

PACT – Promoting Awareness for Cooperation and Training in the field of domestic violence

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Report on National Practice and Needs Analysis

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1. Abstract

The overall aim of the needs analysis (work package 2) was to create a sound basis for the development of the counselling and training concept with where possible the active participation of the target group. Information has been gathered through comprehensive research activities and various stakeholders of the support network in the field of domestic violence have been interviewed in order to identify current practice, legal implications and intervention models in the seven partner countries. All partners were requested to analyse existing education and training with view to content, methodologies, good practice and ICT support. They also had to identify fields of improvement in the support network for victims of domestic violence by putting a special focus on networking aspects of different stakeholders in the support chain.

After a desk research phase representatives as stakeholders of local training institutes and NGOs working in the field of domestic violence have given general feedback in interviews.

The result of this needs analysis confirms that there is still a deficiency of further training in the field of domestic violence. Particularly there is a big request for ICT supported training kits such as blended learning programmes, which offer the possibility to provide training also with low cost budgets and to provide training offers in areas without good implemented infrastructure.

Città della Pieve, December 2010

2. Introduction

Orizzonte, as the Italian partner of the PACT project, took the lead role for the Work package 2 to analyse the current national practice and needs in all partner countries. We started to organise the national research in February 2010. The overall aim of this research was to gather as much information as possible about the status of the support systems for victims and survivors of domestic violence, the different services offered to them and to look for gaps in this support chain. We tried to provide a sound basis for the development of a practice-orientated training offer, which will be the main product of PACT, to be presented in 2011 in Lithuania at the end of the project.

In collaboration with the other project partners from Austria, Germany, Lithuania, Malta, Portugal and Poland, Orizzonte developed a guideline for the national needs analysis and a questionnaire for conducting interviews with local stakeholders. Both were presented and discussed during the Kick off meeting in Göttingen, in March 2010.¹

During the following three months (March–May 2010) all partners were asked to carry out a comprehensive research in their countries in order to:

1. identify the current practice, legal implications (punished acts, fields covered by the law) and intervention models applied in their countries.
2. analyse current education and training programmes on domestic violence with view to content, methodologies, good practice and ICT support.
3. establish contact with various local stakeholders in the support chain in the field of domestic violence and where possible promote the active participation of the target group. For this aim all partners had to conduct interviews aimed at defining their specific needs and wishes with special regard to training and counselling modules
4. identify fields of improvement in the support network for victims of domestic violence, because PACT puts a special focus on networking aspects at a national and also at a European level to exchange examples of best practice.
5. produce a national report and deliver it to Orizzonte as the lead partner of this Workpackage.

¹ unpublished minutes on PACT Kick off meeting March 2010

These national reports were compiled and presented to Orizzonte in May 2010, so a first overview of the results could be given to all partners during the second transnational meeting which took place in Malta in June 2010.

The national reports created a profound basis for the development of the counselling and training concept which has been elaborated during the partner's meeting in Malta.

Focusing mainly on the possibilities of how to develop networking competencies of all stakeholders in order to promote a collaboration of stakeholders in the field also at a European level. During this phase of the needs analysis we looked for examples of best practice in intervention in the support chain for victims and survivors of domestic violence with the aim to exchange them with other European countries.

Another advantage of this research and analysis has been that all partners could inform respective local stakeholders about the importance of collaboration and networking in the field of domestic violence. They could then establish further collaboration with them. These contacts will also be the first step for allocating the roles and tasks of the local stakeholders regarding the piloting of the training kits.

The pilot phase will take place in 2011 from March to May. At an European level the PACT-Training Programme will be presented and tested during a transnational workshop which will be held in Portugal in June 2011.

As described in the application form of the PACT project, the needs analysis started with the following main thesis according to a European study conducted by the Council of Europe between 2006 and 2008: Up to now there is no common educational pattern in the field of violence against women in Europe. PACT fills this gap and thus leads to a higher quality and attractiveness of adult education.²

Our report on national practice and needs analysis provides a synthesis which proves this thesis and brings into evidence the necessity of the development of an innovative approach, new educational methods and techniques of the final product of PACT - An ICT supported Blended Learning programme for promoting the awareness for cooperation and training in the field of domestic violence.

² unpublished - PACT - Application form, p.52

3. Methods

The national research focused on existing workshops and training for staff to identify gaps, particularly of missing blended learning programmes, in the field of domestic violence.

To investigate gaps of training and awareness-raising programmes in the field of domestic violence the following methods were used:

- **Desk research**

Every PACT partner was asked to conduct a web search in which keywords such as “training on domestic violence”, “education and violence”, “train-the-trainer concepts and violence”, “awareness raising concerning violence against women” were used.

Furthermore, every partner was asked to screen existing databases of national organisations working in the field of domestic violence and where possible to look for existing networks, as one of the PACT aims is to promote the improvement of networking. The second aim was to identify already existing trainings in the field of domestic violence. Also libraries had to be screened for relevant literature, encompassing research reports, reference works and literature.

Based on the literature review a template for analysis was developed by the Italian partner Orizzonte and was given to all other project partners. The aim of the template was to obtain detailed information. If no data was available, it was to be considered as a result and was noted on the form. Comprehensive information was important in order to get a deeper insight into the national situation in which local stakeholders are embedded and who to interview in the second phase.

- **Interviews to local stakeholders**

To obtain more detailed information at a local level, face to face interviews with educational professionals, providers and experts from the field of victim protection were carried out. The interviews were to be conducted face to face, because they are also considered a dissemination activity making local stakeholders familiar with the PACT- project. It was useful to send the questionnaire provided by the Italian partner Orizzonte prior to the face to face interviews in order to enable interviewees to prepare accordingly.

Moreover, it gave stakeholders the opportunity to clearly express their wishes and requirements, thus making their future acceptance to get involved in pilot activities more likely.

According to the decision taken at the kick off meeting in Göttingen a minimum number of three to five stakeholders from different fields were to be interviewed such as NGOs including women's associations), police, social workers, health departments, training/education bodies, help line and paralegal institutions. The interview partners will remain anonymous because this it is an initial informal contact and not an official agreement to collaborate in the PACT-project. The main objective of these interviews is to give a sound basis which will be reported here in a synoptic way and not as an official statement of the interviewed organisations.³

4. Synthesis of the national reports on national practice and needs

Every partner was asked to deliver a national report about the current situation and the legal implications in the field of domestic violence, this information will be reported only briefly here, because the aim was to get to know each other to create a common basis of knowledge and to establish working relationships. More detailed information on the current situation is available in the annual country report provided by the Austrian organisation WAVE – “Women Against Violence Europe”.⁴

This report focuses on giving a synthesized overview of the current practice and policies for preventing and protecting victims and survivors of violence and their families in each partner country. According to the template the following items will give a structured overview concentrating on the following issues:

- Current practice and upcoming issues
- Legal implications
- Existing education and training programmes
- Good practices
- Fields of improvement
- Networking aspects
- First contact with local stakeholders

³ The template and the questionnaire are documented in the appendices of this report.

⁴ WAVE – Women Against Violence Europe, www.wave-network.org

4.1. Needs analysis – Austria

Austria is quite a member of the European Union, joining it in 1995, but immediately took an important role promoting the development of an efficient policy to combat domestic violence. This small country with about eight million inhabitants (51 per cent are female) ratified the CEDAW convention in 1982 (the optional protocol in 2000). In 2007, the UN recognised Austria as the county with the best practice for combating domestic violence, focussing on an innovative approach of protection and prevention policy.

Recent statistics showed that the current situation in Austria is still alarming: in 2007 for example, 75 of 107 murders and murder attempts happened in close social environments and the victims were predominantly women and children. In 2006, 61 per cent of murders and murder attempts took place within the family circle or by acquaintances.

Also the number of domestic violence cases reported to police is alarming: 6,347 were reported in 2007, in the same year women's shelters registered exactly 3,190 cases of domestic violence.⁵

- **Current practice and upcoming issues**

In Austria, there is no special National Action Plan on domestic violence against women but there is one on combating trafficking - the "Nationaler Aktionsplan gegen Menschenhandel" ratified in 2006. Further, Austria has developed a National Action Plan for child safety: "Nationaler Aktionsplan für die Rechte von Kindern und Jugendlichen - 2004 - 2007".⁶

Violence protection centres are set up in all nine federal states to ensure comprehensive support for endangered persons and specialise in comprehensive support for victims of domestic violence and stalking. All of them are conducted by NGOs and funded by the Federal Ministries of the Interior and of Social Affairs. The police are legally obliged to inform the local intervention centre each time a barring order is implemented. The intervention centre then contacts the woman who has experienced violence at home and works out a safety plan, offers free counselling, and free court accompaniment.

⁵ Bundeskriminalamt: <http://www.bmi.gv.at/kriminalpolizei/> (10.12.2008)

⁶ Bundesministerium für europäische und internationale Angelegenheiten www.bka.gv.at and www.kinderrechte.gv.at/nationaler_aktionsplan

Further, in Austria there are six national counselling centres focusing on violence against women and girls as well as 50 counselling centres for them, including special counselling centres for migrant women. Since 2000, a men's counselling centre in Vienna offers anti-violence-training for men with violent behaviour, in cooperation with the Vienna Intervention Centre Against Domestic Violence.

There are 30 shelters in Austria with about 650 places, all of them with multi lingual and 24 hour service, another 150 places are needed.⁷

An upcoming issue is the increasing necessity for the special support of victims and survivors of violence with migration backgrounds: tradition-based violence e.g. in the name of honour, forced marriage etc. In Austria a further example is that the residence status of a married migrant woman still depends on her husband. Professionals currently working in the field of violence against women would like to see this changed.⁸

- **Legal implications**

First of all it is worth noting that the Austrian legislation on domestic violence of 2005 is recommended by the UN as a model of good legislative practice and has become the basis for other European countries to improve their laws.

Violation is essentially defined as behaviour that results in physical and psychological damage. Domestic violence covers all forms of misuses – physical, psychological and sexual – committed on a member of the family, especially a woman by other family members.

The Austrian policy on domestic violence bases on an important shift in paradigm: Acts of violence perpetrated in the domestic sphere are no longer defined and treated as a private matter or family affair, but as a cause for public concern, or to be precise, as a matter concerning the maintenance of law and order.

The Austrian Federal Act on Protection Against Domestic Violence (österreichisches Gewaltschutzgesetz) came into force on 1 May 1997. Several parts of the Act were changed and amended in 1999, 2002 and 2004.⁹

On 1st June 2009, the Second Act on Protection against Violence came into force. It authorises the police to evict an aggressive person from the domicile of the endangered person and to impose a barring order against the former.

Also this indicates an important shift in paradigm following the underlying principle:

⁷ Wave Country report, 2009, www.wave-network.org

⁸ Wave Country report, 2009, www.wave-network.org

⁹ Federal Act on Protection Against domestic violence

"Whoever hits must leave". This protection Act allows the endangered individual to remain in her/his familiar surroundings and the barring order can be extended. The endangered person can apply for a court injunction.

Austrian penal law specifies several punishable violent actions, for example: bodily injury, deprivation of freedom, slave trade, coercion, violence, stalking, continuous exercise of violation, rape, sexual coercion and sexual abuse to the under-aged.

- **Existing education and training programmes**

An exemplary training programme was developed in 2000 by the Austrian organisation WAVE, Women Against Violence Europe. A training manual is available for all interested parties and can be downloaded from the Wave Homepage.

