NGOs are largely funded through private and foreign donations, international foundations and volunteer work.
- ¹¹⁶ Shelters in Spain are funded by regional governments, and funding and mandated by law.
- ¹¹⁷ State funding for women's shelters in Sweden involves temporary local municipality funding.
- ¹¹⁸ Information segregated as follows: in England, women's shelters are partly funded by local authorities, as well as charitable trusts; in Wales, women's shelters are funded by the State; in Northern Ireland, women's shelters are funded, at least partly, by the State; in Scotland, women's shelters are primarily funded by both local authority funding, and the Scottish Government.
- ¹¹⁹ European Union Agency for Fundamental Rights. (2014). Violence against women: An EU-wide survey – Results at a glance. Pg. 15.
- ¹²⁰ European Parliament (2014): European Parliament resolution of 25 February 2014 with recommendations to the Commission on combating Violence against Women (2013/2004(INL)), Para R.
- ¹²¹ Women against Violence Europe (WAVE). (2014). Country Report 2013: Reality Check on Data Collection and European Services for Women and Children Survivors of Violence – A Right for Protection and Support?
- ¹²² Shelter places refer here to shelter beds, indicating that the actual number of shelter places missing in Greece is higher than indicated in the report.
- ¹²³ The number of shelter places refers to the five women's shelter available in Macedonia prior to 2014; as a result, shelter places currently available in the four women's shelters is likely smaller than indicated here.
- ¹²⁴ According to WAVE Focal Point Artemis Counselling Center against Sexual Abuse, a shelter 'place' should equal to three beds for one woman and two children, which is the average number of children accompanying a woman to a shelter. As a result, Romania should report 200 shelter places, rather than the 590 counted in the 2013 national reporting.

WAVE FOCAL POINTS

Name of Organization	Country	Phone number
Gender Alliance for Development Center (GADC)	Albania	00355 422 555 14
Human Rights in Democracy Center (HRDC)	Albania	00355 42 240 0712
Women's Association Refleksione	Albania	00355 423 404 33
Woman Forum Elbasan	Albania	00355 54 254 516 00355 54 257 723
Women's Right Center	Armenia	00374 105 428 28
Austrian Women's Shelter – Information Center against Violence AÖF	Austria	0043 1 585 328 8
Network of Austrian Counseling Centres for Women and Girls	Austria	0043 1 595 376 0
Domestic Abuse intervention Centre Vienna	Austria	0043 1 585 328 8
Clean World Social Union	Azerbaijan	00994 1 249 710 58 00994 1 241 111 51
International Public Association “Gender Perspectives”	Belarus	00375 17 211 0251
Law Initiative - Commission on Women's Rights	Belarus	00375 1 722 359 68
Collectif contre les Violences Familiales et l'Exclusion (CVFE)	Belgium	0032 4 223 456 7
Department of Health and Welfare, Violence Victims and Policy Coordination - Province of Antwerp	Belgium	0032 3 240 616 8
Garance ASBL	Belgium	0032 2 216 61 16
Steunpunt Algemeen Welzijnswerk	Belgium	0032 03 340 4913
Foundation United Women Banja Luka	Bosnia and Herzegovina	00387 51 462146
Medica Zenica Information	Bosnia and Herzegovina	00387 324 639 20
Bulgarian Gender research Foundation	Bulgaria	0035 9 296 353 57
Nadja Centre	Bulgaria	0035 9 298 193 00
Autonomous Women's House Zagreb	Croatia	00385 0800 55 44
B.a.Be., Be active. Be emancipated.	Croatia	00385 1 466 366 6
Women's Room - Center for Sexual Rights	Croatia	00385 01 611 9174
Mediterranean Institute of Gender Studies (MIGS)	Cyprus	00357 228 42 037
proFem - Central European Consulting Centre	Czech Republic	00420 224 910 722 4
ROSA – Centre for Battered and Lonely Women	Czech Republic	00420 777 144 737
Kvinnuhusid	Denmark	00298 317 200

