

BEST PRACTICE BROCHURE

BEST PRACTICE IN THE FIGHT AGAINST
DOMESTIC VIOLENCE:
EUROPE & THE UNITED STATES

The logo for 'improve empowers' features the word 'improve' in a lowercase, sans-serif font. The letter 'i' is stylized with horizontal lines extending from its top and bottom. Below 'improve' is the word 'empowers' in a similar lowercase, sans-serif font. The letter 'o' in 'empowers' is stylized with horizontal lines extending from its left and right sides.

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Introduction

About the project:

EMPROVE seeks to support and empower survivors of domestic violence (DV) through improvement of:

- SUPPORT: the level of the counselling services and training offered to DV survivors through increased capacity of counsellors
- PREVENTION of DV with special series of events for key stakeholders and front-line staff, medical staff etc that should be able to recognise the first signs of abuse or violence even if potential victim hasn't spoken about it openly
- NETWORKING MECHANISM of all important stakeholders in the fight against DV
- POLICY MAKING on regional, national and transnational level in regard of DV prevention and intervention

EMPROVE directly addresses the following target groups:

- Counsellors, tutors and mentors working with DV survivors
- Supporting functions-volunteers, NGO Staff, social workers in hospitals, police, employers;

About the brochure:

This best practice research was conducted by all partner organisations. It investigated and identified best practices in the fight against domestic violence across Europe and the United States.

It looked at best practices of:

Training/counselling tools, programmes, support measures for the survivors of DV, models/approaches used in the counselling of the survivors of DV; training tools, programmes for professionals working with DV survivors, National programmes, existing networking practices.

Best practice desk research was conducted in these countries:

Austria	Switzerland
Bulgaria	Sweden
Germany	Netherlands
Ireland	UK
Lithuania	USA
Romania	Italy
Spain	Portugal

GOOD PRACTICES IN NETWORKING

MARAC – ‘Multi-Agency Risk Assessment Conference’ (Austria)

Institution	Intervention centre Vienna
Year of implementation and duration	December 2010
Further information can be found at:	http://www.interventionsstelle-wien.at/marac-leitfaden

MARAC means ‘Multi-Agency Risk Assessment Conference’.

MARAC is a model to protect people who are high at risk of domestic violence.

It is a method that was developed by the Police and the Women’s Safety Unit in Cardiff/Wales in the UK in 2003.

The aim of MARACs is to establish regular cooperation between different institutions, which deal with the challenge to prevent domestic violence. A close network of all these institutions and the regular cooperation and interaction should improve protection for potential victims.

In monthly meetings an exchange of information is organised, in a second step detailed measures and plans of actions to prevent victims and/or survivors of DV are set.

Each institution involved provides one representative who will be consistently involved in MARAC, and therefore it is possible to build up a good relationship within the network. This is deemed a necessary part of the co-operation.

In addition, the Vienna intervention Centre developed guidelines for the development of multi-institutional networks to fight and prevent domestic violence and to support victims and survivors.

“Partnerschaften gegen Gewalt” <http://www.interventionsstelle-wien.at/marac-leitfaden>

MARAC is not only a best practice model for Austria but for Europe in general.

Benefits of the ‘Multi-Agency Risk Assessment Conference’:

- The main benefit of this system is the strong connection and exchange of information of relevant institutions that work with potential victims of DV in some way. The regular exchange of information improves the measures of risk assessment and the possibilities to react in an appropriate way. It is also a method that supports a lot the clients, since they receive support and guidance in time.
- On a personal level the first results show that due to having a consistent representative, the clients showed more trust in the institutions and it gives them a better feeling.

Success Criteria /Tips for Successful Implementation:

- Commitment from all participating institutions;
- A steering committee which plans and leads the working process;
- Fixed MARAC members;
- Data protection of clients;
- If one MARAC team consists of many representatives, external moderation is recommended;
- Management staff from institutions should act as representative, since they can take important decisions and are legitimated.

It shows the importance of multi-institutional networking in the work to prevent, to find and to support victims and survivors of DV. This is important for a good risk management and assessment as well as for the work with survivors to support them in finding their way back to social – working life.

A Network of NGOs (Romania)	
Institution	A network of 20 NGO-s working in the field of gender equality, prevention and combating domestic violence
Year of practice implementation and duration	2015
Further information can be found at:	http://violentaipotrivafemeilor.ro/

The Main goals of the **Network** are:

- To promote awareness against domestic violence through various activities like: prevention campaigns, information about legislation in the domain, help desk information, crises intervention, protection against exploitation, sexual abuse, physical and psychological abuse against women, increasing their self esteem.

Methods used:

This good practice puts together 20 NGO's with specific target groups and action plans, but which serves the idea of gender equality focusing on domestic violence. While one NGO is researching and learning about the phenomenon, another is getting statistics, the third is undertaking measures to find out more about survivors and victims of DV, another is developing materials for social workers, medical staff, police officers, etc. It is a collective learning and working group.

From this network we selected 3 guides:

- 1. Domestic violence: intervention coordinated by a multidisciplinary team: manual for professionals**, coordinated by Gabriela Dima and Iolanda Felicia Beldianu is a tool that is addressed primarily to all categories of professionals with responsibilities in the field of domestic violence - social workers psychologists, emergency medical personnel, forensic practitioners, lawyers, probation counselors, police officers, gendarmes. The manual can be useful in training graduate students and those who are preparing for this field or related fields, and not least, even abused women and abusers.
- 2. "A practical guide for victims of domestic violence"**
Those who believe they are victims of violence or who believe they risk becoming victims of domestic violence will find this guide useful information for those seeking first aid support, but also those who want to learn more about the services available for them. Also, professionals working with victims of domestic violence will find useful information that they can use in guiding and advising victims they work with.
- 3. Guidance for victims of sexual violence**
The guide is designed by the Network We break the silence about sexual violence and is aimed at people who have gone through sexual violence, and those who want to know more about what they can do in cases of sexual violence.
Moreover, services are included in the state that you can call, what are your rights as a victim, and a list of support services provided by specialized NGOs.

PRACTICAL TOOLS FOR PROFESSIONALS:

Mini-Court/Tribunal (German: Minigericht) (Austria)	
Institution	Gewaltschutzzentrum Steiermark (Crisis intervention centre Styria)
Year of implementation and duration	Prototype was developed by the "Gewaltschutzzentrum Steiermark" in 2002.
Further information can be found at:	http://www.gewaltschutzzentrum-steiermark.at/

Minigericht – Mini-Court/tribunal

is a supporting element for the consulting process of survivors of domestic violence, when it comes to a trial.