The programme is designed for use in initial and further training for professionals in various fields. Special importance is attached to training and consciousness-raising of professionals dealing with the victims of violence against women and children as an effective means of preventing such violence. Confidence and professionalism in handling appeals for help and the provision of fast and efficient support can alleviate the hardships and in some case avoid further violence (tertiary prevention).

A programme for perpetrator-related interventions called "DAIP - Domestic Abuse Intervention Programme" is provided by the intervention agency "Interventionsstelle" in Vienna .

Additionally there are many training programmes on domestic violence offered by women's help organisations. A survey on violence against women in hospitals and doctor's surgeries was commissioned by the Austrian Federal Ministry of Health, Family and Youth in 2008.

- **Good practice**

As already mentioned above in 2005, the Austrian legislation (österreichisches Gewaltschutzgesetz) was recognized by the UN as an example of best practice. Also, the training programme provided by the European network WAVE, has been recognized as a best practice example.¹⁰

For more than twelve years there has existed a functional interaction-system of all organisations at a national level, regarding the support of victims and survivors of domestic violence. This network can be considered as an example of good practice in networking. It favours a "pro-active approach" (pro-aktiver Ansatz) that means: help will given immediately and in a very concrete way. This pro-active approach is required by the Austrian law.

¹⁰ Protocol of the Expert Group Meeting, "Violence against women: Good practices in combating and eliminating violence against women " organized by the UN Division for the Advancement of women, 2005: The Austrian model of intervention in domestic violence cases.

Also in working with perpetrators Austria has developed good practices for training programmes. They have been developed by the male-counselling organisation (Männerberatung) in Vienna.

In addition, in Austria there is a good initiative working on forced marriage (Arbeitsgruppe zur Zwangsheirat). The educative organisation “Orientexpress” provides prevention campaigns in Austrian schools.

During the interviews with Austrian stakeholders, two other interesting European and international projects were mentioned as examples of good practice:

The “Alternatives to Violence Project” (AVP) is a training programme enabling participants to deal with potentially violent situations in new and creative ways. The network started in 1975 in a New York prison and became an international network of volunteers running workshops for anyone who wants to find ways of resolving conflict without resorting to violence.¹¹ The second initiative is called “Respect”, comes from Britain and works with perpetrators.¹²

- **Fields of improvement**

Although the Austrian situation seems to be the best implemented system in the field of supporting victims and survivors of domestic violence, there is still need for basic knowledge, particularly information and training for specific target groups.

Looking for gaps in this dense network of prevention and intervention support in Austria, it came out that there are still no existing training programmes with ICT-support nor blended learning programmes. Local stakeholders underlined that a blended-learning concept would only be useful for professionals at a higher level and not for beginners and the target group “victims and survivors” because they need training with personnel contact and communication. The blended learning concept also needs to integrate interactive activities in its learning modules.

Stakeholders also emphasized financial issues and the necessity to involve professionals and experts in the field of domestic violence such as psychologists and lawyers.

- **Networking aspects**

The main network in Austria is the European network “WAVE” - Women Against Violence in Europe.¹³ Other regional and local networks are also working very effectively at a national level, these include:

¹¹ Alternatives to Violence Project - <http://www.avpinternational.org>

¹² RESPECT - <http://www.respect.uk.net>

¹³ WAVE - www.wave-network.org

- „Verein Autonome Österreichische Frauenhäuser“ (26 women’s shelters in Austria)
- „Netzwerk österreichischer Frauen- und Mädchenberatungsstellen“ – a platform of Austrian counselling centres for Women and Girls
- “Plattform gegen Gewalt in der Familie” – a National platform against violence in the family hosted by the Federal Ministry of Economy, Family and Youth
- “Österreichischer Frauenring“ – an Austrian women’s network
- “White Ribbon Austria”
- the Internet platform called „Frauenfakten“ (Facts on women) and
- “AMÖ - Autonome Männerberatungen Österreichs“ - an organisation working with perpetrators.

There are also good working relationships with several European projects. In 2010 WAVE took part in the call for Action Grants by the DAPHNE programme to conduct “PROTECT” gathering good practice in preventing serious violence, attempted homicides, including crimes in the name of honor and in protecting high risk victims of gender based violence.¹⁴

- **First contact to local stakeholders**

The Austrian partner of the PACT-project, “die Berater”, contacted five stakeholders working in the field of domestic violence. All of them declared an interest in collaboration in general, particularly as experts. However, before confirming participation in the pilot project they would like to know more about the PACT blended learning course especially about personnel and financial implications. The following stakeholders have been contacted:

1. The “Arbeitsmarktservice Wien”, a counselling service for integration in the labour market, also offers support for victims and survivors of domestic violence. They don’t offer training for professionals but would like to be trained, for example in how to recognise signs of domestic violence, prevention and intervention strategies and how to give psychological support.
2. The umbrella organisation of Austrian women shelters “Verein autonomer Frauenhäuser Österreichs AÖF” in Vienna runs a helpline and takes part in the Wave-Network. They offer communication training for sensitising and prevention campaigns in the labour market, in Human Resources departments, judicial authorities, youth centres and medical staff of hospitals and emergency centres.
3. The helpline of Vienna “14 Stunden Frauennotruf” offers training programmes for their own staff, sometimes in collaboration with other NGOs. They are mainly

¹⁴ WAVE - www.wave-network.org

interested in programmes working with perpetrators and have need of training courses for working with victims with a migration background, elderly victims and women with disabilities.

4. The help organisation for men in difficulties, “Männerberatung MÄB”, which offers training for men who resort to violence.
5. The umbrella organisation of shelters in Vienna “Verein Wiener Frauenhäuser” which offers training support and prevention campaigns in the judicial area, in schools and for job seeking services.

4.2. Needs analysis - Germany

Germany with more than 80 million inhabitants (51.04 per cent are female) is one of the biggest European countries; it ratified the CEDAW convention in 1985 (optional protocol 2002). Although many NGOs and experts are working in the field of domestic violence there is still an absence of a uniform definition of domestic violence. There is also no clear statistical data available, because the Federal Criminal Police Office “The Bundeskriminalamt” doesn’t distinguish between criminal acts in general and criminal acts of domestic violence. Only one specific statistic was available: 25 per cent of German women are likely to experience domestic violence.¹⁵

- **Current practice and upcoming issues**

In 2007, Germany the Second National Action Plan “Aktionsplan II der Bundesregierung zur Bekämpfung von Gewalt” came into force. It was conceived in cooperation with many NGOs such as BIG - “Berliner Interventionsprojekt gegen häusliche Gewalt”.¹⁶ Although a positive development and recognised at a national level stagnation and even regression are visible in certain federal states of Germany regarding allocation of budget or implementation of concrete measures. It is planned to allocate a national budget to create important programmes for supporting victims and survivors of domestic violence.¹⁷

In Germany, there is still no specific national helpline for women survivors of violence. At the federal state level there are three helplines for women and their children affected by domestic violence: one in Berlin, one in Hamburg, and one in Schleswig Holstein. Not all three of them offer 24 hour service and if necessary an interpreter enables communication with women who do not speak German properly.

¹⁵ Wave country report, 2009

¹⁶ <http://www.big-hotline.de>

¹⁷ WAVE country report, 2009

At a regional level there are about 74 helplines often operated by women's shelters and women's counselling centres, for example the "Frauennotrufe" (emergency helpline and counselling centres for sexualized violence). The services provided by them to women survivors of violence vary a lot, mostly depending on the financial situation of the organisations.¹⁸

There are more than 6,900 shelter places in 358 shelters available but 1,353 additional places are still needed. The models of service offered by German women's shelters differ in terms of maintenance of the telephone service regarding opening hours, e.g. professional counselling during daytime; during night just telephone counselling), counselling and also in terms of funding strategies. However, all shelters can be contacted by phone 24 hours and 75 per cent of women's shelters provide multilingual counselling in at least one foreign language and possibly up to 16 different languages, depending on the fluctuation of language competences of the employees. Many shelters also work with an interpreter if translation is needed.¹⁹

As in other European countries, there is an ongoing discussion about special services for specific target groups of survivors of domestic violence such as migrant women and women with disabilities. Also improvement in the work of the court with reference to the protection law is being discussed, for example the conflict between the needs of a protection law versus the law of family and the rights of parents to have contact with their children. Also the protection of children and their well being has to be improved.

There is also the discussion of how to improve the law of integration in cases of forced marriages and how to deal with the trafficking of women, children and men as a declared crime.

- **Legal implications**

Germany recognises that violence against women is part of everyday life in Germany and that it takes a wide variety of forms. Violence against women is not limited to assaults on the physical and emotional integrity of women alone, it includes subtle forms of behaviour which prevents a woman from developing and expressing her own will, and ignores her needs and well-being. The violence ranges from daily harassment in the street and interference in working life to various forms of disrespect, degrading women to objects, maltreatment and sexual abuse within the family and in public, rape, homicide and trafficking in women. Since 1997 marital rape is considered an official crime and not a private matter. In 2002 the law against violence has been implemented. It allows the endangered individual to remain in her/his familiar surroundings following the underlying principle: "Whoever hits must

¹⁸ WAVE country report, 2009

¹⁹ WAVE country report, 2009

leave". Two years later, in 2004, the Protection Law was implemented and finally in 2007 an anti-stalking law came into force.

- **Existing education and training programmes**

In Germany there are lots of training opportunities for victims and survivors of domestic violence as well as training programmes for professionals, but often they are too expensive for small and low funded NGOs, which are mainly involved in the supportive chain. Blended learning programmes with e-learning modules are not yet available.²⁰

- **Fields of improvement**

The research and the interviews with other stakeholders showed that there is a great need for special input from experts, especially to exchange experience on how to make helpful contact with survivors. Often there is still a lack of basic knowledge about cooperation structures, and also there is still a need to create awareness about domestic violence as the basis of all training. None of the existing training programmes are officially recognised.

Many organisations would like to integrate training on domestic violence issues as part of the normal curricula of some professions such as medical staff, police, court, and social workers, and also to establish a training programme for the special needs of disabled women.

- **Good practices**

Despite the fact that in Germany the support chain for victims and survivors of domestic violence is not homogeneous and varies regarding quality and funding, there is a ray of hope since Germany has put into force a new Action Plan for combating violence against women (Aktionsplan II der Bundesregierung zur Bekämpfung von Gewalt gegen Frauen, 2007).²¹ In fact, an expert group of the UN has put this Action Plan on the list of good practices for national action plans on violence against women because it gives the political basis for improving the current situation which still shows many deficiencies in the support system for combating domestic violence.²²

The main objectives of the German Action Plan are to improve the efficiency of the fight against violence and to improve the protection of affected women.

The German Action Plan addresses all forms of violence against women and summarises the Federal Government's measures in ten areas:

²⁰ Unpublished, PACT - National report on needs analysis, Germany 2010

²¹ Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, www.bmfsfj.de/.../aktionsplan-II

²² Cf. Communication of the UN, 9 September 2010

1. Prevention
2. Legislation by the Federal Government
3. System of support and counselling for women affected by violence
4. National networking in the aid system
5. Co-operation between state institutions and non- governmental organisations
6. Work with perpetrators
7. Qualification and awareness building
8. Research
9. European and other international co-operation
10. Measures to support women abroad

An additional positive sign is, that women's NGOs are invited to carry out continuous expert counselling for the German government and can be considered good practice in networking between all entities involved in preventing and intervention actions against domestic violence.