L.O.K.K- National Organisation of Women's Shelters in Denmark	Denmark	0045 3 295 901 9
Estonian Women's Shelters Union	Estonia	00372 56240606
Tartu Child Support Center	Estonia	00372 748 466 6
Women's Shelter of Tartu	Estonia	00372 5 594 949 6
Federation of Mother and Child Homes and Shelters	Finland	00358 40 746 9984
Women's line Finland	Finland	00358 943 610 08
Fédération Nationale Solidarité Femmes-FNSF	France	0033 1 403 380 90
Cultural-Humanitarian Fund "Sukhumi"	Georgia	00995 0431 271 368
Sakhli – Advice Center for Women	Georgia	00995 322 98 90 80
Women's Information Center (WIC)	Georgia	00995 32 952 934
BIG e.V. - Berliner Interventionsprojekt gegen häusliche Gewalt	Germany	0049 30 617 091 00
Frauenhauskoordinierung e.V.	Germany	0049 30 92122083
Geschäftsstelle des Bundesverbandes Frauenberatungsstellen und Frauennotrufe - Frauen gegen Gewalt e.V.	Germany	0049 30 322 995 00
GESINE-Netzwerk Gesundheit.EN	Germany	0049 0 233 647 591 52
KOFRA - Kommunikationszentrum für Frauen zur Arbeits- und Lebenssituation	Germany	0049 8 920 104 50
PAPATYA - Kriseneinrichtung für Junge Migrantinnen	Germany	0049 306 100 62
ZIF- Zentrale Informationsstelle der autonomen Frauenhäuser des BRD	Germany	0049 228 684 695 04
European Anti-Violence Network	Greece	0030 210 922 5491
NaNE-Women's Rights association	Hungary	0036 1 337 286 5
Stigamot – Counseling and Information Centre on Sexual Violence	Iceland	00354 562 686 8
Women's Shelter Organization in Iceland	Iceland	00354 561 120 5
Sexual Violence Centre Cork	Ireland	00353 2 145 055 77
Rape Crisis Network Ireland	Ireland	00353 9 156 367 6
Safe Ireland	Ireland	00353 9 064 790 78
Women's Aid Ireland	Ireland	00353 1 678 885 8
Associazione Nazionale D.i.Re contro la Violenza-D.i.R.e Women's network against violence	Italy	0039 392 72 00 580: 0039 0668 401 726
Associazione Nazionale Volontarie Telefono Rosa-Onlus	Italy	0039 6 375 113 65
Women's Wellness Centre	Kosovo	00377 44 223 543

WAVE FOCAL POINTS

Križu un Konsultāciju Centrs Skalbes	Latvia	00371 672 229 20
Frauenhaus Fürstentum Liechtenstein	Liechtenstein	00423 380 020 3
Vilniaus Moterų namai - Intervention Centre	Lithuania	00370 5 261 638 0
Femmes en Detresse asbl	Luxembourg	00352 407 335
National Council for Gender Equality - NCGE	Macedonia	00389 231 343 90
National Network to End Violence against Women and Domestic Violence - Voice against Violence	Macedonia	00389 2 277 2400
Commission on Domestic Violence	Malta	00356 2568 7251
Association Against Violence "Casa Marioarei"	Moldova	00373 22 72 58 61
Center for Support and Development of Civic Initiatives "Resonance"	Moldova	00373 552 44000
Women's Law Centre	Moldova	00373 022 23 73 06
SOS Hotline for Women and Children Victims of Violence Niksic	Montenegro	00382 40 213 086; 00382 68 024 086
Federatie Opvang	Netherlands	0031 33 461 5029
MOVISIE	Netherlands	0031 30 78 920 00
Secretariat of the Shelter Movement	Norway	0047 9 713 769 1
Centrum Praw Kobiet	Poland	0048 22 652 011 7
AMCV- Associação de Mulheres Contra a Violência	Portugal	00351 213 802 160
A.L.E.G Association for Liberty and Equality of Gender	Romania	0040 0 269 242 078
ANAIS Association	Romania	0040 0 736 3808 79
Artemis Counselling Centre against Sexual Abuse	Romania	0040 2 645 981 55
CPE – Center Partnership and Equality	Romania	0040 2 133 541 75; 0040 2 133 541 80
ANNA - National Center for Prevention of Violence	Russia	007 4 956 237 479
Crisis Centre Ekaterina	Russia	007 3 432 203 028
Autonomous Women's Center (AWC)	Serbia	00381 112 645 328; 00381 112 687 190
Association Fenomena / SOS Kraljevo	Serbia	00381 36 331 8587
Alliance of women in Slovakia	Slovakia	00421 903 519 550
FENESTRA - Interest Association of Women	Slovakia	00421 557 297 504; 00421 911 224 777
Pro Familia Foundation	Slovakia	00421 9333 775 777 3