The “Mini-Court/tribunal” is a board which shows a courtroom in miniature. It contains 32 tokens, to which different roles can be allocated and this helps women and their children as survivors of domestic violence to prepare themselves to the situation at court.

The mini-court is a variation of several board-methodologies used in therapy and coaching. Survivors of domestic violence can visualise the process of the trials, and can practice possible situations.

The method is low-level and the concerned persons – adults, youth, and children - are able to understand and to practice the trial.

The “Mini-Court/tribunal” also considers the situation of the contradictory hearing.

Benefits of the Mini-Court/Tribunal:

- It provides a very clear explanation of the procedure in the trial;
- This makes it easier for the consulting staff/professionals to explain roles and tasks of involved persons to the survivors of DV;
- Practising the procedure can still the fears of the survivors of DV in advance of the trial and give them more self- consciousness for their confrontation with the perpetrator and strengthens them in general in dealing with the situation to reflect on all the violent situations in the interaction with the judge and lawyers.
- Open questions and insecurities can be clarified during the preparation/playing the board game.
- The “Mini-court/tribunal” is also a supportive measure for the qualification of staff who is involved in the preparation and consulting process before it comes to a trial.

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Domestic and gender-based violence victims support model (Bulgaria)	
Institution	Partners For Bulgaria, The Centre for the Study of Democracy and The Human Rights Academy, Norway
Year of implementation and duration	2016
Further information can be found at:	http://partnersbg.org/ver2/wpcontent/uploads/2016/09/VSM_EN_web.pdf

Main goals of this Manual are to give practical advice for victims and provide guidelines for work of professionals in the area of domestic and gender-based violence.

This is a comprehensive study on the topic that gives a good foundation of knowledge for any professional, entering this topic of work and support.

The gathered information is a very good basis as a way to enter the topic – seeing the big picture, getting introduced to relevant recent research and to a support approach. The EMPROVE team has identified a high probability that the model could be very valuable for professionals, who are just entering the field of support of survivors of Domestic Violence. In addition, Chapter 8 “Trends in seeking help and support by victims of violence” would be valuable to the consultants as it provides concrete guidelines for supporting the survivors.

TRAININGS FOR PROFESSIONALS

Training: ‘Best Practice in Woman and Child Protection in the Context of Domestic Violence’ (Ireland)	
Institution	Women’s Aid (Irish Office)
Further information can be found at:	https://www.womensaid.ie/about/training.html https://www.facebook.com/womensaid.ie

Best Practice in Woman and Child Protection in the Context of Domestic Violence’ is professional training for front-line staff in the area of domestic violence. ‘

‘Women’s Aid is a Centre of Excellence for Training and Development of professional and organisational responses to women and children experiencing domestic violence. Training is informed and guided by over 40 years of experience of direct work supporting women and by international models of best practice.’

Training: ‘Best Practice in Woman and Child Protection in the Context of Domestic Violence’

The link between child abuse and domestic violence has been clearly established, with domestic violence being the most common context in which child abuse takes place.

Participants will have an increased understanding and information on the following:

- Dynamics of domestic violence;
- Forms of abuse used by perpetrators against women and children;
- Short- and long-term impacts on women and children living with abuse;
- Barriers in accessing support and protection;
- Effective engagement that prioritizes the safety of women and children;
- Supporting the non-offending parent in line with Children First Guidelines;
- Risks involved in engaging with the perpetrator and key practice considerations; and
- Referral options for women and children affected by domestic violence.

Benefits of the 'Best Practice in Woman and Child Protection in the Context of Domestic Violence':

- It highlights key principals, legislation, and skills for professionals, and provides realistic resources to be used when working with those experiencing domestic violence.
- Survivors of domestic violence are met by professionals who are informed, skilled and aware of the best approaches in supporting each woman individually.

Domestic Violence Training program for social workers (USA)	
Institution	Simmons College - School of Social Work, Boston
Year of implementation and duration	2010 - until now
Further information can be found at:	http://www2.simmons.edu/ssw/domestic-violence-training/index.php

Domestic Violence Training – for social workers

is aimed to encounter families and individuals affected by domestic violence or intimate partner violence.

Between June 2000 and June 2002, the Massachusetts National Association of Social Workers (NASW) Committee on Domestic Violence and Sexual Assault developed the “Web-based Domestic Violence Training Curriculum.” Beginning on the Simmons College School of Social Work web system, it was subsequently put onto the World Wide Web with the intention of training Massachusetts social workers. This is a self-paced domestic violence training program geared to social workers at all levels of experience. In 2010 Domestic Violence Training it has been replaced to the newer version.

The main goals of the Domestic Violence Training program:

Social workers encounter families and individuals affected by domestic violence or intimate partner violence in their job. Given the prevalence of domestic violence and the serious risks to physical and emotional health associated with it, all social workers should have, at least, a basic level of training in this area.

The training is organized into short chapters, each followed by a quiz. On completion of each quiz, person can click on “view attempt” and open a window that indicates whether chosen answer agrees with our preferred answer, and if not, tells learner the preferred answer.

The program is open and accessible online.

THE SUPPORTING SERVICES FOR DV SURVIVORS:

The follow-up care (Switzerland)	
Institution	Frauenhaus Zürcher Oberland (shelter Zürcher Oberland)
Further information can be found at:	http://www.frauenhaus-zuercher-oberland.ch/ueber-uns/jahresberichte-frauenhaus-beratungsstelle/

The follow-up care for survivors of DV

is a supporting service when it becomes obvious that the survivor needs more support after the regular stay in the shelter.

This might happen e.g. if the woman has no clear housing situation or the legal situation with the perpetrator is not clear or there might be need for more intense psychological or even medical treatment.

In some cases it can be seen that women are not “ready” so it is crucial to prolong the support with the staff of the shelter. Another focus is the re-integration in the community, facilitation to family counselling services, etc.

The aim of this service is to empower survivors of domestic violence – to give them stability in their daily life and to enable them to organise themselves independently.

There are two different offers:

1. Ambulant follow up care – this takes place at the survivors` home - visiting support.
2. Steady follow up care –many clients/survivors need more time to recover and they urgently need support during that time. So the shelter offers housing possibilities for women with their children for at least 6 more months. They receive professional counselling and support to find their way back into “normal” life. This support is especially needed if women have financial and/or health problems or are overwhelmed with daily tasks and with their children, who also suffer from violent experiences and also need time to recover. Despite their negative and violent experiences with their husband or partners, survivors of DV often return to them, since they have no idea how to cope with their life situation independently.