- **Networking aspects**

Generally at local and regional level the relevant organisations working in the support chain for victim and survivors of domestic violence have a good network, but there is still a need to continuously manage and control the process.

At a national level The Federal Criminal Police Office "Bundeskriminalamt" started a very interesting and helpful programme to train the staff of its main national police headquarters about trafficking. This training involves experts from Russia, Latvia, Lithuania, Belarus and Rumania, the countries where the main part of trafficking happens.²³

Also at a regional level in Lower Saxony the "Landespräventionsrat" (the prevention council of Lower Saxony) started a coordination project of all local organisations involved in the field of domestic violence.²⁴

- **First contact to local stakeholders**

The German partner "Bupnet" established the first contacts with five local stakeholders as potential partners in the piloting phase of the PACT-training kits. In addition two other organisations have been interviewed, who showed an interest in the PACT-Project.

²³ Unpublished, PACT - National report and needs analysis of Germany, 2010

²⁴ idem

1. Regional Helpline “Frauen-Notruf”, which offers training programmes for the local police staff, and deals with the training needs of the legal staff members. As their ICT infrastructure is good, they would prefer to participate in a blended learning programme.
2. The NGO “W.o.g.e“ (Wege ohne Gewalt) in Göttingen, a women’s association against violence, offers training for perpetrators, they need to enlarge their activities in rural areas, which would be possible with an ICT supported programme. “W.o.g.e” is also looking for special training modules for perpetrators who are fathers.
3. Also, the women’s shelter in Göttingen has been interviewed by “Bupnet Göttingen”. They offer face to face training in the rural area of Lower Saxony and have had good experiences with quizzes and interactive games. Their developed material could be useful for developing the PACT-training kits. As there is still need for more training to provide basic knowledge, they see the possibility to use the PACT Training programme to promote more knowledge about the dynamics in partnerships where domestic violence exists, because there are still a lot of myths. A special request is that potential helpers are often left without support in cases of traumatic experiences.
4. The “Therapeutische Frauenberatung”, an NGO which offers counselling for women successfully developed training for medical staff in hospitals. Health topics considering domestic violence have been implemented as part of the quality management. The staff can be trained very successfully but there is a need to offer continuous training though funding is running out. Therefore, they are very interested in training programmes which can be organised with a lower budget, underlining that face to face contact during the training is still necessary.
5. The “Kinder- und Jugendtelefon”, a blue helpline for children and young adults, indicated its interest in a training programme, with special interest to learn more about domestic violence and the aspect of migrant women.
6. The “department of public prosecution” of Lower Saxony (Staatsanwaltschaft) showed a special interest in training modules for judges, attorneys and lawyers, but also asked for more training opportunities in rural areas especially for perpetrators.

4.3 Needs analysis – Italy

Italy with nearly 60 million inhabitants, 51 per cent of whom are female, ratified the CEDW convention very early, in 1985, the optional protocol was ratified in 2000.

At a national level the National Institute of Statistics – ISTAT conducted a statistical survey in 2006. The result of this study shows a dramatic situation: Nearly 15 per cent Italian women are likely to experience domestic violence. 31.9 per cent of the Italian women suffered gender-based violence at least once in their lifetime. 93 per cent of domestic violence cases are not reported. 7.1 million Italian women have experienced psychological violence and 2.7 million women in Italy have been stalked by their partners.²⁵

In 2006, 2,373 cases of domestic violence were reported to the police, no data is available of the cases reported to women's shelters, data is only available in the region of Emilia Romagna: 2,454 women sought help at the regional antiviolence centres in 2007.²⁶

- **Current practice and upcoming issues**

The coordinating institution is the Italian Ministry for Equality (Ministero delle pari opportunità). Actually it is low funded and unable to finance long term projects. The ministry works together with national and regional NGOs such as “Arianna”, which is running the national helpline 1522, “Nondasola” and the NGO “Donna e politiche familiari” for prevention action. The ministry provides 100 per cent of the finance for the national helpline which is connected to at least 144 regional helplines. Only the national helpline offers 24 hour service, the others are often only available for a few hours during the day. The national helpline provides services in Italian, English, French, Spanish and Arabic. Since 2000 there is also a national helpline for women victims of trafficking. Further, there are about 104 local helplines available for women affected by male violence. Most of them are run by women counselling centres. Due to a lack of resources no regional helplines can be contacted free of charge or 24 hours a day. Most of them are available for an average of eight hours.

The most dramatic fact is that in Italy there is a great deficit of shelter places: actually there are only 39 shelters in the whole country with only 270 places available, but at least more than 5,400 (!) places are needed. Furthermore most of the crisis centres and women's shelters are located in the north of the country, the south still lingers

²⁵ ISTAT - National Institute of Statistics, www.istat.it/istat/.../violenza_donne_2007

²⁶ WAVE country report, 2009

behind. In Umbria as a region in Central Italy with about 400, 000 inhabitants there is only one shelter which offers two (!) places for victims and survivors of violence. Generally, women's shelters in Italy are aware of specific needs of migrant and minority women and have an interpreter or even better a so called "cultural woman mediator" (mediatore culturale) available who is not only responsible for translation but also for acting as a bridge between the Italian culture and the "foreign" culture of the woman.

Due to the enormous lack of shelter places women survivors and victims of violence often have to seek refuge in charity homes for mothers and children - or even worse in homeless centres, run by the municipality or religious organisations. The latter often try to "save" the family and encourage the women to go back to their dangerous familial situation.

Finally, in November 2010 a National Action Plan seems ready to be implemented, but due to the unstable political situation there is little hope that the Action Plan will come into force soon.²⁷

At a regional level since 2008, there are some Action plans which enable training campaigns, prevention and networking. In 2008, the Ministry for Equality allocated in 2008 some funds to implement actions to combat domestic violence at a local level. 17 projects were carried out by institutional and private organisations with the aim of creating networks at local and national levels, between public institutions and NGOs and to provide training for professionals working in the field of domestic violence. These training courses have had high attendance rates because of the increasing awareness of domestic violence issues in the Italian culture .

One of these projects has been realized in Umbria: "Mai più violenze" (Violence never again).²⁸

In 2006, the democratic judges called for a law, that a woman shall be a subject and not only an object in front of the Law. Another upcoming issue is the fact that more than 100 women's NGOs and experts are working on a common method and a unique language of domestic violence to improve networking. The method is called the "method of acceptance and welcome" (Metodologia di accoglienza) – with the aim to empower victims and survivors of domestic violence.

In September 2008, "dire no contro la violenza alle donne" (Say no to domestic violence), the first umbrella organisation of Italian women's shelters was formally established. The federation of 45 local NGOs is working now as national organisation.²⁹

²⁷ Communication on the website of the ministry of equality 15th -11- 2010, www.pariopportunita.gov.it

²⁸ Mai piu violenza – Umbria www.maipiuvioienze.it

²⁹ *D.i.Re - Donne in Rete contro la violenza alle donne*, www.direcontrolaviolenza.it

- **Legal implications**

In 2007 the Ministry for Equality, in collaboration with Italian NGOs, institutions working in the field of domestic violence and women parliamentarians, developed an effective law against gender violence called "Misure di sensibilizzazione e prevenzione". Due to the change of government in April 2008, this law was never put into force, except for some parts such as the anti-stalking law and the law against homophobia, including them in the law called "On security". The law is highly criticized by NGOs.³⁰

In Italy domestic violence is defined as a criminal offence and can be prosecuted based on three articles: Article 572 - the perpetrator can be imprisoned from one to five years, Article 570 - the perpetrator can be imprisoned for one year and a fine of up to 103,000 Euros. Article 154 which contains protection measures such as the perpetrator can be made to pay alimony to the victim, especially when the perpetrator is the only one who receives a salary.

- **Existing education and training programmes**

Thanks to some funding in Italy, 17 projects were carried out by institutional and private organisations with the aim of providing multiplied training and refresher courses regarding the theme of domestic violence, in particular regarding minors - aimed at personnel working in social, sanitary and police fields at a local level.

- **Best practice**

The unstable political situation in Italy does not give much hope to develop efficient strategies to combat domestic violence with innovative and appropriate approaches. However there are some good examples of best practice worth mentioning. They have been realised thanks to the hard and insistent work of NGOs and some public institutions.

At a regional level, Umbria has organised several good training programmes in the last two years, regarding awareness-raising such as the campaign "I love you till death" by the organisation "mai più violenza" (violence never again). Lots of posters and postcards were distributed in the whole area.³¹

In Bologna, women's organisations are organising prevention actions very successfully, such as an impressive circulating exhibition with the title "testimoni

³⁰ <http://www.kila.it/violenza-di-genere-norme-e-strumenti-di-tutela.html>

³¹ <http://www.maipiuviolenze.it/>

silenziose” (silent witnesses). Around the International Day Against Domestic Violence, 25th November 2010, there was a national festival “La violenza illustrata” (illustrated violence) with a very impressive programme.³²

The Regional Ministry for Equality of Piemonte started another campaign called “voci nel silenzio” (voices in the silence) with videos, posters brochures and theatre, in 2009.³³ In collaboration with the National Ministry for Equality, the NGO “donna e politiche familiari” recently started a programme to raise awareness and to support perpetrators to change from using violence. The campaign will also include some training initiatives.³⁴

Regarding networking aspects the Italian support chain for victims and survivors of domestic violence took a big step forward, when, finally in 2008 the national network “D.i.Re” composing all independent women’s centres and shelters against violence (centri antiviolenza) in Italy was founded. Now women can get help even when they are from regions with few or no shelter places.³⁵

- **Fields of improvement**

In Italy there are still no women crisis centres. Social services are often mixed, so that women victims and survivors of domestic violence are accommodated together with people of “social risk”. As already mentioned above, social services are often run by religious institutions who often try to convince women to “save their families” and to go back to their homes even though they will be in danger.

The institutional interest in facing domestic violence is still very low, so training programmes are often run sporadically by NGOs with low funding. Especially in rural areas there is a lack of training possibilities and there are often difficulties in organising interventions in crisis situations due to scarce awareness or sensitivity.

Training courses are often offered only to those who are already operative in the field and often completely missing in the huge rural areas in Italy with only small towns and long distances between them. It often requires a big effort to participate in training programmes, ICT supported training programmes would change the situation for the better. Taking into consideration that the ICT support in Italy is quite good, the coming PACT Training kit would close this gap in training opportunities.

³² <http://www.casadonne.it>

³³ <http://www.meltinglab.it>

³⁴ <http://www.donnaepolitichefamiliari.org>

³⁵ D.i.Re: National network of shelters and centres. <http://www.direcontrolaviolenza.it>
www.centriantiviolenza.eu

- **Networking aspects**

In Italy there is no unified system of procedures and often the communication between the services of the same area are confusing. Often the offices do not know each other and often work on different levels of the case. Often there aren't any resources and an unacceptable amount of time passes between the request for help and the help actually arriving such as money and housing etc.

Networking at local regional level between different institutions working in the field (health care, police, social workers, school, church etc.) often depends on personal contacts and individual commitment. So networks do not survive long after the initial push, except if a women's association or a local entity actually assumes the responsibility for the coordination and uses less formalised networking procedures.

There is a great need for specialised training for the integration of practices, evaluation of intervention protocols and sharing of information.