Association SOS Helpline for Women and Children	Slovenia	00386 154 435 14/13
Asociación de Mujeres Valdés Siglo XXI	Spain	0034 6 579 504 07
Fundacion para la Convivencia ASPACIA	Spain	0034 91 593 1029
Centro de Asistencia a Victimas de Agresiones Sexuales - CAVAS	Spain	0034 9 157 401 10
Directorate General for Gender-Based Violence, Youth Affairs and Juvenile Crime	Spain	0034 9 683 750 20; 0034 9 683 572 36
Hèlia - Associació de suport a les dones que pateixen violència de gènere	Spain	0034 6 910 696 29
Oficina de Gestión, Preparación y Supervisión de Programas Europeos. Fundación para la Atención e Incorporación Social (FADAIS). Consejería para la Igualdad y Bienestar Social	Spain	0034 9 555 329 5
Plataforma Unitària contra les Violències de Gènere	Spain	0034 6 273 983 13
Roks - National Organisation for Women's and Girls' Shelters in Sweden	Sweden	0046 8 442 993 0
Swedish Association of Women's Shelters and Young Women's Empowerment Centres (SKR)	Sweden	0046 8 642 640 1
Dachorganisation der Frauenhäuser der Schweiz und Liechtenstein	Switzerland	0041 7 943 516 08
Frauenhaus Biel	Switzerland	0041 3 232 203 44
Vivre sans Violence	Switzerland	0041 21 311 953 3
Kadin Dayanisma Vakfi - The Foundation for Women's Solidarity	Turkey	0090 312 432 078 2
Mor Çati - Women Shelter's Foundation	Turkey	0090 2 122 925 231/32
International Women's Rights Center La Strada - Ukraine	Ukraine	0038 044 205 36 95
Sumy Local Crisis Center (SLCC)	Ukraine	00380 542 621 834; 00380 542 781 810
Women's Information Consultative Center	Ukraine	00380 50 424 3771
Haven Wolverhampton	UK	0044 1 902 572 140
IMKAAN	UK	0044 2 072 503 933
REFUGE	UK	0044 2 073 957 700
Scottish Women's Aid	UK	0044 1 312 266 606
Welsh Women's Aid	UK	0044 2 920 390 874
Women's Aid England	UK	0044 1 179 444 411; 0044 1 179 157 453

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Women's Aid Federation Northern Ireland	UK	0044 2 890 249 041
WWA - Aberystwyth Women's Aid	UK	0044 197 061 222 5



WOMEN'S HELPLINES

List of women's helplines in 46 European Countries (2014)

The following is a table of the national women's helplines available in the 46 European countries. If there is no national helpline, a regional or general helpline is listed (these countries are marked with a *). Women's national helplines are among the most vital services for women's survivors of violence, they are one of the first places women can turn to receive immediate counselling and advice. **It is important to note that some of the following phone numbers cannot be called from abroad, as they are strictly national helplines and can only be used within the country. In such instances, we invite you to get in touch with the WAVE Focal Points in relevant countries.**

Country	Name	Phone number
Albania	Counselling Line for Women and Girls	+355 422 33408
Armenia	Women's Rights Centre	+374 105 428 28 0800 80 850
Austria	Women's Helpline against Male Violence	+43 800 222 555
Azerbaijan	Clean World Social Union Aid to Women	+99 412 408 5696
Belarus*	Hotline for survivors of domestic violence	8 801 100 8 801
	Helpline for children, parents and professionals who face situations of violence, abuse and situations of child neglect	8 801 100 16 11
	Anti-trafficking information line	113
Belgium*	Hotline for all types of violence, domestic (any member of the family) sexual violence, honour related violence, and more, child abuse, elder abuse	1712 (Flemish)
	Ecoutes Violences Conjugales (for marital violence)	0800 30 030 (French)
	SOS Viol (for sexual violence)	02 534 36 36 (French)
	Crisis Situation Helpline	106 (Flemish) 107 (French) 108 (German)
Bosnia and Herzegovina	Woman – Federation SOS Helpline	1264 (Republika Srpska) 1265 (Federation of Bosnia and Herzegovina)
Bulgaria	Women's Helpline	+359 2 981 76 86
Croatia*	Autonomous Women's House Zagreb	0800 55 44
Cyprus	Center for Emergency Assistance Helpline	1440
Czech Republic*	DONA Line	+420 251 51 13 13
	ROSA SOS helpline for women victims of DV	+420 602 246 102 +420 241 432 466