The follow up care aims to provide sustainable support to women - to empower and encourage them to act and to live autonomously and the relationship to the supporting staff is important.

The experiences with the supporting offer of follow-up care show that those women acted more pro-active and independently in cooperation with public authorities, were more stable and manage to live in a situation free from violence.

“I AM A TRAINER”- a good practice for empowerment of DV victims (Bulgaria)	
Institution	“Mother and Baby” Unit, “Complex for social services for children and families” structure of the Sofia Municipality
Year of implementation and duration	“I AM A TRAINER”- A GOOD PRACTICE FOR EMPOWERMENT OF DV VICTIMS

The main goals of the model “I AM A TRAINER” are:

- to support mothers with children and pregnant women by teaching them strategies on how to achieve self-sufficiency by creating groups by interests in which each client could also take the role of a trainer. It is expected that by using this approach, the clients would become more proactive, confident and their self-esteem would be boosted;
- to help them realize the impact social stereotypes have had on their identities, behaviours and expectations;
- to increase their knowledge and skills in various important areas of life, thus helping them protect themselves from dangerous situations and people as well as hindering them from becoming victims of labour exploitation, sexual, physical, emotional and psychological abuse over their personality.

The main actors are the clients (DV Survivors) who play the role of the trainers and trainees. The team should include 2-3 specialists (psychologists, social workers, and teachers) to assist and support the participants in their preparation to become trainers, to participate in groups in the role of trainees, to give feedback from the perspective of trainees, etc.

This good practice uses methods of creating groups based on shared interests, in which the participants take the role of the trainers. The overarching approach being used during the preparation for and during the groups is Empowerment.

Achievements/ Impact/ benefits:

- The clients - those who trained and those who were trained, made a positive progress in their skills to deal with reality and to communicate with each other.
- The clients had the opportunity to express themselves in a protected environment in which they were individuals with skills and qualities that do not differ from the ones outside the unit. They were supported in developing their skills, but most of all they were encouraged to believe in themselves and their capabilities. They need to believe they have many qualities and are able to initiate a change in their lives, as well as to be good listeners and to respect differences.

- Each one of the clients is currently independently caring for her child/children. This specific change is due to the fact that the project had created an environment of mutual respect, support and an opportunity to express themselves.

As this good practice clearly illustrates, Empowerment is a process of giving the power to act independently, by simultaneously helping the client become aware of her own strengths. And all this works best when directly entangled in practical tasks. What makes this practice especially valuable is that it not only has positive influence over the empowerment of the Client who becomes trainer, but also over all other DV survivors, who are “receivers” of the shared knowledge. The Client becomes not only a trainer, but also an empowered role model.

The project “Cause of death: Woman” (Sweden)	
Institution	Unison - the Swedish association uniting over 130 women’s organisations protecting women from violence against them
Year of implementation and duration	2010 – 2012
Further information can be found at:	http://www.causeofdeathwoman.com/

The main goals of the project “Cause of death: Woman” are:

- To inform, inspire and empower current or ex violence victims.
- To provide additional materials this can be used as self-help methods or can be used by trainers and counsellors working with domestic violence survivors.

The practice itself includes practical materials. They offer specific empowerment exercises that can be practiced in a group. The exercises need to be implemented in the form of discussions. What unites them all is the concept of empowering women as well as breaking the stereotypes when it comes to domestic violence.

Achievements/ Impact/ benefits:

- The project has a strong impact since it was implemented in 10 countries, gathering the stories of women who have survived domestic violence, as well as stories from people who have lost relatives of theirs due to the same reason.
- The project is an investigative report on one hand and provides useful information as such, and at the same time it is practically oriented, offering materials to use with the survivors.

The positive impact the project has on the target group is related to gathering more knowledge on a sensitive and not very well developed social topic. It would also give the opportunity to get familiar with techniques and exercises that have not been implemented in many countries until now. The project would be one of the first to investigate the topic in such depth and therefore it would provide the trainers with brand new experiences and ways to develop their qualification even more.

The practice gives deeper understanding about this phenomenon in Europe and how it is handled in different cultures – what practices they use and what is their impact on the survivors. It offers practical techniques, research analysis and ‘real-life’ inspirations – the stories shared by the survivors. The project could very easily be implemented in other countries since it is broad, descriptive, clear and easy to use by other trainers/counsellors.

Empowerment centers (Sweden)	
Institution	The Swedish Association of Women’s Shelters and Young Women’s Empowerment Centres (SKR)
Further information can be found at:	http://www.causeofdeathwoman.com/

SKR - is a national association of women’s shelters (kvinnojour), young women’s empowerment centres (tjejour), and other organisations working to prevent and to stop men’s violence against women.

The main goal of the Empowerment centres

as a whole is to support women not only during the crisis they go through after leaving the abuser, but also to provide them with help and opportunities when they are more calm and ready to proceed with their lives. Since the Swedish Association of Women’s Shelters and Young Women’s Empowerment Centres (SKR) consists of more than 90 member organisations, the types of empowerment that could be offered to the survivors are various. Some of the centres employ staff, but a lot of the work is done by volunteers. The services the Empowerment centres offer are various – some of them focus on the initial contact with the survivor. They offer helplines by phone or chat, run entirely by women. Other Empowerment centres also serve as centres spreading awareness on the topic on a social level – in schools and other national institutions. Besides getting control of the initial crisis by supporting the survivors in their contacts with the police, social services, the family courts and the legal system, most of them offer the survivors also counselling, advice, safe accommodation and general support regarding the needs of the survivors. The Empowerment centres also run workshops on subjects like equality, sex and self-esteem.

Some of the centres offer a complete outlook change for the domestic violence survivors: once the survivor asks for help, she is taken to a specific room of the Empowerment centre where she gets her hair, nails and make up done. This ‘exercise’ serves as a symbolic representation of the ‘new beginning’ the survivors face.

Achievements/Impact / benefit of the Empowerment centres:

- The empowerment centres strive to be a voice for young women, and aim not only to offer direct support, but also to influence public opinion in questions which affect the daily lives of girls and young women.

The presence of Empowerment centres across Sweden gives hope that this practice could be implemented in other European countries as well. The practice clearly shows that long-term projects like this could

be run with the main force of volunteers. It also underlines the central role of empowerment and how empowerment could happen in different forms.

The project 'EMPOWER' (Lithuania)	
Institution	Social Innovation Fund, Lithuania implements the project EMPOWER together with partners from UK, Iceland and Greece. Project is granted by Erasmus+ Program.
Year of implementation and duration	2015-2018
Further information can be found at:	https://empowerwomen.eu/about/

EMPOWER

tackles the increasing need to provide high quality support and training to vulnerable women at risk of exclusion from the labour market.