One encouraging exception has to be mentioned; in the region of Veneto, the regional government developed a comprehensive manual for professionals working in the field of domestic violence. It provides the essential information to support victims and survivors of domestic violence in an efficient and holistic way. A published version of "Guardiamo avanti con sicurezza" (let's look forward with security) is available and can also be downloaded from on the regional website.³⁶

- **First contact to local stakeholders**

Orizzonte as the Italian partner in the PACT-project established the following first contacts:

1. The most important contact was the Regional Ministry for Equality (Centro delle pari Opportunità) of Umbria. The ministry is running the regional helpline "telefono donna" 800.861126, which is connected to the national helpline 1522. They will give professional support and also insert the PACT –Project in their strategies for combating domestic violence. The regional ministry gets supported by the NGO "Artemisia" in Florence which is one of the most important protagonists in the field of education and training in Central Italy.
2. The NGO "Borgo Rete" in Perugia, a consortium of several organisations offering social welfare services will collaborate as a stakeholder in the Pact-Piloting. Thanks to national funding face to face training courses have been organised in five Umbrian towns and also awareness campaigns in the whole

³⁶ Guardiamo avanti con sicurezza. Come Individuare la violenza domestica. Manuale per operatori. <http://www.regione.veneto.it>

region have been carried out. They created the regional action “Mai più violenze” (violence never again) in 2009 and provide a huge data basis of training material which can be used for the ICT-Training course.

3. The women’s NGO “comitato 8 marzo” in Perugia is campaigning for a women’s shelter in Umbria but there is no funding for it. They also operate one of the local helplines and have been organising conferences and training about women’s issues for more than 35 years.³⁷
4. At a local level, Orizzonte contacted the social services of the municipality of Città della Pieve which is very interested in participating in the pilot project of the PACT-Training programme. Particularly in the widespread rural area, an ICT supported training programme would resolve many problems in gaining access to professional support and training.
5. Two women’s organisations “La Rosa” at Città della Pieve and the “Associazione Amica Donna” at Montepulciano have been working for more than 15 years in the area on women’s issues and are interested to participate as pilot partners. There is still a big need for basic knowledge and also the need to raise awareness in the local society.³⁸

4.4. Needs analysis - Lithuania

The small Baltic country of Lithuania with about 3.3 million inhabitants joined the European Union quite recently. On March 11, 1990 Lithuania declared restoration of its independence and in 2004 joined the European Union. The CEDAW convention had already been ratified in 1995 (the optional protocol 2004). At the beginning of 2009, the estimated number of women in Lithuania made up 53.5 per cent of the total population which is a rather high percentage in comparison with other European countries .

In Lithuania the statistical database of cases of domestic violence is rather poor, the official information available does not reveal the real situation on the survivors and victims of domestic violence in Lithuania. There are no official statistics available regarding female killings and domestic violence cases reported to police or to women’s shelters.

³⁷ <http://www.donnemondo.it>

³⁸ <http://www.associazioneamicadonna.it>

The majority of cases of violence do not appear in the official statistics showing violation of rights as violence mainly occurs in the domestic environment and in most cases the victims of domestic violence do not seek assistance from the law enforcement institutions (police) or any other social institutions.

The statistical analysis done by women researchers and women's centres in 1997 and 2002 reflects a dramatic situation in Lithuania: two out of three women have experienced physical, psychological or sexual violence from the men they live with, 63.3 per cent of women stated that they suffered from physical and sexual violence, but only 10.6 per cent of them reported to the law enforcement institutions. 56 per cent of women complained of psychological violence, which so far is not considered a criminal offence and is not included in the legislation of Lithuania, except threat. 17 per cent of women said that they have been forced to have sexual intercourse.

The Lithuanian Coalition "NO to Domestic Violence" consisting of Non-Governmental Organizations for Protection of Women's Human Rights, established in 2000 and united around fifty NGOs acts on lobbying for the implementation of CEDAW recommendations covering the problems of domestic violence in Lithuania.³⁹

It is supported by the Baltic-American partnership, in April 2005 a coalition between two women's crisis centres in Kaunas and Alytus, Klaipeda social and psychological support centre, Women Activity Centre of Marijampole District, Women Information centre and Vilnius Shelter for Women and Children, Crisis centres have been established. They are the main providers of the services for abused women.

- **Current practice and upcoming issues**

The National Strategy for Combating Violence against Women and a Plan of Implementing Measures 2007-2009, approved by the Lithuanian Government on 22nd December 2006 gives the following definition of violence and domestic violence:

"Violence against women in the family or domestic violence is all intentional physical, psychological, economical or sexual acts against one family member, usually intentional acts of a man against a woman, if those acts violate woman's rights as a citizen and natural person, as well as constitutional rights and liberties and cause economical, physical, psychological or moral harm".⁴⁰

The Lithuanian Government started to pay active attention to the domestic violence problem in Lithuania in 2006, nevertheless the first official scientific research organised at a State level was performed by "BGI Consulting" in 2008 at the request

³⁹ Women Coalition of Lithuania, <http://www.women-coalition.webinfo.lt>

⁴⁰ Valstybės žinios - (Official Gazette) No 144-5474, 2006

of the Ministry of Social Security and Labour. This research was part of the “Plan of Implementing Measures 2007-2009” under the national strategy for combating violence against women adopted by Lithuanian Government in December 2006. The research results helped the Government in furthering processes of policy making and implementation.

The key goals of the research were to identify the scale of occurrence of this phenomenon in Lithuania; to ascertain its reasons; and to set proper measures of help victims and survivors. The research was also contributing to the long term analysis of the phenomena covering the last ten years. In order to do this sociological research was carried out and the results were compared to analogous researches implemented in 1998 and 2002. The occurrence of family violence against women was analysed according to various forms of violence and relationships between the perpetrator and the victim. The condition of family violence victims was also evaluated as well as comparative analysis with the previous researches on the issue. The main data source for the research was a representative survey. One thousand Lithuanian women aged 18- 74 were interviewed during October 2008.

As it was envisaged in the Plan of Implementing Measures 2007-2009 under the National Strategy for Combating Violence Against Women adopted by the Lithuanian Government in December 2006, the Institute of Law carried out a research, which presented the logical systematic analysis of national criminal (substantive and procedural) laws, comparative analysis of these laws with the same laws of European Union member states and also the logical–systematic analysis of domestic violence case law. The research has been returned for approval to the Council of the Institute and at the moment is being corrected for conformity of the remarks made by the reviewers.

A National Report Of Lithuania On Social Protection and Social Inclusion Strategies 2008–2010 to the EU Commission has established four priority objectives:

- to encourage the participation in the labour market,
- to improve access to quality services,
- to eradicate child poverty and increase support for the family,
- to diminish the shortcomings in education and teaching.⁴¹

With a view to achieving the objectives established in the 2006–2008 National Report, more active assistance for people who suffered violence in the family has recently been presented. Since 2005, national programmes for the prevention of violence against children and for providing aid to children have been implemented. In 2008, the 2008–2010 National Programme for the Prevention of Violence against Children and Providing Aid to Children was approved. The programme aims at the development of public intolerance towards violence against children, comprehensive

⁴¹ http://ec.europa.eu/employment_social/spsi/docs/social_inclusion/2008/nap/lithuania_en.pdf

elimination of the causes of violence against children, creation of a system of preventative and aid measures for children who have suffered violence and for their family members and a decrease in the proliferation of violence against children.

On behalf of children's needs a response to the remarks Lithuania stated in the report prepared by the EU Committee on Employment and Social Affairs on Promoting social inclusion and combating poverty, including child poverty in the EU an evaluation of status of children by Child Rights Based Analysis of children without parental care or at risk of losing parental in Lithuania, was conducted and the Report prepared by senior researcher Dr. Laima Okunevičiūtė Neverauskienė and master of sociology Vida Česnuitytė in 2009: "Child Rights based analysis of children without parental care or at risk of losing parental care". The objective of the report was to review results of the Childs Rights Based Analysis of children without parental care or at risk of losing parental in Lithuania.⁴²

It aimed to identify the nature and causes of violation of children rights, to analyse distribution of responsibilities for implementation of the rights of the child and operational strategies of different entities and to identify the regions of the country with the highest need of services for children and families in the risk group.

- **Legal implications**

Even with the high prevalence of violence against women in Lithuania, in particular domestic violence, there is an absence of a specific law on domestic violence. In Lithuania there is no specific legislation on domestic violence, no laws which focus on the gender base of domestic violence, though 87 per cent of inhabitants recognize that violence exists in Lithuanian families.⁴³

For example marital rape in Lithuania has not yet been recognized as a crime. Domestic violence doesn't dependent on social status, religion, sexual orientation or ethnic origin, it might be experienced by both sexes, however the majority of victims are women.

Violence against women is recognized in Lithuania as the violation of human rights; it applies international legislation obliging the State to defend the rights of its female citizens. However, the analysis of the real situation shows, that violence against women is still not perceived as an issue of public importance. Violence against women is still considered as a "private" matter; therefore the protection and defence of her own rights is usually left to the victim herself. Lithuania still hasn't adopted the special law on protection from violence or have effective machinery of legal protection, preventive measures and others.

⁴² <http://www.sos-kaimas.lt/id-564.doc>

⁴³ Guidelines for Social Workers "Methods Changing Behaviour of the Perpetrator" 2008/ "Smurtinio elgesio keitimo metodika" – praktinis vadovas socialiniams darbuotojams, 2008.

In 2008, the UN Committee on Elimination of Discrimination Against Women (CEDAW) presented its recommendations for Lithuania:

- to make changes within the legislative basis and to recognise domestic violence against women as a crime at state level and not a private matter, and to ensure separation of the perpetrator
- to adopt the Law on domestic violence

In response to the CEDAW recommendations the Lithuanian Government prepared a draft law for protection against domestic violence in 2010 and offered it for public discussion. In this draft domestic violence is defined as violence that a person experiences from a close relative, spouse, cohabitant, partner, foster-parent, guardian or former spouse, cohabitant, partner or brother-in-law living together. The draft has been discussed during meetings of women NGOs and state officials in order to hasten the adoption of the Law and has been considered as insufficient.⁴⁴

This year, up to date (November 2010) the Committee on Human Rights to Seimas of Republic of Lithuania has organised two round-table discussions with the participation of representatives from ministries, criminal police, prison departments, representatives from women's NGOs and women's crisis centres to discuss the draft law on combating violence against women. The third round-table discussion with the participation of the President for further discussion of the draft law is foreseen.

The main aims stated in the draft law of protection against domestic violence are as follows:

- To formulate a multidimensional approach to domestic violence, violence against women, children, elderly and disabled people
- To define domestic violence and its forms
- To define a perpetrator and a circle of victims of domestic violence
- to make provisions that enable the public prosecutor to initiate criminal proceedings in cases of family violence
- To regulate criminal, civil, administrative and police laws and create service provision
- To collect and analyse data on domestic violence and carry out research on domestic violence, to examine the results to lessen domestic violence in society
- To use media in combating domestic violence

The draft of the Lithuanian law includes a long list of measures for creating effective support providing:

⁴⁴ Draft of the Law for protection against domestic violence, Chapter 1, Art.2

- legal measures against domestic violence
- rapid protective and preventive measures to save victims of domestic violence, e.g. women's and children's safety by separating the offender from the victim,
- social assistance, emergency care and specialized professional help for victims of domestic violence
- measures for awareness-raising and intervention measures
- rehabilitation work with an offender
- simpler mechanism for compensating material and non-material damage by criminal offence
- coordinative efforts of the state institutions and NGOs activities in combating domestic violence

As shown by the results of round-table discussions held with representatives from women NGOs to discuss all aspects of this draft law, violence is still considered a private matter, and consequences of the relationship between the victim and the perpetrator are not fully understood by police and health officers, the relevant authorities and society at large.