WOMEN'S HELPLINES

Denmark	LOKK Hotline	+45 70 20 30 82
Estonia	Estonian Women's Shelters Union	1492
Finland	Women's Line	+358 800 02400
France	Violences Femmes Info Viols Femmes Information	3919 0800 05 95 95
Georgia	National Domestic Violence Hotline Tbilisi Crisis Center of 'Sakhli' Advice Center for Women	309 903 +995 5952 32 101
Germany	National Women's Helpline	08000 116 016
Greece	National Center for Social Solidarity (E.K.K.A.) Women's Helpline	197 15 900
Hungary	NaNE Women's Rights Association	06 80 505 101 +36 4 06 30 006
Iceland*	Red Cross Kvænnaathvarfið shelter helpline	1717 561 1205
Ireland	National Freephone Helpline	1800 341 900
Italy	Antiviolenza Donna	1522
Kosovo	Direct Line for Victims of Violence SOS Linja	080011112 +381 39 033 00 98
Latvia*	Center Marta for trafficking in women	800 2012
Liechtenstein	Women's Helpline	+423 380 02 03
Lithuania	Women's Line	8800 66 366
Luxembourg	Fraentelefon	12 344
Macedonia	National SOS Line National SOS Line – Phone of Trust SOS National Mobile Line	15 700 15 315 +389 75 141 700 +389 77 141 700 +389 70 141 700
Malta*	Appogg Agency Support Line	179
Moldova	Trust Line	8008 8008
Montenegro*	SOS Hotline for Women and Children Victims of Violence Podgorica SOS Hotline for Women and Children Victims of Violence Niksic Bijelo Polje for women survivors of domestic violence Ulcinj for women survivors of domestic violence	020 232 254 040 213 086 040 213 358 068 024 086 050433660 030 411 700
Netherlands*	Information and Help on Domestic Violence	0900 126 26 26

Norway*	Crisis Situation helpline	800 40 008
Poland*	National Emergency Service for Survivors of Family Violence Blue Line	22 668 70 00
	National Emergency Service for Survivors of Family Violence	801 12 00 02
Portugal*	Serviço de Informação às Vítimas de Violência Doméstica	800 202 148
Romania*	Bucharest: Sensi Blu Foundation	021 311 46 36
	Bucharest: ADRA	021 25 25 117
	Iași: CMSC	023 225 29 20
	Târgu Mureș: IEESR	026 521 16 99
	Sibiu: A.L.E.G.	075 389 35 31
	Baia Mare: Centru Artemis	0262 25 07 70
	Timișoara: APFR	0256 29 3183
Russia	ANNA (National Center for the Prevention of Violence)	08800 700 600
Serbia*	Helpline for victims of domestic violence	0800 100 600
	Network of Women's Hotline in Vojvodina	0800 10 10 10
Slovakia	National Women's Helpline	0903 519 550
Slovenia	SOS Helpline for Women and Children – Victims of Violence	080 11 55
Spain	National Women's Helpline	016
Sweden	Terrafem	020 52 1010
	Kvinnofridslinjen	020 50 50 50
Switzerland*	Dargebotene Hand	143
Turkey	Hürriyet Emergency Domestic Violence Hotline	0212 656 9696
	Social Service Counseling Line for family, women, children, and the disabled	183
Ukraine	Domestic Violence Counteraction and Child Rights Protection Helpline	0800 500 335 0800 500 336
United Kingdom	ENGLAND: National Domestic Violence Free phone Helpline	0808 2000 247
	NORTHERN IRELAND: Domestic Violence Helpline	0800 917 14 14
	SCOTLAND: Scottish Domestic Abuse Helpline	0800 027 1234 080 88 01 03 02
	WALES: All Wales Domestic Abuse and Sexual Violence	0800 8010 800



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