These women at risk include: women who experience domestic violence, women who are victims of human trafficking, homeless women, women who face immigration issues.

Objectives of the EMPOWER project are to:

- Equip Support Workers working with vulnerable women with the soft skills training necessary to pass these skills onto women in order to increase their employability and entrepreneurship opportunities.
- Equip vulnerable women with greater confidence, belief & resilience to succeed economically.

Online learning

A new powerful tool has been created to help the learners share online courses with a focus on interaction and collaboration. The online EMPOWER learning hub consists of two courses:

- EMPOWER Others Training Package for support workers
- and EMPOWER Yourself Training Package for vulnerable women.

The online EMPOWER learning hub is available in English, Lithuanian, Icelandic and Greek languages. The learning hub environment is easy-to-use and provides a simple, clear view of all learning activities and resources. Through this new system, learners can access their courses, as well as online services and links to many other resources and available tools such as forums, announcements and events.

Impact/ benefits:

During these training, participants:

- Develop their own skills and confidence as a volunteer/paid Support Worker to support women gain valuable soft skills;
- Develop the skills needed to support women in gaining employment or starting their own business;
- Exchange knowledge and learn from other Support Workers in a supportive group environment via a strengths-based training and group coaching program.

Support Workers can also refer any women they work with who are ready to start developing their own employability skills for the EMPOWER Yourself Training.

The Economic Justice Project (USA)	
Institution	Kentucky Coalition Against Domestic Violence (KCADV)
Year of implementation and duration	2004 - until now
Further information can be found at:	https://kcadv.org/our-work/economic-empowerment-program

The Economic Justice Project (EJP)

is aimed to foster economic independence and self-sufficiency among survivors of intimate partner abuse.

The Economic Justice Project (EJP) provides three main programs to survivors of intimate partner violence that support their ability to attain economic stability. The EJP offers women the opportunity to participate in two matched-saving programs called the Classic IDA (federally funded) and Car IDA (privately funded). Both of these programs help survivors save for valuable assets like post-secondary education, a first home, small business expenses, or transportation. EJP also provides IDA participants an opportunity to build their credit through a microloan program. Survivors work closely with a trained advocate to create and meet financial goals and receive continued support in attaining economic self-sufficiency.

Women are recruited into EJP through trained case managers at one of the member programs. If they agree to participate, women receive individualized, case-management services with trained economic justice advocates. The relationship with the EJ advocates is vital to the success of this project. An EJ advocate meets with women, provides case management, and offers women various tools and strategies related to financial wellness such as creating budgets. The EJ advocate works with women as they participate in one of the three components of the EJ project: Classic IDA, Car IDA, or the microloan program.

The total cost of this program is approximately \$800,000 annually. This amount covers the microloan pool, matching funds, annual programming, credit reports, and support staff at the association. Advocates across the 15 member programs are trained annually in a 2-day workshop.

Achievements/impact

- After participating in the IDA program, it is expected that women will be less reliant on public assistance, and will have increased knowledge around financial planning, using the banking system, and using mainstream financial products. They will also hopefully not be victimized by predatory services like payday lenders. It is further hoped that women will have an emergency savings account.
- Since this project beginning, women have made 265 asset purchases, 120 became first-time home buyers, 114 pursued a higher education, 30 purchased cars, 7 established a credit score, 18 women increased their credit score by 50 points or more, 11 women increased their credit scores by 100 points or more, 82 women took out microloans, and 31 started or expanded small businesses.

Method of Case management in handling cases of domestic violence within the institutional cooperation (Romania)

Institution	General Directorate of Social Assistance and Child Protection (DGASPC) Ialomita county
Year of practice implementation and duration	Since 2011 - until now
Further information can be found at:	http://dpcialomita.ro

The main goals of the Method of Case management are:

1. Identifying, reporting, initial assessment and taking the cases of victims of domestic violence.
2. Detailed assessment, comprehensive and multidimensional situation of domestic violence victims and their families and the presumed perpetrator / offender;
3. Planning specialized services and support, and other interventions needed to rehabilitate victims of domestic violence, including services or interventions for the family and the presumed offender / perpetrator
4. Providing services and interventions: helping victims of domestic violence and families in obtaining and using the necessary services and initiating, where necessary, legal proceedings
5. Monitoring and regular reassessment of progress, decisions and specialized interventions
6. Concluding stage or final stage of Service and specialized interventions, post-services monitoring and case closure

The multidisciplinary and inter-institutional team intervene both in the evaluation and the provision of specialised services. There is no standard formula in terms of team composition according to objectives - assessment or intervention - but there are several categories of professionals who are part of the mandatory minimum composition:

1. The social worker, which usually is the case manager (if he/she has got the required skills by law);
2. Psychologist (usually in a compartment / DGASPC specialized service);
3. The doctor (usually active in a specialized DGASPC service), or other specialists from : gynecology, obstetrics, psychiatry, etc .
4. The policeman. According to the type of case, it can work with
5. one or more police officers from the following structures: Criminal Investigation, Public Order (policing and police stations), analysis, prevention and research, investigation and Combating organized crime and the police officer who is a member designated for Child Protection Commission (CPC).
6. The lawyer (usually the lawyer belonging to the DGASPC).
7. Besides the team members, we may also involve other professionals (teachers; forensics; Therapist; probation officer; lawyers; Priests).

Based on detailed assessment report, the case manager draws up **a plan for rehabilitation and / or social reintegration for victims of domestic violence**. The plan is drawn up in collaboration with the multidisciplinary team. Services from this plan address both adult victims of domestic violence, and family and the alleged offender/ perpetrator.

Achievements:

For those victims who had the chance to be sheltered in the Residential Emergency Centre the model brings hope and consolation.

National Hotline Service 1522 (Italy)	
Institution	Violence against women and girls -Social services > Hotline/ Helpline
Year of practice implementation and duration	2006
Further information can be found at:	http://evaw-global-database.unwomen.org/en/countries/europe/italy/2006/national-hotline-service-1522

In 2006, the Department for Equal Opportunities launched the national hotline service 1522 in order to refer victims of violence to shelters and anti-violence centres. The service is available 24 hours a day / 7 days a week and can be accessed anonymously. The call centre operators are all women and many different languages are available: Italian, French, English, Arabic, to make victims more comfortable when speaking about their experiences. The hotline operators receive specific training and are assisted by a psychologist in order help them to cope with the stress due to their work with victims. The service is not targeted for a specific kind of victims, but it is able to address to different services the victims on the basis of their needs and the kind of violence suffered (domestic violence, sexual violence and sexual harassment, stalking, mobbing, etc.).