The main law deficiency as pointed out by the representatives of women's NGOs was the unsolved issue regarding separation of the perpetrator from the home where domestic violence took place. The domestic area is not defined properly. In the protocol set by the police officers the testimony of the victim and the signature of the perpetrator is still required to include to separate the perpetrator from the place of domestic violence.

This shows the lack of secondary acts to reinforce the legal capacity of the law, the draft of which does not at present solve the problems of protecting the victim of domestic violence from the perpetrator.

The interviewed stakeholders emphasized the need to make changes within the draft law, to recognise domestic violence against women as a crime at state level and not a not a private matter, and to ensure the separation of the perpetrator.⁴⁵

- **Existing education and training programmes**

Up to now in Lithuania there are no officially registered training programmes on domestic violence.

In 2008, under the financial support of the Ministry of Social Affairs and Labour, 200 copies of a guidelines for social workers "Methods Changing Behaviour of the Perpetrator" were published as a tool for organizing work with perpetrators. This methodology is based on practical experiences of providing services of mediation for

⁴⁵ All information from the unpublished PACT-report of Lithuania

spouses from the organisations whose activities are aimed at decreasing the level of violence against women. This methodology is recommended to be used by organisations that work with perpetrators and provide services to women who have experienced domestic violence.

The National Report for implementation of the National Strategy for Combating Violence against Women for the year 2008 shows that there have been recommendations from the Ministry of Education and Science to the higher education institutions to include into their educational programmes a course in the field of violence against women. As stated in the National Report, the information received from higher education institutions showed that topics, discussing the issues of violence against women have been integrated into the curriculum and content of separate subjects. However, no special training programme has been created.

Specially named are the two methods highly recommended by NGOs working in the field of domestic violence for evaluating the risk of violence against women:

- SARA - Spousal Assault Risk Assessment – well validated and comprehensive tool designed to assist practitioners in case management⁴⁶ and
- B-SAFER - Brief Spousal Assault Form for the Evaluation of Risk, a screening measure designed for use in situations where limited time is available for risk assessment.⁴⁷

Both instruments do not use actuarial or statistical methods to support decision-making about risk, but instead offer guidelines for collecting relevant information and making structured decisions.

- **Good practice**

Thanks to the National Plan of Implementing Measures in Lithuania, 29 measures have been implemented during the year 2008 for funding projects. 80 violators out of 258 who were seeking help in changing their behaviour received psychological consultations and group therapy.

⁴⁶ SARA - Spousal Assault Risk Assessment Guide. Authors: P. Randall Kropp, PhD; Stephen D. Hart, PhD; Christopher D. Webster, PhD and Derek Eaves, MB, 2008 - <http://www.violence-risk.com/risk/instruments>

⁴⁷ B-SAFER - Brief Spousal Assault Form for the Evaluation of Risk, By P. Randall Kropp, Stephen D. Hart, and Henrik Belfrage, 2008

Projects related to domestic violence prevention in ten counties of Lithuania have resulted in the establishment of an institution or organisation in each county, providing a range of services for women victims of domestic violence.

The national campaign “Don’t remain indifferent to violence!” can be considered a very impressive example of good practice to inform people about the phenomenon of domestic violence, remote areas are included by using mobile shops. The number of the free of charge national helpline and addresses of where to find help in case of domestic violence, have been placed on different products, such as packs of flour, detergent etc.

The “Social Innovation Fund” of Kaunas, the Lithuanian partner in the PACT-Project, could present several filmed case studies as success stories as to how to break the vicious cycle of domestic violence.

- **Fields of improvement**

As mentioned above, in Lithuania there are still no official training programmes in the field of domestic violence. Most of the training in the field are given in the form of face to face seminars or separate courses.

During the interviews with the local stakeholders, particularly the women at the crises centres, the lack of training, good training materials, methodology on how to recognize violence and how to deal with victims of domestic violence, etc. was emphasised.

Training is especially needed for those, working in:

- Ambulances, as they are the ones who first meet a victim and provide first aid.
- Emergency rooms at the hospitals as they examine the health and physical state of the victim.
- Police officers and NGOs (leaders, staff and volunteers), dealing with women’s human rights issues and domestic violence issues.

It has been stated that in most cases people working in the above mentioned sectors are not sensitive enough to the victim, don’t possess communication skills to work with the victim. They still have a lot of stereotypes about domestic violence in families, their behaviour in many cases is inadequate and often results in secondary victimisation of women who have experienced violence.

There is a lack of empowerment training for victims of domestic violence and an increasing demand for training programmes for changing the behaviour of the perpetrators.

At the moment the women's crisis centres in Lithuania organise seminars for stakeholders in the supply chain, however they are not sufficient and mostly poorly funded. Not all crisis centres have enough computers to provide training on an e-learning platform for larger number of participants; therefore there is a desire to use a blended learning approach, where training face to face would be combined with e-learning modules.

As the Ministry of Social Security and Labour encouraged work with perpetrators, several crisis centres tried to organise training for them, however, this attempt failed due to the lack of interest from the side of the violators. As there is no law adopted, it is not compulsory for them to participate in such training.

- **Networking aspects**

The Lithuanian Coalition of Non-Governmental Organizations for Protection of Women's Human Rights, established in 2000 is uniting around 50 NGOs. The Network "Women's Rights Are Human Rights" main activities are lobbying for the implementation of the CEDAW recommendations.

In Lithuania under the Baltic-American partnership programme there are two women's crisis centres founded by the coalition "NO to domestic violence".

- **First contact to local stakeholders**

The "Social Innovation Fund" situated in Kaunas and the Lithuanian partner of PACT is planning to work with the following organisations:

1. Three women's crisis centres, situated in different counties of Lithuania (Alytus, Taurage, Marijampole), which provides different consultations to victims of domestic violence (psychological, legal assistance, most of them have the possibility to provide shelter for some period, trainings). These crisis centres belong to the coalition "Lithuanian Coalition of Non-Governmental Organizations for Protection of Women's Human Rights" led by the "Social Innovation Fund", "Women's Rights Are Human Rights" and "NO to domestic violence". They unite more organisations providing services to women victims of domestic violence and expect that the extent of the final pilot of the project will be rather large.
2. Kaunas Police Headquarters, namely police commissioners who are the first to arrive at the scene in cases of domestic violence.
3. The "European Innovation Centre", Kaunas – a training organisation, providing

specialized training for women and lobbying for implementation of CEDAW and Women's Human Rights in Lithuania by preparing the Shadow Reports to CEDAW.

4.5. Needs analysis - Malta

The Republic of Malta is a small and densely-populated island nation in southern Europe. With its 407,810 inhabitants, 50 per cent of them are female, Malta joined the European Union in 2004. The CEDAW convention was ratified 1991 but up to now the Maltese government hasn't ratified the optional Protocol of CEDAW.

The latest statistical data is from January 2010 and shows a rather dramatic increase in cases of domestic violence: the number of reported cases of domestic violence jumped by 25 per cent in 2009 over 2008. A total of 602 cases were reported last year compared to 477 in the previous year. 576 of the cases allegedly took place in Malta and just 26 cases were reported in Gozo. 59 cases involved children, but the vast majority of victims, 467, were women.

As a spokesman for the Home Affairs Ministry said, the increase did not necessarily mean an increase in domestic violence, but greater awareness by the public that such cases should be reported.⁴⁸

- **Current practice and upcoming issues**

Malta still has no Action Plan but the rudiments of a National Action Plan on Combating Domestic Violence for 2007/2008 has been drawn up based on the "Council of Europe Blueprint for the Campaign to Eliminate Violence Against Women" developed by The Maltese Commission on domestic violence. Every year the Commission provides an Annual Report which is available on the Government Website.⁴⁹

Currently the Commission on Domestic Violence is awaiting confirmation of its members by the Ministry of Social Policy since the national elections in March 2008. Although it has continued to work, this work is limited by not being officially in place.

⁴⁸ WAVE country report 2009 and Article in the webjournal: www.timesofmalta.org, Tuesday, 19th January 2010)

⁴⁹ <http://www.msp.gov.mt/services>

The commission has three sub-committees which have not met since March 2008 – these cover research, service development, and media awareness. As soon as membership is confirmed these sub-committees will be able to continue their work.

A special police unit, voluntary organisations and a national agency provide support to victims of domestic violence.

In Malta there is one national helpline providing 24 hour service for survivors of domestic violence, victims of child abuse and mental health clients. Counselling is offered in Maltese and English without being charged for the phone call. The costs for operating the helpline are fully covered by state funding.

There are four women’s shelters in Malta providing services in Maltese and English, some also in Italian, Arabic and French, according to “Appogg, the national social welfare agency for children and families. With a total number of 43 women’s shelter places, Malta has established the number of shelter places recommended by the European Parliament but there is still a long waiting list of women and children looking for help and support.⁵⁰

While the state emergency shelter is fully funded by the state, the three remaining NGO shelters are partly financed through state funding and partly by church and other donations. As additional support there is one NGO hostel for homeless women to accommodate both women and their children, it is accessible 24 hours a day and partly state funded.

Malta does not have intervention centres, however there is a main “State Social Work Agency” with a specialised “Unit on domestic violence” which is available for people dropping in during regular office hours, or making appointments. This unit is however understaffed. A “Central Police Vice Squad” deals with cases of severe domestic violence when referred to them via district police or social workers.⁵¹

- **Legal implications**

Malta has only recently changed the law to include the term domestic violence. The Maltese criminal code recognised crimes against the family. It also punished more severely crimes that were committed by family members on other family members, but there was no mention of domestic violence per se.

⁵⁰ Unpublished interview for the PAT-Project with Appogg, April 2010

⁵¹ Wave country report, 2009.

And also: Malta’s Country report on Human Rights Practices Released by the Bureau of Democracy, Human Rights, and Labour 2008

For the first time the term “domestic violence” was included and defined in Maltese legislation by Act XX of 2005⁵² The act defines domestic violence as “any act of violence, even if only verbal, perpetrated by a household member upon another household member and includes any omission which causes physical or moral harm to others”⁵³

This definition does not only include married people, but also any person who has lived in the same household for at least a year, including partners and other adults, living in the same household. This definition also encompasses children, foetuses as well as parents. Here the legislator is also seeing the possibility of having children who abuse their parents.

This act introduces a “commission on domestic violence” whose function is to increase the awareness, initiate and conduct research, introduce intervention strategies for victims and offenders, facilitate communication between the agencies working with victims and perpetrators of domestic violence, introduce care and intervention strategies, and coordinate, on a national level, the policies on domestic violence. The commission’s role is mainly policy oriented however this act was also responsible for changes in the Maltese criminal and civil codes.

Prior to the change in the law, the executive police could not initiate criminal proceedings in cases of domestic violence, if there was no formal complaint by the victim. This caused problems as victims had to seek a lawyer, before any proceedings could be initiated. With the change in Maltese legislation the police are now empowered to act *ex officio*.

