

4. NATIONAL WOMEN'S HELPLINES

Introduction

For detailed information on this section, please see tables 9–12 on pages 90–91.

National women's helplines are among the core 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 specialist support tailored to meet their various needs. National women's helplines provide two important elements for women survivors of violence: information and emotional support. Standards for the provision of a national women's helpline set by the Istanbul Convention establishes that states must provide at least one national helpline to address all forms of violence against women, operating 24/7, free of charge, and in all relevant languages. Furthermore, Article 22 states that the parties to the convention "shall provide or arrange for specialist women's support services to all women victims of violence and their children" which implies that specialist women's helplines are needed to provide adequate support.

Free of charge women's helplines are important for various reasons, but most importantly so that the phone call is not recorded on a phone bill and hence the woman has the security in knowing that the perpetrator has no way of discovering that she has contacted a women's helpline. Furthermore, a helpline counselling session, especially in complex situations, may last longer than one hour. Women who are survivors of violence may not have the finances to cover expensive telephone bills, as they may also be experiencing economic violence by their partners and hence have limited financial means. Helplines must be available around the clock as violence can happen at any time of the day, especially in later hours of the day or at night. Women who experience violence, who have an urgent need to escape, are in need of information on safe accommodation for themselves and their children, if any, or in cases of sexual violence, are in need of immediate support and information; women's helplines operating 24/7 are crucial in providing such support.

The European Union Agency for Fundamental Rights (FRA) study demonstrates that one of the primary needs of women victims of violence is to have someone to talk to and to support them (FRA, 2014, p. 67). Providing information, advice, and practical help for women is key, particularly when there is a lack of awareness about support available. Informing victims of their rights and their options (such as making a police report, referring to a women's shelter, or providing information on the forensic process) helps to ensure not only that their needs are met, but also that the journey to healing is manageable and achievable. National women's helplines as a specialist support service for survivors of violence need to be "based on a gendered understanding of violence against women and domestic violence and shall focus on the human rights and safety of the victim" according to Article 18 of the Istanbul Convention (Council of Europe, 2012, p. 12).

Since women may seek support at any time of the day, it is crucial that the helplines be available around the clock, and also maintain confidentiality, and where necessary, anonymity. National women's helplines are also of help to friends, colleagues, neighbours and family of women victims of violence, who can be useful allies to victimised women and may call on behalf of women or are seeking information themselves. Information and advice particularly in crisis is crucial for women victims of violence, as many women report feeling shock, embarrassment, and fear after experiencing violence, and are often in need of non-judgemental guidance in terms of their options in order to make decisions quickly and decisively.

Specialist and independent women's NGOs are well equipped to run women's helplines and to bring women out of violent situations, provide customized care to help them overcome obstacles, and provide them with support in the future to ensure a path free from violence. The work of women's organizations and their expertise in combating violence against women is invaluable, and they should receive governmental financial support to women's helplines.

Aims and Content of Data Collection

One aim of the data collection was to compare women's service provision, between countries and within countries over time. Previous WAVE Reports have collected data on the existence of women's helplines in Europe over the years, and therefore a level of comparability can be achieved; however, as with any attempt at comparability, caution must be applied, due to the diversity in service provision between countries. In the cases of larger countries as well where there is a lack of women's organisations and/or lack of resources for data collection, there is also a higher level of difficulty in providing reasonable estimates. The task of estimating or providing the exact number of women's helplines is somewhat easier as these services are more recognisable, although reliable data on them is often missing, especially when it comes to national data on the user statistics. A focus is therefore to inform relevant stakeholders of the availability of women's helplines in their countries with the hope of influencing and encouraging stakeholders to implement improvements, where necessary, whether in data collection or in provision. Each country's level of service provision is compared to relevant standards, mainly the Istanbul Convention standards for national women's helplines to be free of charge and 24/7. Therefore, the data collection process also took these questions into account and in comparison with the findings of last year's report to highlight any changes in service provision.

Additionally, the WAVE Report 2015 questionnaire asked questions about the funding of national women's helplines, whether funding was provided by the State or other sources, such as private and foreign donations. Financial support from the State is an issue in the provision of a quality service and sustainability of that service. Article 8 of the Istanbul Convention requires States to allocate financial and human resources for the adequate implementation of measures, which also applies to the funding of women's helplines. The countries whose governments' continue to fund services for women survivors of violence should be commended for their efforts and serve as positive examples encouraging other governments to join their ranks.