Under Decree Law n. 11 / 23 February 2009, a further 1,000,000 euros were assigned to the hotline in order to provide psychological and legal assistance from staff with appropriate skills and to contact the police promptly in cases of urgency (Art. 12 and 13).

An articulated good practice is where different actors and professionals are working for an idea. This is a good example of an online service which is addressing the victim and the survivor through studies and practice as well.

The Plan for Psychological Attention Program for Young Women Victims of Gender Violence in Andalusia (Spain)	
Institution	Andalusian Women Institute
Year of practice implementation and duration	2006
Further information can be found at:	www.juntadeandalucia.es/iam

The Goal of the Program:

to favour the full recovery of young women who suffer or have suffered gender violence by her partner or ex-partner. This service provides personalized psychological attention to gender violence survivors and their families and closest relatives in order to provide long- term support and guarantee their psycho-emotional well-being. The team of professionals (equality and gender violence experts, as well as experts on intervention and career guiding) develop the plan with underage and their families.

Action's Scope:

- Specific model of action for young girls;
- Career Guiding for the families of victims;
- Informal network of support

Target groups:

- Teenage women between 14 and 18 years old who are gender violence victims.
- Parents or tutors of teenage gender violence victims.

The plan carries out different training days for professionals of sanitary, educational and social work sectors in order to early detection of violence in young people (a thousand of people in 2016). By including training, this allows the programme to have a higher impact in the long term run.

Impact/ benefits:

The "Plan of Psychological Attention Program for Juvenile Women Victims of Gender Violence in Andalusia" has attended to 125 teenage during the last year, similar data to the previous year, reaching 129. This service has increased continuously the number of beneficiaries since it started in 2013 which shows the importance of and high impact of this programme.

The inter-professional work produces a higher effect and makes easier to reach the final aims to treat the problem.

"BIG Coordination" (part of the Berlin Domestic Violence Intervention Centre), Germany

Institution	BIG e. V. - Berliner Interventionszentrale bei häuslicher Gewalt (Domestic Violence Intervention Centre Berlin)
Year of practice implementation and duration	Funded as model project till 2001 and ever since considered good practice in Germany
Further information can be found at:	http://www.big-berlin.info/

BIG, founded in 1995 strives to create societal conditions that prevent the occurrence of violence and contribute to better protection and appropriate support for women and their children at the same time.

Objective:

To develop and sustain the appropriate prevention and intervention strategies and measures against domestic violence in Berlin

To accomplish this goal, BIG Coordination focuses on five key fields of action:

- Support services for women as victims of domestic violence
- Children and youth
- Protective measures for migrant women
- Law
- Interventions with perpetrators

In every field of activity BIG develops specific measures for a wide range of support services for women and their children. BIG engages in public relations, raise awareness and fight domestic violence as a taboo subject. Moreover, it develops trainings for professionals dealing with the issue of domestic violence.

Achievements/Impact:

The support system has been improved considerably thanks to the effective and smooth coordination. BIG analyses intervention procedures so as to identify weak points and flaws in the support system's constitution. In addition, BIG seeks to intensify communication and cooperative relations between all the parties that are involved in interventions against domestic violence (e.g. police, youth welfare agencies, judiciary system, women's projects).

Benefits:

- **Effective and smooth cooperation between different stakeholders:** BIG Coordination organises the co-operation between DV services and various institutions in order to accelerate procedures of intervention and support. They considerably help to maintain a dialogue, to identify structural shortcomings and to devise new measures.
- **Addressing women's needs:** developed concepts do not only help to improve effective interventions but also take women's needs into consideration.
- **Child protection:** the co-operation between schools, authorities, courts and the police is organised in a frictionless manner to make decisions in the best interests of the children.
- **Protective measures for migrant women:** BIG seeks to resolve structural problems by facilitating cooperation between support services, authorities and victims with complex cultural identities and self-conceptions.
- **Interventions with perpetrators:** BIG offers further trainings for judges, public prosecutors and district attorneys where they are instructed on the importance and necessity of the implementation of perpetrator programmes.

The good cooperation and communication among the various stakeholders also ensure that victims do not have to tell their story over and over again. It may prevent them from being exposed to secondary victimisation.

The Orange House (The Oranje Huis) model (The Netherlands)

Institution	Blijf Groep
Year of practice implementation and duration	Piloted from 2008 to 2011 – still ongoing.
Further information can be found at:	http://www.blijfgroep.nl/ http://www.endvawnow.org/uploads/browser/files/shelter_netherlands_case_study_oranje_huis.pdf

The Oranje Huis is a Dutch women's shelter, but with a new approach, in which the shelter is visible and recognisable and has a disclosed location. There is a domestic Violence Support Centre within the shelter, to provide services collectively under one roof, with the main objective to improve from the earliest stage possible support for people who are facing domestic violence.

*The **Oranje Huis model** aims to be convenient for individuals coming from different locations, to increase its accessibility and help reduce the downward spiral of domestic violence sooner.*

For implementing the approach, special attention must be paid to:

- Risk assessment;
- Ability to provide individual counselling for woman and man;
- Analyse all factors that led to the violence, possibilities for change, wishes for the future;
- Empowerment and motivation for change;
- Support process of decision making;
- Children and parenthood;
- Other relevant subjects: health, work, social network etc.

Achievements: / Benefits/impact

- Clients feel safe in the open setting.
- Clients feel respected in their needs.
- Talking to the children and addressing their specific needs are very much appreciated and should get even more attention;
- The Family approach leads more directly to a breakthrough in the pattern of domestic violence. No client leaves the shelter without a safety plan for her and her children.
- There are indications that the Family Programmes help women be realistic in their expectations and the possibilities for change. Because the perpetrators directly involved in making the family plan, the client is confronted with the positive and negative sides of her relationship.
- The cooperation with e.g. police and other services has been improved.
- Certain issues can be more openly addressed within the neighbourhood and with other involved services.

PRACTICAL TOOLS FOR DV SURVIVORS:

Fem:Help APP (Austria)	
Institution	Austrian Federal Ministry of Women and Health
Year of implementation and duration	Started in 2016 – so a very new initiative
Further information can be found at:	http://www.bmgf.gv.at/home/femHelp_App/

Fem:Help APP

for android Smartphones and iPhones – a mobile service for women.