However the victim still has the power to stay procedures in court. When this happens the court would have to decide in the interests of all concerned. Special attention would also be given to the children.⁵⁴

Unfortunately the legislator did not feel it necessary to introduce punishment with the changes in the law. Punishment is still tied up with the “old” crimes, such as those against the morals of the family, assault and battery, prostitution, rape, and so on, with an increase in punishment when the crime is perpetrated by a family member.

The Maltese civil code already recognised “cruelty, threats or grievous injuries” as a condition of separation⁵⁵ but the amendments in the civil code have further protected the victims of domestic violence.

Today it is possible for the hearing of a separation case involving domestic violence to be initiated within four days. In these cases the court will hear both the victim and the perpetrator and decide on alimony and who shall reside in the matrimonial home. If necessary the court may issue a protection or treatment order on the perpetrator. When a protection order is issued the perpetrator would be restricted in visiting certain places where the victim resides, works or spends time. The perpetrator would

⁵² ACT XX, Chapter 481 “domestic violence Act”, 2005.

⁵³ ACT XX, Chapter 481, Sec. 2.

⁵⁴ ACT XX, Chapter 9, Sec. 543.e.

⁵⁵ ACT XX, Chapter, 16 Sec. 40

not be able to speak to or visit the victim. Treatment orders can be issued up to a maximum of three years. The perpetrator may be forced to attend treatment, either on an inpatient or outpatient basis.

The law in Malta prohibits violence against women, and the government generally enforces it effectively with penalties ranging from three months to 20 years imprisonment.⁵⁶

- **Existing education and training programmes**

The training programmes in Malta are mostly for police officers at the Police Academy as part of the programme of the CEPOL network.⁵⁷

There is no formal training for victims of domestic violence in Malta. Following an official statement of representatives of the Commission on Domestic Violence, “Alternattiva Demokratika”, a public service agencies dealing with cases of domestic violence were not in a position to cope with the number of cases which are referred to them every time the subject of domestic violence is highlighted in the media.

“The absence of trained personnel even to run prevention programmes in parishes and schools as well as facilities to deal with the demand for such services should not be a reasonable excuse for denying assistance to domestic violence survivors.”⁵⁸

- **Good practice**

As an example of best practice for intervention models the organisation “Appogg” as the state organisation can be considered to be coordinating all crisis centres and education on domestic violence, welfare, safety and all issues except primary health. The domestic violence services include the “Domestic Violence Unit”, “Ghabex” (a Women's Refuge) and the “Perpetrators' Service”.

These services are committed to the promotion of a society with zero tolerance to violence. The Domestic Violence Unit, caters for adult victims in abusive relationships and offers support to children living in such relationships. The Emergency Shelter offers refuge for women victims of domestic violence and their children. The Perpetrators' Service deals with male adults who engage in abusive behaviour

⁵⁶ Sandra Scicluna, Dealing with victims of domestic violence – an evaluation of services in Malta and the province of Trapani (Sicily), Institute of Forensic Studies University of Malta, 2004

⁵⁷ <http://www.cepol.europa.eu>

⁵⁸ <http://gozonews.com>, 8th October, 2007

towards their partners. After an initial individual assessment, and where appropriate, the men will attend a therapeutic programme to work on their abuse, beliefs and behaviour.

- **Contacts to local stakeholders**

The foundation “OAF Malta”, the Maltese partner in the PACT project, is in constant liaison with the National Commission due to close parallels between initiatives on networking training that the Commission is undertaking at present with ESF funding and the item of PACT.

4.6. Needs analysis - Poland

Poland has about 38 million inhabitants, 51.6 per cent of the population are female. It has ratified the CEDAW recommendations 1980 and the optional Protocol 2003. The latest number of annual female killings is quite high: 243 women were killed in 2007, the number of domestic violence cases reported to police was more than 130,000 which is also dramatically high. Unfortunately there are no data available of the number of domestic violence cases reported to women’s shelters, but the information about the prevalence of domestic violence also reflects the actual situation: 15 per cent of women have experienced physical violence in current or previous partnerships, altogether 27 per cent of women and men experienced violence in other forms.⁵⁹

- **Current practice and upcoming issues**

In 2006 the first exclusive “National Programme on Counteracting Family Violence for 2006 – 2016” was established. NGOs such as WAVE and Focal Point “Niebieska Linia, a blue line; collaborated with the state’s agencies and municipal institutions in carrying out local Action Plans, such as in Warsaw, which are required at a national level, both in the aforementioned programme and in the Act of 29 July 2005 in counteracting family violence. Currently, NGOs have been drawing attention to the problematic gaps in Polish law on domestic violence. Besides the demand to change the protection law so that it can also be obeyed by police, NGOs also demand an explicit prohibition of corporal punishment of children in Polish law.⁶⁰

⁵⁹ Wave country report, 2009

⁶⁰ Wave country report, 2009

On May 2010 the Act amending the law on preventing domestic violence and certain other acts was passed in the Polish Parliament. It is a modern act which clearly describes the rights of the victims and responsibilities of all the services designed to support them. The Act was sent to the Senate and waits for their approval, then the President can sign it and it can then be implemented.

Position of women's organisations: women's organisations in Poland are very active and can develop freely. Most of them were established after 1989. There are the "Federation for Women and Family Planning", "La Strada", "Women's Rights Center", "PSF Women's Center", "Pro Femina Association", "Network of East-West Women" and the "Women's Information Centre 'Ośka'". Their main fields of activity are: violence against women, discrimination against women in the labour market and in politics, reproductive health and trafficking of women.

Since 1995 there has been a national helpline, the "Niebieska Linia (Blue Line)" 1- 0-801-120-002) and several dozen regional women's helplines. Due to a lack of financial resources, the national helpline is neither available 24 hours nor does it offer multilingual service. The phone call is not completely free of charge: clients pay the first connection charge.⁶¹ Clients of the regional helplines usually pay the costs of a standard phone call when contacting a helpline. Some of them offer phone calls free of charge.

In Poland there are shelter places available in every town and district in Family Crisis Centres where every woman und threat of life and health can find a place. Five shelters offer 24 hours service but unfortunately none of them have multilingual support. At a regional level the Region at Sopot can be considered a best practice example: there are 42 women's shelters with 3,814 shelter places available.

Currently, NGOs have been drawing attention to the problematic gaps in Polish law on domestic violence, for example there is still no act on stalking. Besides the demand to change the protection law so that it can also be obeyed by police, NGOs also demand an explicit prohibition of corporal punishment of children in Polish law.⁶²

- **Legal implications**

Maltreating the family is a prosecutable offence, if there is a justified suspicion that crime has been committed. To start prosecution there is no need for a complaint by the harmed person.

Physically or psychologically maltreating a closely related or any other person remaining in permanent or temporary dependence of the offender or a juvenile or a

⁶¹ Wave country report, 2009

⁶² Wave country report, 2009

person who is helpless due to physical or mental reasons, carries a penalty of three months to five years of imprisonment – up to 10 years in very cruel cases.

Under the Polish Penal Code of the 6th June 1997, domestic violence falls to the category of offences against family and custody. The definition of domestic violence covers both, physical and psychological violence. The following acts show a detailed and well defined punishment in cases of domestic violence:

Article 207 foresees that "anyone who inflicts ill-treatment of a physical or psychological nature on a member of his/her family, a person permanently or temporarily in his/ her care or a minor or vulnerable person is liable to imprisonment for between three months and five years".

Art. 156: Whoever causes grievous bodily harm in the form of deprivation of human sight, hearing, speech, the ability of procreation, any other severe disability, serious or incurable long-term illness, real life-threatening illness, permanent mental illness, the total or substantial permanent incapacity to work in profession, permanent, significant disfigurement or distortion of the body, is subject to imprisonment from one to 10 years. The crime can be prosecuted at the request of the victim.

Art. 160. § 1. Who puts man in imminent danger of death or grievous bodily harm, is subject to imprisonment of up to three years. § 2. If the perpetrator is obliged to care for a person exposed to danger, is subject to imprisonment from three months to five years.

Art. 189. § 1. Who denies human freedom, shall be subject to imprisonment from three months to five years. § 2. If the detention lasted longer than seven days or was associated with a particular torment, the offender shall be subject to imprisonment from one to 10 years.

Art. 190. § 1. Whoever threatens another person or close person to commit a crime of the damage or injury, if the threat raises the risk-founded fear that it will be executed, is subject to the penalty of restriction of liberty or imprisonment of up to two years.

Art. 210. § 1. Who, despite the obligation to care for a minor under the age of 15 or a helpless person because of her mental or physical state, abandons that person, is subject to imprisonment of up to three years.

Art. 217. § 1. Whoever strikes a person or otherwise violates their inviolability, is subject to the penalty of restriction of liberty or imprisonment of up to one year.⁶³

⁶³ Non authorized translation of the Polish Legal Acts on Domestic Violence – unpublished PACT-National report Poland

- **Best practice**

At a regional level the Region at Sopot can be considered a best practice example: there are 42 women's shelters with 3,814 shelter places available.

In Sopot an interdisciplinary team was established and all the services work together, though not every town or commune works in such a way. More commonly every service works on its own. A "Programme of Preventing Domestic Violence for the period 2008-2014" has been implemented in Sopot. It is a programme, which helps the victim in a holistic way: from intervention of the police to coming out from the circle of violence and gaining independence. The procedure of the programme is:

1. Establishment of diagnosis of family violence
2. Raising awareness about domestic violence and those institutions providing specialist help
3. Reducing the negative effects of violence in people who suffer from it.
4. The inclusion of the perpetrators of violence in correctional and educational programmes.
5. Improving the flow of information between institutions and organisations dealing with the problem of domestic violence, and consolidation procedures.

- **Existing education and training programmes**

In the Sopot Municipal Welfare Centre the Family Support Department permanent supervision has been set up. The experts help to build a team, develop skills of the members of team as well as to solve individual cases during the discussions with the team, women and children victims of domestic violence receive psychological, if needed medical and financial support in the Family Support Department. They also have individual and group therapy. Children receive suitable support. It is funded by the municipality.

The most important training in the field of domestic violence are in the Study of Prevention of Domestic Violence in Warsaw. There are 3-2 day workshops or courses over 3 – 4 months. But they are all expensive: fees, travel and accommodation, so only municipalities and some of the wealthier NGOs can afford to send their employees. They learn how to deal with domestic violence issues. The police do not have the opportunity to participate as they have to pay for it privately. There are also one day thematic workshops in the area of working with a perpetrator for the employees from services working with domestic violence apart from policemen. No examples of good practice for training have been identified and there are no e-learning modules available.

- **Fields of improvement**

In October 2007 the Ministry of Labour and Social Policy commissioned a Needs Assessment Report for Adults. The report presents the result of a survey, conducted by TNS OBOP for training needs of professional groups of "first contact" with cases of domestic violence.

Although the services for supporting professionals in the field of domestic violence is rather good, there is a lack of on-line training for the policemen and other services who could work flexibly in their free time.

All institutions interviewed by the Polish PACT-Partner were interested in participating in blended learning PACT training and later networking locally and internationally. For successful implementation of the modules, the specific needs and wishes in terms of training need to be identified in those institutions collaborating within the PACT-project.

All the organisations expressed their wish to participate in training offered by the PACT-project, even though for some of them there is already available to develop their skills. As an added value they indicated an initial interest in learning how the issue of domestic violence is tackled in other European countries.