Since not all countries have a national women's helpline meeting the Istanbul Convention standards, the WAVE Report 2015 questionnaire also enquired about the availability of other national helplines which may also be contacted by women survivors, even if they are not able to provide specialist support.

Findings on the Situation of National Women's Helplines in Europe

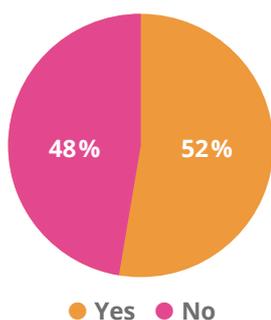


FIGURE 1 – National Helplines Operating 24/7 and Free of Charge

This figure demonstrates that just over half of the national women's helplines operate both 24/7 and free of charge. In other words, 52% of national women's helplines do meet the Istanbul Convention standards for a women's helpline to be free of charge and operate 24/7.

72% of European countries have at least one national women's helpline. In the countries where there are no national women's helplines, there is alternative support for survivors of violence, which is available nationwide. In some cases, such as in Norway, Slovakia, and Romania, there are regional helplines or helplines in the women's shelters which support women victims of violence directly.

17 of the 33 of countries in Europe operate women's helplines, which are both 24/7 and free of charge (Armenia, Austria, Azerbaijan, Denmark, Estonia, Georgia, Germany, Iceland, Italy, Kosovo, Moldova, Montenegro, Romania, Slovakia, Spain, Sweden, UK), a slight increase from last year. A majority of these countries have signed the Istanbul Convention and most (except Montenegro and Romania) provide multilingual support.

There is therefore a strong correlation between being a signatory to the Istanbul Convention and having a national women's helpline operating both 24/7 and free of charge, which is run by a women's NGO and providing multilingual support.

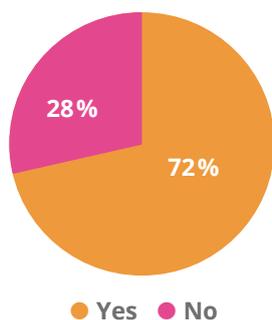


FIGURE 2 – Number of European Countries with at Least One National Women's Helpline

This figure demonstrates that most countries within Europe (72%) have at least one national women's helpline providing support for at least one form of violence against women. The remaining 28% of countries do not have a national women's helpline which provide specialist support, but do have other national helplines which can provide support to victims of violence.

Two European countries have changed their status in terms of being 24/7 since last year. Bosnia & Herzegovina is no longer 24/7, while the national women's helpline in Bulgaria now operates 24/7. Four countries have gone from being free of charge last year to not free of charge in 2015 (Albania, Bulgaria, Macedonia and Turkey).

Most of the 33 European countries have national women's helplines, which provide multilingual support. This has remained relatively stable compared to last year's data. Eight of the helplines do not provide multilingual support. The primary reason for not providing multilingual support is that some helplines, Albania and Macedonia, do not see the need to provide support in any other language than their own national language. Some helplines which provide multilingual support provide support in one additional language, English, such as in Bulgaria, Cyprus and Turkey. The languages in which national helplines provide support often depend on the geographical location and demographic make-up of a country. For instance, Estonia also can provide support in Russian, while a small country like Slovakia provides support in Hungarian, French, German, and Russian.

It is important to note that many national women's helplines offer additional modes of communication in order to increase accessibility and match technological demands for alternative communication methods. The UK in particular provides many alternative communication methods. For instance, Rape Crisis Scotland Helpline provides services for deaf or hard of hearing individuals and, in addition, has interpreters available. The National Domestic Violence Helpline has a voicemail service, and the 24 Hour Domestic and Sexual Violence Helpline provides support via email and texts.

In comparison to last year's report, three countries have gained a national women's helpline (Romania, Slovakia and Montenegro). Previously, WAVE included the regional women's helpline run by the Alliance of Women in Slovakia; however, largely as a result of State and European grant funding, and in collaboration with women's NGOs, the State of Slovakia has taken over the mandate for a national women's helpline as of February 2015. As part of the Istanbul Convention implementation process, Montenegro has a national women's helpline, since September 2015 and Romania opened their national women's helpline on 25th November 2015. Data collected also indicates that Iceland has gained a national women's helpline last year, however, this service is not new, but as it is run by the women's shelter which provides mobile/floating support and is available nation-wide due to the small population it can be counted as a national women's helpline.