The aim of this app is to provide another low-level offer to support women in situations of domestic violence: to help victims of domestic violence to get in contact with shelters or intervention services in Austria in a fast and easy way. The app allows direct access to the emergency number of the police, also for persons with hearing impairments as well as direct access to the Austrian women – helpline.

Apart from this, the app makes documentation of violent acts possible. A certain documentation area which is secured by a PIN code is provided, to save pictures of injuries or to document incidents of violence with the help of questionnaires and voice memos. The questionnaires are also an important instrument for the risk assessment of the perpetrator.

This app is available in different languages (bosanski/hrvatski/srpski, English und Türkce) – also to support women with migration background. The function of the app is explained in short videos – also available in English.

THE MEASURES OF PREVENTION OF DV:

The project “Relationship without violence” (Switzerland)

Institution	City of Zürich – Fachstelle für Gleichstellung (office for gender equality)
Further information can be found at:	http://www.bmgf.gv.at/home/femHelp_App/

The project “Relationship without violence”

is implemented in school and is seen as crucial initiative to prevent violence in relationships.

Research results and studies show, that adolescents often experience sexual violence in the context of their first relationships with people of a similar age. This fact was a taboo for long time - effects of this violence are often not visible, but this early experiences with violence has long term consequences and will influence further relationships.

The project “Relationship without violence” aims at raising awareness among young people and it wants to show them, that violence in relationships is a not a situation they have to accept and in case they are concerned. It is also an important measure in general to prevent violence in relationship of very young people – since the circle of violence often starts that early age.

Information and support for teenagers is a crucial element to raise awareness.

- Specific services are needed for the different at-risk groups on the side of both the victims and the perpetrators. Affected adolescents need different easy-access avenues to support, which they can make use of anonymously and independent of their peer surroundings (e.g. services within the context of new media);
- Specific prevention and intervention measures should be planned for adolescents within their peer surroundings. This should help to increase the participation of adolescents;
- Prevention measures should be planned and implemented according to age-specific circumstances;
- Gender-specific differences should be taken into account in prevention and intervention measures.

Important measures to be taken in the school setting:

Schools should be supported in the development of an early-warning system, which promotes the early recognition of incidences of sexual violence and other forms of violence.

It is important to strengthen young people at an early age- especially those groups of young people, who are at risk to enter violent relationships (those who have experienced a history of violence at home, experience of abuse, drug-alcohol abuse, etc.). The earlier information and sensitizing work starts also in the work with potential perpetrators - the more domestic violence can be prevented.

'The Expect Respect Education Toolkit' (United Kingdom)	
Institution	Women's Aid (UK Office)
Further information can be found at:	https://www.womensaid.org.uk/what-we-do/safer-futures/expect-respect-educational-toolkit/ https://www.womensaid.org.uk/

'The Expect Respect Education Toolkit'

is preventative toolkit aimed at primary and secondary level school children.

It is aimed at teachers to be used in schools with students of all ages addressing domestic violence through prevention and understanding.

"There is a growing recognition that the home lives of children and young people can have a significant impact on their ability to participate fully in school life and achieve academically. Furthermore, children and young people are the next generation of potential victims and perpetrators of domestic abuse. Schools are therefore in a key position to raise the issue of domestic abuse in a safe, structured, learning environment"

- It challenges the myths that perpetuate domestic abuse;
- support children to seek help and safety;
- Model and promote healthy, non-violent relationships.

The toolkit is a printable pdf that can be downloaded and used in any context. It is aimed for working with children but it can be used with adults. As the English is basic, it is valuable for those with poor literacy or for those who speak English as a second language. The information is clear, easy to read and relatable in many contexts when working with different groups.

Benefits of the 'The Expect Respect Education Toolkit':

- It addresses children and young people through prevention and can therefore reduce domestic violence in future generations.
- It also supports children and young people who may be experiencing domestic violence at home to seek support and understand their experiences.

Making work a safe place for those experiencing domestic violence (United Kingdom)

Institution	The Corporate Alliance
Year of practice implementation and duration	The movement began in 1991 and has a continued online presence
Further information can be found at:	http://thecorporatealliance.co.uk/ http://16daysofaction.co.uk/toolkit/

16 Days of Action Against Domestic Violence is aimed at businesses to support them to act against domestic abuse and violence. It is a campaign and a toolkit from The Corporate Alliance.

The campaign is supported on an international level with groups in 187 countries contributing to the promotion of the campaign.

'16 Days of Action Against Domestic Violence has taken the model of the original movement, and tailored it to businesses and has centred on the impact that domestic violence has on the workplace.

Resources include:

posters; toolkit; briefings (specific legal, policy and guidelines for employers); podcasts; tweets; blog;

The toolkit is a brief for companies to tackle domestic violence within these 16 Days. Companies that are interested in eliminating the impact of domestic violence in the workplace should join The Corporate Alliance and move towards a future where domestic violence is quickly and efficiently addressed.

Blog testimonial: **"Making work a safe place for those experiencing domestic violence"**

Benefits of the 'Toolkit':

- Survivors have the additional support and guidance at their workplace. A safe space where they can come forward and get help. As employers meet their staff often they could identify someone experiencing domestic abuse and make referrals onto other professional services.

Community Network of volunteering for detection and support to gender violence victims at University of Seville (Spain)

Institution	University of Sevilla
Year of practice implementation and duration	Since 2013
Further information can be found at:	http://institucional.us.es/vgenero/

The Project has two pillars that act together to tackle the problem effectively. On the one hand, it is the emergency action in the attention to victims of gender violence and on the other hand, the awareness and sensitisation that acts as a preventive protection factor.

Impact / benefits:

In addition to direct training (in 2013 it reached 250 people) also activities such as exhibitions, courses or campaigns in different faculties. It promotes a very visible active movement in the face of gender violence: sensitization in equality, granting of resources to the environment and possible victims, accompaniment, etc.

The Goals of the Community Network are:

- Sensitising the University's Community about gender violence by contributing to the knowledge of available resources, updating the volunteer group and giving continuity to the previous training;
- Providing empowerment strategies to the university population in general and to victims of gender violence in particular, helping to create an active, reflexive and responsible university community in the face of this social problem;
- Training future professionals in the detection and prevention of toxic and / or abusive relationships, thus avoiding unwanted professional actions such as secondary victimization;
- Preventing toxic relationships, detect cases of male chauvinism in their environment;
- Supporting victims for help and resorting to existing resources.