They would like to exchange experiences and create a network to keep in touch and continue peer-to-peer support. They indicated following needs for a training programme:

- Methods of working with the perpetrator and ways of supporting the victim
- Definition of violence and the difference between violence and conflict
- Stereotypes, types and cycles (phases) of violence
- Communication with the victims and perpetrators
- Current legal regulations, certain provisions of the Criminal Code
- Psycho-somatic disorders as a consequence of experiencing violence

As a special need the interview partner expressed the need to know how to cope with professional burnout and how to cope with emotional blackmail and manipulation.

Every organisation expressed the wish to participate in the e-learning training as they can work flexibly in their free time. The police do not have the possibility to participate at work from due to lack of time and equipment, but they would work from home.

- **Networking aspects**

Poland has a high level of support networks for victims and survivors of domestic violence. There are Family Support Centres in every district and commune of the country, which together with Prevention Departments of the police are the front line in working with domestic violence families.

In Sopot the interdisciplinary services work together, more commonly in other regions

every service works on its own.

At a national level there is a very effective network of National Emergency Centres for domestic violence victims, the “Blue Line” cooperating to combat violence.⁶⁴

The regional centres of social policy act in every province and a part of their activities is to implement the national policy in the field of domestic violence. All these institutions are coordinated at a national level by the Ministry of Labour and Social Policy.

- **First contact to local stakeholders**

“CKU Sopot” as the Polish partner of the PACT-Project would like to work with four organisations:

1. The municipal police from Gdynia – prevention department, which deals with domestic violence issues and probation officers from the district court
2. The team of Judicial Curatorial Service in Sopot, who support families with court decisions and cooperate with the other services.
3. The third stakeholder will be an association from Suwałki, which supports dysfunctional families in different ways.
4. The fourth organisation will be the Municipal Social Welfare Centre - Family Support Department in Sopot, which helps families to overcome the ‘vicious circle’ of violence by working with both victims and perpetrator.

4.7. Needs analysis - Portugal

Portugal, with more than 10.5 million inhabitants (51.6 per cent of the total population are female), has been member of the European Union since 1986. The CEDAW convention was ratified in 1980 (the optional protocol 2002).

The number of female killings in recent years is quite high: 35 women (2008), 25 women (2007) and 39 women (2006). The latest data available regarding the cases of domestic violence reported to police since 2007 is more than 13,000. Unfortunately, there is no data available for the number of cases reported to women’s shelters. “Taking into consideration that each shelter has a capacity to support a

⁶⁴ www.porozumienie.niebieskalinia.pl

total of 15 people (women and children), and their stay in the shelter is six months, according to the official legislation on this matter, (but often they stay around nine months), in the year of 2009 AMCV received in two shelters a total of 108 people (52 women and 54 children).”⁶⁵

The data of the prevalence of domestic violence verifies that gender motivated violence is rather high: every third Portuguese woman has experienced domestic violence at least once in her life.⁶⁶

- **Current practice and upcoming issues**

In Portugal the 3rd National Plan against Domestic Violence from 2007-2010 came into force in June 2007. It was developed in cooperation with NGOs such as the “Associação de Mulheres Contra a Violência (AMCV)”. One of its key provisions is guaranteed free access to health care for victims of domestic violence.

The Action plan focuses on the following areas of Intervention:

1. to inform, sensitise and educate on domestic violence
2. to protect the victims and prevent revictimisation
3. to empower and reintegrate the victims of domestic violence
4. To qualify professionals
5. To deepen knowledge of domestic violence⁶⁷

In Portugal, three national helplines and one regional helpline offer help to women survivors of violence but there is no data available as to how they work, for example if they provide 24 hour services or multilingual support.⁶⁸

As reported by AMCV “Associação de Mulheres Contra a Violência, the Portuguese partner in the PACT-Project, in Portugal there are 37 shelters for women survivors of domestic violence and their children, offering approximately 400 places. In order to fulfil the recommendation of shelter places given by the European Parliament, 659 more shelter places are needed.

Most of the existing women’s shelters can be contacted 24 hours a day all year. Multilingual services are not provided to their clients. They offer protection of women

⁶⁵ unpublished needs analysis AMCV for the PACT-Project, 2010

⁶⁶ Wave country report, 2009 and unpublished needs analysis AMCV for the PACT-Project, 2010

⁶⁷ National Plan against Domestic Violence from 2007-2010, Portal do Governo:
http://www.portugal.gov.pt/NR/rdonlyres/2ED803E2-B64B-4586-8FB2-9BFEDAD8D9DF/0/Prop_3_Plano_Contra_Violencia_Domestica

⁶⁸ Wave country report, 2009

and children survivors of domestic violence, empowerment of women victims of domestic violence to get autonomy and promote campaign for social change. They also offer crisis Intervention, access to services, accompany and support (daily basic needs and all other needs (psychological etc.) and they organise events and activities at educational and pedagogical level.

As an upcoming issue there are intensive discussions on domestic violence as a public or a semi public crime: domestic violence as a public crime means that everyone can present a charge but that increases the risk of the victim. Also in discussion is the duration of the crime process, because it is often followed by new aggressions or attempts of aggressions, stalking and injuries. Also important is the preservation of proofs facilitating the prosecution of the perpetrators. Often there is secondary victimization of witnesses.

- **Legal implications**

In Portugal domestic violence is defined as all physical, sexual or psychological violence that occurs in a familial context and includes, but is not limited to, maltreatment, sexual abuse of women and children, rape between spouses, passion crimes, female genital mutilation and other traditional practices, incest, threats, arbitrary deprivation of liberty and sexual and economic exploitation. Mostly performed on women, affecting, directly or indirectly, children, elderly and other vulnerable people such as disabled.⁶⁹

Since 2007, domestic violence is, for the first time, according to the Portuguese Criminal Code, officially recognised as a crime - The new Criminal Code altered the nature of the offence, including ill-treatment involving, for instance, former spouses, people (of the same or opposite sex) having lived in spouse like situations and people in spouse-like relationships who do not live together. It also deems there to have been an offence following the occurrence of a single serious act of ill-treatment, whereas the previous legislation only did so following repeated ill-treatment.

Recently, the Law 112/2009, adopted on the 16th September, aims at preventing and repressing domestic violence behaviours as well as supporting and promoting the autonomy and empowerment of the victims. It seeks to provide a more adequate answer in unifying the laws regarding this matter.

It controls certain organisations such as the National Network of Shelters for Women Victims and the Social protection of the victims, which were previously regulated by legislation now repealed.⁷⁰

⁶⁹ Ministry Committee Resolution 2003.

⁷⁰ Legislation in the member states of the council of Europe in the field of violence against women, 2009 <http://www.coe.int/equality>

Article 152 of the Portuguese criminal code details physical or mental abuses, including bodily punishments, deprivations of liberty and sexual offences to the spouse or ex-spouse; to a person of another or of the same sex with whom the agent maintains or has maintained a relationship equal to a relationship of spouses, even if without cohabitation; to a progeny of common descendant in first degree; or to a person particularly undefended, due to age, deficiency, disease, pregnancy or economic dependency, who cohabitates with him, to be punishable with a sentence of imprisonment from one to five years. If the agent commits the act against a minor, in the presence of a minor, in the common domicile or in the victim's domicile, it is punishable with a sentence of imprisonment from two to five years. If, from the acts referred to above, death results, the agent is punished with a sentence of imprisonment from three to ten years and in the cases where it results in grievous bodily injury, the agent is punished with a sentence of imprisonment from two to eight years.

Bearing in mind the need to prevent recidivism and re-victimization, the Criminal Code now provides in addition to imprisonment, the prohibition of contact with the victim by the offender and the prohibition of their carrying and use weapons for six months to five years. It also foresees the obligation to attend specific programmes for the prevention of domestic violence.⁷¹

Article 152 provides that all types of violence (physical or psychological maltreatment, including corporal punishment, privation of freedom and sexual offence) perpetrators can be punished with imprisonment of one to five years. If serious punishment does not fit with another law, and in cases of offences against a child, between two and five years. In cases of very severe violence the perpetrator can be imprisoned for two to eight years and in the case of death three to ten years.

None of the women's organisations agreed completely with the of the new law on domestic violence because it doesn't cover all issues on domestic violence.⁷²

- **Existing education and training programmes**

In Portugal there are also some training programmes provided by organisations working in the field of women and child victims, but often they lack quality. Also for women and children victims of domestic violence are some training programmes provided mostly by organisations working in the field e.g. the 30 hour programme organised by CIG which offers a basic introduction to domestic violence, signs and

⁷¹ Ministry of Justice: Breaking the silence – united against domestic violence, 29th Council of Europe Conference of Ministers of Justice 2009

⁷² unpublished Report of AMCW Lisbon for the PACT- Needs analysis, 2010

symptoms, types of domestic violence, legislation. All seminars and workshops are held face to face there are no training courses with e-learning modules available. All stakeholders asked for certified or recognised training programmes.

- **Good practice**

According to the criteria for best practice intervention models, a programme should be orientated towards empowering and working with an integrated and personal approach. There are only two existing training programmes in the field of domestic violence which can be considered good practice.

1. The EU- project Background, which offers a modular blended learning course aimed at sustainable improving competences of adult education staff in the area of violence against women in different institutional environments, with the main purpose of supporting women survivors of violence.⁷³
2. The training package developed by the European network WAVE: “Training Programme on Combating Violence Against Women” from 2000, which focuses on the sensitisation and training of professionals in the field of domestic violence.⁷⁴

- **Fields of improvement**

In Portugal there is an increasing number of requests for support. Since 2009 also the complexity of the situations are increasing, for example violence exercised on the internet, the existence of organised crime networks, and the appearance of more sophisticated perpetrators with influence in the public and private sphere. Also there is an worrying increase of sequestrating and kidnapping of children, so we can notice that the variety and intensity of violence against women and children is growing very quickly.

The Portuguese partners also emphasise that there is a difference between the needs of victims of domestic violence in rural areas than victims in urban regions. Often they have less resources and less accessibility to get to urban services where they find support. There are also special needs of victims of domestic violence with disabilities. Often professionals who work with them don't have a sensitivity for gender issues and violence. The same applies to specific needs of older domestic violence victims and victims with ethnic minorities, although there are already some

⁷³ <http://www.background-eu.org/>

⁷⁴ <http://www.wave-network.org>

organisation working with immigrants and minorities.

In addition to the specific needs of these peer groups there are also specific needs of the children who have experienced domestic violence or have been witnesses . They need to be protected and have access to support services, since they depend of adults.

Also in Portugal there is a specific request for training and counselling programmes providing mainly empowerment practices level. There is a strong demand for certification and recognition of the training courses (by EWL and/or WAVE). They should be recognized at least on national level. Training methodologies such as blended learning, eLearning courses are still not available, even though most of the interviewed organisations have the basic infrastructure to use ICT as a tool of training, uncertainly to their skills to participate in blended learning.

The local stakeholders emphasised that there is the need of efficient promotion and dissemination of the training programmes, up to now there are no national networks in the field of domestic violence.

- **First contact to stakeholders**

AMCV Lisbon, the Portugese partner in the PACT-Project, would like to work with the following organisations :

1. UMAR – a Women NGO, which offers several services available for women including shelter places.
2. “Policia Judiciária” is a specialized police department which works specifically in the field of sexual crimes
3. Some other organisations and entities have been contacted because they requested training courses adapted to their needs and specificities.