However, there remain a number of countries (13 of the 46 countries), which do not have a national women's helpline. Four of these countries are not part of the EU (Belarus, Norway, Serbia and Switzerland).

There are many reasons for there not being a national women's helpline in some countries. For example, there are regional helplines, such as in Norway and Belgium, where each women's shelter operates a regional helpline assisting women survivors of violence. In some cases where there are national helplines,

they are not specialist or gender-specific, such as in Serbia, where there are SOS hotlines, which support women survivors of violence among others. One helpline is operated by police officers and does not provide specific information or advice to survivors of gender violence, and also provides a service to men. Some countries report difficulties in terms of government relations with women's NGOs. For example, they complain of a move towards gender-neutral legislation and funding services which are also gender-neutral, lack of cooperation and involvement of women's NGOs in policy development and most funding being project-based rather than sustained (cf. Chapter 11). In Lithuania, the national helpline Women's Line is not gender-specific or specialist. In Croatia, legislation tends to be gender-neutral and funding tends to be project-oriented, making the sustainability of a national women's helpline almost impossible. Similarly, in Czech Republic, state funding is directed at gender-neutral services, such as hotlines for seniors, children, or general victims of crime. In Romania, the women's shelters operate their own helplines as in Norway.

Organizations Running the National Helplines

Most of the national women's helplines, which do exist in Europe are run by women's NGOs (72%). European countries outside the EU are more likely to have national women's helplines run by women's NGOs (86%), than their EU counterparts (61%).

States are also involved in running a national women's helpline, with four countries within Europe having at least one national women's helpline run by the State (Germany, Greece, Slovakia and Spain). These are all EU countries. In these cases, the governmental bodies which run the national women's helpline focus on gender equality, such as in Greece, Slovakia and Spain, while in Germany, the national women's helpline is run by the Federal Office for Family and Social Affairs.

All of those helplines which operate both 24/7 and free of charge are run by women's NGOs, except for three (Germany, Slovakia and Spain), which are run by the State.

User Statistics of National Women's Helplines

Of the 33 national women's helplines which do exist throughout Europe, a majority of helplines (20) collect user statistics on the total number of calls received, including the total number of women callers. In Georgia, some statistics are simply not available and user statistics are unknown. Reasons for the lack of user statistics in Hungary and Kosovo are unknown.

The comparability of data is made difficult by the fact that some national women's helplines produce data over different periods. For instance, since Slovakia is new, the user statistics provided are for the period from February to December 2015; in the UK, some user statistics are provided for the UK fiscal year i.e. from April 2014 – March 2015.

26 countries provided user statistics on the number of calls the national women's helplines received in 2014 and the total is 383,473. 66% of these calls were from females, the rest were organizations and individuals calling on behalf of someone experiencing violence.

Funding

Just over half (14) of respondents answered the question on State funding. From the data collected, overall 9 European countries have at least one national women's helpline which received State funding in 2014 (Austria, Bulgaria, Denmark, Ireland, Kosovo, Liechtenstein, Slovakia, Slovenia, UK). The majority of countries with helplines, which receive State funding are EU countries. Five countries (Armenia, Bosnia & Herzegovina, Moldova, Russia, Turkey) specifically stated that the national women's helpline

did not receive any State funding in 2014. Lack of State funding for national women's helplines can be related to two factors: first, the reported lack of government cooperation and involvement with women's NGOs, as is the case with Armenia, Russia and Turkey; secondly, lack of legal mandate on government funding for specialist women's support, as is the case with Armenia and Russia. There is a large gap in knowledge about State funding, with the number of respondents able to report on State funding being low.

Some countries received funding from both the State and other sources. For instance, in Austria, the majority of funding for the national women's helpline is provided by the State and the remaining budget is corporate funding. Ireland, Kosovo, Liechtenstein and the UK also report receiving a large portion of State funding, however Ireland specifically mentions that the State saves money as work is done by volunteers. The remaining financial resources come from private and foreign donations. For instance, Liechtenstein's budget relies 60–70% on private donations, while Slovakia and Estonia rely heavily on foreign donations, such as European structural funds. On the other hand, the Bulgarian national women's helpline operated in 2014 solely with funding from the State. Slovakia is the only country in which State funding was not the primary source of funding: in 2014, the national women's helpline was primarily funded by grant donations along with 15% co-financing by the State.