Training provided:

- For students: practical (5 hours) and theoretical (20 hours).
- For PDI (Teaching and Research Staff) and PAS (Administration and Services Personnel): practical (20hs)

Those who have already received the training and have collaborated on previous occasions in the project can exercise as new trainers. This mechanism favours its implementation by favouring its access to new volunteers.

With this Network it is possible to raise awareness of, but above all involve, the largest number of university students against gender violence, and with all this generate a current of equality, change of roles and female empowerment.

Impact/ benefits:

In addition to direct training (in 2013 it reached 250 people) activities such as exhibitions, courses or campaigns in different faculties are also carried out, something necessary to sensitize young people. It promotes an active movement very visible against the gender violence: sensitizing in equality, granting resources to the environment and possible victims, accompanying, etc.

PAVD Project (Portugal)

Institution	Centro Social de Paróquia de Polvoreira
Year of practice implementation and duration	The Project started in 2011 and ended up in 2013

The PAVD Project aims at sensitization for issues inherent to Citizenship and Equality Awareness and Domestic Violence and Trafficking in Human Beings. **The main Goals of the PAVD Project are:**

- Promoting gender mainstreaming, combining this strategy with specific actions, including positive actions, aimed at overcoming the inequalities that affect women in particular;
- Combatting gender stereotypes in the field of human rights defence;
- Informing, sensitizing, educating and training professionals the needed skills to deal with Domestic Violence.
- Reflecting on the different realities that characterize trafficking with human beings, in particular as regards trafficking for the purposes of sexual and labour exploitation.

They main beneficiaries of the project are the general community of Guimarães and Vizela.

Achievements /Impact/ benefits:

- The innovative Technical - Educational Resource Kit (Blitz Movie, documentary, short films, news, dynamic records) is produced and delivered to the schools of the councils, facilitating the conditions of continuity of some awareness actions initiated.
- Night campaigns in public leisure centres were organised.
- Production and exhibition of "shoes for equality". The underlying idea of the exhibition of "shoes for equality" as a participatory process of artistic production is transferable for any theme and artistic support, since it broadens the communication base and increases the receptiveness of the themes.
- The photographic exhibition (Broken Heart - Say no to violence) was visited in several shifts.
- Start up the Psychoeducational Intervention Cabinet.
- Just in the first two years, the Program involved many different people in the community: 322 students, 51 staff members - teachers and others, and 256 non-members of the school.

As a result of this project, the will to report aggressions increased, i.e. there is more awareness among the victims of the importance of reporting cases of abuse both to the police and in health care centres.

AWARENESS RAISING CAMPAIGNS:

The '2in2u' National Public Awareness Campaign (Ireland)

Institution	Women's Aid (Irish Office)
Year of practice implementation and duration	2011 and continued to date
Further information can be found at:	http://www.2in2u.ie/ https://www.womensaid.ie/ https://www.facebook.com/womensaid.ie/

The 2in2u National Public Awareness Campaign

highlights the issue of violence and abuse against young women in dating relationships.

The Women's Aid 2in2u campaign is specifically targeting younger women to try to prevent the next generation of domestic abuse.

The Women's Aid 2in2u campaign highlights the way that a controlling boyfriend's attention can often be overwhelming at the early stages of a relationship, how what felt like positive attention and attentiveness at the beginning of a relationship can slowly turn into more negative, controlling attention as the relationship continues and it becomes more difficult for the woman to break up or to seek help.

Resources include:

- The campaign website: <http://www.2in2u.ie/>
- Guide to Digital Abuse of Women
- Guide: 'What to do if you are a victim of Revenge Porn?'
- Awareness Raising Poster
- 2in2u Infographic on the warning signs of dating abuse (A3)

The campaign was supported by Vogue Williams, an Irish model, presenter and columnist. The campaign was led and run by the Women's Aid team.

Benefits of the the 2in2u Campaign:

- Young women increasing their knowledge and awareness of what constitutes a healthy or unhealthy relationship. Realising that possessive behavior, control, and lack of privacy are forms of abuse. This supports women at a younger age to realise that they are victims of abuse and prevent future cycles of violence.
- It also raises awareness with current or potential perpetrators that their behavior is unacceptable and unhealthy.

To utilise or implement this campaign:

Read the available information and resources on the Women's Aid and the 2in2u websites. Request campaign pack from comms@womensaid.ie and download available materials.

The photo project 'SUPERHEROINES' (Lithuania)	
Institution	„Women talk“ - the civil initiative
Year of implementation and duration	2016
Further information can be found at:	https://www.facebook.com/MoterysKalba/

„**Women talk**“- this is the civil initiative, which is carried out by 5 women having different professions. The aim is to disseminate the ideas of gender equality and to educate the public on problematic social issues, to strengthen the self-confidence of women and women's solidarity. They seek realistic, diverse and respectful women representation in media.

The photo project 'Superheroines'

Superheroines are five women, who have been models for the portraits. They have experienced the violence of the loved person. They know what it means when the feeling of affection towards beloved one changes the fear, and the house becomes a place where they do not want to go back. They know what it means the real pain - physical and spiritual. Despite what they have experienced, they found determination and courage to leave their homes, their old lives and their violent partner - now they build new life again. They are our SUPERHEROINES.

The aim of the project **Superheroines'** is to mobilise members of the society to become supportive and helping community, which does not condemn, but encourages acting decisively. The aim is to change public attitudes towards violence and to encourage to be indifferent.

Each participant (DV survivor) was presented as a superheroine, and publicly shared her painful experiences of domestic violence. All the participants were photographed and these photos and their stories have been shared openly in various online portals. The photo-gallery was finally arranged, which was attended by famous Lithuanian people.

The project "Superheroines" is an example for other women experiencing the domestic violence. This project encourages women to speak and tell about their experience. The project also encourages the society to draw attention to the problem of domestic violence and encourages not being indifferent.

Feministing Community (Italy)

Institution	Feministing Community
Year of practice implementation and duration	2014 -present
Further information can be found at:	http://feministing.com/2016/06/01/gender-violence-in-italy-the-cultural-challenge-toward-a-safer-country-for-women/

Feministing

is an online community run by and for young feminists. For over a decade, they have been offering sharp, uncompromising feminist analysis of everything from pop culture to politics and inspiring young people to make real-world feminist change, online and off.

Achievements/Impact:

It is a variety of subjects within the gender equality which has a very strong impact on the young generation especially. In the context of the whole cultural challenge of the Italian woman in society it is a powerful good practice.

There are cases of women who are profiting from this service, there are testimonials of women who passed through domestic violence, and the privacy of cases is respected, so it is a good practice for therapy or raising awareness.