5. Outlines of the needs analysis

As the main point of this report on national needs analysis it can be said that all general feedback confirm the fact that there is a deficiency of further training in the field of domestic violence. All partner countries demonstrated that there are following needs for training concerning:

- clear definitions of domestic violence, especially to distinguish between violence and conflict
- the description of types and cycles (phases) of violence
- dynamics in partnerships and families where domestic violence exists
- information how to recognize domestic violence
- the description of stereotypes of domestic violence and how to recognise them
- information about legal current regulations and certain provisions of the Criminal Code
- the description of psycho-somatic disorders as a consequence of experiencing violence
- ways of supporting victims, survivors and witnesses of domestic violence
- empowerment training for victims and survivors of domestic violence
- communication strategies with victims and perpetrators.

Especially the interviews with local stakeholders revealed the following special needs:

- Need for special modules for older women victims of domestic violence, people with disabilities, immigrant victims, victims of ethnic minorities
- Need for special modules for the different types of organisations working in the field of domestic violence: Police, medical staff, legal supporters, help-lines, women's organisations, crisis centres etc.
- Need for methods of working with the perpetrator, especially perpetrators who are fathers.

As an added interest in an EU-project on domestic violence local stakeholders took a great interest in knowing how the issue of domestic violence is tackled in other European countries. They would like to exchange experiences and create a European network to keep in touch and continue with peer-to peer support.

But there is also special request for supporting professionals and volunteers working in the field of domestic violence. People who are working for years in this field are often suffering of professional burnout and don't know how to cope with emotional blackmail and manipulation and how to assist helpers who themselves are left with traumatic experiences.

The national reports and interviews with local stakeholders showed that there is a special request for the form of the training programme because there are only few examples of good practice for training and any e-learning modules available. Representatives of local training institutes and stakeholders in NGOs working in the field of domestic violence underlined that blended or e-learning training would be

very helpful as users can work flexibly in free time and can offer continuous domestic violence- training. Not all organisations can provide training on an e-learning platform for bigger number of participants. So they prefer a blended learning approach, whereas training face to face will be combined with e-learning modules.

All partner countries emphasised the importance to implement the PACT Training-programme as part of the quality management. The best way would be to get recognised by international head organisations like “Women Against Violence Europe” (Wave) or by the “European Women’s lobby” (EWL).

6. Appendices

Appendix 1: TEMPLATE - Analysis of the current country domestic violence legislation, Needs analysis

Objective: The needs analysis is aimed at creating a sound basis for a development of the training concept with where possible the active participation of the local organisation that you intend to work with in the framework of PACT. Information is to be gathered through comprehensive research activities in order to identify current practice, legal implications, intervention models etc. in each partner country and to analyse existing education and training. Some background information (facts and figures) is necessary in order to have the frame in which the work of the various institutions is embedded.

The template delivers the key points to further explore and give you some guidelines in which direction to conduct your research activities. If you have other interesting points that are not in the list, you should add them.

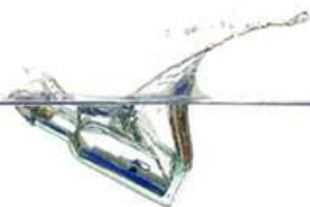
National level	
Country	
Short Socio-Demographic Information	Population: ages, racial and ethnical composition, economic situation, poverty, employment, ethical composition (religion, cultural necessities) Female habitants Type of family where domestic violence happens
CEDAW ratified	Yes/No when ? Optional protocol of CEDAW ratified Yes/No when ?
Member of the Council of Europe	Yes/No when ?
State needs Assessment Report	Is there an State needs Assessment report? <ul style="list-style-type: none"> • Adults needs • Children's needs
Some Facts on domestic violence in your country:	<ul style="list-style-type: none"> • Statistics about the number of women survivors of violence (physical and sexual violence at least once in their life) • Any known number of women who were victim of domestic violence and denounced their partner and those cases that remain unreported • Latest number of femicides yearly: • Latest number of domestic violence cases reported by police yearly: per cent • Statistics about Stalking • Statistics about children who have participated to violent situations • Latest number of domestic violence cases reported by women's shelters yearly: data available?

Definition of domestic violence in Your country	<ul style="list-style-type: none"> • Officially: • The Legal situation • Upcoming tendencies, what is in discussion • Position of women's organisations
Types of domestic violence mainly happening in your country	<ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Verbal/emotional abuse • Financial abuse <p>What is your estimation? Are there information available?</p>
Legal measures in your country:	<p>Analysis of the current country domestic violence legislation What are punished acts? What does the law cover?</p>
National policy	<p>Which institutions are responsible on a national level? Current national action promoted by</p> <p>Do You have a National Action Plan? If yes, please give a short outline.</p>
Services for Women Victims of Violence	<p>Please give an overview of existing services (e.g. helplines, shelters etc.) Please consider: Number: shelter places: -- available, --- needed, --- missing Shelters with 24 hour service: With multi lingual service: Funding: How are they running? What kind of support can be given? Who are the women who contact these shelters? (Age, nationality, civil status, profession etc.)</p> <p>Further services for women survivors of violence such as: psychological support home finding services training programmes and the like</p> <p>Intervention centres: National networks of institutions in the field of domestic violence?</p> <p>Regional/local networks working also on national level?</p>
Needs assessment in the field of domestic violence in your country	<p>Please take into consideration the following points: Previous needs assessment Current domestic violence needs assessment</p> <p>Needs of victims in general Needs of victims of domestic violence in rural areas Needs of Victims of domestic violence with disabilities</p>



	Needs of older domestic violence victims Needs of Immigrant Victims Needs of domestic violence victim's children Needs of Children victims of domestic violence
Victim's Voices	Are there any case studies/report or interviews with individuals who had experienced domestic violence available? - about their resource and service needs? - women survivors currently residing in a domestic violence shelter? - women survivors living in the community?
Best practice in intervention	Are there examples of best practice for intervention models? Please describe.
Literature review	Is there any literature that you would recommend or that has proven useful?
Experts on domestic violence in your country	

Local level:	Local region
Regional/local organisations and current policy	<ul style="list-style-type: none"> • Regional institutions: • NGOs: • Women's associations and centres: • Women's shelters: • Other institutions: media, church, parties, trade unions, police, legal institutions <p>How is the cooperation among these regional/local institutions?</p> <p>How can we cooperate with these institutions?</p>
Existing training programmes on domestic violence	<p>Are there already training programmes on domestic violence?</p> <ul style="list-style-type: none"> • For stakeholders working with women and children survivors of domestic violence? • For women and children victims of domestic violence? <p>How do they work? Funded by? Upcoming issues</p>
Training programmes for	Please investigate on existing training programmes for stakeholders working in the field of domestic violence taking into account:



stakeholders	<ul style="list-style-type: none"> • what is the content • the learning setting • the methodology • are there examples of good practice for training • are there e-learning modules available
Local organisation which will collaborate to run the pilot project	<p>Short description of the organisations you want to work with:</p> <p>How do they work, what is their field of intervention?</p>
Specific needs and wishes of the local organisations	<p>For a successful implementation of the modules, you should identify the specific needs and wishes in terms of training of the institutions that you intend to work with within PACT.</p> <ul style="list-style-type: none"> • What training has been offered? • What could generate an added value? • Any wishes/needs expressed so far? • How is the ICT infrastructure in the institutions you intend to work with (as we plan to develop also e-Learning modules) <p>This will be further explored in individual interviews. The respective guidelines will be agreed upon during the kick-off meeting in Göttingen.</p>

Appendix 2: Questionnaire for local stakeholders

1. Identification of the organisation you will collaborate with as local stakeholder

Full name of the organisation:	
Acronym:	
Department, if applicable	
Official address, country and region	
E-mail address:	



Website:	
Telephone	Telephone 1: Telephone 2:
Contact person	Title/Surname/First name: E-mail: Role in the organisation: Telephone 1: Telephone 2:

2. Organisation and activities

Structure (private / public)	
Aims and activities of the organisation	Please provide a short presentation: History/roots/background of the organisation – e.g. feminist initiative, others? Radius of action (expansion/ urban-rural area) Number of employees (full time, part time) Number of volunteers
Key staff	Composition of your staff working in the field of domestic violence? Skills and expertise of your staff
Funding	Public Private
Cooperation /Network	Do you collaborate with other regional/local institutions or networks? Do you see any possibilities to cooperate with these institutions regarding our PACT Project?
Which kind of training offers do already exist on your local/regional level?	<ul style="list-style-type: none"> • For stakeholders working with women and children survivors of domestic violence • For women suffering from domestic violence • For children suffering from domestic violence • For stakeholders working with perpetrators • For perpetrators <p>Which organisations arrange these offers and how are the offers funded? Please give examples!</p>



<p>Wishes, suggestions as far as training is concerned?</p>	<p>From your point of view on a general level – is it possible to identify a lack in training programmes for stakeholders involved in the support chain? If yes, please describe.</p>
<p>Questions regarding the work of your own organisation. What kind of support is given by you to survivors of domestic violence?</p>	<p>Please underline relevant points:</p> <p>Medical</p> <p>Psychological (counselling)</p> <p>Medical & psychological</p> <p>Legal consultation</p> <p>Blue line</p> <p>Crisis intervention during dangerous occurrence</p> <p>Home finding service</p> <p>Escort/company to agencies</p> <p>Escort to police</p> <p>Escort to court</p> <p>Training offers: please see under “training programmes”</p> <p>Others:</p> <p>_____</p> <p>_____</p>
<p>Which forms of domestic violence do you mainly have to deal with?</p>	<p>Please underline relevant points:</p> <p>Physical abuse</p> <p>Sexual abuse</p> <p>Verbal abuse</p> <p>Emotional abuse</p> <p>Financial abuse</p> <p>In relation to: Women as survivors of domestic violence Children as victims and/or witnesses of domestic violence</p>



<p>Who are the women contacting the organisation for help?</p>	<p>Age, nationality, civil status, profession, religious orientation etc.</p> <p>Are there any items which influence your work/create special needs during working process?</p>
<p>How do you get in contact with women and children surviving/suffering domestic violence?</p>	<p>They contact us directly Agencies put them in contact to us We contact them</p>
<p>IF APPLICABLE</p> <p>If the organisation is running a women's shelter:</p>	<p>How many places are available? How many places would be needed? Do you offer a 24 hour service: Do you offer multi-lingual support service?</p>
<p>Preventive measures in the field of domestic violence</p>	<p>What kind of preventive measures do you take? Information Training programmes Etc.</p>
<p>Best practice</p>	<p>Are there examples for best practice intervention models? Please describe.</p>
<p>Training programmes</p>	<p>What do you expect from a training programme in terms of awareness and interaction in the field of domestic violence?</p> <ul style="list-style-type: none"> - the content - the equipment (technical support, manpower etc) - the learning settings (methodology, e-learning etc)
<p>If you offer training programmes – which kinds?</p>	<p>Please underline relevant point:</p> <p>To rise awareness for domestic violence</p> <p>To recognise signs of domestic violence</p> <p>To communicate the topic with other stakeholders</p> <p>To communicate the topic with colleagues (e.g. if there is a presumption)</p> <p>To communicate with the survivors (adult/children)</p> <p>How to prevent domestic violence</p> <p>Others: _____</p> <p>_____</p> <p>_____</p>