There are also alternative national programmes and specific donors in some countries which specifically provide funding for national women's helplines. For instance, Women's Line in Finland is 95% funded every year by the Slot Machine Association.

OTHER NATIONAL HELPLINES

Aims and Content of the Data Collection

In cases where there are no national women's helplines which serve predominantly women, it is important to acknowledge other national helplines which also provide support to women survivors of violence. These additional helplines may not be specialist or gender-specific. However, in the countries where there are no national women's helplines (Belarus, Belgium, Croatia, Czech Republic, Latvia, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia and Switzerland), other helplines can provide a crucial service to women who may otherwise not have access to support. However, as stated at the beginning, women victims of gender-based violence need to be supported by appropriate and specialist women's support services and only having general victims' helplines is not adequate.

Of the fourteen countries which do not have a national women's helpline, all have alternative helplines to provide support for women survivors of violence.

Findings on the Situation of other National Helplines in Europe

44 countries (97%) in Europe have other national helplines, which also support women survivors of violence. Two countries do not (Azerbaijan and Kosovo).

Apart from the specialist services to women who have experienced violence, on which we have focussed in this report, the most common form of national helplines throughout Europe are children's helplines. 35 countries indicate that there is at least one children's helpline. However, two countries specifically state there is no helpline for children (Georgia and Montenegro) and eight countries did not respond to the question.

11 countries report having a domestic violence helpline (Belarus, Belgium, Bulgaria, Czech Republic, Hungary, Lithuania, Montenegro, Netherlands, Poland and Portugal). However, these helplines are often not specialist or gender-specific, such as the helpline in Lithuania called Women's Line. Additionally,

in Portugal, the domestic violence helpline is gender-neutral as required by local legislation. In some cases helplines are more family-centred, such as the domestic violence helplines in Hungary, Netherlands and Poland.

22 countries in Europe (Armenia, Austria, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, France, Georgia, Germany, Greece, Iceland, Italy, Latvia, Liechtenstein, Malta, Montenegro, Netherlands, Norway, Portugal, Slovakia, Switzerland and Turkey) report having a general helpline victims can call. These helplines tend to accommodate both women and men and serve a variety of forms of violence and crime.

In addition to the three different types of helplines mentioned above, there is a plethora of other national helplines which are available to the public and which can support women victims of violence. Many countries, such as Albania, Croatia, Cyprus, Denmark, Finland, Italy, Montenegro, and Slovakia have national helplines for trafficking victims. In Montenegro, the helpline for trafficking victims is run by the Montenegrin Women's Lobby in cooperation with the Office of the National Coordinator for the Fight against Trafficking in Human Beings. In Italy the national hotline against trafficking is free of charge and 24/7 as well as multilingual, including support in Albanian, Chinese, Nigerian and Arabic.

In Finland, Netherlands, Norway and Slovakia there are specific national helplines to support those suffering from elderly abuse. For instance, Suvanto in Finland, provides advice and support on situations where elderly are abused or in violent situations, as well as on domestic violence and violence from caregivers. In Norway the helpline Protective Services for the Elderly is available for people over 62 to help those at risk of or experiencing abuse.

Denmark, Finland and the UK have helpline services for ethnic minorities and immigrants. In Finland, the Monika Helpline is specifically for women who identify as being part of an ethnic, cultural, or linguistic minority and do not speak Finnish. Based in the women's shelter Mona Koti, this helpline assists immigrant women and children who have been victims of violence and those living under the threat of violence. While in Belarus, there is a helpline run by Gender Perspectives, called Hotline for Safe Migration which operates both 24/7 and free of charge.

The UK has broad range of national helplines for individuals with various needs and experiences of violence, including: a helpline called Broken Rainbow for members of the LGBT community who are experiencing domestic violence; the National Stalking Helpline for survivors of harassment or stalking; Honour Network Helpline for survivors of so-called honour crimes and forced marriage; Lifeline for people who are experiencing distress or despair, with additional services for people/women who are deaf or hard of hearing; Forced Marriage Unit, run by the UK government, providing support and advice to victims of forced marriage or those in danger of forced marriage as well as professionals dealing with such problems; Female Genital Mutilation (FGM) helpline, providing advice for those worried that a child is at risk of, or has experienced FGM; and Bawso BME domestic abuse helpline, for women of black and ethnic minority backgrounds who are affected by domestic and other forms of abuse.