“Bürgermut tut allen gut – Nachbarschaften gegen Häusliche Gewalt aktivieren“; (Germany)

Institution	Fachdienst für Gleichstellung, Integration und Prävention des Landkreises Diepholz (Service for gender equality, integration and prevention in the district of Diepholz, public authority)
Year of practice implementation and duration	2011/2012 – ongoing
Further information can be found at:	https://buergermut.jimdo.com/

How to sensitise the civil society in the rural area for the topic of domestic violence was successfully demonstrated in the framework of the model project “Bürgermut tut allen gut (Civil courage serves everyone) carried out in the district of Diepholz. The two-year project developed and piloted new approaches to strengthen the civil courage in rural neighbourhoods. The underlying idea is that victims of domestic violence experience support and solidarity in their social environment.

Objective:

To sensitive the civil society in a rural area for the topic of domestic violence and to encourage people to take active steps in the perception of domestic violence-without putting themselves at risk.

For this purpose an interdisciplinary mobile team consisting of experts and volunteers put into practice a number of measures:

- Round table discussion within neighbourhood centres
- Distribution of information materials and information stands in the streets
- "Kitchen table" talks
- Training for interested citizens on the topic of domestic violence (e.g. recognise signs of DV) and practical tips for possible intervention
- Training modules for school classes (students aged 14-16 years old)
- Open house days e.g. in shelters, police, or other support services for victims of domestic violence; etc.

The measures that were especially developed for the rural area can be easily transferred to other municipalities to set up effective prevention measures at a relatively low cost.

Achievements/Impact:

The project helped do away with stereotypes and prejudices that still exist in the field of domestic violence. It equipped citizens with basic knowledge on the phenomenon and showed practical ways to offer support to victims of domestic violence instead of turning a blind eye.

Benefits:

- **Increased awareness of the phenomenon:** Domestic violence is no longer a taboo topic. People have the courage to address the topic and talk about it in their neighbourhood. They know which support services are available and how to contact them.
- **Increased solidarity for victims of domestic violence:** Neighbours offer support and show solidarity and help break social isolation of victims thanks to decreased barriers and fears of contact.
- **Increased sense of belonging:** The various activities created a sense of belonging in the involved areas and fostered the social cohesion in the neighbourhood.

Know your rights - Public information campaign (The Netherlands)

Institution	MOVISIE Foundation Welsaen and Foundation Kezban
Year of practice implementation and duration	2012
Further information can be found at:	https://www.movisie.com/publications/toolkit-against-violence

The national working group 'Mudawwanah' initiated the project "Know your Rights" to educate and inform migrant women on their rights and to empower them. The project also aims to enhance knowledge in institutional and organizational programmes and create a solid network of expertise and collaboration. Finally, 'Mudawwanah' aims to improve the legal status of migrant women, children and young people.

Objective:

To improve prevention campaigns for people with migration background in order for them to know about their rights and available services.

Target groups are both migrant women and professionals and volunteers active in the health care and welfare, care and legal services.

Main fields of actions are:

- **Training for "information officers"**: About 100 women and men from five regions in the country are trained to speak at meetings for migrants.
- **Information meetings for migrants**: at a local level; in neighbourhoods, schools, community houses and organizations.
- **A support point and phone line**: offering support from the first call to the return to the Netherlands, as well as organizing care and shelter.
- **Information meetings for professionals**: Information, tips and consultation on identification, referral and support, also to strengthen cooperation and optimize (joint) care and support.
- **Cooperation agreements**: Building a network of expert solicitors and social workers, with main focus on identification, referral and support.
- **Lobby: among policymakers and politicians to improve the policy on human rights and the legal status of migrants.**

Achievements/Impact:

- Higher awareness of their rights among migrant women and men participating in the information meetings and an increased feeling of empowerment.
- Increased communication and better understanding of the influence of social environment, traditional patterns as well as of aspects such as procedures, applications, regulations, marital problems, partner choice, children and divorce.

Benefits:

Education and discussions empower women and help them to be independent and claim their rights and their children's rights. In all our countries we have different ethnic communities that might have only little or no knowledge on, let alone access to the services that are provided for women victims of domestic violence. The idea to train "information officers" that are part of these communities to enable them to provide all the information to their community is a really good one that can easily be transferred to other countries and to other types of violence.

THE MEASURES TO WORK WITH PERPETRATORS:

The Programme of Electronic Surveillance of Aggressors (Portugal)

Institution	General Direction of Reinsertion and Professional Services (DGRSP)
Year of practice implementation and duration	Since 2009
Further information can be found at:	http://www.tvi24.iol.pt/sociedade/28-02-2017/metade-dos-arguidos-com-pulseira-eletronica-sao-agressores-de-violencia-domestica

This **programme** seeks to promote in the marital aggressors the awareness and assumption of responsibility for their violent behaviour, as well as learning alternative strategies to them with a view to reducing recidivism. The Program targets perpetrators who are not under arrest -neither before nor after the trial- or perpetrators who have their sentence of execution suspended.

Electronic Surveillance of Aggressors - Program of control of prohibition of contact between aggressor and victim of domestic violence (order of estrangement). Addressees Aggressors of domestic violence, legally subject to non-custodial measures, both in the pre-trial, post-trial, or suspended sentence.

Goals of the programme are:

- To reduce the number of people in jail and their costs;
- To strictly and permanently monitor compliance with judicial decisions;
- Providing new tools for the re-socialization of aggressors;
- To reduce the domestic violence.

The main measures of the programme are:

- Providing bracelets
- Monitoring aggressors
- Creating statistics

Achievements /Impact/ benefits:

- The Program of electronic surveillance was applied to 1706 users with non-custodial measures.
- According to the Ministry of Justice's data, no cases of marital homicide were recorded in the context of electronic surveillance since the applied of plan. This confirmed it was possible to reduce new assault (20 in total).
- Courts prohibited the contact between 423 aggressors and their victims at 2016 and 505 people was monitored by geo – location at 24th of November 2016, a measure of electronic surveillance which has prevented killings, according to the government.
- Data shows that there are 1025 people covered by the tele-assistance plan, a service which assures fast response in dangerous situations 24 hour per day.

The intervention with domestic violence aggressors is, per se, innovating because the responsibility of action is moved from victim to the aggressor. This change expects promoting as well the immediate protection of victim or the aggressors' punishment as a modification in behaviour patterns, reducing the violent impulses of the beneficiaries involved. Part of the recognition that the aggressors are conscious people and with reflective capacity goes through trying to make them assume their responsibilities and become aware of the errors of their behaviour.



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