Recommendations for National Women's Helplines

- ▶ There remain 11 countries, which do not yet have a 24/7 women's helpline, and 13 countries, which do not have a national women's helpline at all. Therefore, it is recommended that States ratify and effectively implement the Istanbul Convention, adhering to their responsibilities for meeting Istanbul Convention standards for establishing a national women's helpline which is free of charge, available 24/7 and multilingual.
- ▶ National women's helplines and especially other national helplines, should be staffed with trained professionals to provide empowering support for women survivors of violence, and should also work closely with other victim support agencies in order to ensure appropriate and effective referrals for both short and long-term support.
- ▶ Helpline services for women survivors of violence need to be provided by independent, specialist women's support services, which apply a human rights-based, gender-specific and empowering approach.
- ▶ Lack of awareness of available services is an important issue that needs to be addressed (FRA, 2014, p. 162-3), since many women do not know about them. One of the reasons for this is that service providers often have little or no financial resources to carry out awareness raising campaigns. Therefore, national women's helplines should be publically visible and broadly advertised and the State should provide appropriate funding to ensure increased awareness and accessibility of the helplines.
- ▶ The staff working at women's services comprise highly qualified professionals who work tirelessly to empower and protect women survivors of violence and their children. Their focus and time should be spent ensuring the wellbeing of survivors and providing necessary and customized support. Therefore, States should provide financial support for women's helplines so that helplines do not need to focus on fundraising and in some cases, be forced to discontinue their operations.

TABLE 9 – National Women's Helplines in 46 European Countries

Countries	National Women's Helplines	24/7 and Free of Charge	Free of Charge	Operating 24/7	Multilingual Support
Albania	Yes	No	No	No	No
Armenia	Yes	Yes	Yes	Yes	Yes
Austria	Yes	Yes	Yes	Yes	Yes
Azerbaijan ²²	Yes	Yes	Yes	Yes	Yes
Belarus	No	/	/	/	/
Belgium	No	/	/	/	/
Bosnia & Herzegovina	Yes	No	Yes	No	No
Bulgaria	Yes	No	No	Yes	Yes
Croatia	No	/	/	/	/
Cyprus	Yes	No	Yes	No	Yes
Czech Republic	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	Yes	Yes	Yes	Yes	/
Ireland ²³	Yes	No	Yes	No	Yes
Italy	Yes	Yes	Yes	Yes	Yes
Kosovo	Yes	Yes	Yes	Yes	Yes
Latvia	No	/	/	/	/
Liechtenstein	Yes	No	No	Yes	Yes
Lithuania	No	/	/	/	/
Luxembourg	Yes	No	No	No	Yes
Macedonia	Yes	No	No	Yes	No
Malta	No	/	/	/	/
Moldova	Yes	Yes	Yes	Yes	Yes
Montenegro	Yes	Yes	Yes	Yes	No
Netherlands	No	/	/	/	/
Norway	No	/	/	/	/
Poland ²⁴	No	/	/	/	/
Portugal	No	/	/	/	/
Romania	Yes	Yes	Yes	Yes	No
Russia	Yes	No	Yes	No	No
Serbia	No	/	/	/	/
Slovakia	Yes	Yes	Yes	Yes	Yes
Slovenia	Yes	No	Yes	No	No
Spain	Yes	Yes	Yes	Yes	Yes
Sweden ²⁵	Yes	Yes	Yes	Yes	Yes
Switzerland	No	/	/	/	/
Turkey	Yes	No	No	Yes	Yes
Ukraine	Yes	No	Yes	No	Yes
United Kingdom	Yes	Yes	Yes	Yes	Yes
Total	33	17	26	22	24

²² Information provided in the WAVE Report 2014, P.25, published in 2015.²³ Ibid.²⁴ Ibid.²⁵ Ibid.

TABLE 10 – National Women's Helplines – User Statistics

Countries	National Women's Helplines	Year Data Collected	Number of calls
Albania	Yes	/	/
Armenia	Yes	2014	1,428
Austria	Yes	2014	8,020
Azerbaijan ²⁶	Yes	2013	4,865
Belarus	No	/	/
Belgium	No	/	/
Bosnia & Herzegovina	Yes	2014	4,636
Bulgaria	Yes	2014	1,455
Croatia	No	/	/
Cyprus	Yes	2014	1,636
Czech Republic	No	/	/
Denmark	Yes	2014	5,000
Estonia	Yes	2014	724
Finland	Yes	2015	1,000
France	Yes	2014	76,672
Georgia	Yes	/	/
Germany	Yes	2014	23,912
Greece	Yes	/	/
Hungary	Yes	/	/
Iceland	Yes	/	/
Ireland	Yes	2014	11,167
Italy	Yes	2014	41,897
Kosovo	Yes	/	/
Latvia	No	/	/
Liechtenstein	Yes	/	/
Lithuania	No	/	/
Luxembourg	Yes	2014	291
Macedonia	Yes	2014	2,219
Malta	No	/	/
Moldova	Yes	2014	2,634
Montenegro	Yes	Sep.-Dec. 2015	1,155
Netherlands	No	/	/
Norway	No	/	/
Poland	No	/	/
Portugal	No	/	/
Romania	Yes	/	/
Russia	Yes	2014	8,242
Serbia	No	/	/
Slovakia	Yes	Feb.-June 2015	1,869
Slovenia	Yes	2014	1,728
Spain	Yes	2014	68,651
Sweden	Yes	/	/
Switzerland	No	/	/
Turkey	Yes	2014	4,035
Ukraine	Yes	2014	7,725
United Kingdom	Yes	/	varies

²⁶ Information provided in the WAVE Report 2014, P.25, published in 2015.

TABLE 11 – National Women's Helplines in EU28 Member States

Countries	National Women's Helplines	24/7 and Free of Charge	Free of Charge	Operating 24/7	Multilingual Support
Austria	Yes	Yes	Yes	Yes	Yes
Belgium	No	/	/	/	/
Bulgaria	Yes	No	No	Yes	Yes
Croatia	No	/	/	/	/
Cyprus	Yes	No	Yes	No	Yes
Czech Republic	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
Germany	Yes	Yes	Yes	Yes	Yes
Greece	Yes	No	No	Yes	Yes
Hungary	Yes	No	Yes	No	No
Ireland	Yes	No	Yes	No	Yes
Italy	Yes	Yes	Yes	Yes	Yes
Latvia	No	/	/	/	/
Lithuania	No	/	/	/	/
Luxembourg	Yes	No	No	No	Yes
Malta	No	/	/	/	/
Netherlands	No	/	/	/	/
Poland	No	/	/	/	/
Portugal	No	/	/	/	/
Romania	Yes	Yes	Yes	Yes	No
Slovakia	Yes	Yes	Yes	Yes	Yes
Slovenia	Yes	No	Yes	No	No
Spain	Yes	Yes	Yes	Yes	Yes
Sweden	Yes	Yes	Yes	Yes	Yes
United Kingdom	Yes	Yes	Yes	Yes	Yes
Total	19	10	16	12	16

TABLE 12 – National Women's Helplines in European Countries outside the EU

Countries	National Women's Helplines	24/7 and Free of Charge	Free of Charge	Operating 24/7	Multilingual Support
Albania	Yes	No	No	No	No
Armenia	Yes	Yes	Yes	Yes	Yes
Azerbaijan	Yes	Yes	Yes	Yes	Yes
Belarus	No	/	/	/	/
Bosnia & Herzegovina	Yes	No	Yes	No	No
Georgia	Yes	Yes	Yes	Yes	Yes
Iceland	Yes	Yes	Yes	Yes	/
Kosovo	Yes	Yes	Yes	Yes	Yes
Liechtenstein	Yes	No	No	Yes	Yes
Macedonia	Yes	No	No	Yes	No
Moldova	Yes	Yes	Yes	Yes	Yes
Montenegro	Yes	Yes	Yes	Yes	No
Norway	No	/	/	/	/
Russia	Yes	No	Yes	No	No
Serbia	No	/	/	/	/
Switzerland	No	/	/	/	/
Turkey	Yes	No	No	Yes	Yes
Ukraine	Yes	No	Yes	No	Yes
Total	14	7	10	10	8